

Cheryl Dinolfo  
County Executive



Corinda Crossdale  
Commissioner

*Monroe County  
Department of  
Human Services*



**Building  
Stronger  
Families**

**2018  
ANNUAL  
REPORT**



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**Message from the County Executive**

I made a commitment to our community to build stronger families, and over 1,000 dedicated men and women within the Department of Human Services help me adhere to that promise. Over the past three years, I have witnessed our workers approach their duties diligently and heroically, with the goal of making a brighter and more prosperous tomorrow for our families.

I know putting people back to work builds stronger families. That is why we have connected back to the importance of jobs, through the County's Paths to Empowerment Program, which links at-risk households with job coaching, financial literacy, drop-in child care, and other support services. More than 2,500 individuals have gone through the program with an outstanding 90 percent success rate.

As we work toward building our families, we do not minimize the importance of our youth, as they are the catalyst for a hopeful future. So, in 2018, I launched the Monroe County Youth to Work Initiative. This incorporates four new programs created by the Monroe County Workforce Development Division and the Rochester Monroe County Youth Bureau; these divisions partner with Big Brothers Big Sisters, the Rochester Museum and Science Center, the Villa of Hope and the Consumer Credit Counseling Service of Rochester. The goal of the Youth to Work Initiative is to train and engage local youth in prospective career ventures, while also connecting them to potential employers.

We have come a long way in the past three years, and while I know that there is still work to be done, I also know that through a dedicated workforce, and by working hand in hand with our community partners, there is no problem too large that we will not overcome. I believe this, because I believe in our community; I see the valor, persistence, and determination, to work toward change for our children, for our families, and for our community.

I look forward to our continued partnerships as we work together to build stronger families — not just during our tenure but for decades to come.



**Message from the Commissioner**

A successful endeavor does not always require seeing eye-to-eye or being in total agreement; ordinary people coming together and feeling empowered to act is when great things happen.

I watch every day as ordinary people make an extraordinary difference in the lives of so many, with the belief that, “The poor can dream. The weak can hope. The helpless can strive. The powerless can rise” (Matshona Dhliwayo). The Department of Human Services prides itself in working hand in hand with civic leaders, residents, and our community partners, to be the driving force behind the hope of our community.

The 2018 annual report demonstrates the power of community as more public beneficiaries move to self-sufficiency by gaining employment or moving onto other higher subsidies. Both the Safety Net (SN) and Temporary Assistance to Needy Families (TANF) caseload have seen a steady decline over the past ten years. Between 2008 and 2018, caseload sizes have decreased from 13,086 to 9,579. Between 2017 and 2018 the SN caseloads decreased by 14% and the TANF caseload decreased by 11%; the monthly caseload average decreased by 12% and the number of Monroe County residents applying for public benefits overall decreased by 8%. In addition, the Child Support Enforcement Unit collected almost \$69,449,590 in 2018, with \$41,752,046 (60.1%) of that total paid to former clients of Temporary Assistance, further empowering prior public benefit recipients to remain self-sufficient.

In our Child and Family Services area, the increase in resources has had an unmistakable impact; between December 2017 and December 2018, the caseload sizes have decreased by 32%. The number of abuse and neglect reports increased by 1% and the indication rate decreased by 4%.

We have not made these contributions alone and are proud of our shared success and cooperation. We have shown our strength in community and though we will not always be successful or reach our goals, and there will be many times when the process disappoints us, we also know the privilege and honor of being part of something that strengthens and encourages our faith in what is possible.

**2018 Monroe County Legislature**

<b>District</b>	<b>Legislator</b>	<b>Party-Representing</b>
1	Edwin Wilt	R – Greece, Parma
2	Mike Rockow	R – Clarkson, Hamlin, Sweden
3	Tracy DiFlorio	R – Chili
4	Frank X. Allkofer	R – Gates, Ogden
5	Karla F. Boyce	R – Henrietta, Mendon, Pittsford, Rush
6	Fred Ancello	R – Greece
7	Brian E. Marianetti	R – Greece, Rochester
8	Matthew Terp	R – Webster
9	Debbie Drawe	R – Penfield
10	Howard S. Maffucci	D – Brighton, East Rochester, Pittsford
11	Sean M. Delehanty	R – Fairport, Perinton
12	Steve Brew	R – Chili, Henrietta, Riga, Wheatland
13	John J. Howland	R – Henrietta, Pittsford
14	Justin Wilcox	D – Brighton, Henrietta
15	George J. Hebert	R – Penfield, Webster
16	Dr. Joe Carbone - President	R – Irondequoit
17	Joseph D. Morelle Jr.	D – Irondequoit
18	Tanya Conley	R – East Rochester, Perinton
19	Kathleen A. Taylor	R – Greece, Parma
20	Mike Zale	R – Greece, Ogden, Sweden
21	Mark S. Muoio	D – Rochester
22	Vincent R. Felder	D – Rochester
23	James M. Sheppard	D – Rochester
24	Joshua Bauroth	D – Rochester, Brighton
25	John Lightfoot	D – Rochester
26	Tony Micciche	R – Gates, Greece, Rochester
27	LaShay D. Harris	D – Rochester
28	Cynthia W. Kaleh	D – Rochester
29	Ernest S. Flagler-Mitchell	D – Rochester

## Monroe County



Monroe County, New York, named for President James Monroe, was created from portions of Ontario and Genesee Counties on February 23, 1821.

Today, Monroe County is comprised of 19 towns, 10 villages and the City of Rochester, the third largest city in the state, with a land area of 663.21 square miles. Based on the 2017 American Community Survey, Monroe County is home to 748,680 people, with 209,463 of them living within the Rochester city limits. The County's population has remained relatively stable since 2010, as has the population of the City. As of 2016, 15% of Monroe County's residents were African-American; of those, 73% resided within the City of Rochester. Latino residents represent 8% of the County's total population; with 60% of the Latino population residing in the City of Rochester. (ACTRochester.org) The Latino community is the fastest growing segment of Monroe County's population.

Between 2000 and 2016, the number of people between the ages of 60 and 84 increased by 18% and the number of people age 85 or older increased by 38%. Residents age 60 or older account for 21% of Monroe County's population, with approximately 81% of those who are 60+, residing in the suburbs and 19% residing in the City of Rochester.





## Mission and Vision

### Mission

*Through the dedicated and productive efforts of its workforce, Monroe County will provide high quality service to its residents in a cost-effective manner. By engaging the community and working together with people from all walks of life, Monroe County will create a government structure that lives within its means and promotes fiscal stability. By fostering a spirit of teamwork and collaboration with community partners, Monroe County government will return to its core values, ensuring a safe and healthy community, with a quality of life second to none.*

### Vision

*Monroe County is a community of choice that is economically prosperous with a diverse business base, outstanding educational opportunities, sound infrastructure, access to a wide range of recreational and cultural assets as well as quality affordable housing for its residents. Ours is a community that will encourage future generations to live, work and raise their families here. Through stable property taxes, more efficient government and more effective partnerships and collaborations, Monroe County government will create an environment that promotes aggressive economic development and job creation.*

**Department of Human Services Mission and Vision**










**Mission:** The Department of Human Services empowers residents to achieve their highest level of self-sufficiency and independence, and promotes safety, and physical and emotional well-being.

**Vision:** DHS delivers strengths-based comprehensive, responsive and coordinated services guided by measurable results.

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*Principles & Values:*

*The Department of Human Services is designed around a system of care that focuses on services that are:*

- 
-  *family driven*
  -  *youth and elder guided*
  -  *culturally & linguistically competent*
  -  *community-based*
  -  *best practice oriented*
  -  *trauma informed*
  -  *collaborative*
  -  *improved continuously*
  -  *long-term focused*
- 



**Human Services Highlights**

The Department of Human Services encompasses the traditional “social services” district with state mandates to provide child protective, adult protective, foster care, adoption and preventive services as well as an array of income based state and federal programs including Temporary Assistance to Needy Families, Safety Net Assistance, Supplemental Nutrition Assistance Program, Home Energy Assistance, child care, child support, emergency sheltering and Medicaid. The Department also includes the Children’s Detention Center, the Office of Mental Health, Rochester-Monroe County Youth Bureau, Office for the Aging, the Office of Faith Based and Community Initiatives, and Administrative Services, supporting all activities.



Blending these offices into a single Department affords many opportunities for collaboration and shared infrastructure, resources, and service delivery. We are proud to present this 2018 Annual Report. Our goal is to give you a better understanding of the many faces of the Monroe County Department of Human Services - the over 1,000 employees who deliver services to residents of Monroe County. Over 609,000 customers visited our waiting rooms in 2018 and received services.

In 2018, the monthly average Temporary Assistance caseload continued its downward trend, dropping from 10,934 in 2017 to 9,579 in 2018 (-12.4%). Since 2008, the month average caseload has decreased by over 26%. The increase in Supplemental Nutrition Assistance Program (SNAP) benefits from 2008 to 2017 has leveled off. While SNAP benefits increased from 35,581 cases in 2008 to over 68,379 cases in 2017, due to a recent strong economy, caseloads decreased to 66,638 in 2018. SNAP benefits continue to provide critical support and nutrition services to members of our community.

Child and Family Services investigated 9,677 reports of child abuse or maltreatment, with the vast majority of reports coming from the community, followed by schools. Seventy-four percent of the reports investigated were not indicated for abuse or maltreatment.

In 2018, the CFS Division welcomed 83 new full-time employees, including 52 Caseworkers and 31 Examiners; 25 employees retired from the County. The Department of Human Services also welcomed the new Child and Family Services Deputy Commissioner, Anne Eichas. Deputy Commissioner Eichas brings over 30 years' experience working in the child welfare system and has worked in the voluntary sector for over 30 years, including time at Catholic Family Center, The Villa of Hope, and briefly with Hillside Children's Center prior to her move to the Department. To further complement the addition of the Deputy Commissioner, the Department implemented a structural change within the Child and Family Services Division, resulting in two distinct functional areas: Family Services and Child Protective Services. To maximize the impact of this change, Amy Natale-McConnell was appointed as the Director of Family Services and Kathy Cardilli was appointed as the Director of Child Protective Services.

These changes will provide additional resources to each functional area and continued enhancement of the Child and Family Services Division.

