



Annual Report 2018

NASSAU COUNTY Department of Social Services

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



Nassau County Legislature

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I. Message from the County Executive



Message from County Executive Laura Curran:

In presenting the 2018 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, 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 – live out the message “We care, and we’re here to help.”

The 2018 DSS Annual Report illustrates the breadth and scope of DSS programs and services. It is with pride and appreciation that I thank 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 2018 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, 2018 we housed 1,472 residents in our emergency housing system, including 678 children. This is an increase of 1% from the same date in 2017 and 35% increase over the same date in 2016. The homeless crisis is not unique to Nassau County as it's both a statewide and national issue. Locally, we work with the entire spectrum of community resources including not-for-profit organizations, educational, law enforcement, religious, civic and other agencies and 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 2018:

- Day care services were provided for a monthly average of 5,600 children in 4,100 working families
- DSS administered 57,483 Medicaid cases for 64,351 individuals, 5% of Nassau's population
- Approximately 17,000 applications for temporary assistance were processed
- Supplemental Nutritional Assistance Program (SNAP, formerly Food Stamps) benefits were provided to almost 31,000 Nassau families and 21,000 HEAP (Home Energy Assistance Program) benefits were provided Nassau households
- Child Protective Services investigated/assessed 6,262 reports of child abuse and neglect
- DSS helped over 30,000 families obtain and retain child support
- \$13,799,643 identified in Social Services savings as of October 2018 from uncovering welfare waste, fraud and abuse. Since 2014 the Office of Investigations has recovered \$108,809,498 in recipient fraud waste and abuse;
- The amount of total security deposits paid to landlords was reduced from \$1.86 million in 2010 to just over \$42,880 in 2018 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' 11th 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 2018, 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.

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.

Thank you for taking the time to read our 2018 Annual Report and please feel free to visit us on Nassau County's website at www.nassaucountyny.gov/agencies/DSS/index.html.



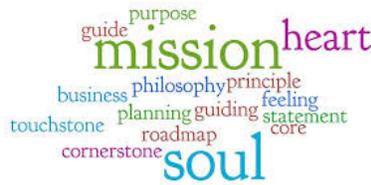
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DSS Annual Report



John E. Imhof, PhD
Commissioner, DSS



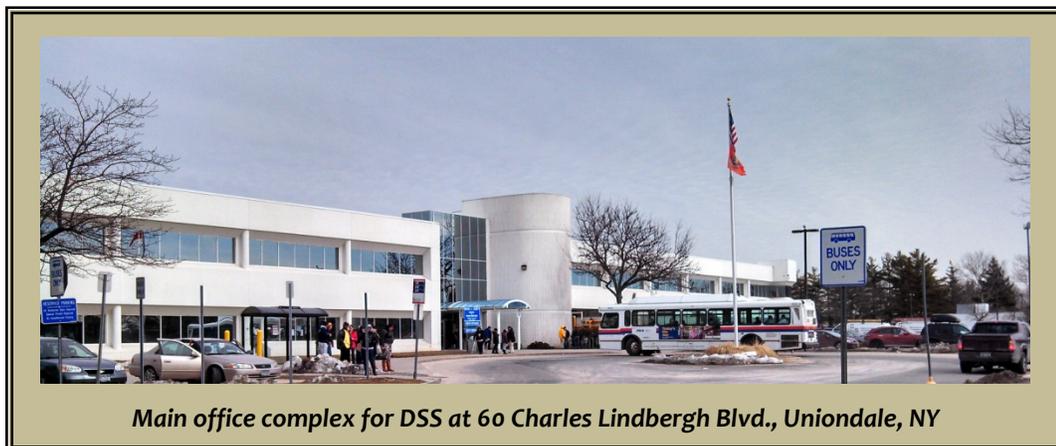
Paul Broderick
Deputy Commissioner, DSS

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	2017	2018
Family Assistance	3,813	4,088
Safety Net Assistance	11,283	10,786
SNAP	18,597	16,663
Medicaid	19,792	20,900
Day Care	3,756	3,567

Active Cases

Figures as of:	12/31/2017		12/31/2018	
	Cases	Individuals	Cases	Individuals
Family Assistance	1,680	3,767	1,425	3,204
Safety Net Assistance	2,897	4,569	2,667	4,136
Medicaid (MA)	55,098	79,811	37,754	44,615
Medicaid (MPE)	388	388	481	481
Medicaid SSI	19,439	19,448	19,248	19,255
SNAP-NPA (Supplemental Nutritional Assistance Program - Non Public Assistance)	30,262	45,279	27,740	40,054
HEAP (Home Energy Assistance Program)	2,068	3,544	1,976	3,373
Services (Includes Day Care)	5,547	15,984	5,455	15,809
Unduplicated Individuals		138,802		105,602

2017 - 2018 Budget Comparison

	2017	2018	% Change
Administration	\$ 70,281,863	\$ 63,928,709	-9%
Medicaid	\$ 233,191,869	\$ 238,959,000	2%
Family Assistance	\$ 23,586,293	\$ 25,221,842	7%
Safety Net Assistance	\$ 37,493,692	\$ 38,167,675	2%
HEAP	\$ 313,777	\$ 369,735	18%
Burials	\$ 236,050	\$ 226,530	-4%
Foster Care	\$ 12,087,638	\$ 10,968,554	-9%
Children in State Custody	\$ 3,451,404	\$ 3,189,811	-8%
Juvenile Delinquents/PINS	\$ 2,009,331	\$ 2,038,420	1%
Non Secure Detention	\$ 575,000	\$ 575,000	0%
Adoption Subsidies	\$ 4,588,059	\$ 4,893,449	7%
Adoption Fees	\$ 130,000	\$ 130,000	0%
Homemaker Services	\$ 181,822	\$ 94,012	-48%
Prevention/Protective Services	\$ 5,575,179	\$ 5,555,078	0%
Independent Living	\$ 292,568	\$ 298,182	2%
Special Education	\$ 15,999,874	\$ 16,749,000	5%
Day Care	\$ 61,641,565	\$ 60,470,801	-2%
Total	\$ 471,635,984	\$ 471,835,798	0.04%



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 three active sub-committees, in October 2018, DSS and the Advisory Council held a Public Forum presenting Next LI: A Planning Tool (formerly Long Island Index). The Next LI provides a wealth of data to help plan for future work in a more informed and strategic way. The forum explored health and education and trends that impact Long Island.



Presenters also explained how data is critical in determining outcome indicators and benchmarks for DSS programs. A panel discussion featured Coralie Saint-Louis, Newsday; Amanda Fiscina, Newsday; Dr. John Imhof, DSS Commissioner; and Dr. Douglas Russell, DSS Quality Management, Research and Planning.



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 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 building registers anywhere from 500 to 1,400 visitors per day. To manage the daily visitors to the building, the County employs a 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

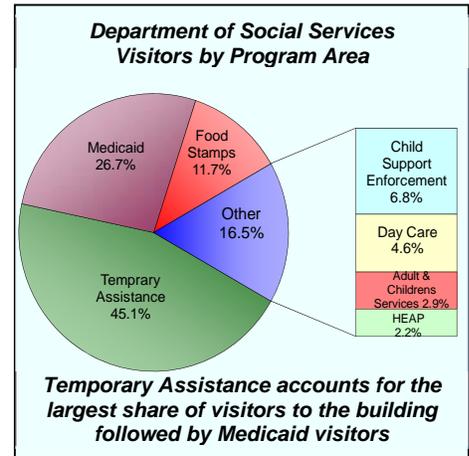
from which they received assistance. Visitors register with the Community Service Representatives at our Welcome Desk where they are logged into the Status Tracking System database. In this way our clients are served in an efficient and timely manner.

During 2018, over 165,000 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.



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), where residents can explore the services for which they may be eligible. .

Asking for information	4449
Address Change	652
Clarification regarding paperwork/budget	440
Card not working	238
Status of application	212
Did not receive benefits	179
Spend Down	153
Non receipt of recertification paperwork	135
Unable to reach worker	107
Fair Hearing	51
Other	2214
ALL CALLS 2018	8830



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 **4:45 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.

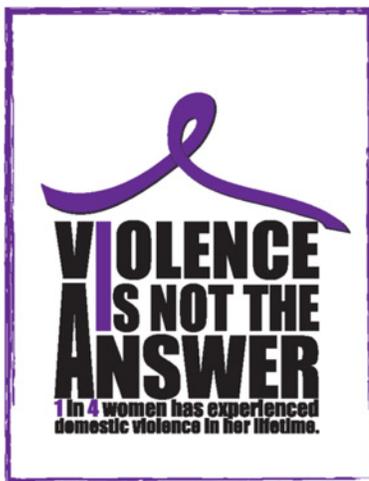


IX. Domestic Violence

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 eighth 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 April 13, 2018.



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 **2018** the Office of Investigations recovered **\$13,799,643** in recipient and provider fraud, waste and abuse. This includes \$339,053 restitution from DA's office: \$6,673,865 from liens and recoveries, \$37,122 in Intentional Program Violations and \$6,625,024.92 in cost avoidance.

Since 2014 the Office of Investigations has recovered **\$108,809,498** in recipient fraud waste and abuse.

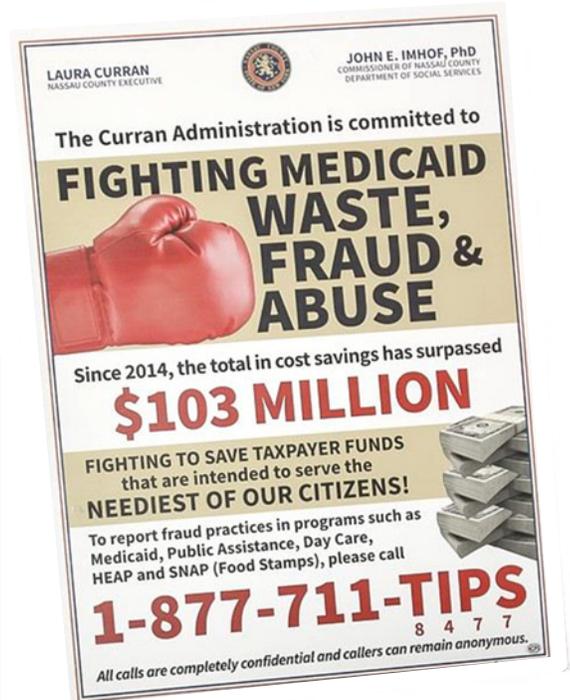


Nassau County Department of Social Services Office of Investigations Our Mission:

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.

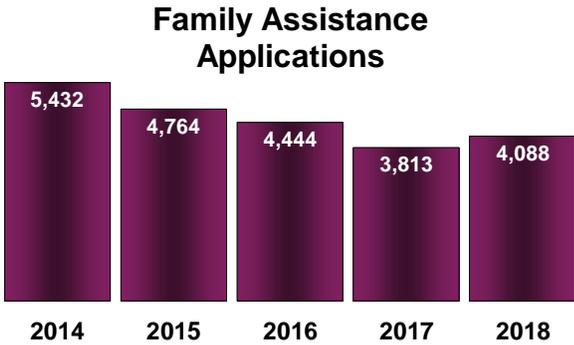
Our Vision:

- 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.

