

SENECA COUNTY DIVISION OF HUMAN SERVICES 2018 ANNUAL REPORT

Tracy L. VanVleck Commissioner

It is my pleasure to present to you the 2018 Annual Report for the Seneca County Division of Human Services (DHS), and my first as DHS Commissioner. As you will see there are many positive things we have accomplished as an organization in 2018.

The 2012 laws authorizing the Department of Health to transfer responsibility for the administration of the Medicaid Program from local social services districts by March, 2018 continues to be a collaborative effort with the state, as the transition slowly winds down. There continues to be a decrease in Medicaid cases due to this effort. In 2018 there was a 12% increase in public assistance cases, no increase in SNAP cases, and HEAP cases. For the first time Seneca County has applied and received funding for CODE Blue services for those homeless that we are mandated to place due to inclement weather.

In 2018, NYS OCFS developed a new model for caseworker training, as NYS took over training and development for new staff, which is a hands on facility in Rensselaer County. The Raise the Age (RTA) initiative began in October 2018 for 16 year olds who are adolescent offenders. This initiative requires Local districts to have a collaborative effort to keep Adolescent Offenders (AO) out of local jails and facilities. So far we have had no AO placements under this new law. We received 44 more child protective reports than in 2017, served 35 more children in preventive services, and our foster care caseload decreased by 9%. We have received funding through CAPTA/CARA funds for a PT contracted Behavioral Health Specialist that will go out on drug related CPS reports to assist caseworkers with case management. Our Adult Protective Services (APS) Unit saw an increase in referrals, especially for the adult homeless population. In addition, as individuals become more familiar with financial exploitation, more reports to our APS Unit shows that Seneca County also experiences exploitation in in our community.

DHS continues to maximize our revenues even in times of more unfunded mandates being placed on local departments. Even with these fiscal restrains, our overall spending was under budget and for 2019, although contract services increased, we were still able to cut the overall DHS budget by approximately \$400,000.

2019 holds to be another challenging year with many new initiatives through NYS. A Homeless Services Plan is now required for all Local districts to develop and work off of to help the homeless population with permanent housing options. In the world of Long Term Care planning, Community First Choice Option (CFCO) services will be revamping Medicaid eligible services in two rounds to those most needing to stay in their homes and community. The Raise the Age (RTA) initiative that reconfigured how we process Adolescent Offenders who are 16 years old will now add 17 year olds to the list as of October of 2019, but we anticipate continued success in preventive services for any youth identified, keeping youth out of institutions. Furthermore, as per law, all staff in Child Support and Child Protective Services will now receive Federal criminal background checks.

Finally, in the coming months we will begin planning on two new initiatives that are in the works for 2020 and 2021. Both of these new laws will increase our preventive services for families. The Family First Preventive Services Act (FFPSA) will increase our services to assist with placing children in foster care with relatives. The second law addresses the PINS populations, which would increase services to children that are truant and struggling in the school and community. Local districts will now need to be more vigilant in getting children services to stay in their community and keeping them out of facility placements. As the mandates and laws continue to place new regulations on districts, we are confident that we will continue to meet the needs of our community at the standards everyone has come to expect.

CHILD SUPPORT ENFORCEMENT UNIT

SENECA COUNTY DIVISION OF HUMAN SERVICES

2018 ANNUAL REPORT



“Nationally, child support serves 15.1 million children. Making Child Support one of the top three programs serving Children.

The Child support Program is one of the most cost-effective government programs. \$5.15 is collected by the child support program for every \$1.00 spent.

Services provided:

- Location of an absent parent
- Assistance with filing petitions
- Paternity Establishment
- Current Support Establishment
- Medical Support Establishment
- Support Collections
- Monitor, audit and adjustments of child support accounts
- Enforcement of Child Support Orders

Seneca County is committed to a family-centered approach, working to ensure that both parents provide financial, medical and emotional support for their children.

Any parent, guardian, or caretaker of a child for whom child support is needed is eligible for services. Note: All applicants or recipients of public assistance for a child, child support services are automatically provided.