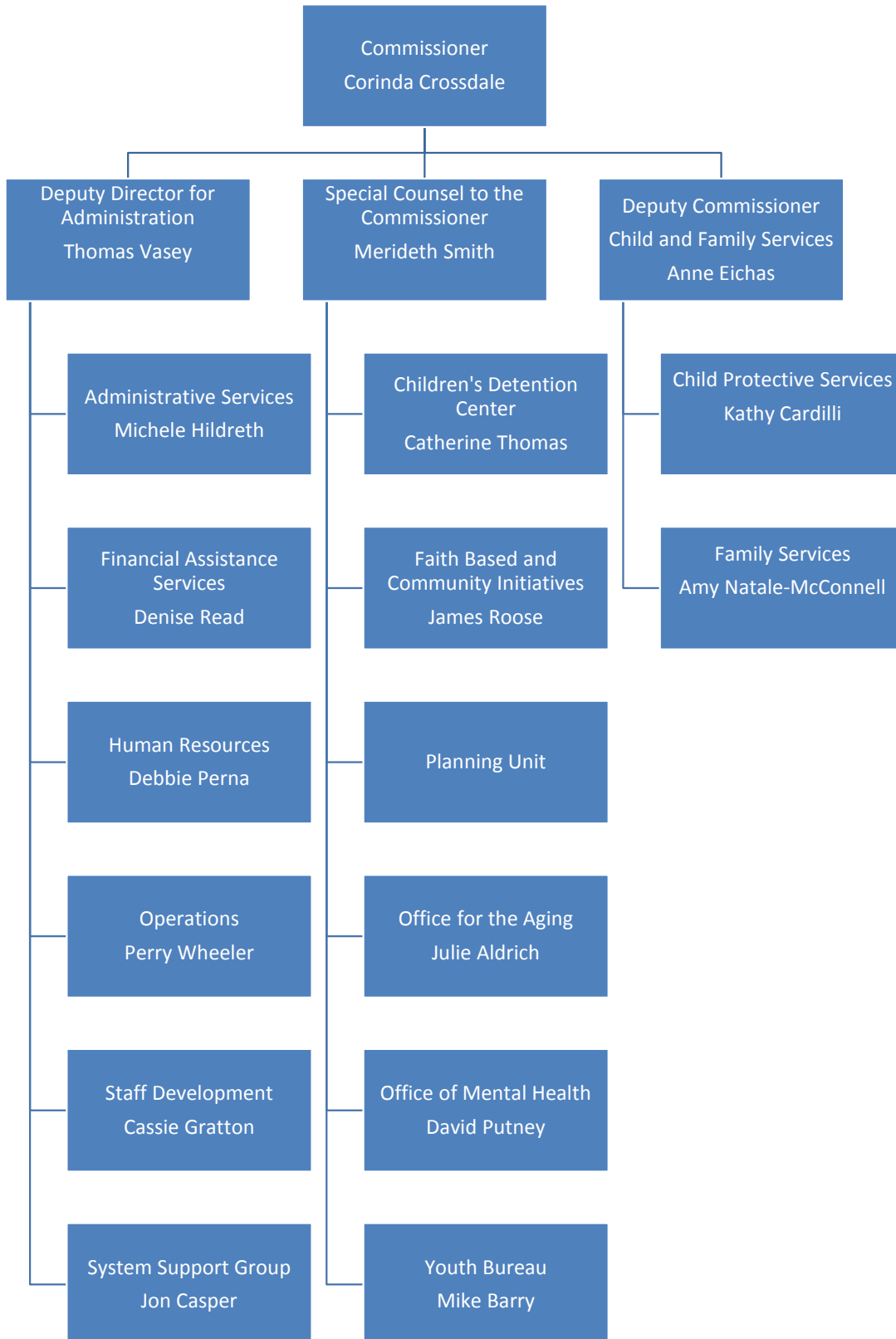
**2018 Recognition Ceremony**  
*Celebrating 20 years of Public Service*



*DHS employees celebrating 10 years of service*



### DHS Organizational Chart



**2018 Budget Overview**

The Department of Human Services (DHS) is one of the largest Monroe County departments. In 2018 the Department’s adopted budget across all program areas and divisions totaled **\$536,458,880**. The County’s overall grant and operating budget for 2018 was \$1,198,934,207. The DHS budget accounts for approximately 45% of the County’s annual spending. This tremendous responsibility is inherent in being both excellent stewards of tax-payer dollars and excellent service providers for the community’s most vulnerable citizens. The 2018 Annual Report is a demonstration of the successful management of these two objectives.

<b>Monroe County DHS</b>			
<b>2017-2018 Gross Budget Comparison</b>			
	<b>2017 Amended Budget</b>	<b>2018 Adopted Budget</b>	<b>% Change</b>
Safety Net	\$ 53,859,349	\$ 50,972,049	-5.36%
TANF	\$ 50,559,617	\$ 46,390,778	-8.24%
Medicaid	\$ 176,164,129	\$ 176,564,129	0.23%
Daycare	\$ 44,110,501	\$ 45,720,035	3.65%
Adolescent Care	\$ 15,120,989	\$ 13,042,645	-13.74%
Child Welfare	\$ 29,543,853	\$ 29,274,474	-0.91%
Preventive/Protective	\$ 15,745,173	\$ 19,823,462	25.90%
Administration	\$ 92,113,779	\$ 97,903,207	6.29%
Office for the Aging	\$ 8,986,933	\$ 8,575,835	-4.57%
Youth Bureau	\$ 1,374,141	\$ 1,392,546	1.34%
Office of Mental Health	\$ 46,488,957	\$ 46,799,720	0.67%
<b>Totals</b>	<b>\$ 535,944,409</b>	<b>\$536,458,880</b>	<b>0.10%</b>

The Commissioner is supported by a Deputy Commissioner, Deputy Director of Administration, Special Counsel to the Commissioner, and nine division level Directors in the development, management, delivery and oversight of the programs and services outlined in this report.

**Meet the DHS Leadership Team**



Front: Catherine Thomas, Director of the Children’s Detention Center; Kathy Cardilli, Director of Child Protective Services; Anne Eichas, Deputy Commissioner of Child and Family Services; Amy Natale-McConnell, Director of Family Services; Denise Read, Director of Financial Services

Back: Michele Hildreth, Director of Administrative Services; Julie Allen Aldrich, Director of Office for the Aging; David Putney, Director of Office of Mental Health; James Roose, Director of Faith Based and Community Initiatives; Corinda Crossdale, Commissioner; Merideth Smith, Special Counsel to the Commissioner; Thomas Vasey, Director of Administrative Services

Not pictured: David Michael Barry, Director of the Rochester-Monroe County Youth Bureau  
Perry Wheeler, Director of Operations



**FINANCIAL ASSISTANCE SERVICES DIVISION**

**Denise Read – Director**

The Monroe County Department of Human Services Financial Assistance Services Division is committed to efficiently and effectively serving eligible Monroe County residents who access public benefit programs. Programs administered by the Division include: Temporary Assistance, Supplemental Nutrition Assistance Program, Medical Assistance, Income Eligible Day Care Subsidies, Home Energy Assistance Program, Temporary Housing Assistance and Child Support Enforcement Services. The Division administers benefit programs in accordance with both Federal and State law as well as State regulation, with oversight from the New York State Office of Temporary and Disability Assistance, Office of Children and Family Services and the New York State Department of Health. Financial assistance benefits are provided in the form of cash, rent, utilities, transportation, food/nutrition, housing, health insurance, daycare subsidies, paternity and child support establishment, job search support, and job skills training to those who meet eligibility requirements.

In 2018, the Division provided community case managers with firsthand information to assist Monroe County residents in navigating the public benefits system. The Division conducted two DHS 101 presentations in the community, training over 150 individuals.

The Financial Assistance Services Division continued Work First efforts with employable applicants and recipients of Temporary Assistance. The Division partners with employers to promote the hiring of Temporary Assistance recipients, highlighting available programs such as On-The-Job training funding and Transitional Employment Assistance Program benefits. Direct support to assist with transition to employment, such as daycare and transportation, are available.

Temporary Assistance caseloads decreased throughout 2018 to the lowest levels in over a decade with a Division focus on employment, diversion and accountability. The Department received 42,178 applications for Temporary Assistance and another 39,474 SNAP applications in 2018. At both sites, as well as in the Child Support Enforcement Unit offices at City Place and Family Court, over 650,000 walk-ins were registered in the waiting rooms. The volume of people, calls, and paperwork into the Financial Assistance Division requires continual adjustment to meet the demand. Collaborative relationships with community based and other advocacy organizations, are instrumental in the work to provide public benefits to Monroe County residents efficiently, effectively, and in accordance with all applicable laws and regulations.



**A Ten-Year Lookback at Temporary Assistance Caseload and Application Activity**

Year	Average Safety Net Caseload	Average TANF Caseload	Monthly Average Caseload	Monthly Average TA Applications Rec'd
2009	7017	6252	13269	4538
2010	7350	6526	13876	4203
2011	7807	6907	14714	4202
2012	7905	6790	14695	4313
2013	8164	6905	15069	4528
2014	8041	6666	14707	4280
2015	7337	6070	13407	4143
2016	6698	5384	12082	3999
2017	6082	4852	10934	3804
<b>2018</b>	<b>5240</b>	<b>4338</b>	<b>9579</b>	<b>3514</b>

**Intake Workgroup**

The Division’s Intake Workgroup manages Emergency Assistance, Family Assistance and Safety Net Program cash assistance applications as well as all walk-ins for the Supplemental Nutrition Assistance Program. These programs provide vital temporary cash and food assistance to the most vulnerable residents living in our community.

In 2018, The Intake Workgroup received 42,178 Temporary Assistance applications and conducted 16,993 in person interviews. The workgroup saw 17,090 individuals for emergency assistance, with many of these being one-time only emergency or diversion requests intended to stabilize the household and allow the applicant to remain in, or return to, the workforce.

**Care Management Workgroup**

The Care Management Workgroup is responsible for case maintenance of all Temporary Assistance cases in Monroe County. While the Self-Sufficiency Workgroup focuses on the employability of public assistance recipients, Care Management maintains the cases for all other aspects, including processing moves, recertifications, add-ons and removals, as well as all customer service related issues.

Temporary Assistance cases are comprised of both single individuals and families. As of 12/31/18, the caseload for TANF cases included 4,080 cases with a total of 9,692 individuals. Additionally, there were 4,819 Safety Net Assistance cases encompassing a total of 8,523 individuals. Those 8,523 are comprised of single individuals, childless couples, and families already having received 60 months of federal TANF assistance, as well as individuals who are experiencing substance use as a barrier to employment participation.

The Division is a leader in the utilization of technology to process and manage public benefit cases, using universal caseload and task-based management. All information related to any individual case is available to all staff throughout the Care Management Workgroup such that any staff member can assist with processing the work or answering phone calls as needed. The Care Management Workgroup completed 91,467 tasks in 2018 with an average processing time of 7.1 business days. Those tasks included 5,865 landlord statements, 4,248 utility issues and 2,422 daycare statements.

In 2018, staff in the Care Management Workgroup helped over 6,061 walk-in customers visiting the 691 St. Paul St. office. Most often, staff helped resolve issues concerning housing and utility emergencies. Customers visiting the office for these reasons were assisted within 26 minutes of signing in with the reception staff.

### **Self-Sufficiency Workgroup**

The Self Sufficiency Workgroup (S/S) helps public assistance recipients obtain employment, job counseling and employment related training. Self-Sufficiency provides a direct service to local employers by conducting pre-employment activities such as assessments and employee screening. Employers who hire individuals in receipt of public benefits may be eligible for tax credits.

Self-Sufficiency works with all individuals over the age of 18 in receipt of Temporary Assistance. In 2018, the TA caseload averaged 9,579 monthly and S/S engaged with every client on those cases, processing over 76,000 tasks related to employability.

In alignment with the Work First philosophy, S/S partners with several community agencies for employment related programming for Temporary Assistance recipients. Individuals who are considered employable but not currently employed are engaged in programming to solicit a return to employment and ultimately self-sufficiency. Adult Basic Education, English for Speakers of Other Languages (ESOL), Job Search, Job Skills Training, Job Readiness Training, Vocational Education, High School Equivalency programs, and Work Experience internships are opportunities provided by our partners to assist individuals in this effort. The Division makes every effort to support a return to employment and emphasize the benefits – monetary, physical, and emotional – of work.

Participation and engagement rates for employment activities in Monroe County are reported by New York State Office of Temporary and Disability Assistance. The Division's work to prepare individuals for employment is evidenced by the Safety Net employment participation rate. The Division reached a 45% work participation rate in November 2018, the highest ever achieved in Monroe County, which was also the highest in the entire state among the large Social Service Districts. Our TANF family employment participation rate is 19%, still our highest attainment, but demonstrating a need to improve education about employment programming and remove barriers that may be preventing additional TANF recipients from engaging in employment programs that will help prepare them to re-enter the work force.

