

**GREENE COUNTY
DEPARTMENT OF
SOCIAL SERVICES**

**2024 ANNUAL
REPORT**

Department of Social Services 2024

This has been another year full of challenges and growth for the department. We found ourselves with a 27% vacancy rate with no new applications for employment. We embraced the HELP program from the state to increase our recruitment which has put us at a current vacancy rate of 8%. We also embraced new technologies of AI which we call EVA. We have had success in saving 8-12 minutes for each application/recertification in this technology reading the rights and responsibilities to our clients. We continue to test how EVA can assist in our everyday phone calls and a chatbot for the staff to use to ask program questions. This has been a year of staff rebuilding as some of my teams are all new employees.

Our lack of affordable housing has impacted all areas of the department. Whether we are trying to find stable housing for our homeless population, to stabilize a disrupted family or even a staff member this resource does not exist. Our use of the hotel/motel model for our homeless does not obtain the positive results we are seeking. We use our caseworkers to monitor the hotels/motels, but the abuse of drugs and criminal activities happen frequently. A shelter model would address these issues in a positive way serving the needs and alleviate the hotel/motel seeking behaviors.

Our lack of public transportation has been a negative impact for clients to find housing and employment. If we had this resource available throughout the county more clients would be able to get gainful employment and leave the public assistance rolls.

Our lack of childcare providers with no major centers for families to use impacts the community. This resource could also keep families employed and decrease the public assistance rolls.

Our lack of treatment whether it is drug/alcohol or mental health providers has become a major challenge. These providers have waitlists that could last for months.

To be noted the Child Welfare team has worked hard to find permanency for our children and we are at a 20 year low for children in foster care. We had over 120 children in foster care in 2004 now we have less than 40.

Our home care team has been working on the biggest change we have seen in homecare in twenty years. The State is going to one fiscal intermediary for consumer directed cases. The roll-out and uptake of this change has been dismissal. Our team is trying to work with each case to make the transition go smoothly by they even have issues navigating the website and call-in. The date of completion is 3/28/2025.

Overall Comparison from 2023-2024

Temporary Assistance: 203 cases compared to 189 in 2023

Supplemental Nutrition Assistance Program(SNAP): 2,392 cases compared to 2,496 in 2023

Child Support Enforcement: 97.35% have paternity established compared to 98.05% in 2023. 94.11% have support orders compared to 94.16% in 2023. We remain one of the top counties for health insurance orders.

Fraud/Resources Recovery Unit: 1487 referrals received compared to 1672 in 2023. Staff work produced a \$1,954,194 cost avoidance compared to \$2,133,756 in 2023

Child Welfare: 62 children were provided foster care services compared to 54 in 2023

Child Protective Services(CPS): 832 new CPS reports compared to 855 in 2023

Protective Service for Adults: 192 new referrals compared to 181 in 2023

Medicaid: 3,142 cases compared to 3,187 in 2023. Overall numbers of clients on Medicaid who are enrolled through the exchange and us is 12,797 compared to 14,699 in 2023.

Homeless Initiative: 156 new cases compared to 137 in 2023. We had 40 carried over from 2023 for a total of 196. We have 56 unresolved cases carried into 2025. Our unresolved cases continue to grow as we have no affordable housing for clients.

The following pages contain many details.

2024
ELIGIBILITY YEARLY REPORT

The Greene County Eligibility Unit is responsible for evaluating and processing all families and individuals who demonstrate a need for Temporary Cash Assistance, Medical, Supplemental Nutrition Assistance Program (SNAP) formally Food Stamps, Employment, Day Care and HEAP. The unit's main goal is to assist clients in obtaining personal responsibility, self-sufficiency, employment, and health care. As of the end of 2024, the unit had processed **4,311** applications. The breakdown of case load per program is:

Temporary Case Assistance	203 cases
TANF	82
SN	121
Medical	3142 cases
SSI	1179
MA	1963
SNAP	2392 cases
Day Care	54 cases
HEAP	3971 benefits

Also under Eligibility is our Child Support Unit, this unit helps establish paternity, establish support orders and collect and enforce support orders. The current case load for this unit is **1,139** cases.

HEAP

The HEAP Unit administers the federally funded Home Energy Assistance Program. It helps County residents with low income pay their utility and/or fuel bills. In 2024, Greene County households received regular and emergency energy grants totaling **\$3,195,796.00**.

Those eligible for HEAP and who have high utility/fuel bills are referred to the Weatherization Program which provides services to replace or improve heating equipment. These households now benefit from energy savings.

This Unit starts processing applications every September and remains in operation as long as the funding remains available. One (1) contracted worker and One (1) county Full Time employee to process all HEAP applications, including those that are taken at D.S.S. and from the Office for the Aging personnel. All Emergency applications are filed at the Department of Social Services.

DAY CARE

The Family Day Care Program assisted (54) families in obtaining Day Care services during the year. Approximately sixty-seven (45) children received services from thirty-three (58) providers who were either registered or informal.

CHILD SUPPORT ENFORCEMENT AND COLLECTION

The Greene County Support Collection Unit had another successful year in collections, totaling **\$4,087,474.61**. Paternity establishment, support establishment as well as collections for 2024 have once again exceeded the state requirements.