More Online information about Child Support may be obtained at:

<https://newyorkchildsupport.com>

<https://www.ocfs.state.ny.us>

<https://www.acfdhhs.gov/programs/cse>

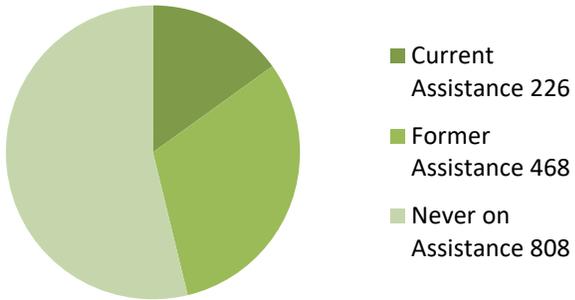
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2018 ANNUAL REPORT

Seneca County open cases in 2018:

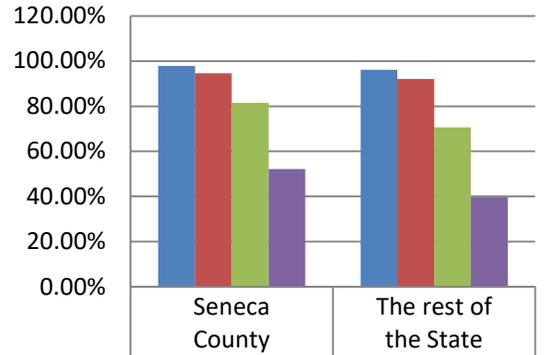
Case Load 1,502



Seneca Counties Performance

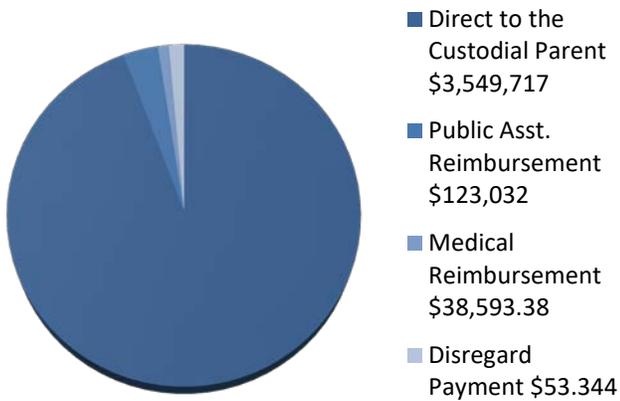
Measures

Performance



Seneca County Collections 2018:

Collections \$3,726,092.62



Every child has the right to support from both parents.

Temporary Assistance

Public Assistance

Temporary help for adults and children is designed to cover essential expenses which would include rent/mortgage, utilities and personal needs (clothing and personal items).

Compliance with education and employment activities is a requirement for this program in some instances.

Medicaid

Medicaid/Family Health Plus is a health insurance program for persons of all ages in order to obtain appropriate needed health care. Family Health Plus is a managed care program. Persons eligible for Medicaid can enroll in a managed care program. Managed Care is a means of providing coordination of health care, and cap costs associated with the provision of health care.

SNAP (Food Stamps)

An income supplement designed for food purchases. Federally funded with the purpose to reduce hunger and malnutrition.

Home Energy Assist. Program (HEAP)

A federally funded energy program for homeowners, and renters. It is a seasonal program designed to assist with the cost of energy associated with heating residences.

Fraud Investigation Unit

The welfare fraud unit participates in front end detection during application process prior to case opening, and follows up on information. The Investigator also investigates allegations regarding welfare fraud involving open cases in Medicaid, Public Assistance, SNAP (food stamps) and the home energy assistance program (HEAP). Ther Fraud Unit also works with staff to facilitate the collection of repayments of benefits that should have not been paid and recovery of resources which the Department has a claim as the result of assistance previously granted.