In 2018, the Division expanded its partnership with Monroe County Workforce Development Department to host on site job fairs and interviewing events for qualified public assistance recipients. The Division participated in multiple community hiring events with Workforce Development. Other efforts include hundreds of referrals to community job fairs, with assistance from Self-Sufficiency staff to help clients navigate the fair and assist with application completion and other job search skills. Self-Sufficiency also coordinates with contracted vendors to support TA recipients interested in manufacturing and machining careers through the low skills training program, assisting with on-site support to minimize barriers to attendance and completion. The aim is to empower individuals every day to reach their highest level of self-sufficiency and independence.

The Self-Sufficiency Workgroup provides additional supports for individuals who report barriers to employment. As a part of the Restoration to Self-Sufficiency Program (RSSP), contracted vendors and internal staff work with TA recipients who are unable to work, but with adherence to recommendations from a qualified healthcare professional (QHP) they can be restored to employability. The primary goal of RSSP is to engage recipients in their recovery. Using the medical documentation provided, a plan is developed with the individual and monitored monthly. In 2018, of the 885 individuals engaged with RSSP through our contracted vendor, 192, or 22%, were restored to an employable status. Sometimes, even when recommendations are followed, individuals are not successful in resuming employability. In those cases, Self-Sufficiency staff work with individuals given a diagnosis of permanent disability and subsequently help them apply for Supplemental Security Income (SSI). The Disability Assessment and Review Team (DART) works in this capacity. In 2018, DART assisted 153 individuals in applying for Social Security benefits. In 2018, 605 public assistance recipients were awarded SSI, transitioning them from TA to the higher and more permanent benefit levels provided by Social Security.

#### **Financial Assistance Programs:**

##### **Temporary Housing Assistance and Homelessness Prevention Programs**

Housing instability can be a significant concern for low income residents of Monroe County. To meet the regulatory requirements to provide temporary housing for individuals eligible for public assistance, the Division contracts with various community agencies for approximately 417 year-round emergency beds for homeless individuals. During the winter months when the temperature with wind chill reaches 32 degrees, the Homelessness During Inclement Weather regulations allow for the Division to contract for additional beds as needed. When shelters are unable to accommodate placements, the Division utilizes various hotels and motels across Monroe County. In 2018, the Division made 11,378 temporary housing assistance (THA) placements for individuals and families – a 18% *increase* over 2017. The primary cause of homelessness in 2018 was eviction by primary tenant. Individuals and families residing in the homes of relatives or friends are often asked to leave due to overcrowding, substance use, domestic disputes, family breakups and strained relationships. The second leading cause of

homelessness in 2018 was discharge from institutions such as hospitals, treatment programs, or incarceration, without a plan for permanent housing.

The goal of the Division is to assist homeless individuals in securing appropriate permanent housing as quickly as possible. In 2018, the average length of stay for a DHS funded THA placement across all emergency housing settings was 13 days.

The Division utilizes Temporary Housing Agreements and Independent Living Plans for individuals placed in THA. The Division continues to work with community partners, including shelter providers, rapid rehousing programs, case managers, private landlords, apartment complexes, Rochester Housing Authority, and the Continuum of Care to ensure safe, affordable housing for individuals facing housing insecurity.

### **Income Eligible Day Care Program**

Daycare is a vital resource used by families to maintain employment that leads to self-sufficiency. Block grant allowances from the federal and state government determine the availability of subsidies issued to Monroe County residents.

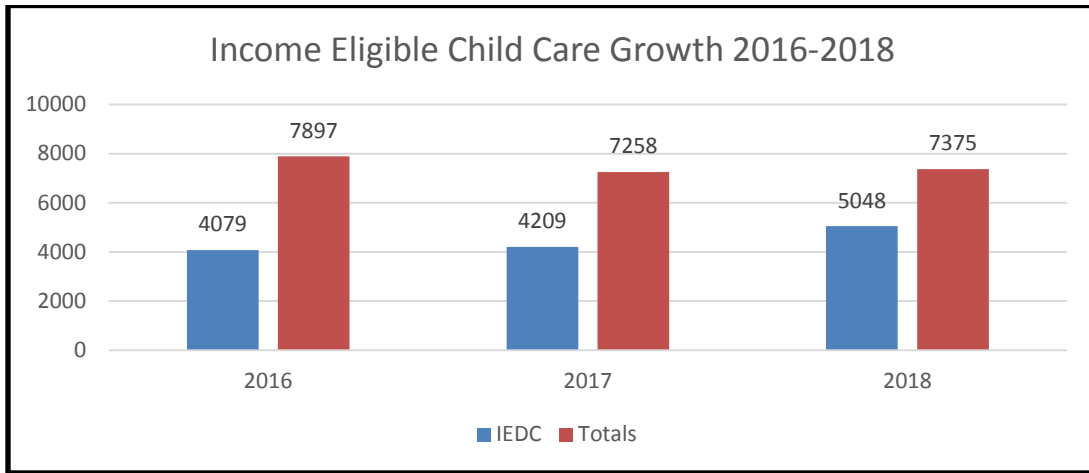
The Income Eligible Day Care Workgroup works to process cases efficiently and accurately to maximize the benefit in our community. Process improvements have resulted in significant gains in case processing time for Income Eligible Day Care (IEDC) Recertifications, Transitional Child Care updates, and provider changes. These changes improve the experience for families utilizing the subsidy program, and assist the Division in monitoring block grant spending and efforts to maximize the limited funding, serving as many eligible households as possible.

TA daycare is a state required, mandated service; by regulation, local departments of social services are required to make every effort to place all employable adults with children into employment programming designed to help them re-enter the work force and reach self-sufficiency. It is required that daycare be provided to facilitate participation.

New York State allocates Child Care Block Grant (CCBG) amounts to local districts each year. This block grant funding supports both Temporary Assistance daycare subsidies as well as IEDC subsidies. TA daycare is paid 75% from CCBG and 25% from local funding. The State block grant funding for Monroe County for the 2017-2018 Federal Fiscal Year was \$35,968,801. Monroe County invests an additional \$4.2 million in local dollars in this program. In addition to the State CCBG funding, Monroe County utilizes a portion of Federal funding (Title XX) for child protective and preventive daycare cases. Also, the Workforce Development Institute receives a New York State Legislative award of \$2.2 million to assist working families with income up to 275% of the Federal Poverty Level (FPL).

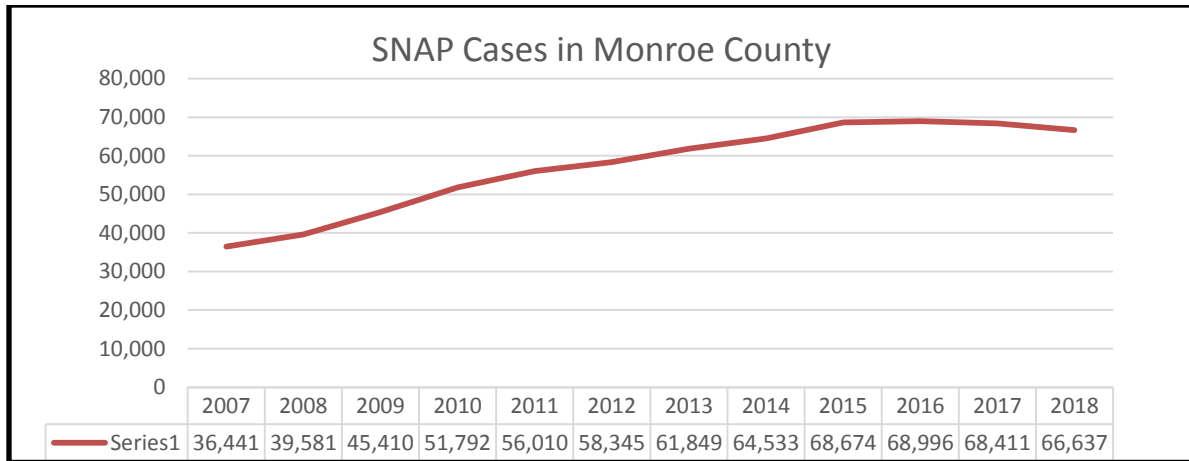
Though IEDC is not mandated, it is allowable for the local DSS to utilize the CCBG funding to working families after paying for all mandated TA daycare. CCBG funding is available for working families up to the amount of the full allocation. In Monroe County, the income threshold for IEDC is 200% of FPL.

In 2018, the Department received 3,423 IEDC applications. Across all daycare programs, an average of 7,375 children were in receipt of a daycare subsidy payment from all sources each month during 2018, a slight increase of the 7,258 children served monthly in 2017. Notably, as shown below, the children served through IEDC program as a total of the subsidy program has increased over the past few years as the Division has experienced success in TANF caseload reduction.



### **Supplemental Nutrition Assistance Program**

In 2018, the Division received 39,474 Supplemental Nutrition Assistance Program (SNAP) applications, an average of 3,514 applications each month. The workgroup continues to combat food insecurity for 1 in every 7 Monroe County residents. The workgroup manages over 66,000 SNAP cases, offering important income and nutritional support to members of our community. Many SNAP recipients are older adults or families who are employed, yet rely on SNAP to supplement their food purchases. After a steady increase in the number of SNAP cases from 2007 through 2016, with the assistance of a strong economy, the caseload has slowly decreased from a high of 68,674 in 2016 to 66,637 in 2018.



In 2018, more than \$15.5 million in SNAP benefits were issued to Monroe County residents each month and spent throughout our community.

**Medicaid Program**

Over the past several years, New York State has moved forward with the Medicaid Redesign and transitioned application processing for non-disabled, non-institutionalized, persons under age 65 to the New York State Health Benefit Exchange. The state also transitions hundreds of Medicaid cases open with the local district to the Exchange each month.

The Division receives and processes applications for Medical Assistance or persons over 65, disabled, in a nursing home, or receiving Medicare. In 2018, the Division received 22,690 Medical Assistance applications. This workgroup is also responsible for Home Care Services, including applications for the Immediate Needs Program for Home Care Services, and the Aged, Blind, Disabled (ABD) program. Since 2016, the Division has been involved with the ABD program and has improved access to Medical Assistance for this vulnerable population. ABD applications are processed within five business days of receipt.

In accordance with NYS regulations, Immediate Needs Medicaid eligibility decisions must be made within 7 calendar days. In 2018, the Division met this obligation, resulting in individuals being able to remain or return safely home within the community and avoid institutional placement.

**Home Energy Assistance Program**

During the 2017-2018 Home Energy Assistance Program (HEAP) season, the Division issued over 71,000 income eligible households in Monroe County with a HEAP Basic grant to assist with the cost of heating their homes.

Additional Components of the HEAP Program:

- ✓ The Heating Equipment Clean and Tune Program provides for equipment inspections

and cleanings prior to the start of the heating season for eligible households.