Despite the economy, the Support Collection Unit has continued their excellent effort to establish paternity, as well as child support and medical orders.

The Support Unit has a very high percentage of cases in compliance, **97.35%** that have paternity, and **94.11%** have support orders. We remain one of the top counties for health insurance orders.

The Support Collection Unit will strive to increase collections for 2025 to assist in the reduction of the County's DSS Temporary Assistance caseload as well as increase collections for the public caseload.

RETRO SSI REIMBURSEMENT

The Greene County Eligibility Unit is also responsible for processing Safety Net (single adult/childless couples) assistance cases who are anticipating the receipt of SSI benefits. Once the recipient is found to be SSI eligible, we coordinate with the Social Security Office, and all previous Temporary Assistance benefits covering the time frame of the retro SSI benefits are reimbursed to Greene County Department of Social Services. For 2024, we have recouped a total of **\$140,572.00** for (nineteen) **20** cases. Of which 71% (**\$99,806.00**) is local share.

SUPPORT PROGRAMS

The Eligibility Unit continued several Support Programs in 2024. The funding for these programs came from funding entitled Flexible Fund for Family Services (FFFS). The flexibility offers the opportunity for Social Services to address emerging circumstances that Greene County's low-income residents face daily such as homelessness, maintaining a safe home for their family, work, transportation, day care and child support. Another program that is new in 2024 is the Family

Centered Case Management Services Program that is a Temporary Assistance for Needy Families (TANF) funded program. This program assists families gain employment and supportive services so that they may become self-sufficient.

HEALTHY HOMES

The Department of Social Services, at times, encounters families who are unable to or unwilling to provide a clean, safe home environment. There are situations when the parent lacks the skills needed to maintain a home but more often, they lack the resources to purchase cleaning and laundry supplies. Through Community Action of Greene County, service provided is for Family and Community Development (F&CD) staff to work with **between eight (8) and sixteen (16)** families who have been identified by the Department of Social Services Temporary Assistance or Child Welfare staff that are in need of this service in order to maintain a safe, healthy environment for their family, therefore reducing the risk of foster care placement for their children. F&CD works with the family to educate, with a hands-on approach, efficient ways of maintaining a clean home. After the initial clean sweep, weekly or bi-monthly home visits take place where families learn how to maintain a clean home. Families are provided with tools and supplies and receive psycho-educational counseling and budgeting resulting in awareness and ability to maintain a clean and healthy home environment. Arrangements have been made with Laundromats to participate in a voucher program so families can keep clothes clean. Counseling focuses on improving self-esteem, identifying, and building upon strengths and developing strategies that will incorporate the family unit in the home care process. In 2024 the Family Development Case Manager worked with **(sixteen) 16** households throughout the year and was successful in helping these households obtain the needed skills to maintain a safe and clean home.

ENHANCED DRUG ALCOHOL PROGRAM

The families of these hard to serve individuals face many complicated problems and situations that are drug and alcohol dependency related issues. The continuations of enhanced services that will coordinate with the existing community resources/services are essential to provide a full continuum of individualized supports for the identified populations. The desired goals are independence from chemical abuse and the development of productive lifestyles. This program was subcontracted with Twin County Alcohol and Substance Abuse Services, Inc. In 2024, (four hundred sixty-one) **461** screenings and (sixty-four) **64** monitoring referrals were made to this program.

Disability Review

The Disability Unit RN/Medical Services Specialist and eligibility staff assist appropriate clients who need Aid for the Disabled (AD) in order to have Medicaid Eligibility. The necessary information is gathered then referred to the State Disability Review Team (SDRT) who make all eligibility determinations, then filtering that information back to the Disability RN to pass on to the Eligibility staff to open the case. The Disability Unit RN assists clients who need to apply for SSI/D benefits. The RN institute's and maintains OMIG Recipient Restriction Program as deemed necessary for client's safety managing Physician, Pharmacy, Hospital and Clinic access for clients. The Disability RN follows all AD Initial referrals and CDR (Continuing Disability Review) and performs system updates with WMS.

2024 Summary Statistics for the Disability Review Team are as follows:	
Cases Reviewed	14
Cases Approved	14
Cases Denied	1
Active Restriction Cases	4
SSI Application Assistance Cases	0

Central Assessment Unit

This unit completes health and social assessments, with cooperation from the primary physician, for any county resident regardless of age or income. These assessments, performed by Registered Professional Nurses, determine an individual's ability to function safely in a non-institutional setting. These Nurses review programs that could benefit the client based on the results of the state mandated UASNY assessment system. UASNY cases are increasingly complex and time-consuming as psycho-social and medical issues impact care levels and assessments for all programs are bi-annual. This unit administers the Consumer Directed Personal Assistance Program (CDPAP), Personal Care Aide (PCA) Program, and the Personal Emergency Response System (PERS). The Unit is responsible for any 1915(c) (Children's Waiver) cases that may need AT (Assistive Technology), E-Mod (Environmental Modification), and V-Mod (Vehicle Modification). Staff are also certified to complete Patient Review Instrument (PRI) for nursing home placement. The staff maintain the Assisted Living Program (ALP) medical appropriateness files for a population of clients who would otherwise be placed in a skilled nursing facility. CAU staff work closely with Protective Services for Adults maintaining a caseload of Medically Fragile Guardianships and are active in the community as members of many health-related advisory boards.