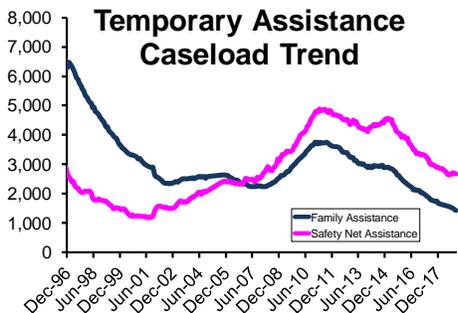


XI. Public Assistance

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

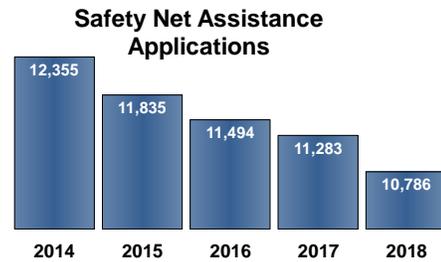


provides cash assistance to needy families in Nassau that include a minor child living with a parent (including families where both parents are in the household) or a caretaker relative. Family Assistance operates under federal Temporary Assistance for Needy Families (TANF) guidelines. Under TANF, eligible 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. 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.



Once the five year limit is reached, the household is ineligible to receive any more TANF benefits, which in part explains the relative increase in Safety Net Assistance in New York State (see SNA). 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) 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 Level.

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 be eligible for an emergency benefit and/or a Heating Equipment Repair/Replacement (HERR) benefit. The HEAP year generally begins in mid-November and closes mid-March or when the program funding is exhausted. The HEAP Clean and Tune component usually opens in the beginning of April and may provide eligible households a benefit to assist with the cleaning of primary heating equipment, chimney cleaning, minor repairs, and installation of carbon monoxide detectors and programmable thermostats. A cooling component that assists medically needy households with the purchase of air conditioners and/or fans 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.

Since January 2016, both PSEG and National Grid have had Consumer Advocates available in the DSS lobby on a weekly basis. In 2018, approximately 1200 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, the advocates are also available to respond to questions from HHS staff. This collaboration has enhanced the working relationship between DSS and the utility companies, as well as streamlined the services received by our mutual customers.

2018 Highlights

The TA Department began utilizing “myWorkspace”, which is a State application used to process applications and recertifications. New York State OTDA is in the process of migrating off of the current system that is being used (Welfare Management System, commonly called WMS) and replacing it with myWorkspace. This is a big undertaking for a very large department. State trainers came to our workplace and trained staff in two pilot units in May, 2017 and both units continue to process all work in myWorkspace. The large roll out of myWorkspace occurred in September 2017 when all staff in the New Applications Department were trained and began processing all work in myWorkspace. The goal for 2019 is for the remaining recertification units to be trained and to process all work via myWorkspace.

Perspectives

Stories about the people we serve

Ms. P and her two daughters, ages 11 and 12, were evicted from their apartment in August 2018 due to her inability to keep up with monthly rent payments. Ms. P works full time but when she moved into the apartment she was evicted from she paid two months security plus one month rent and then she incurred unforeseen medical expenses which were not covered through her health insurance. After Ms. P was evicted she and her daughters resided in a motel temporarily until she exhausted all of her monies. She then came to DSS and was placed at a DSS shelter for several months. Ms. P continued to work and eventually located permanent housing. DSS assisted the client with payment of her storage when she resided at a shelter. DSS assisted the client with payment for a mover and with security and a brokers fee in order to move into affordable and permanent housing. Client is no longer on public assistance because she works and is able to pay her ongoing rent.



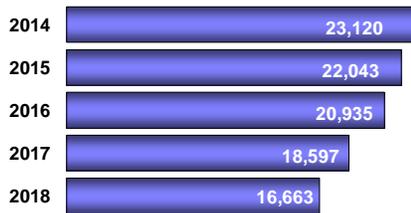
XII. SNAP (formerly Food Stamps)

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.

2018 Highlights

- Nassau County DSS received \$391,462 in federal and NYS funds for Best Payment Accuracy in processing SNAP applications. This award captured the highest national performance standards and highlighted the

Non-Public Assistance SNAP Applications



outstanding efforts of DSS staff to ensure timely, accurate and comprehensive eligibility determinations for Nassau County residents. SNAP benefits are critical for low- and no-income households by providing food-purchasing assistance. Without payment accuracy, the mission of this federal aid program to offer nutrition support to as many eligible individuals and families as possible while also providing economic benefits to communities would not and could not be realized.

Payment accuracy, established via audit and oversight, insures that the neediest residents of our county who experience food insufficiency will receive their SNAP benefits expeditiously and accurately. The NCDSS plan for utilization of the award monies was approved and has been marked for several Information Technology improvements, which will further enhance the prompt and accurate completion of SNAP applications.



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

Maximum SNAP Benefit Allowances	
Household Size	Maximum Allotment*
1	\$192
2	\$353
3	\$505
4	\$642
5	\$762
6	\$914
7	\$1,011
8	\$1,155
For each additional member	+\$144

* These figures are based upon SNAP Standards effective October 1, 2018. Note: A SNAP budget must be calculated for your household in order to determine SNAP eligibility and benefit amount.

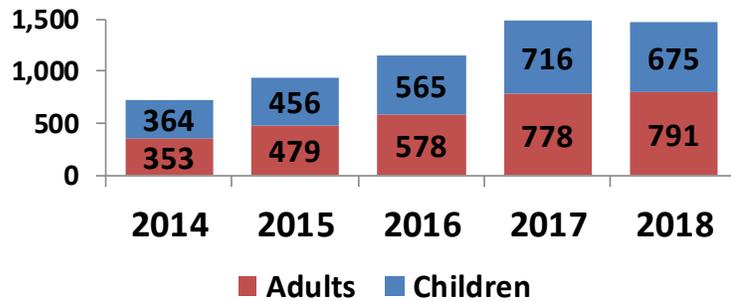


XIII. Housing and Homeless Prevention

Emergency Housing in Nassau County is overseen by two County departments, the Department of Social Services (DSS) and the Office of Housing and Community Development (OHCD), each of which bring different expertise to the issue of homelessness. Working together, DSS and OHCD have created a dynamic team which includes a caseworker, psychiatric social worker, housing locator, veteran’s liaison and placement specialists. This dedicated and caring group of professionals place clients in emergency housing and provide supportive services as they endeavor to navigate government systems and eventually move to permanent housing. Through this team, a client now has direct access to mental health services, children’s services, adult protective services, drug and alcohol counseling, and assistance with locating permanent housing. Clients also have access to a new emergency food and clothing pantry located at DSS in the Emergency Housing Unit which is a collaboration with Preventive Services at DSS.

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, so when clients are placed in emergency housing DSS knows

Number of Individuals In Emergency Housing



which shelters 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

Over the past year the DSS/OHCD team has been making a concerted effort to bring together all of the county agencies, non-profits and shelter staff members who work with our homeless population. By strengthening the lines of communication between these stakeholders the goal is to streamline the way in which services are provided, avoiding duplication, rectifying problems collaboratively and increasing accountability.

In order to implement this collaborative approach, the supervisors of emergency housing have held a series of group presentations and trainings. This fall a conference for shelter providers with informative presentations by both government and community agencies was held. The department has also teamed up with the Department of Mental Health to provide much needed trainings for shelter staff. Following the fall training on “Dealing with Difficult Situations,” there has been a decrease in serious incidents occurring in shelters. The next training will be “Current Drug Trends,” which will be offered to all

Perspectives

Stories about the people we serve

Recently a disabled client who had been granted a Section-8 voucher lost it because she was unable to secure an apartment without assistance. Our Housing Locator was able to negotiate with Section-8 to have the client’s voucher reinstated due to her disability. Previously the client had been evicted due to nonpayment of rent and seemed to have cognitive deficits that would prevent her from managing her money. However, the client had been working with Family & Children Association’s HER TURN program and was participating in group therapy. Working together, DSS, OHCD, and the HER TURN caseworker met with the client and explained the benefits of financial management which she then agreed to. The Long Island Coalition for the Homeless’ (LICH) housing locator, in conjunction with OHCD/DSS’s housing locator, was able to find an apartment for the client, finding a landlord who would overlook the eviction for rent arrears. The landlord was willing to accept her based on her signing up for financial management and being connected to community supports. HER TURN will continue to work with this client after she moves into permanent housing.

shelter staff. The DSS/OHCD team is now working more closely with the family shelters, meeting with shelter social workers monthly to review cases. The next project is to begin hosting roundtables with single shelter providers. The goal is to have the shelters support one another by sharing ideas and strategies that have worked to maintain a peaceful residence and move clients into permanent housing.

Struggles

We continue to struggle with the problem of high rents coupled with the multiple layers of government which prevent our clients from securing affordable permanent housing.

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 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.

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

Perspectives

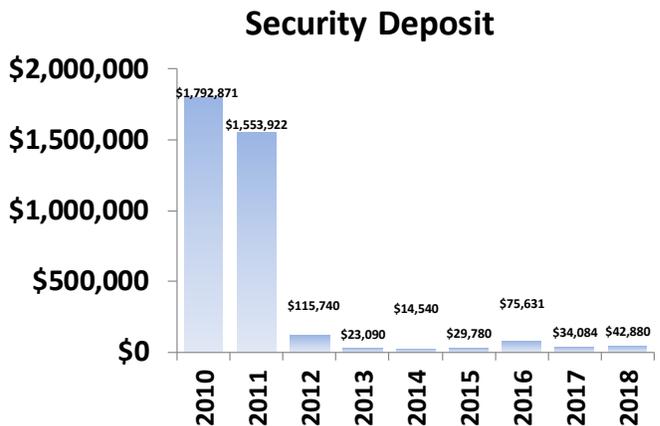
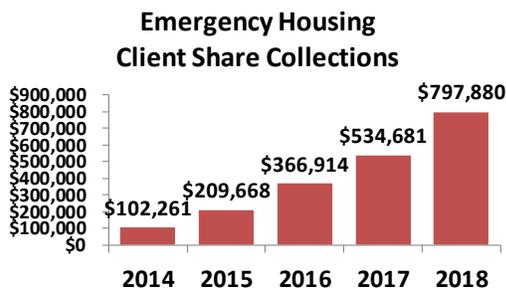
Stories about the people we serve

An 80 year old man, Mr. M, with signs of dementia came in for emergency housing after being evicted from his long-time permanent housing. Mr. M appeared to have signs of dementia and was seen by the Psychiatric Social Worker in the Emergency Housing Unit, along with his placement specialist, and the Services Caseworker. It was apparent that Mr. M would need a large amount of assistance to navigate both Emergency Housing, getting to his shelter placement, and locating permanent housing. Mr. M was referred to Adult Protective Services and through ongoing communication between units he was accepted into an assisted living. Mr. M was helped by Emergency Housing staff with transportation and food until his assisted living referral was accepted.

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.



XIV. Employment

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

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

Nassau County DSS's Employment Unit administers the work activities. The Employment Unit is composed of six areas:

1. **Family Assistance (FA)** provides assistance to single parents who are required to engage in work activities. The FA Employment Staff worked closely with the contracted vendors NADAP TOB and EOC and in-house WEP Unit. The common goal is to assist clients to move from temporary assistance to work by providing supportive services for client participation. The FA welfare examiners maintained caseloads averaging 150 cases each throughout 2018. Case maintenance involves referring clients to vendors and the issuance of supportive services, i.e.: childcare, transportation allowance, clothing referrals, etc. which assist in removing barriers to engaging in employment activity. They also process conciliations and prepare fair hearing folders to be presented in a fair hearing. Throughout 2018, FA staff has continued to conduct 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. The FA Employment staff also conciliates and sanctions those clients who are non-compliant. FA Employment staff along with vendors EOC, TOB and NADAP all worked together to assist the client to become self-sufficient and be able to sustain that sufficiency. FA staff participated in the 2018

Nassau County Mega Job Fair, on-site job fairs and presented programs such as the Northwell Health Community Health Worker Program. Many clients successfully completed the program, graduated and are now employed through this program.