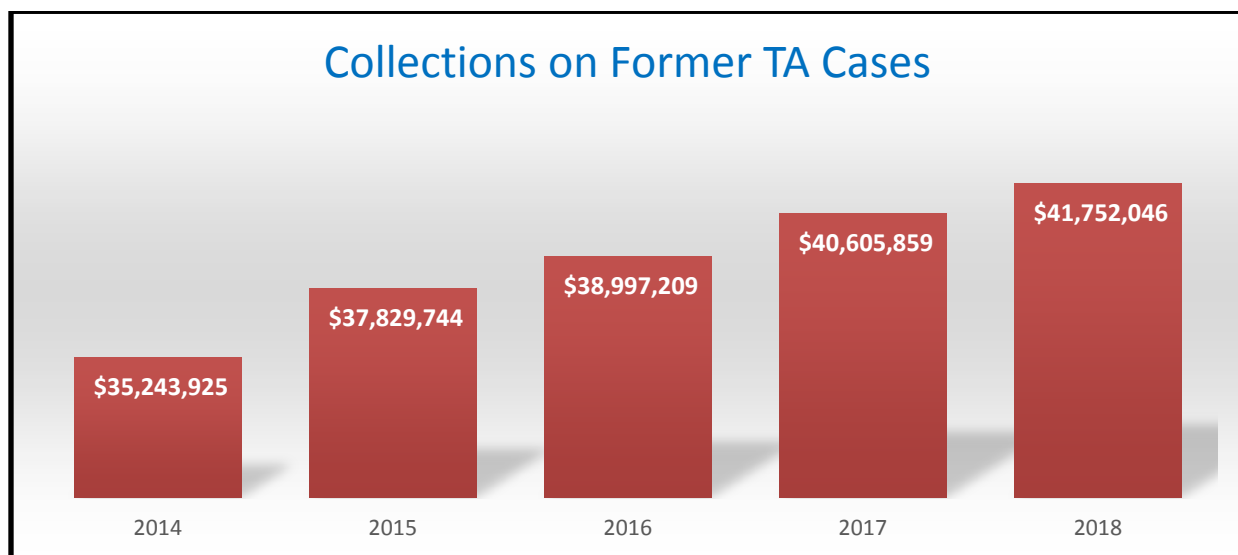
- ✓ The Heating Equipment Repair or Replacement Benefit can help eligible homeowners repair or replace their furnace, boiler and other direct heating equipment necessary to keep their primary heating source working.
- ✓ Eligible households may receive one Cooling Assistance Benefit per applicant household for the purchase and installation of an air conditioner or fan to help the home stay cool.

All HEAP eligible homeowners are referred to the Weatherization Assistance Program (WAP), through the U.S. Departments of Energy and Health and Human Services, for a free “energy audit” that identifies measures to increase energy efficiency and specific weatherization services, such as insulation of attics and sealing of cracks to reduce heating and cooling costs for the house.

### **Child Support Enforcement Program**

The Child Support Enforcement Unit is responsible for the establishment of paternity and child support, the collection of court ordered child support payments, and enforcement of health insurance as ordered by Family Court.

The total number of TA Child Support cases have decreased while those involving former TA recipients have increased. In fact, collections on former TA cases have steadily increased since 2014 (see chart below) while other categories have decreased. In 2018, total collections were \$69,449,590 of which \$41,752,046 (60.1%) went to former TA client cases. This further empowers former TA recipients to remain self-sufficient, as the custodial parent continues to receive child support after the TA benefits end, for the duration of the court order.



At end of 2018, there were 43,736 active cases of which 95.46% have paternity established, and 93.14% have a child support order in place. These rates are well above the federal standards.

**Fair Hearings**

A Fair Hearing is a formal procedure provided through the New York State Office of Administrative Hearings (OAH) for applicants and recipients of public benefits to contest the Department’s handling of their case.

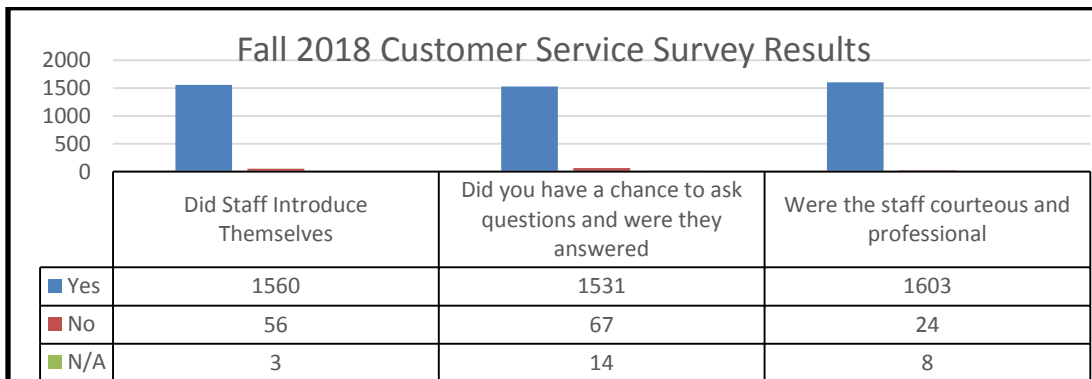
In 2018 a total of 10,189 requests for Fair Hearing were made, which is a decrease from the 11,239 requests in 2017 and a 26% reduction from the 13,757 requests in 2015. In 2018, the FA Division continued a pilot program with OAH for Pre-Hearing Dispositions (PHD). This program allows the agency to rescind a notice and cancel a Fair Hearing if the issue can be resolved with the applicant/recipient or if the Division determines the initial action was incorrect. In 2018, 1,260 or 12% of the requested hearings were resolved through the PHD process in lieu of a formal hearing. Of the remaining Fair Hearings heard by OAH with a determination rendered in 2018, the Division had an 87% affirmation rate.

**Centralized Document Management and Front-End Support**

Centralized Document Management (CDM) is the single point of entry for all applications, drop-off documents, incoming postal mail and faxes for public benefit programs of the Division. CDM staff scan and send documents electronically to the appropriate workgroup within the Division. Within 48 hours of receipt, CDM scans and assigns the information, allowing staff in any area of the Division to confirm receipt of the documentation. This streamlined process results in fewer transitions and lessens the likelihood of lost paperwork. In 2018, CDM staff scanned a total of 1,797,278 documents and scheduled tens of thousands of interviews based on applications received.

CDM staff also operate the Waiting Rooms at the 111 Westfall Road and 691 St. Paul St. offices. Over 609,000 individuals entered these buildings throughout 2018, either needing to meet with a representative or to submit paperwork inside at the windows or by utilizing the quick drop-off area in the St. Paul St. lobby.

Customer Service surveys are conducted twice per year to gauge visitors’ perception of their interaction with the FA Division. The results of these simple, three question surveys, are used to inform and train staff on areas in need of improvement.





**Special Initiatives**

**Trauma Informed Care Grant**

In 2018, DHS continued its Trauma Informed (TIC) work through a grant from the Wilson Foundation. The Division staff received training in vicarious trauma, as well as development of self-care plans. The Division also continues to participate in a community-wide Learning Collaborative with other Human Services agencies in receipt of TIC grants. The Learning Collaborative allows the Division to level-set on trauma informed practices based on other agencies' activities and progress.



**CHILD AND FAMILY SERVICES DIVISION**

**Anne Eichas – Deputy Commissioner**

The Child and Family Services (CFS) Division provides a range of preventive, protective, supportive, and rehabilitative services for adults, children, and families to maintain and enhance their quality of life. The Child and Family Services Division is comprised of two main areas, Child Protective Services and Family Services.

**EIGHT POINT PLAN:**

In October 2017, County Executive Cheryl Dinolfo responded to the increased number of reports in Monroe County by releasing a holistic Eight Point Plan focused on reinforcing the ability of Child Protective Services to effectively respond to reports of child abuse and maltreatment which included the following elements:

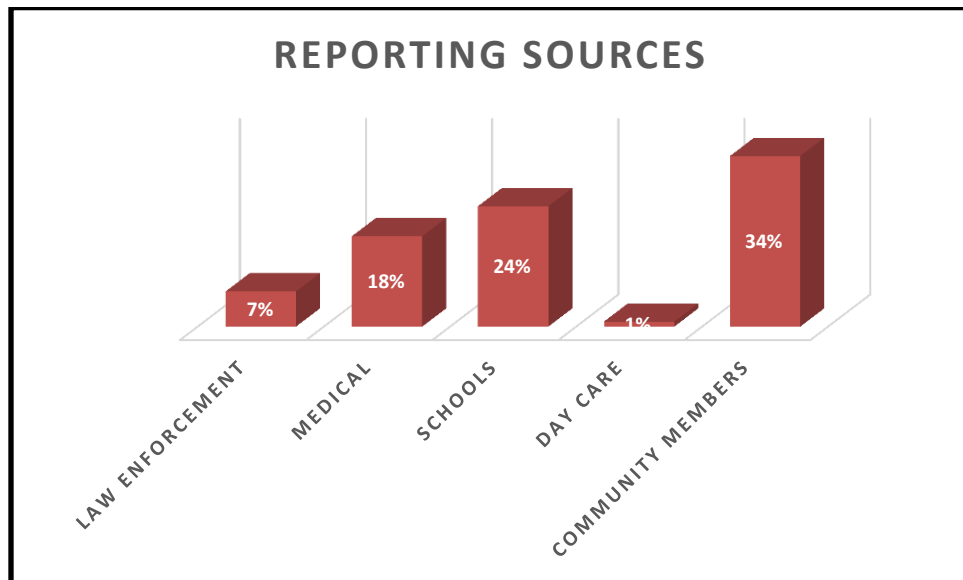
1. The creation of thirty Caseworker positions.
2. Increase in Caseworker salaries in the 2018 budget to assist with recruiting and retaining Casework staff.
3. The deployment of over 275 smart tablets to be used in the field by Caseworkers.
4. A formal request to New York State Office of Children and Family Services for the reinstatement of the local Child Abuse Hotline.
5. A comprehensive review of state laws, regulations, and guidelines that govern child protective work.
6. The establishment of a CPS Mentoring program matching newly promoted Senior Caseworkers with experienced mentors.
7. Development of a recruitment and retention public marketing campaign which resulted in a 13.5% increase in the number of full-time Caseworkers by the end of December 2018 compared to July of 2017.
8. Assignment of the Department's Staff Development Coordinator to function as a recruitment coordinator to assist with Caseworker recruitment efforts, resulting in the on-boarding of over 50 new Caseworkers to fill vacancies.

**CHILD PROTECTIVE SERVICES (CPS)**

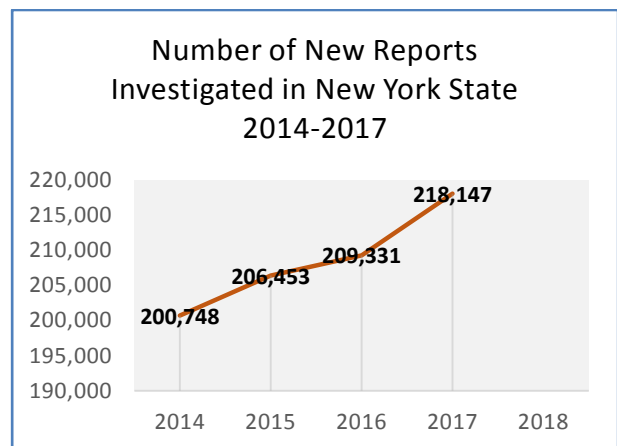
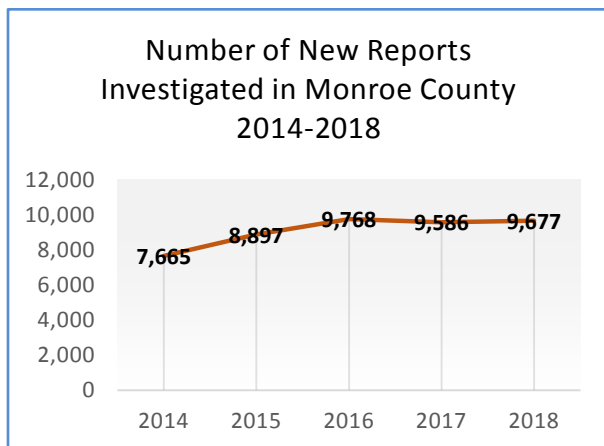
**Kathy Cardilli - Director**

Child Protective Services is the program area which receives and investigates reports of suspected abuse and neglect of children; protects children who have been abused or neglected; and provides support and rehabilitative services to families where children have been abused or neglected.