Utilization Statistics for 2024 are as follows:	
Referrals	167
Consultations	144
Admissions	72
Discharges	55
PRI (Patient Review Instrument/Screens)	2
Medically Fragile Guardianships	6

Children and Family Services 2024 Annual Report

Child Welfare

A total of **62** children were provided foster care services in 2024; with **5** children directly placed with relatives under Article 10, with **50** children living in foster boarding homes or kinship foster homes and with **7** children residing in congregate level foster care settings. Approximately **1** children were placed in Secure Detention in **2024**. These foster children were placed either in the care and custody of the Commissioner of Social Services, or directly with relatives due to the following actions.

Placement Category	2023 carry over	2024 New Placements
Voluntary Placement	3	2
CPS Removal (Abuse/Neglect)	34	15
JD/PINS	0	3
Art 10 Direct Placement	2	3
Totals	39	23

Of the total number of children in care, **4** were provided with adoptive/KinGap services, which resulted in **2** children being discharged as their adoption was finalized and **2** children were discharged to KinGap.

There were **8** children discharged to their parents **2** discharged to a responsible relative/caregiver, and **2** youth discharged to their own responsibility. For those youth discharged to their own responsibility, the Department continues to provide supportive services/assistance to the youth, if desired. Courtesy supervision of out of County/State cases were provided to families.

All children and families were offered after care/preventive services through DSS case management prior to discharge from foster care, to assist the family with the transition of the foster youth back into their homes and community. All foster youth being discharged were also referred to the Greene County SPOA (Single Point of Access) Committee for review of available community resources to help support the youth and family.

The Child Welfare Unit currently consists of one Grade B supervisor, 2 Senior Caseworkers, 4 caseworkers and 1 Social Welfare Examiner.

Child Protective Services

During the year 2024, the Greene County Child Protective Unit investigated as a lead or secondary Agency, a total of eight hundred and thirty-two (832) new reports of Child Abuse and Maltreatment. This is a decrease from the eight hundred and fifty-five (855) reports investigated in the year 2023. During the 2024 calendar year there were a total of seventeen (17) Neglect Petitions filed by the Child Protective Unit. The 2024 Petitions resulted in thirteen (15) children being removed from their caretakers.

The Child Protective Unit is staffed by nine (9) Caseworkers, three (3) Senior Caseworkers and one (1) Grade B Supervisor.

Adult Protective Services

During 2024 there were 192 new referrals made to Protective Services for Adults (PSA). This was an increase from 2023 181. There were 25 open protective cases of which 24 were guardianship cases. Financial management services were provided to 89 open cases. We were named guardian or temporary guardian for 9 individuals. Throughout most of 2024 a Grade B Supervisor, a senior caseworker, three caseworkers. Medical staff from the Central Assessment Unit provided support to PSA staff throughout 2024.

The priority for 2025 is to continue this unit's commitment to accurately assess the needs of impaired adults and to intervene effectively in order to assist these individuals. This unit's resources and expertise will continue to be focused entirely on achieving positive outcomes for impaired adults regardless of their situation and limitations. As always we will continue to strive to maintain impaired adults safely in the community. We will choose placement in a supervised setting only in those situations where all other less restrictive options have been exhausted. These efforts will involve but not be limited to identifying impaired adults and providing preventive services as well as crisis intervention services.

In the coming year we plan to focus on those individuals who can only be described as the very aged (85+) as we continue to see an increase in these individuals living in the community. We are also seeing a dramatic increase in the number of young adults (20-30 years of age) who have varying levels of impairment caused by mental illness, alcohol/drug use and/or limited intellectual capacity. As a result, these individuals are unable to navigate the complexities of living independently in the community and are at risk of harm. In addition, they have few informal supports in the community. Both these groups of impaired adults present special challenges and needs which require comprehensive service coordination in order to maintain them safely in the community. This requires an increased commitment to working collaboratively and creatively with other agencies. At all times an individual's inherent right to self-determination will be respected.

Preventive Unit

During the year 2024 , the Preventive Unit provided preventive services and foster care services to **180** children from **80** families. These families were referred from Child Protective, Youth Bureau Pre-PINS program, and Schools/DA's office. In all there were **40** referrals. We assisted in a secondary role for **3** families from other counties. Out of the **180** children, **17** were PINS/JD/Neglected children placed outside of their homes in a Residential, Group Home, Foster home or a Kinship Relative setting. There were also **1** child placed outside of their homes on a Voluntary Agreement due to the child's behaviors.

As the lead Agency for PINS Diversion services, referrals are primarily received from the Greene County Youth Bureau and the local School Districts. Referrals were also received because of a Child Protective Investigation. PINS Diversion is mainly a voluntary program; however, it can be court ordered. The program has an open-ended time frame, with a goal of less than 6 months, based upon the family's cooperation and need for ongoing services. The focus is on helping divert a youth from further troublesome behaviors, out of the home foster care placement. The school remains an integral part of treatment planning with all PINS Diversion youth. There were **3** new PINS petition filed in Family Court in 2024. Greene County had **1** PINS placements and **2** Juvenile Delinquent (JD) placements for the year of 2024.