Public Assistance

Year	Applications Reg. Per Month	Ind participating in on-going PA
2015	75	239
2016	64	217
2017	63	212
2018	71	194

Medicaid

Year	Apps Reg/mo.	Fac. Enroller Apps rec'd/mo.	Cases Participating/mo in Medicaid	Ind participating in Managed Care Monthly	Ind. Partic in Family Health Plus/mo.	Active Nursing Home Cases
2015	20	-	3139	4961	0	139
2016	28	-	2929	4966	0	145
2017	28	-	2270	5132	0	142
2018	24	-	2120	1081	0	130

SNAP (Food Stamps)

Year	Applications Reg./mo.	Participating Cases
2015	108	1641
2016	92	1600
2017	92	1636
2018	108	1652

Home Energy Assistance Program (HEAP)

Year	Households	TA/SNAP regular benefits	Furnace repair/replacement	Case type 60/regular & emergency
2015	1225	1498	3	-
2016	1555	1255	9	-
2017	2017	1237	114	780
2018	2349	1766	37	947

Fraud Investigation Unit

2018	
Cost Avoidance	\$193,446
Recovery	\$ 49,056.20
Total Cost Avoidance/Recovery	\$242,502.20

Seneca County Workforce Development and Youth Bureau

Welfare to Work

Applicants and recipients of cash Public Assistance and SNAP (Food Stamps) are referred to SCWDYB to receive case management services and assistance with their employment goals. Job search assistance is provided at time of application for PA. Case management services helps these individuals attain self-sufficiency sooner.

Work Experience Program (WEP)

WEP is unpaid work performed at a public not-for-profit organization to enable a participant who has not obtained unsubsidized employment to improve his/her employability. Work experience provides participants with an opportunity to acquire training, knowledge, work habits and work references needed to obtain and retain employment.

Jail Transition Program

SCWDYB operates a program for incarcerated Seneca County Youth and adults transitioning back from jail into the community by providing job readiness training and referrals to appropriate agencies.

Child Care Subsidy Block Grant

This program helps low income working families by reducing the amount they pay for child care.

Adult Literacy (Partnership)

SCWDYB partners with WFL BOCES for Adult Literacy for clients to obtain a High School Equivalency (HSE) Diploma, by providing instruction in TASC

Volunteer Income Tax Assistance

SCWDYB in partnership with United Way, Office of Temporary and Disability Assist (OTDA) and the IRS offer tax preparation to residents that have income within 200% of the Federal Poverty Guidelines.

Small Business Development Center (SBDC)

This program provides a vast array of assistance to existing Small businesses and aspiring entrepreneurs. It provides free, One-on-one advising that includes business plan development, financing options, business growth strategies and more.

Motherhood Program

The Motherhood Program is an educational program and Support group for mothers. The mission is to empower and create an environment for women to share and develop skills and ideas in order to strengthen families.

Business Services

Business services are a valuable resource for businesses Taking advantage of an economic recovery. They are able to utilize one or more of the following services: recruiting qualified employees, training, labor market information, increased focus on job orders, applicant matching and OJT/TEAP training contracts, sustained focus on partnerships/referrals with relevant agencies and increased awareness.

Child Support- Non Custodial

Parent Support Assistance

Unemployed non-custodial parents are directed/court ordered to seek Employment/or training through SCWDYB and to comply with all provisions of the Workforce Employment Program.

Spanish Bilingual Services

SCWDYB provides Spanish interpretation and translation services for Spanish speaking customers of SCDHS. Bilingual Services provided to two departments including translating/interpreting documents; and occasionally extended to other departments in the division as well as off site in the County.

Business Contraction

When an employer files a Worker Adjustment and Retraining Notification those staff whose separations are expected to be permanent can be offered the Rapid Response service to the employer and the effected employees by NYSDOL and SCWDYB. Extensive job placement assistance and other resources are offered.

Programs/Services	Number of Clients Served	Visits	Sessions
Career Center Customer Visits		8,000	
Website Traffic Visits		1,979	
Intakes for Public Assistance	403		
Intakes for SNAP	116		
Child Care Subsidy	33		
Jail Transition Prog.	89		
Work Exp. Prog. (WEP)	23		
On-The Job Training Subsidy	4		
WorkKeys- Career Readiness Assess.	19		
WorkKeys Skill Building Prog.	36		
Personal Skills for Success cert. issued to Incarcerated youth/adults	15		
Employment related workshops	250		
Spanish Bilingual Services			370
Businesses Served	229		
Volunteer Income Tax Assistance (VITA)	240		
High school/High School Equivalent Diploma	4		
Small Business Development Centerparticipants	23		

Youth Services

The responsibility of the SCWDYB is to provide youth advocacy, youth development programs and employment services to youth and young adults ages 0-24. Youth and families are provided these opportunities through collaborative efforts with County Departments, Towns and Villages, United Way Partner Agencies, school districts and local community agencies that serve children and adults.