Since May 1, 2015, all calls reporting suspected child abuse and maltreatment are received and managed by the State Central Register (SCR). In 2018, Monroe County investigated 9,677 reports of child abuse or maltreatment, representing a slight increase of 1% from 2017.

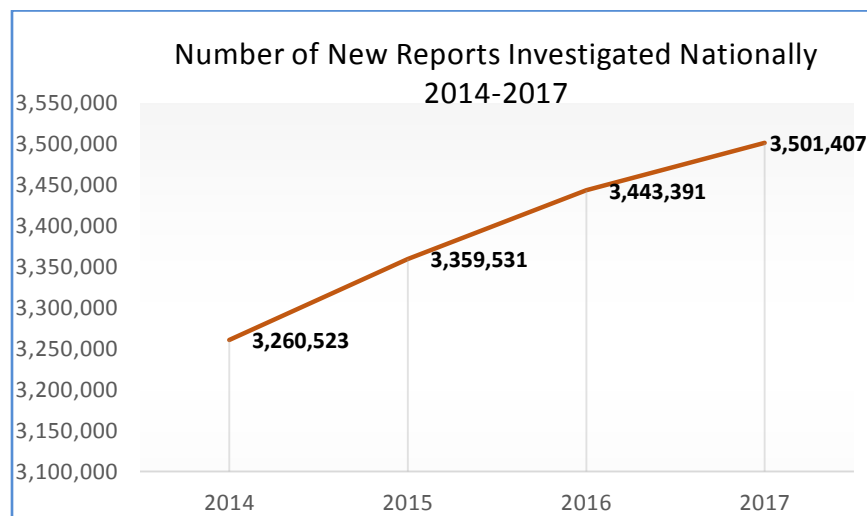


Most of those reports came from the community, comprising 34% of all reports, followed by schools at 24%. Seventy-four percent of the reports investigated were non-indicated (no evidence to support abuse/neglect).



According to the 2017 U.S. Department of Health and Human Services Administration for Children and Family Services’ report\*, increases in investigations were experienced across the state of New York (4%) and the Nation (2%) were higher than in Monroe County.

\*<https://www.acf.hhs.gov/sites/default/files/cb/cm2017.pdf#page=30>



Monroe County continues to promote the child abuse reporting informational website, [www.dorightbykids.org](http://www.dorightbykids.org), which provides answers to a variety of frequently asked questions for reporters of child abuse both mandated and non-mandated. In 2018, the website platform was improved to support utilization through mobile devices. In 2018, the county subscribed more than 1100 mandated reporters to a monthly newsletter focused on child abuse and maltreatment education as part of the Do Right by Kids initiative.

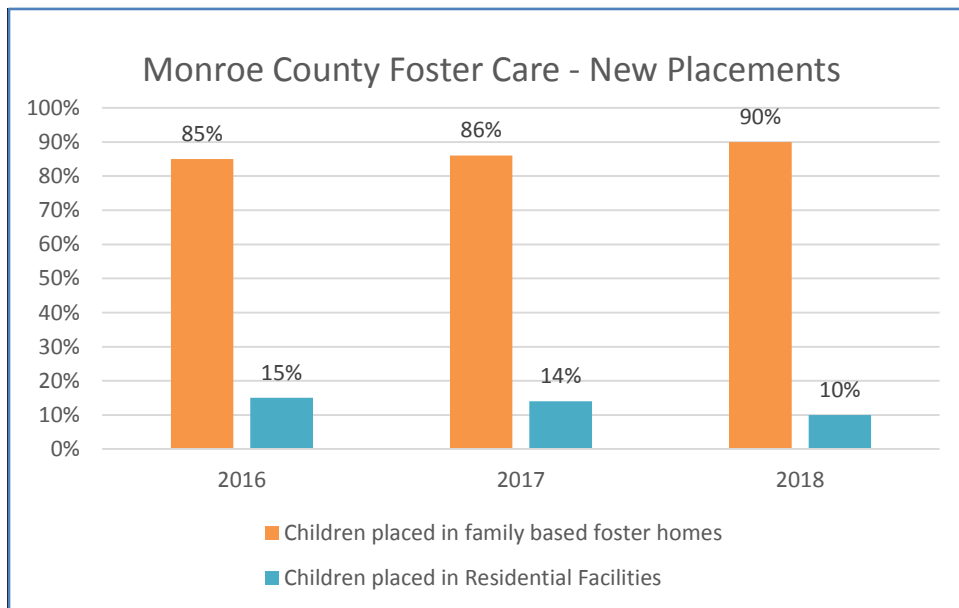
**FAMILY SERVICES**

**Amy Natale-McConnell - Director**

**Foster Care**

In 2018, Monroe County had roughly 478 children in foster care, from birth to age 21, including approximately 400 new placements. When removal from the home is necessary for safety, the Department strives to minimize the impact of out of home placement by placing children in the most natural environment possible. In addition to traditional foster care and residential (congregate care) placements, Therapeutic Foster Care is an alternative setting designed to meet a variety of child service needs, including services targeted towards children with significant mental health needs or Autism Spectrum Disorders. This level of care, along with a greater focus on in-home and community-based services and supports, has aided Monroe County in decreasing the number of youth in high cost residential settings in favor of highly supported, therapeutic, and family level foster care placements when safe to do so. By comparison, in 2010, there were 147 new placements into residential care settings, but in 2018, there were only 41.

Compared to 2017, the Department facilitated a nearly 15% decrease in placements in residential facilities as the Department continues to strive toward decreasing such placements and makes every effort to place children in a more natural family style setting when removal from home is necessary. Many children were returned home when the crisis necessitating their placement in foster care had passed. Others, unable to return home for a variety of reasons, were adopted, often by their foster parent, or found a permanent home with a relative through custody or guardianship.



**Preventive Services**

Preventive Services were delivered by 13 different organizations for 3,012 children in 2017, up slightly from the number of children served in 2016 (n=3003). Most Preventive programs report an increase in the complexity and severity of needs presented by the children and families they serve. The types of issues reported by family’s mirror that of the larger community: complex trauma, mental health concerns, chemical dependency, domestic violence, employment instability, and the lack of safe, affordable housing and transportation.

In 2017, 98% of families who engaged in preventive services were successful at avoiding foster care placement. Additionally, 97.5% of these engaged families avoided new CPS reports. For 2018, Monroe County increased the preventive budget to further support families’ ability to keep children safe and at home, adding approximately 130 new preventive slots.

**Adoption and Permanency**

The primary goal of the Adoption team is to find permanent families for children freed for adoption in Monroe County. Permanency and stability for children continues to be a priority in Child & Family Services. Monroe County celebrated a successful 2018 National Adoption Day with five adoptions from foster care finalized during the special event. 2018 saw 33 children in total achieve permanency through adoption, six more through KinGAP, and another 127 through relative custody or guardianship (Article 6 of the Family Court Act). Of the 33 children adopted, 6 were siblings adopted by their aunt and uncle.

Adoptions Finalized 2013 to 2018													
Year	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	total
2013	1	2	6	0	0	2	3	4	2	2	6	0	28
2014	1	0	4	1	3	4	10	0	1	2	3	0	29
2015	1	1	2	4	4	4	5	4	4	2	13	2	46
2016	0	5	2	0	8	4	2	2	1	2	9	8	43
2017	0	0	2	1	0	3	3	2	3	1	6	5	26
2018	2	1	1	6	4	0	0	0	2	9	8	0	33

**Custody with Relatives**

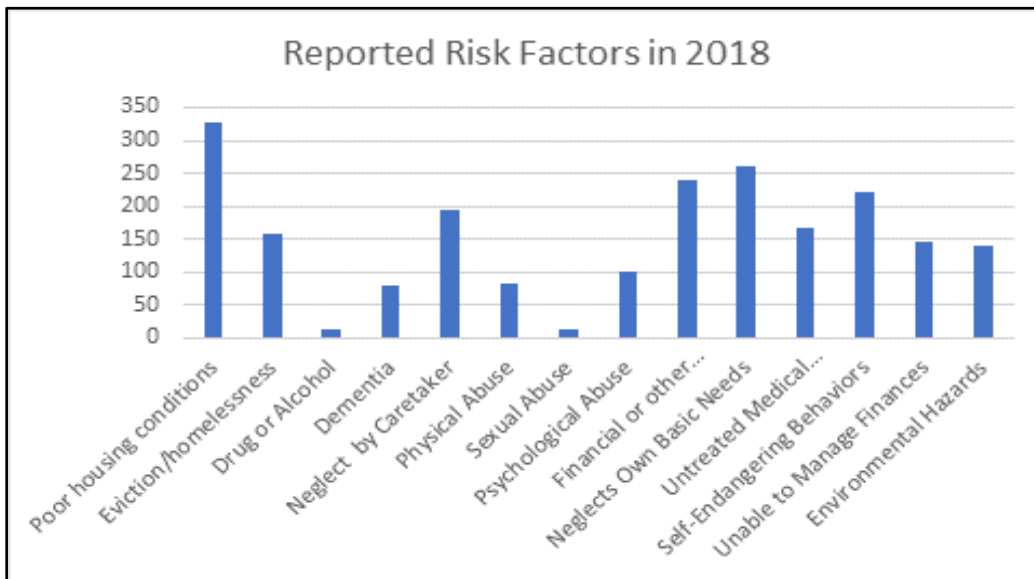
2014	2015	2016	2017	2018
55	61	84	95	127

**Adult Protective Services**

Adult Protective Services (APS) is a state mandated program to assist vulnerable adults in our community. Services are aimed at maintaining individuals in the community whenever possible.