In 2024, there were **16** new youth identified as having truancy, behavioral or academic issues that put them at risk of PINS/PINS Diversion or Educational Neglect. Out of the **16** youth there were **12** youth and families referred to a more intensive Program with Northern Rivers for PINS Diversion called the Positive Youth Progression (PYP). **15** families were referred to the Intensive Preventive Program (IAPP). These teams consist of Master level and Bachelor level workers that provide weekly in-home services to the families.

The Preventive Unit consists of one Grade B supervisor, two Senior Caseworkers and five Caseworkers.

Northern Rivers Family Services

Northeast Parent & Child Society- Intensive Aftercare Prevention Program

2024 Annual Statistics

Greene County

- During 2024, Northeast Parent & Child Society's Intensive Aftercare Prevention Program (hereafter, IAPP) in Greene County served a total of 31 families, 22 families belonging to IAPP services and 9 families belonging to PYP (involving 38 adults and 59 children).
 - Of these 31 families, 1 family (involving 1 adult and 4 children) had an intake with IAPP in 2022
 - Of these 31 families, 5 families (involving 6 adults and 9 children) had an intake with IAPP in 2023.

- Of these 31 families, 25 families (involving 31 adults and 46 children) had an intake with IAPP in 2024.
- Of the 59 children served in 2024,
 - 2 children were designated as JD
 - 4 children were designated as PINS
 - 14 children were designated as Pre-PINS/Diversion
 - Of these 14 children, 8 had challenges with school attendance
 - Of these 14 children, 13 had school behavioral concerns.
 - 53 children were designated as Prevention
 - Of these 53 children, 31 had challenges with school attendance
 - Of these 53 children, 15 had school behavioral concerns.
 - 6 children were designated as Reunification
- During 2024, 2 families were assessment/consultation cases only.
- During 2024, a total of 19 families (involving 24 adults and 40 children) were discharged from Northeast's IAPP services in Greene County.
- The average length of service for the 19 discharged families was approximately 7 months.
- Outcome Target #1: The Permanency of youth served will be improved during the course of IAPP services, as demonstrated by:
 - 29 out of 34 youth served with a permanency goal of Prevent Placement did not enter out of home placement at the time of discharge.
 - 0 youth served had a permanency goal of Prevent Return to Placement at the time of discharge.
 - 4 out of 6 youth with a permanency goal of Reunification were reunified with a parent or other caregiver resource at the time of discharge.
- Outcome Target #2: The Safety of youth served will be improved during the course of IAPP services, as demonstrated by:
 - 15 out of 19 families served had decreased instances of indicated reports.
 - 21 out of 24 of all caregivers served had improved FAST scores in the areas of Family Conflict; Parental Supervision, Incidents of Abuse, Incidents of Neglect
- Outcome Target #3: The Well-Being of families served will be improved during the course of IAPP services, as demonstrated by:

- 35 out of 40 youth served had improved FAST scores in the areas of Relationships with Mother and /or Father, Family Communication, Natural supports, School Attendance/Achievement, Social Functioning
- 19 out of 24 caregivers served had improved FAST scores relating to enhanced Parenting in the areas of Involvement with Care, Caregiver Boundaries, Caregiver Emotional Support, Caregiver Knowledge

2024
ANNUAL REPORT
FRAUD/RESOURCES RECOVERY UNIT
GREENE CO. DEPT OF SOCIAL SERVICES

Staff: 1 Principal Social Welfare Examiner; 1 Examiner; 2 (Part Time) Investigators

Our Unit plays a major role in reclaiming tax dollars through the many avenues available to us. Sources of recovery come from our Resource Unit, our Fraud Unit, by cost avoidance measures through our Front-End investigations (FEDS and EVRS) and by disqualifications from our assistance programs and restitutions paid as a result of welfare fraud.

This year, Greene County continues to participate in the Estate, Casualty and TEFRA Recovery Program with Gainwell Technologies previously known as Health Management Systems (HMS). Greene County works together with Gainwell Technologies to provide resource liens and answer any questions, as well as providing any further documentation they may need to pursue recovery. The Local District continues to pursue some remaining Medicaid resources, but we are now primarily concentrating on Temporary Assistance liens, recovery of personal needs accounts, burial reimbursements, and miscellaneous payments.

FRAUD

This year our Fraud Unit received 1491 referrals to be investigated. Fraud allegations are generated through referrals from within our Agency, the State (OTDA and OMIG), or from the general public. The Case Examiners also refer cases under the Front End Detection System (FEDS) or the Eligibility Verification Review (EVR) process. The FEDS and EVR cases are investigated prior to case opening and, if founded, the case is usually denied by the examiner resulting in cost avoidance.

The FEDS and EVR referrals are required to be completed within ten (10) working days. The advantage of these referrals is cost avoidance when the case is denied or benefits are reduced due to the positive results of the investigation. Our cost avoidance for FEDS and EVR referrals for the year 2024 was \$1,951,194.00.