Seneca County Youth Board: Serves in an advisory capacity to advocate for youth development programs, services, and funding from federal, state and local governments. They provide oversight in monitoring and evaluating programs, and allocate state aid funding to programs. The 2018 Youth Bureau/Board Golf Tournament raised \$7,400 to provide Seneca County community agencies and school districts with additional non-taxpayer funded grants for youth programs and educational scholarships to graduating Seneca County seniors.

Runaway and Homeless Youth (RHY) Coordinator: The RHY Coordinator receives referrals from Social Services Departments, Probation, law enforcement, school personnel, physicians, clergy, families and

youth themselves. The RHY Coordinator provides case management services for identified youth and will provide advocacy as well as refer those youth to needed services within the community.

Independent Living Skills Program: provides weekly life skills sessions throughout the school year to identified youth ages 14-21. Youth are provided skill training on: money management, cooking/nutrition, laundry, shopping, communication skills, career exploration, job readiness, self-esteem, health/personal, decision making and goal preparedness.

Contracted Services: SCWDYB contracts for; Anger Management, Addictions and Mental Health services for youth in need of but who would otherwise be unable to receive these services due to family financial hardship.

WIOA Youth Program and the Summer Youth Program: these programs offer year round or summer job readiness workshops, educational activities and paid work experiences for youth ages 14-24 (WIOA) and ages 14-20 (Summer Youth Program).

Youth Summit: In October, a Youth Summit was held at the Quality Inn for 7th & 8th grade students. One hundred thirty-three guests participated including students, school staff and presenters. The speaker focused on positive attitudes. Youth also attended workshops on e-cigs/vaping, healthy relationships/consent, kindness and social media.

Brightest Star Award: WFDYB continues this award which recognizes three sixth grade students who demonstrate citizenship, community involvement and responsibility. Nominations are received from school districts and youth serving agencies.

Youth Programs	Youth Served	Youth Referred	Youth Registered
WIOA – year round	27		
TANF Summer Youth Employment	55		
Runaway and Homeless Youth Prog.	21		
Independent Living Skills Prog.	16		
Contracted Services		13	
Summer Swim Prog.			125
Youth Related Workshops	76		

Indigency Yearly Report

2018

Total Applications:	692
	Eligible: 642
	Not-Eligible (income) 6
Applicant applied & was eligible, but decided to hire own attorney	9
Applicant applied & was eligible, but the charge did not qualify for PD	6
Applicant applied & was eligible, but was not arrested in Seneca County	1
County Court – Applicant eligible – final determination made by Judge	28
Male: 444	Female: 248

2017	Application Rec'd	Eligible	Incomplete App, Not Elig, O/O Co. Arrest Own Atty, SC/FM Crt	2018	Application Rec'd	Eligible	Incomplete App, Not Elig, O/O Co Arrest, Own Atty, SC/FM Crt
January	51	49	2	January	63	55	8
February	43	43	0	February	51	47	4
March	45	45	0	March	51	50	1
April	57	52	5	April	58	55	3
May	78	74	4	May	49	45	4
June	72	70	2	June	47	42	5
July	62	60	2	July	68	65	3
August	57	52	5	August	74	69	5
September	67	65	2	September	54	51	3
October	69	65	4	October	66	65	1
November	60	58	2	November	50	41	9
December	66	61	5	December	61	57	4
Total	727	694	33		692	642	50

Staff Development

2018

The Staff Development Coordinator is responsible for the coordination of: on-boarding training for all new employees, specialized training required for specific job titles as well training needs identified by staff or supervision for the continued development of staff.