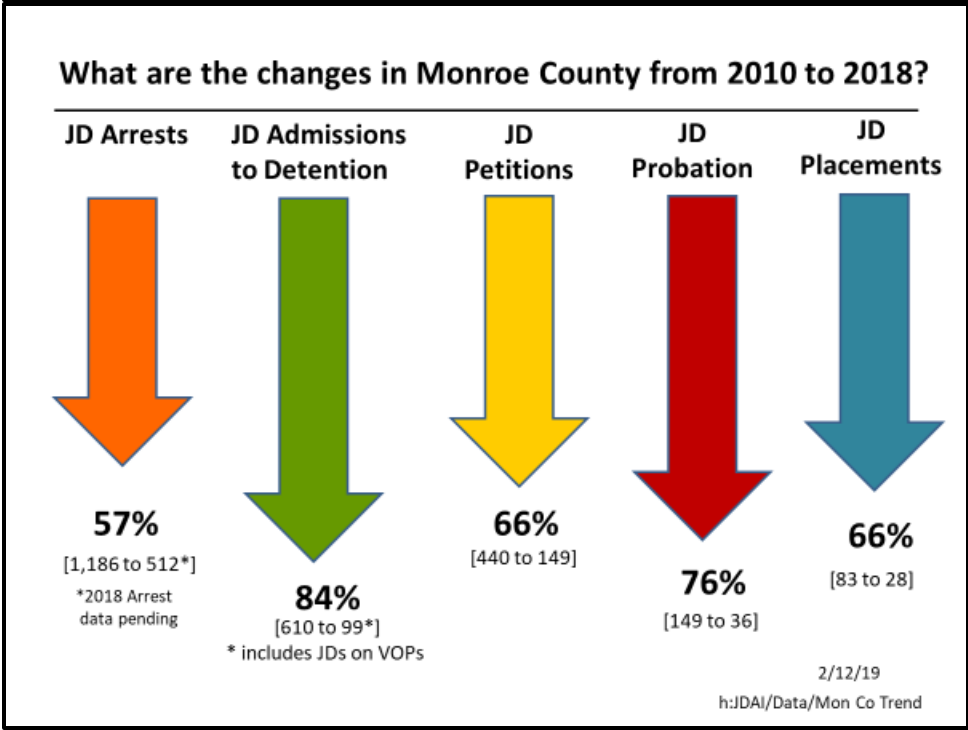
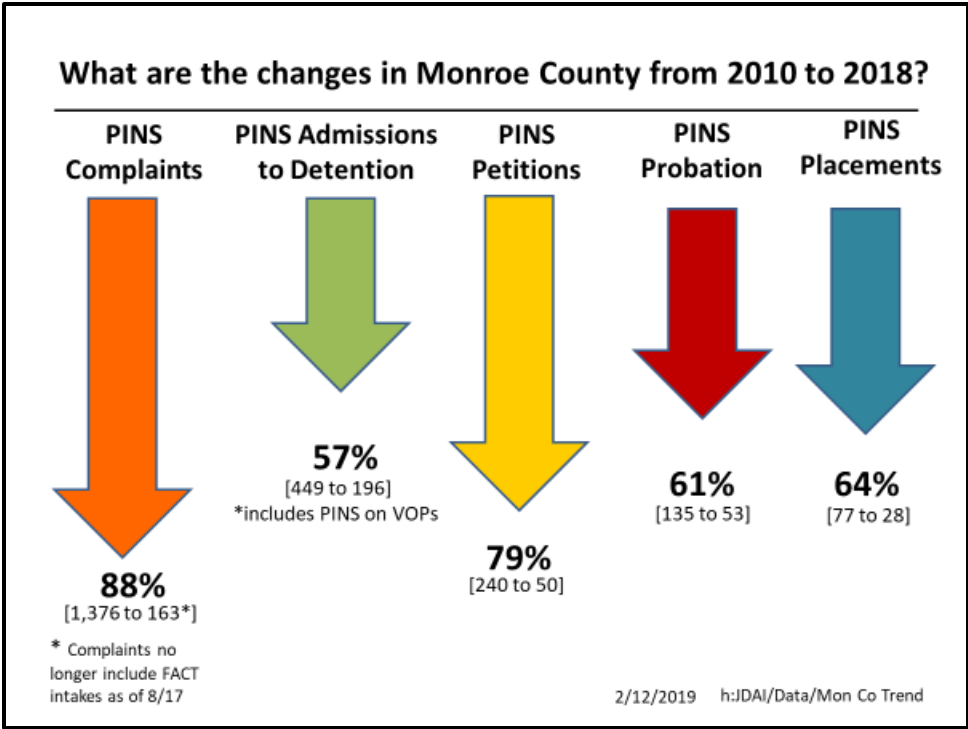
Those served through APS are among the most vulnerable, including frail older adults, the mentally ill, persons with developmental challenges, or suffering acute and chronic physical illness or disabilities, dementia and conditions associated with aging.

APS received 1513 new referrals in 2018; with 162 of those referrals resulting in assistance with obtaining guardianship due to lack of capacity to make safe decisions. Sixty-nine of these were 81A guardianships, the least restrictive form of intervention for adults. This form of guardianship assists clients in areas of their lives only as necessary, while preserving the individual’s autonomy to the fullest degree possible. Forty-six were 17A guardianships, which serve adults with developmental disabilities. Guardianships allow for another person, an agency or a local Commissioner to be appointed guardian over an adult who has been deemed unable to make decisions on his/her behalf.



**Juvenile Justice**

Monroe County is one of six JDAI (Juvenile Detention Alternatives Initiative) Counties in NY State. A project of the Annie E. Casey Foundation, JDAI has demonstrated that jurisdictions can safely reduce reliance on secure confinement and generally strengthen the juvenile justice systems through a series of interrelated reform strategies. JDAI is now being replicated in almost 200 jurisdictions in 39 states and the District of Columbia. In Monroe County, the JDAI work has led to a significant reduction in the use of Secure Detention, without compromising public safety. Between 2010 and 2018, the reduction in the use of secure detention was 84%. Beginning in 2016 and continuing through 2018, the Department enhanced work by increasing focus on Status Offenders or Persons In Need Of Supervisions (PINS). This continued attention to the appropriate use of community interventions has supported the ability to safely decrease reliance on costly court interventions and residential placements.





### **Family Access and Connections Team**

This team is collaborative comprised of Probation, the Office of Mental Health, and Child and Family Services. It is a strength-based assessment and referral program designed to support families experiencing difficulties with their children under the age of 18, exhibiting a pattern of the following behaviors:

1. Behaving in a way that is dangerous or out of control; violence in the home/destruction of property, verbal and/or physical aggression, including injury to others or pets/animals, self-harming behavior
2. Stealing, theft from family/residence
3. Drug/alcohol abuse
4. Leaving home without permission, curfew violations
5. Truancy - missing full days of school/illegal absences

In 2018, FACT worked closely with school districts to focus supports on PINS truancy cases. The goal is to ensure systems have utilized all available resources to support families and parents' ability to effectively manage their child before seeking Court intervention. The result contributed to a substantial decrease in PINS petitions filed, reducing a youth's interaction with the Juvenile Justice system.

### **System of Care Team**

In 2015, CFS established the System of Care Team as a resource for youth and families with significant behavioral health needs. The efforts of this team support avoidance of Residential Placement by identifying the most effective community-based supports.

In 2018, 75 referrals were made for supportive service linkages, stabilizing 14 families and avoiding 20 potential voluntary foster care placements. The Trainer completed 146 trainings for 2,941 individuals within the Department and in the community.



**FINANCE DIVISION**

**Michele Hildreth – Director**

The Finance Division is responsible for all fiscal related functions for the Department of Human Services, including payments to and receipts from vendors and clients, claiming for state and federal reimbursement, budget development and monitoring, purchasing, and all employee reimbursements.

On average, approximately 5,650 payments are processed each month, including average payments of \$3.7 million for daycare, \$3 million for shelter, \$700,000 in preventive contracts, \$650,000 adoption subsidies, and \$1.9 million toward foster care (private home or congregate care).

**OPERATIONS DIVISION**

**Perry Wheeler – Director of Operations**

The Special Investigations Unit conducts investigations that involve welfare fraud. This may include but is not limited to: fraud or misuse of public funds, claims of lost or stolen checks, and claims of loss due to fire or other catastrophes. This unit also operates the Automated Finger Imaging System and works directly with the White-Collar Crime Unit of the Monroe County District Attorney's Office and Monroe County Sheriff's Office on fraud related issues.

In 2018, investigators completed approximately 9,581 investigations, including six criminal investigations that resulted in convictions. The total cost avoidance resulting from SIU Investigations totaled almost \$20 million in 2018.

**STAFF DEVELOPMENT**

Staff Development is responsible for the recruitment, retention, and training of staff at the Department of Human Services. Lead by our Staff Development Coordinator Cassie Gratton, the office plays an important role in the success of our staff and Department.

In 2018, Staff Development expanded recruitment efforts for the various positions typically available including: Examiners, Caseworkers, and Case Work Aide-CPS positions. With a multi-branched approach, such as attending college and community career fairs, posting positions on online job boards, and establishing a social media presence, the Staff Development office has improved communication with potential candidates regarding current opportunities. These efforts, in conjunction with employee referrals, have increased the applicant pool and retention rates as we reduced the number of vacancies for Examiners, Caseworkers and Case Work Aides.

**Rochester-Monroe County Youth Bureau**  
**David Michael Barry, Jr. – Executive Director**

Since 1960, the Rochester-Monroe County Youth Bureau has been a planning, funding, and coordinating agency which is dedicated to developing, implementing and evaluating a comprehensive system of services for youth in the Rochester and Monroe County community.

Youth Bureau assesses the needs of Monroe County youth to determine funding priorities. The Bureau then monitors and evaluates funded programs to ensure quality of service. Partnerships are promoted so that community providers can deliver comprehensive services in a coordinated fashion.

The Youth Bureau coordinates runaway and homeless youth services and creates mentoring opportunities for youth to interact with older Monroe County residents (60+), professionals, and community leaders.

The Youth Bureau has oversight of the County’s Safe Harbour program, which is designed to combat sexual exploitation of children. In partnership with the Center for Youth Services, Safe Harbour provides short-term, safe housing that offers 24-hour crisis intervention, medical care, advocacy, and other services to minor victims of human trafficking within Monroe County. 2018 was the seventh year the County has delivered services under the Safe Harbour program.



**Students present at the Monroe Community College  
Leadership Conference**

The Youth As Resources (YAR) program continued in 2018 which seeks to empower and engage youth as partners with adults in creating positive community change and development. Youth members govern the YAR board which provides mini grants (made possible by the support of Rochester Area Community Foundation) to local youth in order to develop and carry out service projects that address a clear community need

In 2018 the Monroe Mentors a collaboration of 15 mentoring organizations worked to serve as a community-building resource and contribute to the positive development of Monroe County's youngest generation.



**County Executive Cheryl Dinolfo with members of Monroe Mentors**

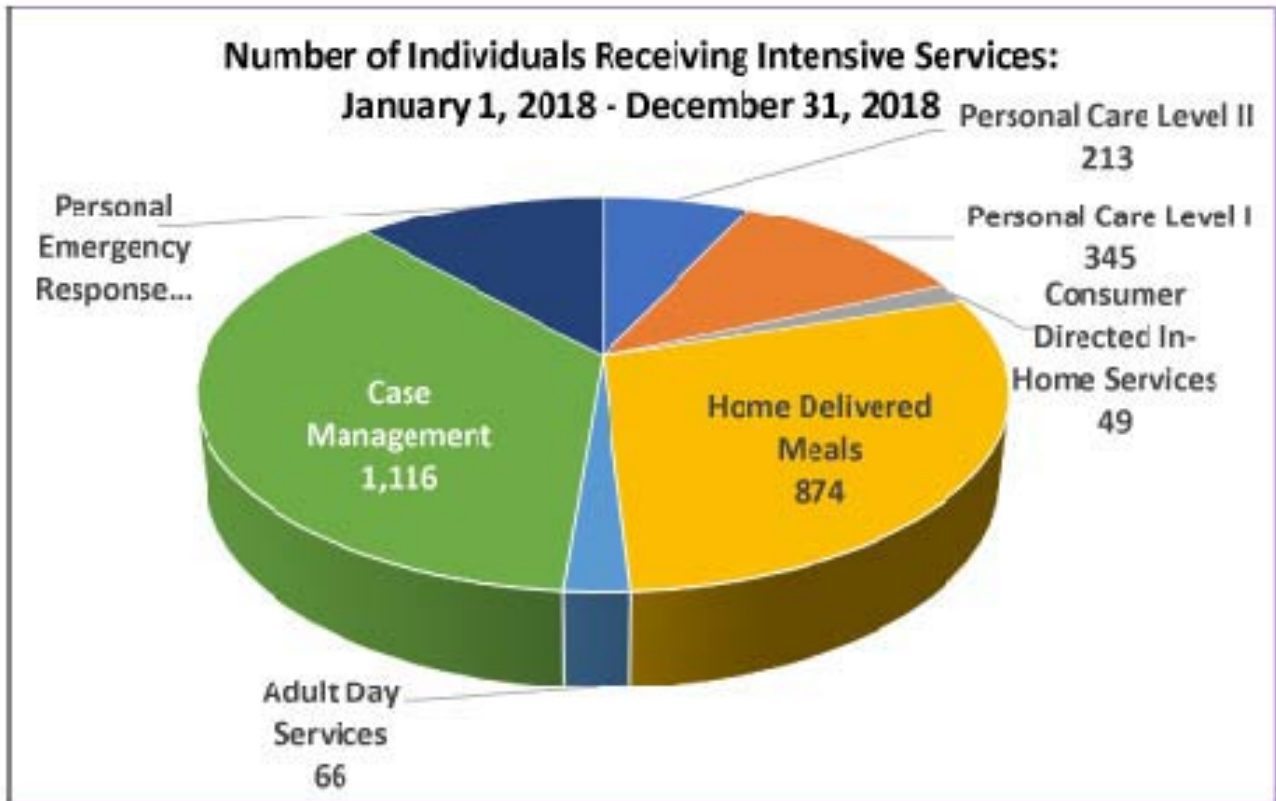
**OFFICE FOR THE AGING**  
**Julie Allen Aldrich – Director**