Our Unit also receives referrals from State driven matches. These State matches include: the Prison Match from the Department of Corrections which alerts us to incarcerated clients; the PARIS Match which covers the Temporary Assistance, Food Stamps and Medicaid Programs and determines if an individual is receiving assistance in more than one County/State at the same time; the Federal Prison Match whose purpose is to remove incarcerated individuals from assistance programs for which they are ineligible; the OTDA Recipient Fraud Match System (RFMS) which forwards Fraud allegations to the Local Department of Social Services (LDSS); and the VED/RFI report which could alert us to unreported income. In April 2018, OTDA added SNAP NDNH matches to VED/RFI. In 2014, the

State developed 2 new referral matches which include the EBT Out-Of-State match and the Bordering State match which also both determine if assistance is received in more than one state.

There were 1418 alleged fraud cases investigated to completion resulting in the detection of \$0 in welfare fraud. Of that, 0 referrals were dismissed; 1373 referrals involved FEDS and EVRS; 32 fraud referrals were unfounded as intentional fraud; 7 fraud referrals were found \$0; and 0 individuals were reviewed with the District Attorney. Zero (0) of these individuals were referred for criminal prosecution. There were 0 individuals arrested and 0 dispositions received. The amount of fraud involved in these dispositions totaled \$0. Zero (0) individuals were called in for an Agency Conference after the District Attorney review to discuss the fraud overpayments and to sign the Repayment and Disqualification Agreements. These individuals were not criminally prosecuted as the overpayment amounts were minimal and no false instruments were involved. The amount of fraud dollars involved in these clients called in was \$0. In conjunction with the District Attorney's Office more monies are being recovered when we call-in and meet with clients vs. spending years held up in court due to arrests.

We continue to refer our non-paying "call-ins" (clients who were not prosecuted but signed repayment agreements) back to the District Attorney for prosecution. We have had some success acquiring repayment/disqualification agreements and payments by certified mail from the clients who have moved out of jurisdiction and are not able to be extradited.

We are currently using several websites which are very helpful in our investigations. The first is Accurant (LexisNexis) whose services allow us to locate individuals, perform property searches, obtain deed information throughout the United States and search voter registrations to assist us in locating individuals. These are just a few of the services offered by Accurant to assist us in our daily investigations.

DMV (Department of Motor Vehicles) allows us to conduct record searches, particularly registered vehicles.

GIS (Geographical Information Systems) enables us to ascertain whether a client owns any property in Greene County.

The Work Number (TALX) allows us to search present and/or past employers of certain clients.

Factual Data (CBC Innovis) often helps with clients' history such as past or present employment, real estate owned by clients, and address history. It also allows us to view clients' credit reports which can be helpful in ascertaining if their bills are paid up to date.

We are also connected with the National Insurance Crime Bureau, ISO. This service allows us to search records of all insurance companies that our clients may be involved with to determine if our clients are collecting funds from an insurance company while fraudulently receiving social service benefits. It also enables us to ascertain if a client has a lawsuit pending upon which we can file a lien.

Another service we utilize is Electronic Disqualification Recipient System (EDRS) which is through the USDA. Access to this system allows us to check anywhere in the United States to see if a

client has had previous food stamp disqualifications elsewhere. This could result in longer periods of food stamp disqualifications if this is discovered.

The total amount collected for the year 2024 from recipients determined to have committed a fraudulent activity was \$2708.27

REFERRALS RECEIVED

	<u>2023</u>	<u>2024</u>
Fraud Allegations	47	44
Front End Detection	875	478
EVR	639	895
Prison Match	4	1
PARIS Match	76	36
VED/RFI HITS	16	25
EBT Out-Of-State	15	5
Bordering State	0	1
IVES/1099 Tax Match	0	0
TOTALS	1672	1485

REFERRALS COMPLETED

	<u>2023</u>	<u>2024</u>
	48	39
	844	543
	645	850
	4	1
	76	36
	16	25
	15	5
	0	1
	0	0
TOTALS	1648	1500

COST AVOIDANCE

	<u>2023</u>	<u>2024</u>
FEDS	\$ 1,626,828.00	\$ 955,422.00
EVR	506,928.00	998,772.00
DISQUALIFICATIONS	0	0
TOTAL	\$ 2,133,756.00	\$ 1,954,194.00

RESOURCES

Locally, we worked Sixty (43) referrals this past year in our Resource Unit. As of July 1, 2011, we refer all liens involving Medicaid claims to HMS to file liens and pursue appropriate recoveries.

Resources recovered **locally** this year include:

One (0) Lien satisfactions were filed for a total recovery of \$0.

Effective April 1, 2022, per GIS 22TA/DC037 districts must not require an individual applying for or receiving Temporary Assistance (TA) to sign a real property and/or a mortgage lien as a condition of eligibility. The repeal of SSL 106 also impacts a district's ability to recover TA real property and/or mortgage liens previously accepted and filed with their district County Clerk. Effective April 9, 2022 districts must not recover any TA real property and/or mortgage liens that were previously accepted and have not yet been satisfied.

Forty Three (43) referrals were received on deceased clients regarding their Personal Needs Accounts remaining at the Nursing Homes and \$18,586.90 was recovered.

We also recovered \$19783.07 involving nine (9) "miscellaneous" collections which consist of repayment of assistance through pension payments, unreported income, trusts and excess resources.