As part of the on-boarding process a Training Road Map was created by the Staff Development Coordinator in 2018 created a training Road Map for new employees. This tool clarifies the training platforms and how to navigate the

Staff Development Coordinator is reasonable for disseminating information about the various programs and services available through the EAP. Monthly emails highlighting specific topics available to staff through the EAP program are sent to staff.

The Continuing Education Program and the Finger Lakes Community College (FLCC) contract are part of the oversight of the Staff Development Coordinator. Eligible staff are afforded the opportunity to take college level classes as well as pursue advanced (Associates, Bachelors and Masters) degrees.

Training – 2018

DHS employees participated in 3,083 hours of NYS training. In addition to that 151 local trainings were offered to staff. Below is a listing of Mandated and new trainings offered in 2018.

Training	Mandated	Local	# Employees	Department
SNAP Civil Rights	Yes		26	TA, new employees
HIPPA	Yes		79	All DHS
Privacy & Info Security	Yes		82	All DHS
Sex. Harassment Prevention	Yes		85	All DHS
Workplace Violence Prev.	Yes		85	All DHS
Mandated Reporter	Yes		6	All DHS
Blood Borne Pathogens	Yes		82	All DHS
LGBTQ Educ.		Yes	14	Ser., WFD/YB
Hidden in Plain Sight		Yes	19	SCU, Ser., WFD/YB

Training	Mandated	Local	# Employees	Department
Self Defense Tactics		Yes	10	Services
Bed Bug Educ.		Yes	30	TA, Ser., WFD/YB, SCU
Defensive Driving		Yes	20	Ser., TA, WFD/YB, SCU
Manager's Academy		Yes	9	Supervisors
Professionalism Training		Yes	72	DHS
Clash & the Collaboration of the Generations		Yes	16	WFD/YB, Ser, TA, SCU
In-Service trainings (9 total)		Yes	Avg. 15 per session	DHS
Heath Care Navigator		Yes	16	Ser., SCU
How to Talk to Clients about Work Barriers & more.		Yes	16	TA, WFD/YB, SCU

To those who have retired we wanted to acknowledge their many years of public service with Seneca County Division of Human Services.

Charles Schillaci – 37 years

Margaret Birmingham – 30 years

Virginia Vose – 35 years

Mary Fulkerson – 22 years

Debra McGrimley – 20 years

Carla Felice – 18 years

Amy Lagana – 32 years

Children and Family Services

Foster Care/Adoptions

Provides services to children placed in foster care and their families to return the children home in a safe and timely manner. If children are not able to be returned, and have no relative sources, they may become freed for adoption.

Total Number of Children in Foster Care As of 12/31/17	Total Number of Children in Foster Care As of 12/31/18
51	47

Placement Type	2017	2018
Local Foster Home	16	17
Therapeutic Foster Homes	16	13
Institutions	17	14
Hospitalizations	0	0
ICPC Relative Placements	4	0

Placement Reason	2017	2018
PINS Placement	2	1
JD Placement	1	1
Abuse/Neglect Placement	16	14

2018 Discharges from Foster Care	
Home	7
Custody of Family Member	3
Adoption	6
Self	1
Community Residence /OMH	0
Other Parent (not removed from)	4
OCFS	1
Total	22

As of 12/31/18 there were 12 children freed for adoption who were either waiting identification of an adoptive resource or finalization of adoption.

Child Protective Services

The Child Protective Unit is responsible for investigating all reports of suspected Abuse and Maltreatment received from the New York State Child Abuse and Maltreatment Register.