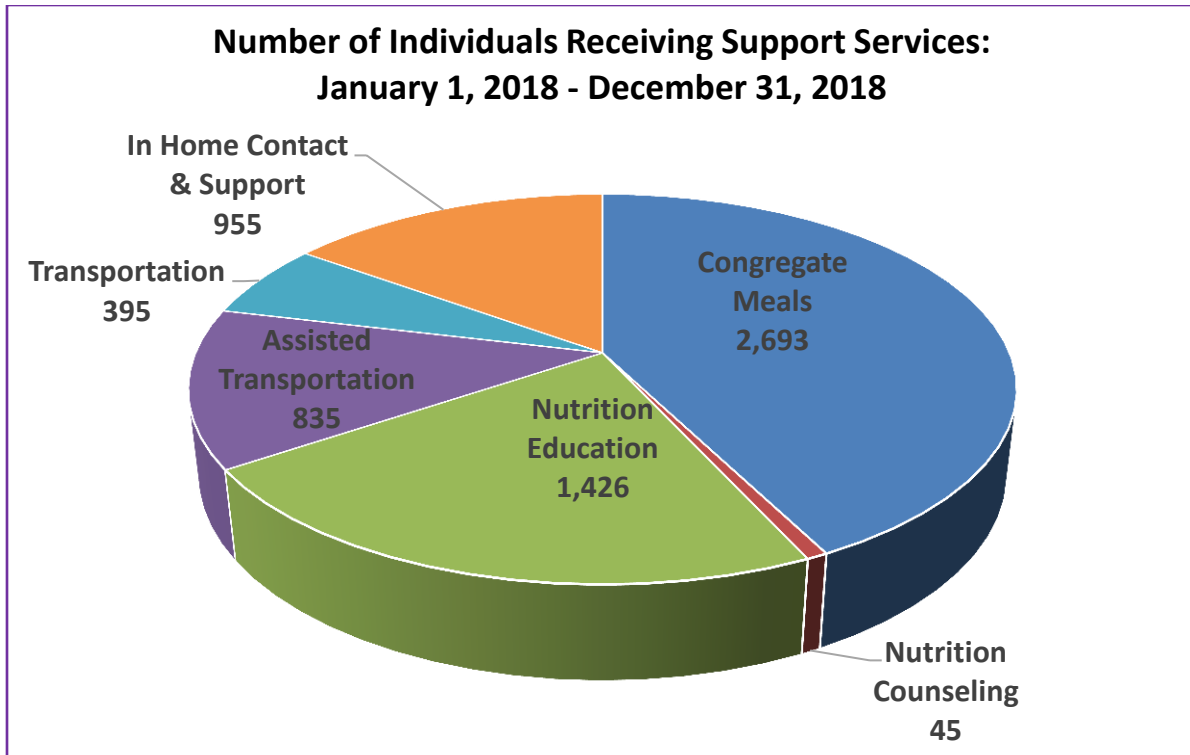
The Office for the Aging is dedicated to serving older adults 60 years or older, caregivers of any age, and individuals with disabilities.



The Office for the Aging oversees the local service system, provides fiscal oversight and technical assistance to community-based agencies. Services are targeted to individuals with the highest social and economic need.

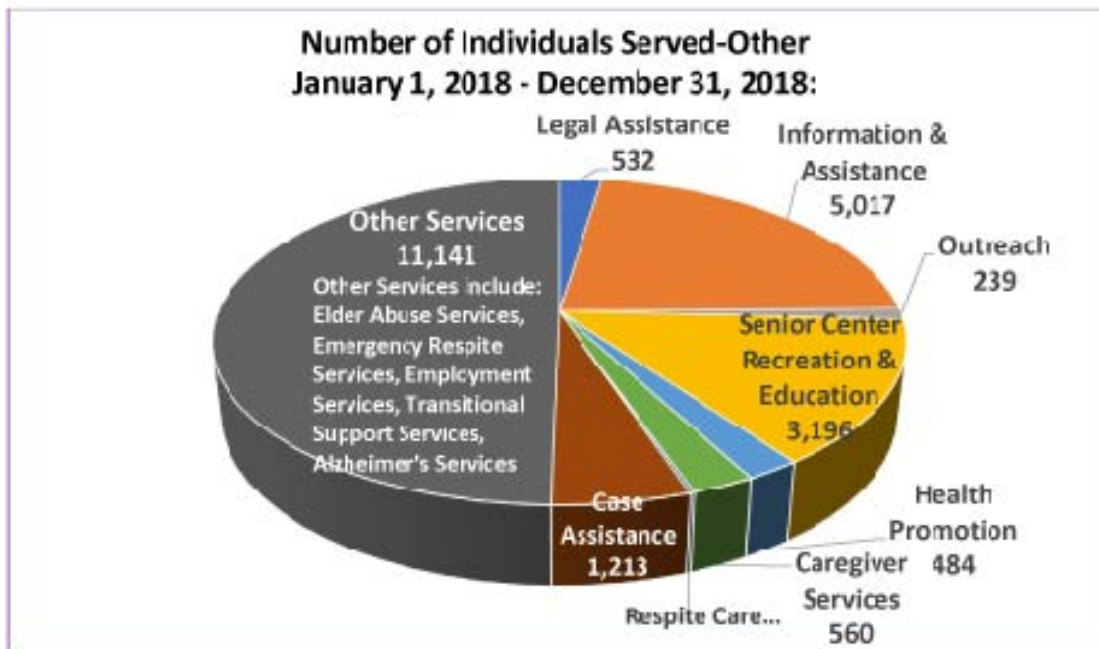
In 2018 services involving direct care was provide to 6,304 older adults with highest number of services being provided in the form of case management and home delivered meals.





Support Services were provided to 2,673 older adults and their caregivers; with majority of those services being congregate meals and nutrition education.

Other support services and information and referrals touched an additional 19,222 community members.



**OFFICE OF MENTAL HEALTH**

**David Putney - Director**

The Monroe County Office of Mental Health (MCOMH) oversees a community behavioral health system that is comprised of more than 70 providers who offer over 300 services. The overarching goal for 2018 was ensuring the needs for Monroe County’s most vulnerable citizens were met through essential services and enhancing the quality of life for individuals with mental health, substance use, and developmental disability needs.

**Services in the Community**

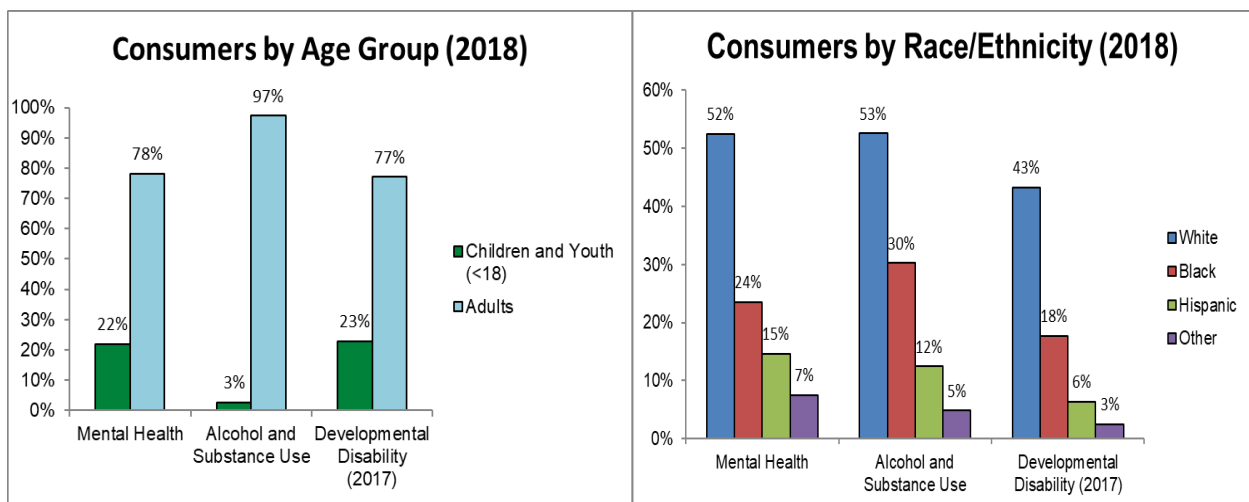
Every county in New York State (NYS) is required under NYS Mental Hygiene Law to have a Local Governmental Unit (LGU) that oversees services for those with mental health, alcohol and substance use, and intellectual/developmental disability needs. MCOMH is the LGU for Monroe County. The work of the LGU also includes improving system issues and removing barriers to care for community members in need of services.

Service Areas	People Served
Mental Health	41,686
Alcohol and Substance Abuse	13,439 *
Developmental Disability	** 7,053 in 2017

\* Data represents admissions to multiple programs not individual consumers

\*\*2018 data from OPWDD not yet available

Sources: - Monroe County Behavioral Health Community Database, - NYS OASAS Client Data System - NYS OPWDD