2. **Safety Net Assistance (SNA)** – The SNA Unit provides supportive services for single individuals to engage in work activities. They also sanction non-compliant clients which can lead to full case closures.
 - Twice in 2018 the Safety Net participation rate exceeded the required 50%. For the month of July, 2018, the Safety Net participation rate was at an all time high of 55.1%. For the month of October, 2018, it was 51.8%.
 - For the fiscal year October 2017 to September 2018, the Employment unit's Safety Net participation rate ranked # 3 in the state among large districts at 35.7 %. This was due to the hard work and

Perspectives

Stories about the people we serve

N. and D. are sisters who have been clients of NADAP since October 2017. N. and D. migrated from Haiti in July 2018 to pursue a better life in the United States. During the initial employment assessment meetings with the sisters, it was determined that there were several challenges due to language barrier (the sisters only spoke Creole) and lack of employment experience. To better assist and enhance the employment assessments and the client's experience with NADAP, interpreters and the Language Line was used as a tool for better, more thorough and informed communications. Both clients were immediately enrolled into English as a Second Language (ESL) classes in the Westbury School District where they completed classes four days per week in the evenings. While completing ESL courses, they also participated in the Work Experience Program (WEP) working at the Westbury United Methodist Church in order to gain employability skills. Several months after being engaged into ESL classes and attending WEP, N. and D. contacted NADAP and stated that they were interested in pursuing a career in the health field. Both were referred in May 2018 to Home Health Aid Training Institute where they would complete a six week course to obtain their Home Health Aid (HHA) Certification. N. and D. successfully completed the program with high scores. In August 2018 they both began working, eventually garnering fulltime hours in October 2018 with Reliance Home Senior Services. Full-time employment was achieved one year after their first employment assessment meeting with NADAP. N. and D. are positive case closures.



dedication of all Employment unit staff who work with the Safety Net population, as well as a new pilot project that was initiated in June 2018 in which informational referrals were made to the exempt population advising them of programs that they may qualify for. The senior population were given referrals to the Urban League's Seniors Job Program (formerly known as the Mature Worker Program) and the medically exempt population were given referrals to TRI Business and Career Training Center, an ACCES-VR affiliate that provides vocational rehabilitation services and job placement to individuals with disabilities.

- All referrals to the exempt population were for informational purposes only and no negative action was taken for clients who chose not to partake of these services.
3. **ABAWD (Able-Bodied Adults Without Dependents)** – The ABAWD unit monitors compliance with SNAP rules for clients that receive Non PA SNAP.
 4. **WEP (Work Experience Program) Services** – The WEP Services unit assigns clients enrolled in the Work Experience Program (WEP) to work at various work sites at local nonprofit organizations and community agencies throughout the county. The purpose of the WEP program is to create a simulated work environment for the client and enhance their job skills.

The WEP staff managed over 100 WEP sites which helped our clients to acquire a variety of job skills. In 2018 ten (10) new WEP sites were developed.

There were approximately 1,667 referrals to the Work Experience Program (WEP) Approximately 300 Safety Net recipients entered into part time or full time employment

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

The Nassau County Department of Social Services Employment Unit helps public assistance recipients obtain employment, job counseling and employment related training. The DSS Employment Unit provides a direct service to local employers by conducting pre-employment activities such as client assessments and employee screening. Employers who hire DSS clients are eligible for tax credits.

To accommodate the needs of our constituents and to address current state and federal program mandates, the Employment Unit continues to have

Perspectives

Stories about the people we serve

E.S. and his spouse, have been 2 Parent Household (2PHH) clients of NADAP since February 2018. During the initial employment assessment with NADAP Mr. S. was deemed the parent most capable of receiving employment services with his spouse being incapacitated due to medial issues. Mr. S. has faced some challenges, major set-backs and barriers to employment which have prevented him from obtaining his goals. While being consistent in maintaining employment, he was unsuccessful in gaining full time work.

Initial interactions with his Career Service Coordinator were unsuccessful, leading to non-compliance, unproductive conversations and sanction referrals, resulting in client being re-referred back to NADAP. In October 2018, in addition to Mr. S. meeting with his Career Service Coordinator, a one-on-one session was set-up with the NADAP Job Developer for job readiness training and job development coaching, During this meeting, Mr. S. again shared his frustration in only receiving part-time and seasonal positions. His desire was to become fully employed, doing a job he liked, that would foster growth in his abilities. He further expressed that his long term goals were to be able to obtain viable employment, shelter, and stability for his family.

Mr. S's resume was updated, he was referred to the DSS Job Fair at Nassau Community College and NADAP's Mid-Month Wednesday Job Fair Workshop. Due to the persistence, tenacity, and consistency of the Career Service Case Coordinator, the Job Developer and Mr. S., he was able to change his perspectives of how he could gain employment; while taking the gradual steps towards accomplishing goals, maintaining his benefits, and ultimately moving towards self-sufficiency. In late October 2018 Mr. S. obtained fulltime employment as a Deli Clerk.

Mr. S. has become gainfully employed and now is working toward moving his family into their own home and standing in the place of provider, husband and father. We applaud, Mr. S. for his diligence in working through his barriers and obtaining employment.



performance based contracts with three community based organizations that provide various employment related services to the TANF and Safety Net population and enroll them in various work activities. The use of performance based contracts has improved the overall performance of the Employment Unit.

2018 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.

- 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.
- Training: There were 271 enrollments in vocational educational training programs. These included 130 Safety Net clients and 141 Family Assistance clients.

Training

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

Family Assistance

- Summer Youth Employment Program: Planning for the 2018 Summer Youth Employment Program for youth ages 16 to 20 began in March with a meeting for professional staff involved in recommending

Perspectives

Stories about the people we serve

P. W. has been a client of NADAP Nassau, CES since January 2017. During her initial assessment Ms. W. expressed her long term goal and interest in pursuing a career in the health field however, she also had several barriers preventing her from obtaining this goal. Upon initial interaction with her case manager, P. was placed into supervised job search as her first activity. Although P. was unsuccessful at obtaining employment during her job search assignment she remained motivated and driven. During her time of unemployment, P. was also assigned and completed the Work Experience Program, volunteering with Nu health as well as EOC where she completed administrative tasks. In February of 2018 P. enrolled into training courses with Long Island Equal Opportunity Center completing Emergency Medical Technician Certification. P. was hired fulltime in August 2018 with Emergency Ambulance Services located in Freeport NY. P. was very excited and showed much gratitude to NADAP in assisting her with achieving this long term goal. P. is a positive case closure.



participants, and recruiting events at two local high schools. Ultimately, there were 100 participants for the summer program, an increase from the 80 of the previous year. Participants were provided work sites with the Nassau County IT Department in various locations, Nassau County Human Services Department and Nassau County Legislative offices. 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 the end of September. Three of the Summer Youth Employment Program youth were offered part time employment due to their successful participation.

Upcoming Events/Programs

- The Employment staff is already discussing plans for the 2019 Summer Youth Employment Program. Discussions with the 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 2019.

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 Assisstance reimbursement year to date total = \$1,643,082
- Aid to Disabled category approvals = 234
- Requests for Aid to Disabled category from Medical Directors = 121
- DCAP referrals for SSI/SSD in 2018 = 200
- SSI applications sent to SSA in 2018 = 76
- SSI approvals from DCAP cases in 2018 = 330



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 Services) 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.

2018 Highlights

- For calendar year 2018, 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.
- 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.



XVII. Employment Job Fair

Nassau County Mega Job Fair: In October, DSS hosted the County Executive's 11th Mega Job Fair at Nassau Community College in Garden City. DSS continued its long standing partnership with other Nassau County departments to organize this successful and well attended event. The Office of Veteran Services, Human Rights, Minority Affairs, and CASA helped to welcome many job seekers from all over Nassau County and the Long Island Region. To date, 13 people were hired by participating employers according to our follow up phone calls. Volunteer Services was also present with its

Dress to Impress room, providing appropriate interview clothes for job seekers. There were laptop computers onsite to assist with online job applications and to help veteran applicants and general attendees with their resumes. 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.

MEGA JOB FAIR
 FEATURING: Information Technology,
 Hospitality, Health, and Labor Union Jobs
OCTOBER 26TH, 2018

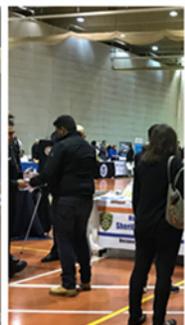
Veterans Admission starts at 9:00am
General Admission 10:00am-2:00pm

Department of Social Services 516-227-8656
 Nassau County Veterans Service Agency
 Office of Minority Affairs
 Asian American Advisory Board
 Human Rights Commission
 C.A.S.A.
 Nassau County Office of Labor



Nassau County Executive **LAURA CURRAN** invites you to a
MEGA JOB FAIR
October 26 • 10:00am

Dress to Impress



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

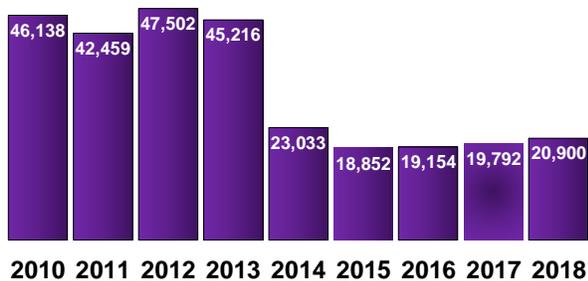
- Family Planning Services
- Medical and Health Insurance Premium
- Non-Emergency Medical Transportation
- Assisted Living Program

Perspectives

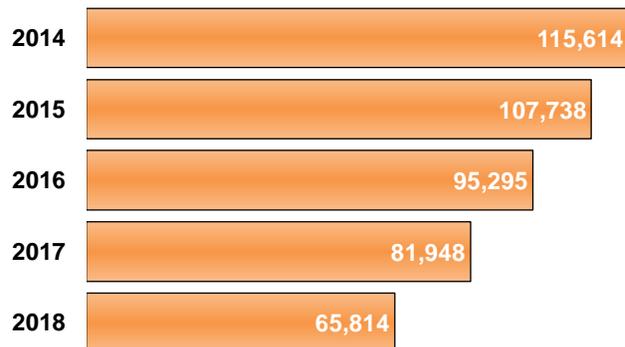
Stories about the people we serve

A young lady, Ms. V came into the agency to apply for her brother who was a patient at Memorial Sloan Hospital. She explained that her brother has a brain tumor and he needed a certain medication to live, which he could not get because he did not have insurance. The supervisor informed the applicant what documents would be needed and the worker took the application and transferred it to the correct area (Community Medicaid) to be evaluated. The applicant was assured that the application would be given the utmost priority so her brother would be able to get the medication he needed. The applicant returned the documents in about 2 days and the application was processed. About 5 days after the application was received, the supervisor called the applicant’s mother to inform her the case was opened and gave her the Client Identification Number so she could give it to the hospital pending receipt of the Medicaid card. She cried and thanked both the worker and supervisor for expediting the opening of her son’s case.

Medicaid Applications



Medicaid Average Monthly Caseload



2018 Highlights

The New York State Department of Health (DOH) began moving Medicaid Cases from the County to the Health Benefit Exchange, resulting in decreased caseloads. To improve delivery of services, the Medical Services Unit has been merged under the Medicaid umbrella. With both areas combined, there is increased efficiency and better communication between staff. This facilitates our compliance to meet the needs of those who require Personal Care Services. 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.