RESOURCE COLLECTIONS

<u>2023</u>		<u>2024</u>
-0-	Discharge of MRPL	\$ 0
-0-	Release of Claim Against Estate	0
\$ 1,260.00	Satisfaction of Liens	0
0	Discharge of Mortgage	0
29046.42	Personal Needs Account	18586.90
<u>46241.89</u>	Miscellaneous Collections	<u>19783.07</u>
\$ 76,548.31	TOTALS	\$ 38369.97

TOTAL COLLECTIONS 2024

\$	2708.27 (FRAUD)
	<u>38,369.97 (RESOURCES)</u>
\$	41,078.24 TOTAL

FOLLOWING ARE THE CLAIMS COLLECTED BY GAINWELL TECHNOLOGIES (HMS):

Casualty Claim	\$ 12,051.53
Estate Claims	120,121.99
<u>TEFRA Claims</u>	<u>0</u>
TOTAL	\$ 132,173.52

Homeless Initiative

Homelessness is the result of lack of stable, safe, and adequate housing. Many of the homeless clients are without family resources, are unemployed and/or have no income, suffer from untreated mental health & substance abuse issues and are in need of other services for ongoing support and stabilization.

The agency has two caseworkers in the homeless unit that meet weekly and/or daily with individuals and or families to assess the underlying contributing factor for the homelessness.

The caseworkers meet with clients on a weekly basis at their emergency placement to assist with goal setting, referrals, advocacy, and address barriers to obtaining permanent housing, assist in securing income thru Social Security Supplemental Income/Social Security Disability and/or motivate the client to conduct employment searches in order to promote self-sufficiency. The caseworker's also work in collaboration with the eligibility department, children & family services staff and other community based agencies that also includes maintaining a rapport with area landlords to establish a list of available low income rental properties. These caseworkers are also required to complete annual motel inspections mandated by the state, address complaints and report lack of compliance by the motel to the Department of Health.

In 2024, a total of 156 cases were referred to the program with 40 cases carried over from 2023 with a total of 196 cases being managed. A total of 140 cases were placed in permanent housing or closed for varying reasons. There were 56 remaining cases carried into 2025.

2024 New Cases (154 SNA + 22 TANF)	156
2023 Cases Carried Over	40
Total Cases	196
2024 Resolved Cases	140
Remaining Cases (Carried into 2025)	56

Administration/Accounting

The Accounting Unit is responsible for monitoring and processing all cash receipts and disbursements of the department, and for the proper recording of all agency expenditures and revenues to The County Treasurer's Office. This includes administrative expenses as well as payments made on behalf of clients served in the various program areas.

In addition to auditing authorizations and processing payments, the accounting department is responsible for the timely preparation and submission of all monthly and quarterly claims to the appropriate state agencies for maximum reimbursement of federal and state aid. Other functions of the unit include financial management case reconcilements, bank reconcilements, maintenance of employee time and attendance records, and preparation and submission of the agency payroll.

The Accounting Unit is under the supervision of The Director of Administrative Services, who is responsible for the preparation, submission, and monitoring of the agency's budget. The remaining staff includes one accounting supervisor, one principal account clerk, and two senior account clerks.

Total net local share for Greene County for all programs and administration in 2024 was \$13,555,790 (unaudited), which resulted in the agency finishing the year \$1,729,231 under the 2024 adopted budget.

Administration Local Share was \$370,855 under the 2024 adopted budget. This was primarily due to the high number of staff vacancies. Also the new employees filling these vacancies started at the lower step zero contracted rate than the employees that left.

Greene County's local share of Medicaid expenses were \$137,333 under budget. This represents only 1.36% of the total 2024 Medical Assistance budget. We budgeted \$120,000 anticipating home modifications for clients that did not take place.

Safety Net Local share expenses were \$113,976 under budget. There was an increase in Safety Net expenses by 30.7% from 2022 actual to 2023. This increase was factored into our 2024 budget calculation along with anticipated increase in the homeless population and the associated Motel costs. However, the increase in actual expenses from 2023 to 2024 was much less at 13.9%.

The combined savings in the Children and Family Services program areas was \$1,107,067. At the time that the 2024 budget (July 2023) was prepared there was an upward trend in children in care. That trend quickly reversed course and the number of children in care declined from the July 2023 to December 31, 2024 by 34%. "Please see attached Graph".

The following pages provide a fiscal summary for the year 2024, as well as a detailed analysis of budget results for administrative and program costs.