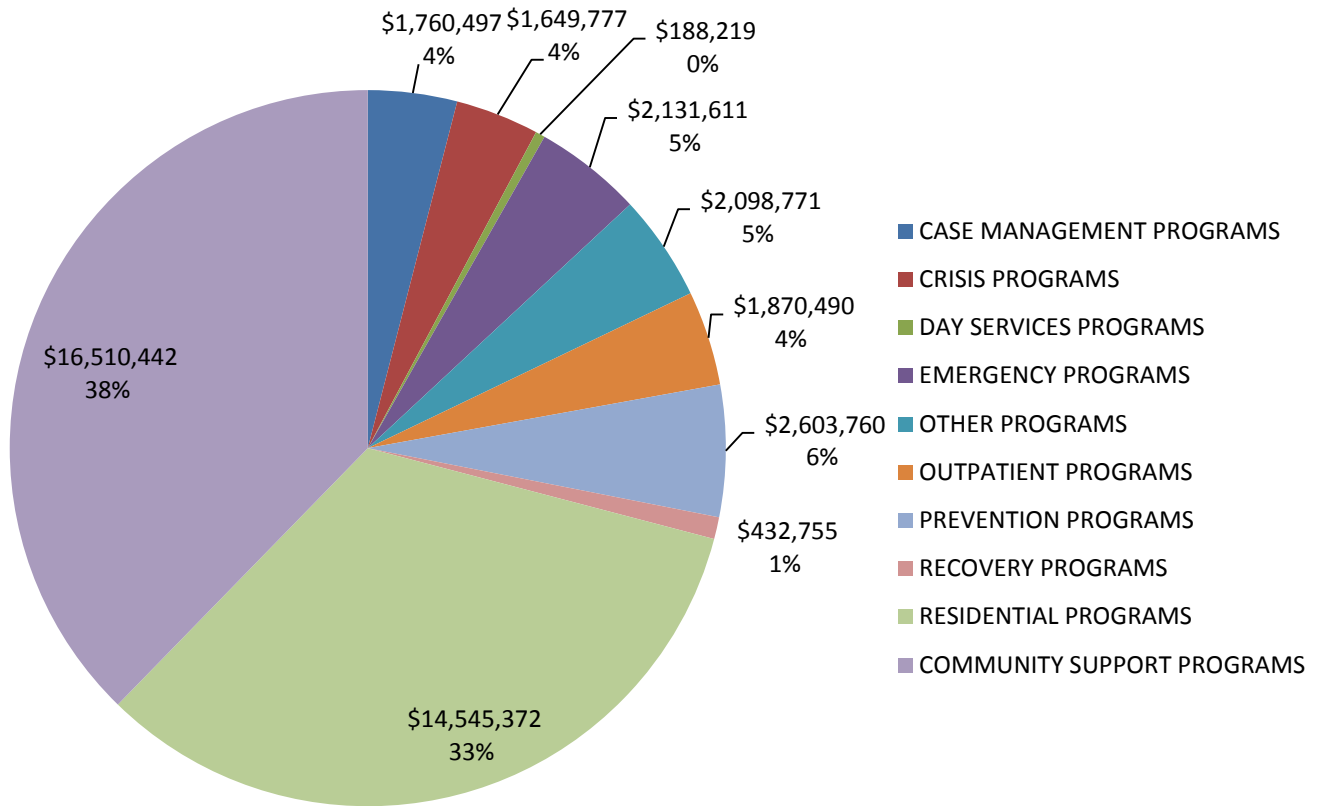
In addition to overseeing services in the community generally, MCOMH provides quality oversight and financial support to local service providers, as directed by OMH, the Office of

Alcoholism and Substance Abuse Services (OASAS), and Office for People with Developmental Disabilities (OPWDD). In 2018, MCOMH managed over \$43,000,000 in services provided to County residents.

**Funding for Monroe County Agencies in 2018**

Service Area	Funds Allocated
Mental Health	\$30,870,872
Alcohol and Substance Abuse	\$11,863,818
Developmental Disability	\$1,057,004

**Total Allocation by Service Category  
(Includes All Three Disability Areas)**





Monroe County Department of Human Services – Annual Report 2018

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<b>Service Category</b>	<b>Funding Allocated</b>
Case Management Programs	\$1,760,497
Crisis Programs	\$1,649,777
Day Services Programs	\$188,219
Emergency Programs	\$2,131,611
Other Programs	\$2,098,771
Outpatient Programs	\$1,870,490
Prevention Programs	\$2,603,760
Recovery Programs	\$432,755
Residential Programs	\$14,545,372
Community Support Programs	\$16,510,442
<b>Total</b>	<b>\$43,791,694</b>



### Direct-Support Services

MCOMH administers services for high need individuals who require significant supports in the community. The Priority and Forensic Services teams at MCOMH help individuals navigate a complex behavioral health system in times of crisis, through education, consultation, and conflict resolution. These teams do this efficiently through collaborative relationships with providers and systems.

#### Priority Services

The Youth and Adult Priority Services Teams are responsible for ensuring that those in the most need are receiving appropriate services. Priority Services Teams work with the individuals, their families, and community providers, to resolve crisis situations and systems issues. Where gaps in the system are identified, Priority Services staff work to develop supports and services to meet the needs of our community. Services include:

- Single Point of Access (SPOA) – These teams connect adults and youth struggling with mental health challenges with care management and residential services. In 2018, the Adult and Youth SPOA teams received over 1900 referrals for people in need of mental health supports. In addition, the Youth SPOA team helped local providers, community stakeholders, families and state partners prepare for changes in the Medicaid service system, by providing training and technical assistance, increasing referrals by 25% in 2018. The adult and youth teams dedicated a staff member to concentrate on transition-age youth, assisting them as they move from the youth-serving to the adult-serving systems. Both Priority Services teams frequently met with providers to problem-solve about complex needs.
- Spreading Wellness Around Town (SWAT) Youth Council – a group of youth who have had personal experience in one or more of the child-serving systems (i.e., Mental Health, Juvenile Justice, Child Welfare) and seek to improve the services and supports these systems provide. Youth work together as Council members to reduce the stigma that surround youth who have mental health and/or behavioral challenges. SWAT's Youth Engagement Specialist also began providing more direct services to the Juvenile Justice population and specifically OCFS facility and Secure Detention Center. <https://www2.monroecounty.gov/mh-swat-youth-council>.
- Rapid Engagement Delivery (RED) – In this service of the MCOMH and the Monroe County Department of Social Services (DSS), RED serves individuals with mental health and/or substance use disorder who have experienced frequent unsuccessful attempts and/or use of DSS applications or Emergency Housing services.
- Homeless Partnership in Monroe County – a SAMHSA grant in 2018 that is being managed by the Adult Priority Services team. This is a five-year grant with the goal to house those who are homeless and diagnosed with a mental illness. A small case load size will allow for time to dedicate to some of our community's highest need individuals.

## Forensic Services

Forensic Services through MCOMH ensure Monroe County's most high risk and high need individuals, with cross-system legal complications, receive services. Services include:

- Forensic Intervention Team (FIT) – Facilitates engagement in services for individuals who come into contact with law enforcement due to unmet mental health needs. FIT partners MCOMH clinicians with law enforcement across the County. The program's goal is to increase the connectedness and utilization of outpatient services thereby decreasing the utilization of and need for emergency or crisis response. In 2018 FIT received referrals for 939 clients, resulting in 4,521 visits/ engagements.
- Court-Ordered Mental Health Evaluations – After arrest, Forensic Services staff work expeditiously to conduct court ordered evaluations and competency evaluations. MCOMH staff conduct evaluations for eligible individuals for mental health court.
- Transition Management (TM) –Provides specialized case management services to assist persons with serious mental illness after release from the Monroe County Jail. TM assists the person to successfully connect with treatment and supportive services.
- Assisted Outpatient Treatment (AOT) – AOT is a means for the County to petition the court for an order for outpatient treatment for individuals meeting certain criteria defined within Mental Hygiene Law 9.60 (Kendra's Law/ Assisted Outpatient Treatment.) This process allows County oversight for significantly mentally ill individuals, ensuring the system provides the recommended treatment, as well as the individual's compliance with that treatment. In addition to a court order, individuals may voluntarily opt-in to receive AOT services.
- The 730.40 Final Order Diversion Pilot – Through this pilot, clients found incompetent on primarily (nonviolent) violations and misdemeanor charges have been designated to a Hospital rather than Rochester Psychiatric Center. This pilot is a means to divert clients who may be best served on an acute psychiatric unit versus a longer-term hospital setting. In 2018, four clients were successfully diverted, with a total of 21 individuals diverted since the inception of the pilot.
- FBI Joint Terrorism Taskforce (JTTF) Partnership – This partnership was established to assess identified persons for mental health considerations. A MCOMH staff member was the first in the nation to gain a security clearance and function as a JTTF Taskforce Officer (TFO.) This effort is now considered best practice within the federal system and is being replicated throughout New York State as well as in other states. In 2018, the MCOMH staff member was involved in 56 JTTF cases.

*Please see the MCOMH website for provider listings and more details on how we can help you or your loved ones who may be affected by mental illness, substance use disorder, or developmental disabilities: <https://www2.monroecounty.gov/mh-index.php>*

**MONROE COUNTY OFFICE OF FAITH BASED AND COMMUNITY INITIATIVES**

**Director – James Roose**

The Office of Faith Based and Community Initiatives manages the County’s Indigent Burial program and is involved in several initiatives throughout Monroe County. Focal areas in 2018 included assisting with outreach and information sharing to the faith community regarding the needs of the homeless, early childhood initiatives, and refugee services. The Office also worked with the local faith community in helping Child and Family Services solicit foster parents for hard to place teens.

The Office of Faith-Based Initiatives assists individuals and families who do not have the means to afford the cost of burial or cremation. Applicants who are eligible for Temporary Assistance may be eligible for a funeral assistance grant up to \$1,250. In 2018, 925 families were served through this program, which is on average 77 families each month. This includes a monetary grant, as well as collaboration with local and regional funeral homes and cemeteries. The average amount utilized per family was \$1,178, for a total expenditure of \$1,089,384.

**MONROE COUNTY CHILDREN’S CENTER**

**Director – Catherine Thomas**

As one of seven Specialized/Secure Detention Facilities in New York State, the Children’s Center serves up to 21 court remanded children and those apprehended by police while awaiting a court appearance. Children are housed until a determination has been made by the court handling the child’s case. While the center primarily serves Monroe County, children are also accepted from other counties.

Raise the Age legislation was implemented in October 2018. The law removes 16-year-old youth charged with a criminal act from the adult criminal justice system, and places them instead in an age-appropriate detention setting to receive services and treatment. Meanwhile, 16-year-old youth charged with serious offenses are now processed as Adolescent Offenders in a Youth Part of criminal court, and placed in Specialized Secure Detention Facilities. The law will extend to 17-year-old youth on October 1, 2019. To accommodate this legislation, the Children’s Center is in the process of adding 10 additional beds.

The Children’s Center served 158 youth in 2018, a decrease from 215 in 2017. The Raise the Age legislation became effective in the last quarter of 2018, so it is anticipated that the 2019 census will significantly increase as 16 and 17-year-old youth are added to the population according to the designated timeline. The Center continues to assist outlying counties in holding their detained youth when our census enables us to do so.

**YOUTH SERVED**

HOME COUNTY	MALE	FEMALE
Monroe	97	34
Out of County	22	5
<b>AVERAGE DAILY POPULATION:</b> 4 Children		
<b>AVERAGE LENGTH OF STAY:</b> 19 Days		

Youth admitted can be as young as ten and up to twenty-one years of age, though most served are fourteen to fifteen years of age. While residing in the Children’s Center, youth are offered support and guidance, medical and mental health services, academics, and therapeutic activities. The Center recognizes that each youth admitted will eventually return to the community, and the Center appreciates and supports community partnerships that contribute to a successful re-integration.

It is recognized that increases in academic skills, particularly in the area of literacy, can profoundly impact a youth’s chances for success.

- **The annual Summer Education Program:**  
The Center operates a full instructional program year around in collaboration with the Rochester City School District.
  - **Field Day 2018**  
This is an annual event that gives residents a chance to visit with their family members, while engaging in activities and sharing a meal. The activities included an obstacle course, basketball, sno-cones, popcorn, photos, a gaming trailer, and horseback riding. Students were recognized for reading accomplishments.
  - **Pet Visitation Program**  
Volunteers provide a pet therapy program bringing animals to the center twice a month for an hour. This provides positive and therapeutic interaction for youth.
  - **Religious Services**  
Youth are afforded the opportunity to participate in religious services.
- Improved Technology**
- The center was able to purchase lap tops and desk tops to enhance the youth learning experience through technology.

### Conclusion

Monroe County Department of Human Services envisions a community where every resident is empowered to achieve their highest level of self-sufficiency.

We work toward this goal with an understanding that we are not bystanders of this community or of the process for change, but we are the community and we are the change agents for a better tomorrow.

Thank you for taking the time to learn more about human service delivery in Monroe County and reading the 2018 Annual Report.