XIX. 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.



XX. 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).

2018 Highlights

Disproportionate Minority Representation

As a result of its groundbreaking “Blind Removal” initiative, 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 gained local, statewide, national and international attention for our work on reducing disparity by addressing Disproportionate Minority Representation in the Child Welfare System. Counties throughout New York State as well as child welfare professionals across the country are planning to visit Nassau in 2019 to learn more about our initiatives. Additionally, OCFS in partnership with University of Albany will be developing a curriculum and tool kit in 2019 for other districts to utilize in their respective counties.



XXI. 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 2018 the average number of CPS reports received daily was 25, each requiring a safety assessment and referral to the FAR program or a full investigation. On average, 78% 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.

Allegations fall into the following four categories below:

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



Reporting Child Abuse

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

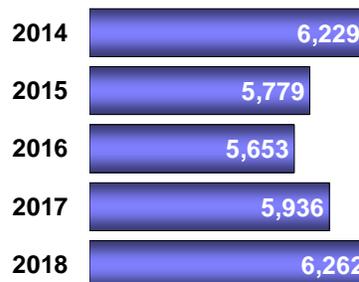
Mandated Reporters Should Call
1800-635-1522

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

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

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



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



2018 Highlights

Family Assessment Response (FAR)

October 2018 marks five years since Nassau County launched its initial FAR (Family Assessment Response) Units. In 2018 the FAR program received 1000 new intakes, an increase over last year; increasing the number of families involved with traditional CPS investigations. This year we implemented a new systems approach for assigning cases to FAR. 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

Perspectives

Stories about the people we serve

A family was referred to the FAR program because the child was smoking marijuana and not attending school. While working with the family, the worker realized that the family had multiple obstacles that they were struggling with. The mother is extremely developmentally delayed due to a traumatic brain injury she sustained as an infant.

The family was in the process of being evicted out of the only home they have ever known, by the aunt who was extorting the family. The aunt was also physically aggressive with the mother and had been for years. Additionally, the aunt was the Payee of the child's SSI money and she never provided the child with any money, food or clothing. Presenting problems also included the child's diagnosis of depression and anxiety. The child began attending counseling to address the mental health and substance abuse. Subsequently, the child stopped attending school once the family received the eviction notice as he felt responsible to care for his mother and was fearful that he would come home to find that they would have been put out. While the child was 17 years old and not required to attend school, the school recognized his potential for getting his diploma and encouraged his participation.

The FAR caseworker contacted Nassau Suffolk Law Services and with their assistance, the Judge granted the stay of their eviction. The FAR worker spoke with the mother and the child about the benefits of the child receiving a high school diploma and since then the child has been attending school regularly. The caseworker made a referral for the mother to be assessed for Adult Protective Services. The worker also referred the family to Options for Community Living which provided both mother and child with their own case managers. Options met the family at their home along with the APS and FAR caseworkers. This case was able to be closed to FAR shortly thereafter as the family had the resources in place to help them continue making progress towards self-sufficiency.



based upon stated guidelines and the family's willingness to engage in services.

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 2018, 1000 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 continue to participate with 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. CPS and Services to Children continue to be committed to practicing the BASSICS Model of formal one-on-one supervision with the staff along with regularly scheduled meetings to better enhance our communication and our practices throughout our programs.

Substance Abuse Evaluator

In April, 2014, CPS was able to secure a contract to rehire 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, In 2018 there have been approximately 250 referrals made to the Substance Abuse Evaluator for drug testing.

Training Units

During the course of the year, CPS trained ten new caseworkers. Five workers will be placed into CPS investigative units in the beginning of the new year. Two workers had left during the training for other jobs, and three workers had to be let go during the probationary period. We will be starting up a new training group in 2019.

Safe Harbour Project

In 2018, the Nassau County DSS Children's Services Division was awarded \$92,820 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. In November, Nassau received an additional \$14,096 in grant money for the year to help with items for the youth and training curricula.



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, 601 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 2018, the DV Specialist was able to go out on 20 cases and help engage the family in the necessary services and supports. There has been a decrease since the previous year and this number is reflective over a 10 month period as well as a change in staff.



XXII. 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 worked with Ms. V. toward the reunification of her four-year-old son, S., who had been removed and placed into foster care. Ms. V. struggled with severe alcoholism and her son is diagnosed with severe autism. In partnership with her foster care caseworker and S's foster mother, Ms. V. made herculean efforts to gain and maintain sobriety, as she is the one person who her young son responds to. The foster mother, Ms. C., opened her home and heart to S. and also to Ms. V, supervising the parent-child visitation in her foster home and mentoring and supporting Ms. V. through the process of rehabilitation and reunification. Ms. V. and her son S. were successfully reunified and continue to reside safely together as mother and child.

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.

Early Childhood Court. In a collaborative effort known as Early Childhood Court (formerly Babies Can't Wait), Services to Children works with Nassau County Family Court to provide services to the 0-5 year old foster care population and their offending parents. The initiative is intended 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.

2018 Highlights

Race Equity

Nassau participated in the Agency and University Partnerships to address racial equity webinar for the National Child Welfare Workforce Institute and Center for the Study of Social Policy. This six-part webinar series focused on Dismantling Racial Inequity through Child Welfare Systems Change. This webinar addressed, in part, Nassau’s Blind Removal Meeting initiative, a promising practice designed to remove implicit bias from the foster care removal decision making process. As there is a highly disproportionate number of children of color in the foster care system, the Blind Removal process is intended to remove bias in the group decision making process when a removal from the home is contemplated for children involved in the child welfare system, by removing all names, as well as references to the neighborhood, race and ethnicity of each family. Nassau County has dramatically reduced the number of black children entering foster care through Blind Removal Meetings. Where Black Children were removed via a Blind Removal meeting, the percentage decreased from 55.5% in 2011 to 29.8% in 2016.

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 2018, Children’s Services continued to provide 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.

County Plan Update and the 2018 Planning Addendum

Children’s Services continues to work on the strategic component of the County Plan Update that was submitted in December 2017. The Children’s Service Strategy is designed to address permanency for youth in foster care between 12-23 months.

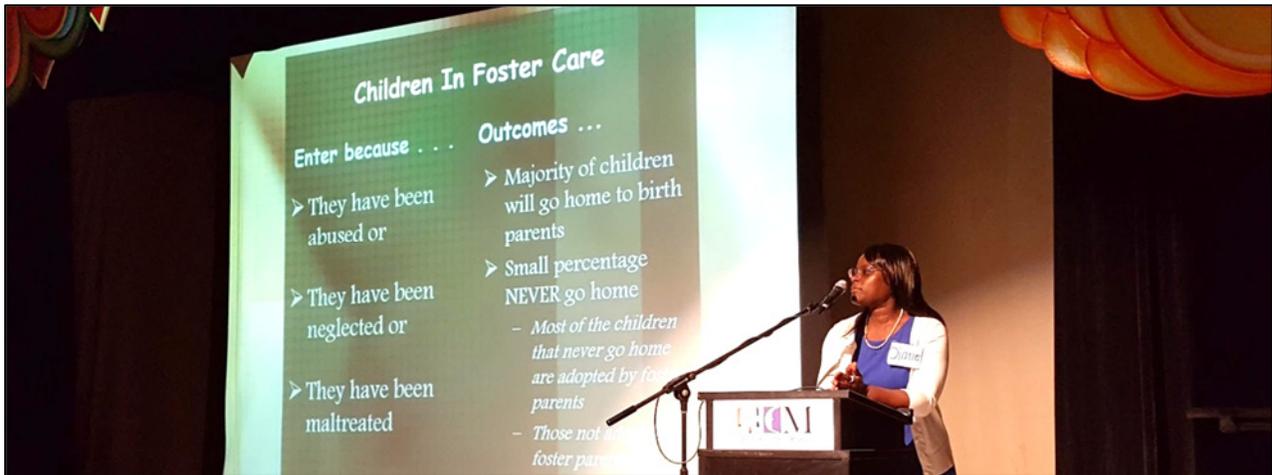
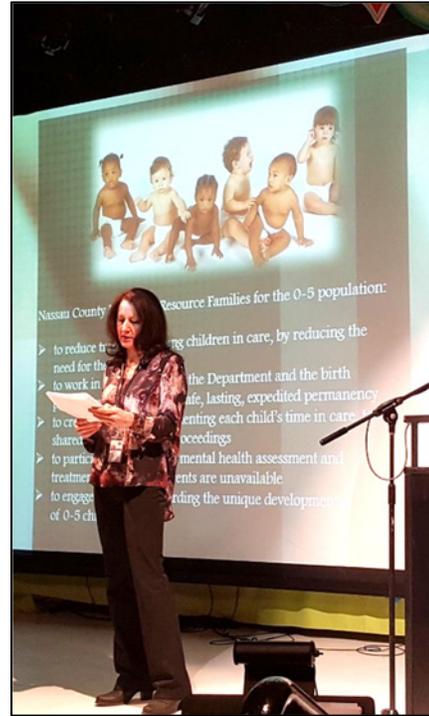
Children’s Holiday Party

The annual Holiday Party for Children in Foster Care took place on Thursday, 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 40 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 two talented staff performed holiday songs for the children and families.



Foster Family Recruitment

Children’s Services held two Foster Family Recruitment Fairs at the Long Island Children’s Museum, located at 11 Davis Avenue Garden City, in April and October. The forums drew a variety of individuals and families interested in fostering children involved in the Child Welfare system throughout Nassau County. In 2018 Recruitment efforts have focused heavily on the licensing of kin and fictive kin of the children entering foster care. By identifying and emergently certifying family and fictive kin for the placement of children entering foster care, Children’s Services reduces the trauma and loss that children undergo during a removal from their homes.



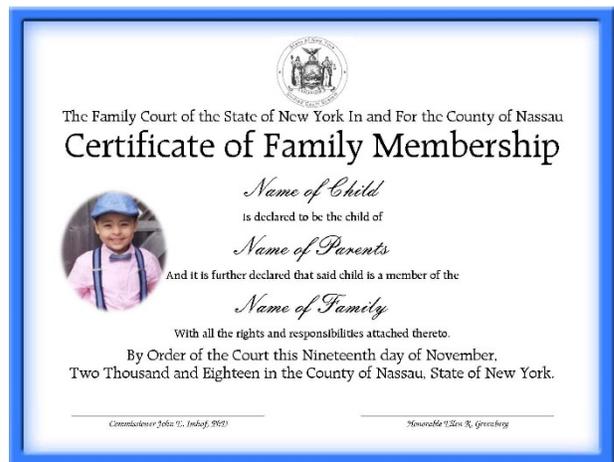
National Adoption Day

Nassau County DSS' celebration of National Adoption Day took place at the Nassau County Family Court on Monday, November 19, 2018, at 9 am. Seven adoptions of children in foster care through DSS were finalized on that date. Since first celebrating Adoption Day in 2002, NCDSS has finalized 295 children during the last seventeen Adoption Day celebrations. This

number excludes finalizations which take place throughout the years.

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 Nassau County Family Court, on Monday, November 19, 2018.