	2021 Actual	2022 Actual	2023 Actual	2024 Requested	2024 Adopted	2024 Actual	Savings/ (Shortfall)
6010.1 Admin-Personal Serv.	4,802,590	5,072,118	4,712,589	5,871,774	5,871,774	4,984,577	887,197
6010.2 Admin-Equipment	114,635	88,985	96,760	140,000	140,000	52,634	87,366
6010.4 Admin-Contractual	1,000,530	1,095,773	1,075,808	1,319,499	1,321,236	1,390,496	(69,260)
6010.8 Admin-Employee Benefits	2,164,434	2,262,972	2,068,370	2,864,951	2,864,951	2,283,116	581,835
Total Appropriations	8,082,189	8,519,848	7,953,527	10,196,224	10,197,961	8,710,822	1,487,139
1894 Social Services Charges	0	0	18,728	20,000	20,000	26,040	6,040
2401 Interest on Deposits	0	800	3,445	4,200	4,200	3,464	(736)
2770.1 Repayments	19,415	15,249		0	0	0	0
3610 State Aid	986,552	1,065,263	865,738	1,271,813	1,271,813	1,120,714	(151,099)
4610 Federal Aid	2,637,668	2,645,977	2,295,782	3,198,882	3,198,882	2,696,294	(502,588)
4611 SNAP Admin	579,354	616,623	560,910	773,923	773,923	566,783	(207,140)
4615 Flex Fund For Family Serv (FFFS)	2,063,207	2,853,251	2,001,185	2,215,000	2,215,000	1,954,239	(260,761)
Total Repayments & Revenues	6,286,196	7,197,164	5,745,788	7,483,818	7,483,818	6,367,534	(1,116,284)
Local Share-Administration	1,795,993	1,322,685	2,207,739	2,712,406	2,714,143	2,343,288	370,855
6055.4 Day Care - Non Title XX	117,685	209,437	359,514	391,800	391,800	493,022	(101,222)
1855 Repayments	0	0	0	0	0	0	0
3655 Federal & State Aid	98,504	191,790	320,643	371,100	371,100	472,248	101,148
Total Repayments & Revenues	98,504	191,790	320,643	371,100	371,100	472,248	101,148
Local Share-Day Care	19,181	17,647	38,871	20,700	20,700	20,774	(74)
6070.4 Services for Recipients	748,044	793,815	840,442	843,255	843,255	902,059	(58,804)
1870 Repayments	0	0	0	0	0	0	0
3670 State Aid	1,669,978	1,632,851	1,840,971	1,883,560	1,883,560	1,799,963	(83,597)
4670 Federal Aid	173,146	147,728	170,244	170,000	170,000	74,403	(95,597)
Total Repayments & Revenues	1,843,124	1,780,579	2,011,215	2,053,560	2,053,560	1,874,366	(179,194)
Local Share-Services for Recipients	(1,095,080)	(986,764)	(1,170,773)	(1,210,305)	(1,210,305)	(972,307)	(237,998)
6100.4 Medical Assistance-Capped	7,944,773	8,285,096	8,855,225	10,182,800	10,182,800	9,925,592	257,208
1801 Repayments	166,131	175,027	65,995	150,500	150,500	65,892	(84,608)
3601 State Aid	(82,925)	(86,322)	(33,015)	(15,250)	(15,250)	(32,881)	(17,631)
4489 Stimulus FMAP Increase	0	0	0	0	0	0	0
4601 Federal Aid	(82,930)	(87,518)	(33,013)	(15,250)	(15,250)	(32,886)	(17,636)
Total Repayments & Revenues	276	1,187	(33)	120,000	120,000	125	(119,875)
Local Share-Medical Assistance	7,944,497	8,283,909	8,855,258	10,062,800	10,062,800	9,925,467	137,333

	2021 Actual	2022 Actual	2023 Actual	2024 Requested	2024 Adopted	2024 Actual	Savings/ (Shortfall)
6106.4 Adult Homes-Special Needs	0	0	0	1,000	1,000	0	1,000
3606 State Aid	0	0	0	1,000	1,000	0	(1,000)
Local Share - Special Needs	0	0	0	0	0	0	0
6109.4 Family Assistance	1,866,929	2,724,147	2,471,877	2,588,928	2,588,928	1,590,656	998,272
1809 Repayments	149,890	103,508	145,549	140,000	140,000	117,693	(22,307)
3609 State Aid	0	0	0	0	0	0	0
4609 Federal Aid	615,616	824,035	655,482	718,500	718,500	693,250	(25,250)
Total Repayments & Revenues	765,506	927,543	801,031	858,500	858,500	810,943	(47,557)
Local Share-Family Assistance	1,101,424	1,796,605	1,670,846	1,730,428	1,730,428	779,713	950,715
6119.4 Foster Care	2,192,106	2,658,953	2,663,712	3,929,328	3,929,328	3,050,373	878,955
6119.4 Committee on Special Ed.	480,952	153,755	255,467	604,485	604,485	371,904	232,581
6119.4 Total Child Care Approp.	2,673,058	2,812,708	2,919,179	4,533,813	4,533,813	3,422,277	1,111,536
1811 Child Support Incentive	57,362	55,367	48,443	55,171	55,171	58,272	3,101
1819 Repayments	535,798	362,091	161,809	443,638	443,638	220,595	(223,043)
3619 State Aid-Adopt Subs & FCBG	1,957,796	1,867,568	1,870,542	1,899,325	1,899,325	1,729,454	(169,871)
4619 Federal Aid	930,548	853,044	1,007,756	1,429,796	1,429,796	948,878	(480,918)
4661 Federal Aid - Title IV-B Funds	37,245	44,920	34,556	40,000	40,000	41,627	1,627
Total Repayments & Revenues	3,518,748	3,182,990	3,123,106	3,867,930	3,867,930	2,998,826	(869,104)
Local Share-Child Care	(845,690)	(370,282)	(203,927)	665,883	665,883	423,451	242,432
6123.4 Juvenile Delinquents	7,209	3,485	22,907	440,000	440,000	21,780	418,220
1823 Repayments	1,781	0	0	0	0	0	0
3623 State Aid	2,710	593	0	315,887	315,887	10,672	(305,215)
Total Repayments & Revenues	4,491	593	0	315,887	315,887	10,672	(305,215)
Local Share - Juvenile Delinquents	2,718	2,892	22,907	124,113	124,113	11,108	113,005
6129.4 State Training Schools	4,171	188,058	0	42,500	42,500	0	42,500
Local Share - State Training Schools	4,171	188,058	0	42,500	42,500	0	42,500