XXIII. Preventive Services

The Preventive Services division which began July 1, 2016, is divided into two programs; 1) Ongoing Child Protective Services (CPS) for families who are under the supervision of Family Court 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 referrals to other services to avert the placement of children outside their homes. Additionally, preventive services engages families to enhance and improve family functioning. In cases where children are in foster care, preventive can also expedite reunification of children 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 agency 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 2018, PINS Diversion received 350 referrals. Fifty-one (51) of those cases were originally assigned to Preventive Services as DSS experienced a change in PINS Diversion vendors mid-year. Fifteen (15) of the 51 cases still required PINS Diversion services after Preventive worked with the families. Twenty-four (24) PINS Diversion cases had petitions filed in Family Court this year. The phone number for PINS Diversion Information and Intake is (516) 227-8404

2018 Highlights

In September 2018, 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

Perspectives

Stories about the people we serve

The D. family was assigned to Ongoing Child Protective Services for educational neglect of the children. The parents were involved in an acrimonious relationship that was having serious negative impacts on the children. The mother was suffering a mental health crisis and her treatment was not effective. For many months, CPS tried to assist the mother with appropriate treatment interventions to improve her relationship with her children and improve the children's school attendance. Building trust was a very difficult as the mother thought CPS was trying to take her children away. CPS creatively decided to "team" the case so two workers were working with the family. We placed Preventive Services in the home to provide support services in order to prevent the removal of the children from their parents. With all the efforts to support the family in place, the mother engaged in appropriate therapeutic services and began to benefit from that intervention. After about a year, the family started to turn around and interact more appropriately. The children were successfully attending school. The parents were able to interact in a healthier way. Ms. D became cooperative with CPS eventually leading to the case closing with positive results.

purchased school supplies including backpacks, notebooks, binders, and calculators and the staff delivered these much-needed items to families. Additional money was provided to families for clothing when no other resources were available. Preventive was the beneficiary of a school supply donation which was also distributed to children in the program. Earlier in the year, Preventive Services was the recipient of donations of duffle bags containing blankets, bears and hygiene products from Together We Rise. Those bags were shared with Child Protective Services, Foster Care and the Housing unit for homeless children.

Preventive Services maintains the Services emergency food pantry. The pantry is stocked by donations from Island Harvest and Long Island Cares. Throughout the year, the pantry receives donations allowing for the provision of food to many families in need. This was particularly helpful in the summer months and school holidays when children who rely on school programs for breakfast and/or lunch are out of school. In addition to the pantry, the Administrative Assistants in Preventive Services began preparing food kits for the homeless coming into DSS. The kits consist of crackers, tuna, chicken or peanut butter and jelly raisins, granola bars, a fruit cup with water or a juice pack. Housing staff notifies the Administrative Assistants when the kits



are running low and they are replenished. This idea was developed by one of the Administrative Assistants and the original supply was made from donations from the two Assistants. To date, over 70 food kits have been distributed.

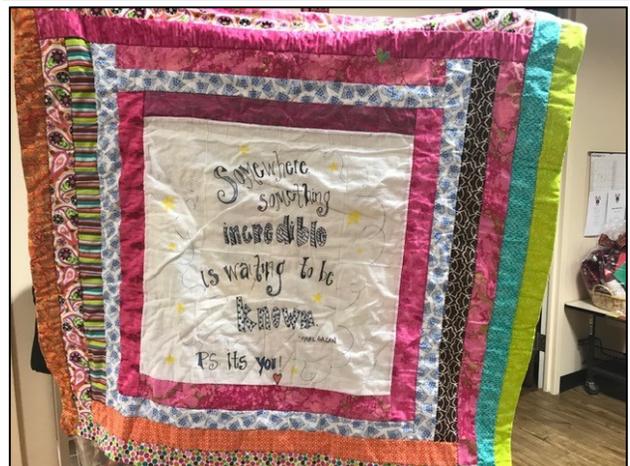
In November, Island Harvest donated 20 turkeys which were distributed to families in Preventive Services and CPS Investigations. Stuffing, potatoes, vegetables, gravy and cranberry sauce were provided and delivered by casework staff to each of those families

In December, Island Harvest donated 20 turkeys and side dishes which were delivered by staff in Preventive Services and CPS Investigations to families in need. Through generous donations from staff, Preventive Services bought gift cards which have been provided to families receiving preventive services. Parents and guardians were able to use the cards to purchase gifts and other provisions for their families for the holidays. Staff also delivered pajamas donated by the Carter's Store in West Babylon and winter coats donated to the DSS Volunteers to families in need. Some families were selected to participate in a Holiday party and toy distribution and other families were adopted for the holidays through Volunteer Services. This year, Preventive Services also received donations from a mother and daughter who made a personal quilt for a little girl and donated gift boxes for children with age and gender specific toys and other items.

Perspectives

Stories about the people we serve

Preventive Services has received donations from a woman and her friends who wanted to assist children and families in need. Their first donation consisted of duffel bags filled with blankets, teddy bears and tooth brush kits. The donation was shared with other programs including CPS, Children's Services and Housing. In August, this same donor joined with her colleague and together they collected a large amount of school supplies including back packs, note books and binders for school aged children in need. In December, Preventive was again gifted with donations from our "sponsor" and her mother who donated individually decorated plastic containers of items for children of different ages. On that same visit, a hand-made quilt was delivered to be given to a young girl. The quilt came with a gift tag stating that if the quilt ever needs repair, the young girl can return it to DSS who will reach out to the donor to repair it. There was a promise that more blankets and boxes will follow. Preventive staff has been overwhelmed by the kindness and generosity of these women.



XXIV. 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 2018, APS filed 3 new adult guardianship petitions. In total, 82 adults are served by Guardianship in our district. Only three other counties in New York State have a larger number of guardianship cases than Nassau (one of the three 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.

World Elder Abuse Awareness Day

For the fifth year, DSS participated in World Elder Abuse Awareness Day on June 15, 2018 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.



Perspectives

Stories about the people we serve

A New York City attorney and a local business person befriended an elderly man who was exhibiting signs of short term memory loss. After a few months the attorney assisted the local business person in becoming the man's Power of Attorney and Health Care Proxy. While the man was in a residential facility they also petitioned for guardianship. The elderly man's neighbors were concerned about the relationship with the business person and thought the elderly man was being exploited given the elderly man's wealth. Adult Protective Services initiated an investigation and spoke with all the parties. After conducting the interviews, APS brought this case to the court's attention and the judge appointed an impartial person as the elderly man's guardian.



2018 Highlights

APS participated in a presentation to shelter providers and Office of Housing and Community Development on November 28th explaining the purpose of APS, its roles and responsibilities in helping vulnerable adults throughout the county.



Certificate of Recognition and Gratitude

Seven members of the APS staff received a Certificate of Recognition and Gratitude from the NYS Office of Children and Family Services recognizing them for providing Adult Protective Services for twenty years or longer.



Elder Abuse Multi-Disciplinary Team

APS joined the DA's Elder Abuse Multi-Disciplinary Team (MDT) this year. The MDT has met twice in 2018 and will be meeting bi-monthly at the DSS. The MDT is made of a group of professionals representing numerous disciplines that come together and develop a coordinated response to assist vulnerable older adults impacted by abuse, neglect and financial exploitation.

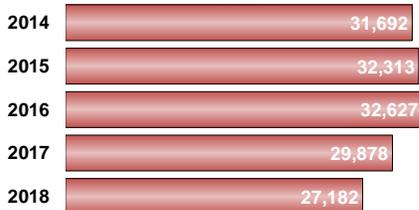


XXV. Child Support Enforcement

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:

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

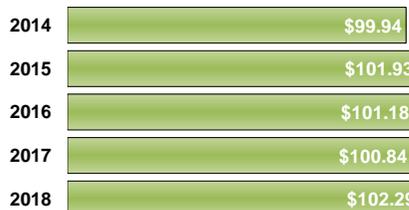


- Locate non-custodial parents.
- Establish paternity for children by assisting both parents with the signing of a voluntary acknowledgment of paternity, or through family court by filing petitions to establish paternity. Genetic marker or DNA testing may also be used to aid in making a determination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

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



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

2018 Highlights

- Total collections for calendar year through November 2018 are \$93,787,653
- Continued disbursing of Undistributed Collections.
- Nassau still exceeds our mandatory minimum percentages in 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). November 2018 Nassau's PEP is 92.59%. November 2018 Nassau SEP (Support Establishment) 89.07%
- The Child Support Enforcement Program welcomed four new Child Support Investigators during 2018, with an additional four more Child Support Investigators to begin employment early 2019
- The Early Intervention Program (EIP) assists non-custodial parents to pay their child support by offering education, referrals for employment, payment



monitoring and 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). EIP is administered through our contracted vendor EAC, located at the Family Court.

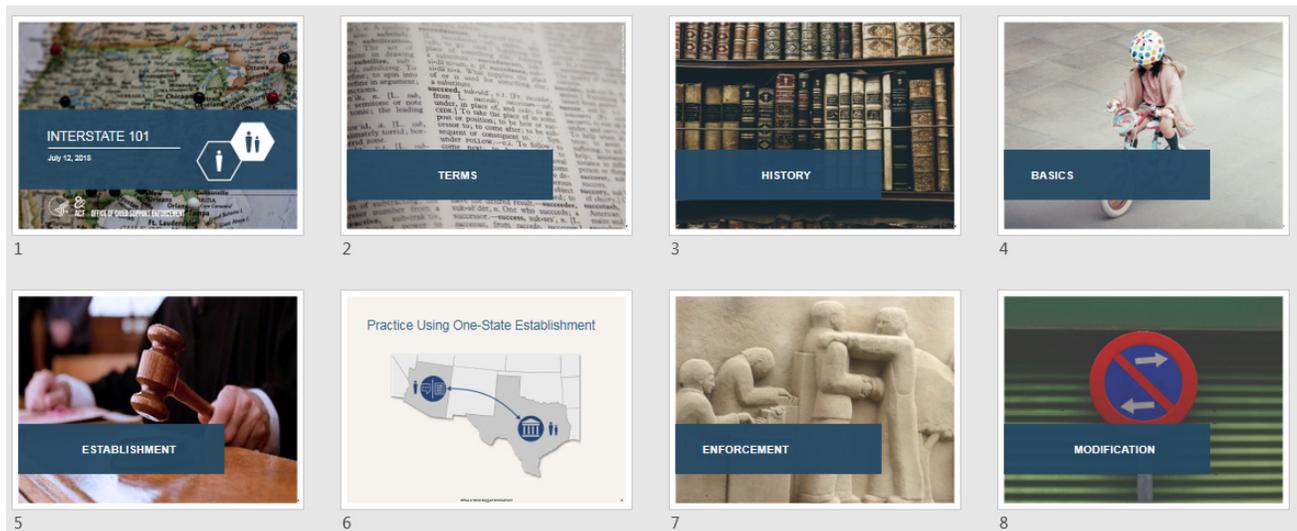
- Nassau CSE continues to process court orders from a computer based program utilizing an ACS (Account Creation Summary) instead of the hard copy Court Order. This decreases the processing time of court orders and account establishment from a 4-6 week turnaround time to a 2-3 day turnaround time, which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

Perspectives Stories about the people we serve

A father who lived in New Jersey owed \$142,000 for child support. The mother, a Nassau County resident informed the Support Collection Unit (SCU) that the father was to receive an inheritance from his deceased mother's estate located in Alabama. The SCU filed a Uniform Interstate Family Support Act (UIFSA) petition to Alabama and worked with the estate attorney and the local Macon County, Alabama SCU staff to put a lien against the estate. As a result of the lien the mother received a payment of \$142,00 for back child support.

Perspectives Stories about the people we serve

A father who lived in Los Angeles, California owed \$69,000 for child support. A Child Support Investigator from the Uniform Interstate Family Support Act (UIFSA) unit worked with the mother, a Nassau County resident for over five years to gather the necessary information to file a violation petition to Los Angeles. Upon discovering that Los Angeles had misplaced the violation petition, the Child Support Investigator who had kept copies of the violation petition and accompanying documents resent the documents to Los Angeles. As a result the violation petition was able to proceed. In February 2018 the father paid the \$69,000 which was forwarded to the mother.



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 care subsidies.

2018 Highlights

In April 2018 the Day Care Services administration and the Dept. of Social Services Volunteer Services met with Summer Camp programs for our annual pre-camp provider orientation. The “Summer Camp” program is a specific program that provides Summer Camp fees for eligible Temporary Assistance and Foster

Average Number of Child Care Cases

2014	4,080
2015	4,073
2016	4,239
2017	4,111
2018	4,057

Care families. The meeting was attended by



approximately 16 existing and potential summer camp directors or their representatives. Clarification was given regarding provider eligibility requirements as well as payment policies. In 2018 approximately 1,500 children participated in the Summer Camp program.

On June 1, 2018, day care staff attended the 21st Annual Stand for Children Day celebration held by the Child Care Council of Nassau County at Eisenhower Park. This program honors the memory of Margaret O'Connor, who was a children’s activist in Nassau County. Towards the end of the program, the children plant flowers in the park’s children’s garden.

During 2018 one day care center and forty six Family/Group Family day care providers enrolled to receive direct payment from Nassau County. In addition many providers increased their hours to include non-traditional working hours. The result of these changes is an increase in availability of child care services to working families in Nassau County.

The Day Care Dept. staff work diligently with the NY State Regional Office of Family and Children’s Services to address health and safety concerns with the day care providers who service our children. As a result of these efforts, day care providers who have submitted false attendance or are operating over their capacity limits have been identified.

Average Number of Children in Day Care

2014	5,396
2015	5,561
2016	5,761
2017	5,585
2018	5,614



Through the combined efforts of the Day Care Services Dept. and the DSS Special Investigations unit, the agency disallowed approximately \$30,000 in attendance discrepancies submitted by day care providers.

The Nassau County Family Services Plan for 2018 was changed to include families where child care services are needed for the child to be protected because the child's caretaker is physically or mentally incapacitated.

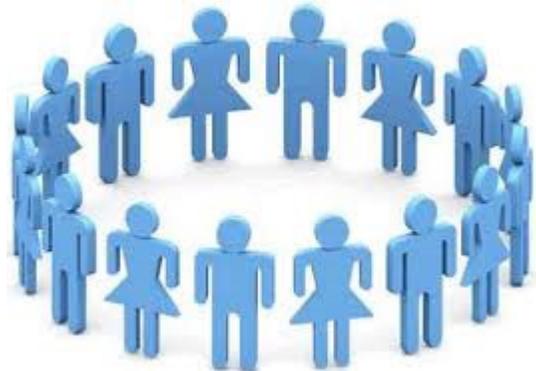
Child Care Council of Nassau

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

The Day Care Services Dept. made a change to the Nassau County Family Services Plan that significantly impacted families that needed day care services because the parent was physically or mentally incapacitated. In 2017 this category was removed from our Services Plan due to concerns regarding the County's fiscal difficulties. However, throughout that year, day care staff identified families that needed day care services to attend doctor and hospital visits for life saving treatments. One mother in particular had family members who could assist her in the evenings but could not care for her daughter during the day. Her daughter was three years old and the mother did not have the physical strength to pick her daughter up. The day care staff were filled with compassion for these families but were not able to assist them. These concerns were discussed with the agency administration when it was time to complete the 2018 services plan. As a result of these discussion, this category of families was included in the 2018 plan. Many of the families who did not receive benefits in 2017 reapplied for day care services and are now receiving this much needed service.



XXVII. Human Resources

Human Resources and Payroll consists of supervisory and support staff who conduct the day-to-day operations of a very active office. On a continuing basis, DSS human resource and payroll staff assist all department employees on a wide range of issues, addressing employee questions & concerns on various benefits and other programs. 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.

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 2018 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 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 have 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 2018. 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. 2018 hiring activity occurred in the titles of Caseworker I (10), Social Welfare Examiner I & Social Welfare Examiner I Bilingual (19), Child Support Investigator I & Child Support Investigator I Bilingual (4), Clerk Typist I (6), Administrative Assistant (1), Administrative Officer (1). In addition, the DSS Human Resources and Payroll Office was involved in the hiring of seasonal clerical staff: 5 for the Nassau County Summer Lunch Program and 6 new seasonal clerical workers assigned to HEAP for the winter home-heating season. 6 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 27 approved promotions implemented in 2018, including employee promotions to the job titles of: Case Supervisor series (11), Social Welfare Examiner Supervisor series (12).



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 at 60 Charles Lindbergh Blvd., 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 2018 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, 2018 witnessed DSS making lightning advancements in using technology for all aspects of the department's direct services and supportive operations.

2018 Highlights

- **WANG Conversion Project** – Included Data Migration, Application Development, Data Conversion, Reports, and Creation of New Data Center Jobs
 - Developed Personnel Application Management System (PAMS)
 - Database: Imported 2 databases from Wang legacy servers to Local Production server



- VisualSOS: Installed, configured and tested NYS provided VisualSOS application on new Win 32-bit PC
- Conversion of Direct and indirect Rolls, Payroll, Jobs for DSS Accounts Department
- Conversion of DSS HR Jobs and Report
- SNAP – rewrote the monthly Recert Report and Labels Job
- Wrote a new PCA Label Job for printing purposes
- **Implemented Electronic Scheduling for Homeless Placement Unit**– Converted the manual paper process of scheduling homeless client appointments for housing reauthorizations and provided automation of worker availability which assists with workload/caseload management
- **Monthly Substance Abuse Treatment Attendance Process** – Automated Application and Jobs to assist Program Area with monitoring attendance at Treatment Programs
- **Accounting Repayment System** – New system that manages the Utility Repayment Process of DSS Clients
- **New Foster Parent Application Tracking** – Tracks Foster Parents from their initial contact as an applicant with the Home Finding Unit until they are approved by the State as potential Foster Parents
- **Secured heterogeneous connection from County (Oracle) to SVC (MS SQL Server)** - Nassau County IT has opened a path to share data with DSS. OPC data is the first to be shared, this will keep GCI up and running and allow other Agencies to view Handicapped Permit and Meter information.
- **New IRRS/APS Referral Tracking System (PHP)** - Tracks referrals from one DSS Program Area to another. As of now TA and MA program areas can refer appropriate clients to IRRS or APS for additional services.





- **LDI Scan tool** - Setup LDI scan tool to automate copy machine usage, reducing copy costs to the County
- **NYS Domain Consolidation project** – Local Support Applications updated to support NYS unified domain, allowing single sign-on which reduces password burden on staff
- **PublicCRD database move** - SQL Consolidation to reduce licensing costs
- **Implemented NYS Multi-Factor Authentication for access to confidential data by field staff (ENS/SPOT)** - is a double layer security feature that works to protect users account, and allows field staff application access from secured iPads
- **Upgraded the Server backend network equipment** which has resolved all connectivity issues
- **Corrected all backup solution problems** ensuring disaster recovery does not become an issue
- **Solidified Maas360 Mobile Device deployment** on the HHS Network making mobile device deployment faster and more efficient, easier to administer devices, and made it a more seamless function
- **Upgraded many out of date PC's** improving user productivity
- **Extended the WIFI network** in the building giving user's more options to do their work via mobile
- **Reduced costs to the County by decommissioning old servers**, and moving services to active NYS IT servers reducing the load on the County
- **Per DSS-NCIT request, NYS IT has begun updating** obsolete network infrastructure in the building
- **Bethpage Datacenter consolidation** - With help of NYS ITS, 60 CLB data center staff and NYS equipment relocated to Bethpage Datacenter improving efficiency and leveraging other Datacenter staff
- **Implemented INSIGHT VIDEO INTERPRETING** - This provides both spoken (traditional interpretation) and visual (American Sign Language) communication. It enhances in-house and field Staff ability to communicate effectively, but also reduces the risk of misunderstanding by capturing body language, facial expressions and other visual cues

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 2018 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.

2018 Highlights

- The DSS Quality Management, Research and Planning actively participated in the County Executive's Not for Profit Task Force efforts to assist the more efficient processing of contracts and payment claims on behalf of Not for Profit agencies that provide important services. QMRP interacted with the County Executive's Office, various Nassau County agencies and representatives of Not for Profit Vendors to streamline the contract process and speed the approval of contracts. DSS was an important factor in promoting and implementing the concept of multi-year

contracts in order to provide Not for Profit service providers with greater financial stability and a reduction of paper work.

- In 2018, Quality Management, Research and Planning participated in the roll out of a new Nassau County Contracting System. DSS was selected by the County Executive's Office as one of two lead agencies to introduce and implement the Nassau County Vendor Portal. The system has streamlined the contract process by creating online electronic fillable forms which can be saved and are accessible by all County agencies, thereby reducing repetitive filings. DSS Quality Management, Research and Planning successfully coordinated efforts with the Nassau County Executive's Office and Nassau County Information Technology to instruct and assist vendors in learning the new system. DSS has been processing new contracts for 2019 by employing the Vendor Portal, which will now be rolled out County wide.



NASSAU COUNTY
LONG ISLAND, NY 11760

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

**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



**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"/>				
2. The feedback I received during training helped me understand how to improve.	<input type="checkbox"/>				
3. My Training supervisor communicated openly and honestly with me	<input type="checkbox"/>				
4. My Training supervisor was effective at helping me to understand how I can grow and develop	<input type="checkbox"/>				
5. My Training supervisor seemed genuinely concerned and committed to providing the best training possible.	<input type="checkbox"/>				

Agency

6. I understand the future goals and objectives for DSS and how they help to achieve our mission of assisting families.	<input type="checkbox"/>				
7. I understand how what I do helps to achieve DSS's goals and	<input type="checkbox"/>				
...right things to keep the right	<input type="checkbox"/>				
...d to achieve our goals and	<input type="checkbox"/>				
...into the program area went	<input type="checkbox"/>				
...w in my program area.	<input type="checkbox"/>				
...t of decision-making authority to	<input type="checkbox"/>				
...ged to identify problems and	<input type="checkbox"/>				

**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

8/19/14, July 2017



XXX. Staff Development

Staff Development is 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; ensuring compliance with County, State and Federal training requirements; maintaining a resource library; coordinating placement and 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 Master's degree in Social Work.

2018 was another busy year for Staff Development!

2018 Highlights

- Staff Development arranged for CAI, the NYS training provider, to offer onsite training for Medicaid: 7-day New Worker Institute; 4-day Advanced Chronic Care Institute; and one day training on "Excess Income," "SSI Budgeting," and "Documentation Requirements."
- The 3 day "Child Support 101" class and the one-day class on "Domestic Violence training for Child Support Staff" were provided onsite.



- Staff Development supported TA's transition to using "myWorkspace" (to process new and open applications in TA) by offering onsite training for staff as well as one-on-one support from the state training providers.
- An onsite review of Nassau's "Front-End Detection System (FEDS)" was provided to TA and Fraud staff as a refresher of the County's policy.
- A one-day, onsite training on "HEAP Eligibility and Certification training" was provided to TA, SNAP, and HEAP staff as well as community alternate certifiers.