	2021 Actual	2022 Actual	2023 Actual	2024 Requested	2024 Adopted	2024 Actual	Savings/ (Shortfall)
6140.4 Safety Net	883,824	1,027,818	1,343,210	1,721,158	1,721,158	1,529,851	191,307
1840 Repayments	142,775	116,914	127,779	184,402	184,402	198,395	13,993
3640 State Aid	200,069	249,376	341,014	458,815	458,815	380,309	(78,506)
4640 Federal Aid	22,963	13,228	4,414	18,183	18,183	5,364	(12,819)
Total Repayments & Revenues	365,807	379,518	473,207	661,400	661,400	584,068	(77,332)
Local Share - Safety Net	518,017	648,300	870,003	1,059,758	1,059,758	945,782	113,976
6141.4 Home Energy Assist. Program	48,630	5,133	26,740	30,000	30,000	25,925	4,075
1841 Repayments	71,819	107,089	95,350	90,000	90,000	92,589	2,589
4641 Federal Aid	(23,188)	(107,543)	(68,611)	(60,000)	(60,000)	(66,663)	(6,663)
Total Repayments & Revenues	48,631	(454)	26,739	30,000	30,000	25,926	(4,074)
Local Share - H.E.A.P.	(1)	5,587	1	0	0	(1)	1
6142.4 Emergency Assist for Adults	90,973	62,031	86,390	150,000	150,000	157,098	(7,098)
1842 Repayments	0	0	82	0	0	69	69
3642 State Aid	45,011	31,011	43,157	75,000	75,000	78,516	3,516
Total Repayments & Revenues	45,011	31,011	43,239	75,000	75,000	78,585	3,585
Local Share - EAA	45,962	31,020	43,151	75,000	75,000	78,513	(3,513)
Summary							
Appropriations	22,467,485	24,631,577	24,879,012	31,121,478	31,123,215	26,779,083	4,344,132
Repayments	1,144,970	936,046	667,180	1,087,911	1,087,911	783,010	(304,901)
State Aid	4,877,695	4,952,130	5,249,050	6,261,250	6,261,250	5,558,995	(702,255)
Federal Aid	6,953,629	7,803,745	6,628,705	8,489,034	8,489,034	6,881,289	(1,607,745)
Total Repay & Rev.	12,976,294	13,691,921	12,544,935	15,838,195	15,838,195	13,223,294	(2,614,901)
Local Share	9,491,192	10,939,656	12,334,076	15,283,283	15,285,020	13,555,789	1,729,231

	2024 Adopted <u>Budget</u>	2024 Actual	2024 Actual Over/Under Adopted <u>Budget</u>	Percent Change
Appropriations	\$31,123,215.00	\$26,779,083.00	\$4,344,132.00	-7.64%
Less Repayments	1,087,911.00	783,010.00	(304,901.00)	17.36%
Less State & Federal Aid	14,750,284.00	12,440,284.00	(2,310,000.00)	4.74%
Local Share	<u>\$15,285,020.00</u>	<u>\$13,555,789.00</u>	<u>\$1,729,231.00</u>	<u>-9.91%</u>

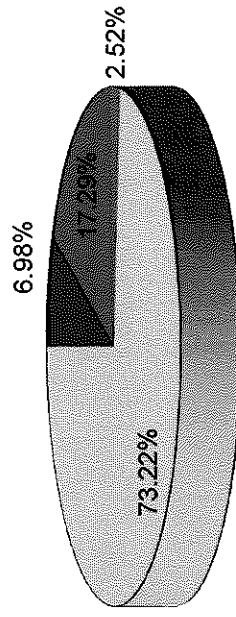
Brackets indicate over budget for appropriations and local share and under budget for repayments and aid.

	2023 Actual	2024 Actual	Change	Percent Change
Appropriations	\$24,879,012.00	\$26,779,083.00	(\$1,900,071.00)	-7.64%
Less Repayments	667,180.00	783,010.00	\$115,830.00	17.36%
Less State & Federal Aid	11,877,755.00	12,440,284.00	\$562,529.00	4.74%
Local Share	<u>\$12,334,077.00</u>	<u>\$13,555,789.00</u>	<u>(\$1,221,712.00)</u>	<u>-9.91%</u>

Negative indicates increase for appropriations and local share and decrease in repayments and aid.

Safety Net	945,782
Administration	2,343,288
Family Assistance & Services	341,252
Medical Assistance	9,925,467
Total	13,555,789

2024 Local Share Distribution



6.98	■ Safety Net
17.29	■ Administration
2.52	■ Family Assistance & Services
73.22	■ Medical Assistance

Note: Rounding may slightly alter totals.