- Registration and travel reimbursement for "KEYS Supervisory Core" training and "Supervising CPS" was arranged for 3 newly promoted supervisors in CPS. This training is mandatory for new supervisors in CPS.
- Ensured that CPS caseworker trainees completed required online training and "on-the-job-learning opportunities" for the "Child Welfare Foundations Program" and "CPS Response Training" and "DV for CPS Workers" (mandatory training for CPS caseworkers).
- Scheduled onsite training sessions on the following OCFS topics in the child welfare training path: "Psychotropic Medications"; "Working with Alcohol and Substance Affected Families"; "Opiate Use and Family Dynamics"; "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.
- Provided compliance reports on completion of annual CPS in-service training requirement to CPS and Preventive (six hours of training annually).
- Coordinated training registration and travel reimbursement for Adult Protective Services caseworker and a supervisor 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 new welfare examiners to attend "Institute for Temporary Assistance Programs," "SNAP Training Institutes" "Employment Services Training Institutes," "Welfare-To-Work Caseload Management System," "Welfare Fraud Training Institute" and "Child Care Subsidy Training" (mandatory training for daycare staff).
- Coordinated registration and travel reimbursement for the "TA Regional Training Meeting," the "SNAP Regional Training Meeting," and the "HEAP Statewide Training Conference," the "Financial Management Training," the "OTDA & NYWFIA Program Integrity Regional Training" and the



“Employment & Advancement Services Bureau Regional Meeting.” Annual updates on program requirements and changes as well as best practices are shared at regional meetings.

- Staff Development provided training Microsoft Office 2016 topics (Word, Outlook and Excel) to DSS staff, INTIME training to newly promoted DSS supervisors and an overview of the video Language Line services.
- Staff Development provided user training on the following IT applications: SPOT (shelter vendors); Central Records Management; PINS Diversion Services Referral; INSIGHT; MARS.
- 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, Sexual Harassment and Information Security Awareness. Annual mandatory training on “SNAP Civil Rights” was provided to SNAP, HEAP and TA staff.
- Tuition reimbursement (\$15,000) was provided to a CPS caseworker who is pursuing a Master’s in Social Work. The funds are available through the Social Work Education Consortium for caseworkers in child welfare.
- The DSS/HHS Staff Development Committee delivered training on the following topics open to all staff at 60 CLB: Adult Mental Health First Aid; Youth Mental Health First Aid, Narcan, Drug Trends, 2018 Medicare Update, Leadership and Management Training, EAC Dispute Resolution, and Working with Transgender Clients.



Worker Inbox

Intake - The Inbox provides workers with a view of the applications that are assigned to them and can also be used to reassign applications

Undercare - The Inbox provides workers with a view of the Undercare applications that are assigned to them and can also be used to reassign applications



Initial Eligibility

Interview/Eligibility Determination - This function enables the examiner to electronically capture the data gathered during the client interview process. They can then use this information to record the eligibility determination and submit a pending transaction to WMS

Application Inquiry - This function enables the examiner to electronically view the data gathered during the application registration process

Application Withdrawal - This function enables a worker to perform a real-time withdrawal of an application that has been registered on WMS

Clearance Report - This function enables a worker to run a clearance report on an application that has been registered on WMS. The worker will be given the option of viewing the clearance report or through printing the report to a mainframe printer

Application Registration Transfer - This function enables a worker to withdraw a registered application from WMS and re-register the application to another county.



Case Management

Case Operations - This function allows the worker to update case information for SNAP/HEAP/TA cases. By entering a valid case number, myWorkspace will pull the latest case information from WMS for the worker to update and run eligibility determination

Case History - This function allows the worker to view case history of a case. By entering a valid case number, myWorkspace will pull the history of all transactions submitted through myWorkspace

Scratchpad FS Budget - This function allows the worker to run food stamp budgets in scratchpad mode. The user will only be able to run a budget and will not be able to store a budget from this function

Scratchpad HEAP Budget - This function allows the worker to run HEAP budgets in scratchpad mode. The user will only be able to run a budget and will not be able to store a budget from this function

Scratchpad TA Budget - This function allows the worker to run TA budgets in scratchpad mode. The user will only be able to run a budget and will not be able to store a budget from this function

TA and FS Recertification Tracking - This function allows the worker to track, record, update and print reports regarding Food Stamp and Temporary Assistance applications that are going through the recertification process



XXXI. 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.



XXXII. Language Access Plan

2018 saw continued enhancements to the DSS 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 2018, 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:

- DSS assisted in formulating a County Wide LAP and the DSS LAP was used as a model for all other County agencies in formulating their individual LAPs.
- The Nassau County Civil Service Commission is offering for the first time a Bilingual Haitian-Creole speaking Caseworker I exam.
- An Asian-American Community Forum attended by over sixty people was held at DSS on July 12, 2108. At the forum NCDSS staff shared with members of Nassau County's Asian-American Advisory Board and Asian-American community members the services available at NCDSS including the availability of language access services.
- A Hispanic Heritage Month Celebration was held at DSS on October 18, 2018. The event was attended by County Executive Curran, along with other dignitaries, and included music, dance, poetry, film and the visual arts. event was catered with food donations from local Hispanic restaurants and attended by over 200 people.
- Approximately 390 vital forms are on the DSS Webconnect system for easy access by employees who need forms translated for clients.
- A *Waiver of Right to Free Interpretation Services* form is included in the LAP 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 is included in the LAP 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.
- Language Line Insight Video interpreting is now available for all spoken languages and American Sign Language. The video interpreting app is to be placed on over 150 employee laptops. A procedure for translation of foreign language documents brought in by clients is detailed in 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.
- An Affidavit of Non-Access was translated from Portuguese to English enabling the Department to file a non-support petition with the Family Court and obtain child support.
- Staff continues to attend meetings with the Long Island Language Advocacy Council (LILAC) to hear community concerns and develop solutions regarding language access.
- In 2018 approximately \$4,200 per month for a total of over \$51,000.00 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 and the DSS website has a link to obtain NYS OTDA forms in alternative formats.
- 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 2018 LAP includes an updated list of bilingual caseworkers, social welfare examiners, child support enforcement workers, and other employees who speak foreign languages.

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.



XXXIII. 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.

2018 Highlights

The 2018 Nassau County Summer Food Service program distributed 51, 549 meals to children throughout Nassau County.



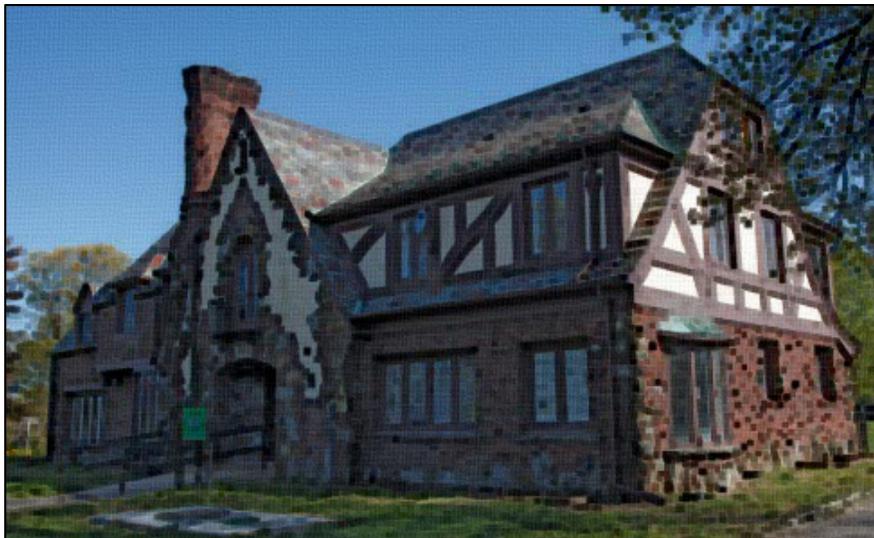
XXXIV. Volunteer Services

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

2018 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 2018 camp program was a huge success. 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 2018, with the help of volunteers, toy bags with brand new toys were given to families.
- 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.

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 Marriot Hotel in Uniondale.

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



Lions Club Holiday Party for the benefit of homeless kids and their families.



XXXV. Employees of the Month in 2018

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 2018 employees of the month:

January
Jamie LeGrand

February
Jerome Nastasi

March
Renee Hundley-White

April
Tara Carlo

May
Margaret Marslow

June
Ashley Scavo

July
Joseph Corrigan

August
Lucille Savva

September
Michael Kanowitz

October
Alison Krohn

November
Patricia Parker

December
Lisa Manganello

Employee of the Month

EMPLOYEE OF THE MONTH



XXXVI. 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.



- Deborah Grohosky Temporary Assistance
- Anitha Mathew..... Medicaid
- Denise Fierro..... Medicaid
- Jean Taylor.....Child Support
- Liliana Estrada Welcome Desk
- Alison Krohn.....Child Support
- Rachel Hetherington Child Protective Services

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.

Child Support: “Ms. K. is truly a professional, a great public servant, and a model to her co-workers. Over the past four months Ms. K. has worked with me and helped me navigate the maze of the Child Support system, with all its conflicting and oftentimes confusing (interstate) information. Ms. K. always kept her word and followed up with either an email or a phone call or both...Ms. K. is truly a gem.”

Medicaid: “As an elder law firm servicing clients in need of Medicaid assistance, we interact with many Medicaid workers on a daily basis. This letter is to commend one of your caseworkers, Ms. F. Ms. F. has been assigned to several of our Nassau County Medicaid cases. Each time we receive a notification with her name, we know that our client will be well served, and that the processing of the case will be both time efficient and thorough. She is always pleasant and willing to answer and address concerns with great knowledge and helpful assistance. We thought you would like to know that case workers like Ms. F. help the Medicaid application system run smoothly and well. She is truly a credit to your department.”

Temporary Assistance: “I am writing this letter to commend Ms. G., an employee of the Dept. of Social Services, who was able and willing to resolve a complicated issue. I was extremely fortunate to make contact with Ms. G., who listened patiently to the facts, clearly understood what the issue was, told me that she would try to resolve it, and promised to call me back with the outcome to the problem by the close of the next business day. True to her word, Ms. G. did contact me with positive results. The matter was resolved. It was a pleasure communicating with Ms. G., who was professional, knowledgeable, courteous, and willing to extend herself by going the extra mile to serve a random person with a problem. I hope that she receives the commendation and recognition she deserves as an outstanding employee of Nassau County Social Services.”

Child Protective Services: “I am writing today to express my gratitude for the excellent response and service that was delivered by your supervisee Ms. H. for the benefit of one of our students and his family. Ms. H.’s response to the challenging needs of this student was immediate and thorough, and as a result of Ms. H.’s timely intervention, (our student) is getting the care and



attention that he requires. Ms. H. also coordinated actively and clearly with our school's social worker, and in doing so, helped to create a plan of action that addressed the crisis at hand as well as helping to develop a treatment/support plan going forward for (our student) and his family."

Welcome Desk: "I am writing so that Ms. E. can be recognized for being professional, yet compassionate. I am dealing with an extremely anxiety-producing (housing and medical) Osituation...and walked out crying hysterically. Ms. E...took the time to offer some kind words and a soothing smile. Please acknowledge her excellent behavior as a worker."

Child Support: "I am writing this letter as an expression of gratitude to the Support Collection

Unit. While trying to remedy (a difficult) situation, Ms. T. worked very hard to decipher the coding to release accumulation weekly child support garnishments paid, but not dispersed...going back years. The impact of support interruption to my kids, specifically to my autistic son, could not be overstated. Ms. T's efforts resulted in release of disbursements backed up in the system. I would like to formally acknowledge how grateful I am for her special attention to this case. Thank you!"

Medicaid: "Ms. M., I want to thank you for what you did to help me! The way the form read made me so nervous...you did an excellent job...you deserve a customer service award! I am so sorry I missed your call to thank you in person!"

XXXVII. 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.

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 and he served in the post of Past President in 2018. Department staff participated on panels including "Medicaid Transition—What's Next?", "Long Term Care Update" and "Medicaid Eligibility—What's Next?"

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.

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.





**New York
Public Welfare Association, Inc.**

130 Washington Avenue, Albany, NY 12210

Founded in 1869

(518) 465-9305

***A Special Tribute to Commissioner John Imhof, Ph.D.
Nassau County Department of Social Services, 2006-2019***

April 11, 2019

On behalf of the New York Public Welfare Association, it is my great pleasure to recognize your contributions over the past 13 years as Commissioner of Social Services in Nassau County.

Skill. Passion. Compassion. These three traits define your work as Commissioner, NYPWA Board Member and our 2017 President. More importantly they define you as a person. These attributes were born and forged from experiences in public service, health care administration and education. You hold a doctorate in psychology, earned multiple master degrees, and speak so many languages we have lost count! None of this would have mattered if you didn't bring your own laser-focused energies to helping the most vulnerable in our society.

Your leadership was vital during challenging economic times and served your county well in protecting at-risk children and families. You bring proven and thoughtful strategies to combating the scourge of opioid addiction and substance abuse. You are at the forefront of eliminating implicit bias in the workplace and in the work districts do on behalf of their clients. Most of all, you willingly share your hard-earned experience with your fellow Commissioners and strive to find ways to highlight the noble work social services accomplishes every day—work that far too often goes unnoticed or unappreciated by the public.

Along with all of the local social services commissioners, I am extremely grateful for your guidance on our Board of Directors—and especially during your tenure as NYPWA President. I was lucky to see firsthand how you brought all your skill and passion to being Commissioner. But for me, it's your compassion that makes you a very special public servant—and a good friend to us all. I recall a summer conference not long ago when you played accordion on the streets of Saratoga to raise some money for the homeless. It is a shining example of your compassionate nature. It also means that somehow in your busy schedule you also mastered the accordion!

Your selfless dedication will always be treasured by the New York Public Welfare Association. I am pleased to convey our deepest gratitude and admiration on behalf of myself and the other Commissioners for all you have taught us.

May you remember us fondly and may your future endeavors bring you joy,

Sheila Harrigan
Executive Director



XXXVIII. 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,

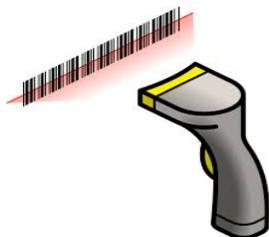


used throughout DSS; including assembling the application packets for TA, MA and SNAP and translating new & revised Vital forms into the six languages identified in the county's Language Access Plan, as needed.

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 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).

2018 Highlights

- Office Services lost several key people from 2017 through 2018. We are fortunate to have added on new staff that have been an excellent addition to our team.
- Our Central Records unit was successfully relocated to within the CNE quad. This move provided a more efficient workspace and a more secure location for documents in process. Despite losing our lead person, our Central Records unit has handled the changes beautifully! They continue to process all requests for documents and case folders promptly, and move hundreds of boxes of critical records for storage every month.
- The ongoing conversion to ALCATEL digital phones is at about 50% completion. We look forward to working with IT in 2019 to complete this undertaking.



We like to say that our Office Services team is the foundation of DSS. We work hard each and every day to provide needed support and 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 New Blues Brothers!"

Thearle (Terry) Hamilton Jr. of Office Services and Commissioner Imhof.



XXXIX. Audits and Reviews

Every audit report we receive throughout the year has a request for a Corrective Action Plan, and in 2018 the majority of audits have had very positive things to say about our Department. Below are several comments from a variety of audits.

Supplemental Nutrition Assistance Program (SNAP) Management Evaluation (ME) review

The Nassau County Non-Temporary Assistance SNAP processing timeliness rate averaged over 98% in 2017. Since timeliness is not an issue, Nassau County SNAP will maintain its current procedure to ensure that applications continue to be processed timely.

State On-Line Query (SOLQ) Review

The New York State Office of Temporary and Disability Assistance (OTDA), on behalf of OTDA and all local departments of social services, entered into a security and confidentiality agreement with the Social Security Administration (SSA), which allows authorized users access to SSA’s online version of the State Verification Exchange System (SVES), the State On-Line Query (SOLQ) System.

The review ensured that Nassau was in compliance with the executed SOLQ Security

Agreement. OTDA examined Nassau’s Quality Assurance (QA) Plan; reviewed user entitlements; assessed and evaluated internal controls and report information; and verified that access to SOLQ is limited to authorized employees requiring Social Security and SSI information for legitimate business purposes.

Work Participation Verification Review

the New York State Office of Temporary and Disability Assistance (OTDA) is responsible for providing state oversight of Temporary Assistance (TA) programs, including Temporary Aid for Needy Families (TANF) work activity programs and associated work verification requirements.

The Work Participation Verification Review determined that all the work activities reported for the sampled work eligible individuals met the federal definition for the activity.

Title IV-E Federal Foster Care Eligibility Review

New York passed an intensive review of selected foster care cases, including several from Nassau, “with flying colors!” “the best IV-E review ever in NYS.” “a very, very big deal.”



XL. DSS Celebrates Black History Month





Hispanic Heritage Month Celebration

On October 18, 2018 the First Annual Hispanic Heritage Month Celebration took place at the Department of Social Services and the Department of Human Services. Organized to celebrate Latino culture in Nassau County, the event featured music, dance, art, film, poetry and an outstanding array of food contributed by area restaurants.

The Honorable Laura Curran, the Nassau County Executive, spoke beautifully, in both Spanish and English, about the county's growing diversity. She was joined by Kyle Rose-Louder, the Deputy

County Executive for Health and Human Services, Gabriela Castillo, the Director of C.A.S.A., and Margarita Grasing, Executive Director of the Hispanic Brotherhood of Rockville Centre, Inc.

Performers provided an afternoon of exceptional entertainment and Room 035 was transformed into an art gallery. Paintings, pictures, folklore, and memorabilia were showcased. More than 22 flags, including Old Glory, were on display along the walls of the performance space.





Happy Halloween!





XLI. Honors and Awards

NASW Public Citizen of the Year—Paul Broderick

**National Association of Social Workers
New York State Chapter
Nassau Division Awards Dinner**

Congratulations

**To the NASW NYS-Nassau Division 2018 Honorees
Paul F. Broderick, Deputy Commissioner
Nassau County Department of Social Services
Public Citizen of the Year**



**Public Citizen of the Year
Paul F. Broderick**

As Nassau County's Deputy Commissioner for Social Services, Paul Broderick takes a leading role in overseeing the fiscal, operational and administrative initiatives within the department. Paul has held his position since 2009. He was initially hired by Nassau in 2004 for the position of Deputy Director of the Budget for Public Safety with responsibility of overseeing 11 county departments representing \$1.1 billion in annual operating expenses. Shortly thereafter, he rose to the level of Chief Deputy of the Budget for Public Safety then joined Social Services.

Paul began his 30-year business career in the publishing industry. First, at Simon & Schuster as a Business Analyst then

subsequently recruited by Harper & Collins as Director of Operations. He later was promoted to Business Manager for Pearson publishers before coming to Nassau County.

He is active in his local community with current and past involvements and positions including the Lions Club International, Benevolent Protective Order of Elks, the Maria Regina Parish Finance Committee and most recently, graduated as a Community Emergency Response Team (CERT) member in Nassau County. Paul has been married for 29 years to his wife Ellen and they have two daughters, four dogs, a guinea pig and pond fish. In his spare time, he enjoys woodworking, hiking, reading and being outdoors.



**Permanency Champion—
Diana Faherty,
Caseworker in the
Adoption Unit**

Diana Faherty, Caseworker in the Adoption unit was one of a handful of people named as Permanency Champions by the Redlich Horwitz Foundation at an OCFS event held on December 4, 2018. Diana is an extraordinary advocate for older legally freed youth. Each child feels and knows how special,



important and precious he/she is to Diana. Diana is the backbone of the Adoption Unit, having been in the unit for over 18 years. Diana is one of those rare 'naturals' and a complete package as a caseworker, bringing every necessary component and a host of additional attributes to her passionate adoption work.



**Outstanding Employee—
Xuyen Ly,
Information Technology
Systems**

Left to right: Nassau County Executive Laura Curran, Xuyen Ly, Thanh Hoa Le

**Police Officer
Scott Riekert**

Commissioner John Imhof and Inspector Dan Flanagan present a citation to our Police Officer Scott Riekert. Left to right: Commissioner John Imhof, Officer Scott Riekert, Inspector Dan Flanagan, Officer Ken Kellor, Public Safety Captain James Boyd



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

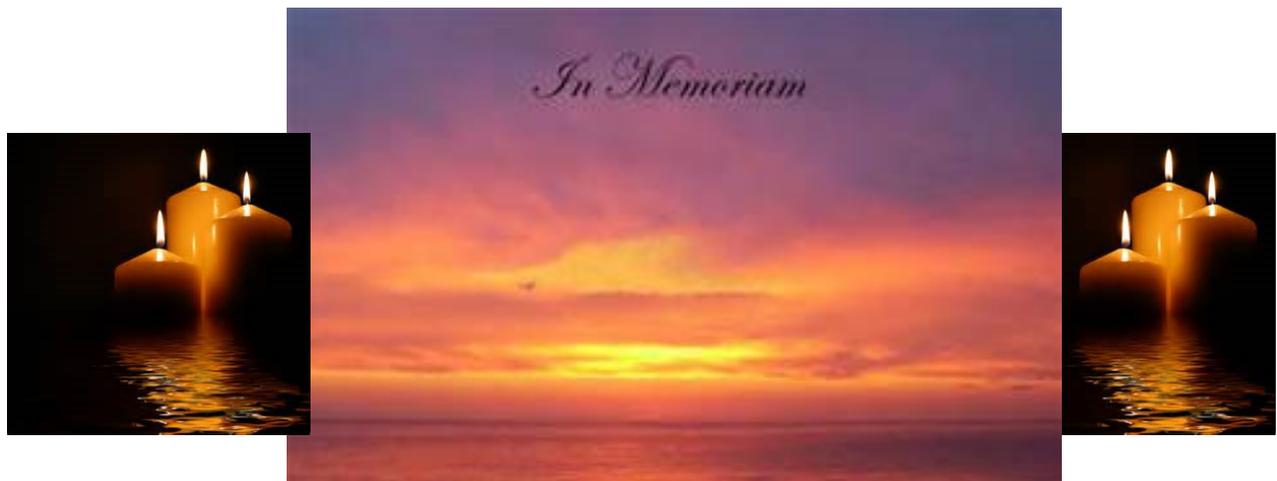
Pictured here are the ten individuals serving as County Commissioners in the 87 years from 1931 to the present. Mr. VanDeusen's title was actually Superintendent of the Poor, and Mr. Wallace was the Superintendent of Public Welfare. Mr. Campbell was the first to hold the title of Commissioner of Social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



XLIII. In Memoriam

We wish to acknowledge the passing of those DSS staff who were lost to us during 2018. We respectfully honor their memory and years of dedicated service to the residents of Nassau County.

Desola Arogbo	Document Drop-Off/Temporary Assistance	1
Sandra Halliburton	Temporary Assistance	38
Susan Levy	Record Clearance	28





Annual Report 2018

NASSAU COUNTY Department of Social Services

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