	2017 Reports Received	# of Children Involved	2018 Reports Received	# of Children Involved
Total Number of Reports	796	1312	840	1391
Reports Indicated for Abuse	11	13	20	22
Reports Indicated for Maltreatment	185	290	217	372
Reports Indicated for Abuse&Maltreatment	1	3	2	8
Reports Unfounded	473	786	450	743
Reports Undetermined	2	4	9	11

Township	2017 Reports	2017 Indicated	2017 Abuse/Mal	2018 Reports	2018 Indicated	2018 Abuse/Mal
Waterloo	280	70	23/438	290	71	25/436
Seneca Falls	268	69	23/415	335	92	31/551
Junius	7	2	1/17	17	8	3/41
Tyre	4	1	0/7	0	0	0/0
Fayette	5	1	0/9	3	0	0/3
Romulus	93	23	9/140	78	27	14/115
Ovid	69	16	16/92	53	14	13/64
Lodi	14	4	2/18	17	10	2/20
Covert	53	10	5/88	31	8	2/48
Varick	3	1	1/5	16	7	3/20
Totals	796	197	83/1229	840	237	93/1298

Preventive Services

Preventive Services assists families whose children are at risk of foster care placement. Engages families in services which will address those factors that place their children at risk of out of home placement as well as providing services which will enhance parents' ability to parent.

Year	Total Referrals	Opened Cases	Children Served	PINS/JD Cases	Court Ordered Cases	Voluntary Cases
2017	97	67	313	25	25	115
2018	119	95	348	30	23	118

Preventive Services is a member of the PINS Designated Assessment Services (DAS) team. Youth who are identified as pre-PINS, PINS Diversion or adjudicated PINS are referred to Preventive for services to address those factors that place them at potential risk of out of home placement. Youth whose behaviors qualify as potential PINS can be offered services as pre-PINS hopefully averting the PINS Diversion process or court.

Year	Pre-PINS Referred	PINS Diversion Referred	Adjudicated PINS Referred	Opened Preventive Services	Out of Home Placement
2017	19	6	0	19	0
2018	15	14	1	26	1

Adult & Family Services

Provides services to, adults age eighteen years old and older who are unable to meet their own needs due to mental illness, physical health/disability, developmental disabilities or age. Adult Protective Services is responsible for investigating and assessing referrals alleging adults to be at risk of harm or having been harmed. They determine safety and level of need. Services are focused on protecting adults from others who may exploit or abuse. Adult Protective Services address situations involving neglect of vulnerable adults. Adult Protective/Preventive Services also provides case management services, which includes but is not limited to, arranging for medical and mental health assessments, assisting clients in applying for benefits, locating appropriate living situations that will meet their

changing needs, and coordinating services that are needed. In addition, representative payee services are provided for individuals who are deemed to be in need of assistance with handling their finances to ensure that basic needs are met.

Year	New Referrals	On-Going Cases	Rep-Payee Cases
2017	130	77	67
2018	139	76	70

Adult Services is also responsible for assisting individuals who are interested in operating a Family-Type Home for Adults (FTHA), through the certification and tri-annual recertification processes. The FTHA Coordinator in Adult Services regularly consults with the FTHA operators and OCFS Bureau of Adult Services, when questions and issues arise. In 2018 Seneca County had three (3) certified FTHA's which have the capacity for housing a total of eleven (11) adults in a home setting.

Family Aide Program

Provides families with a combination of home-based education, and “hands on” training in parenting for families working with Child Protective, Preventive or Foster Care Services. For families with children in Foster Care, the Family Aides coach visitations between the foster children and their parents in order to support parent child interactions.

Unit Referring	Number of New Families Referred
CPS	16
Preventive	24
Foster Care	36

Contracted Services

Seneca County Children and Family Services contracts with a wide variety of providers for individual and home-based services for the families we service. These services include individual and family counseling, mental health services, psychological evaluations, anger

management, addiction services as well as home based services to improve parenting and family functioning.

Referrals	No.
Fam. Counseling .of FL	21
Sen. Co. Com. Counseling	60
Sen. Co. Addictions	17
Dr. D. Coron, PhD	60
Dr. S. Bentivigna, PhD	7
PCR Anger Management	26

Glove House Family Preservation	New Referrals	Closed-----	Permanency Achieved-----	Successful
Reunification	10	10	8	
Intensive	7	6	n/a	4
Family Support	14	8	n/a	8
Permanency Services	7			
Parenting Classes	38			
Boys/Girls Groups	14			
Family Team Meetings	96			

Glove House Homefinding: Since 2017 Seneca County has contracted with Glove House for the recruitment, training and retention of all foster homes utilized for those children who are placed in foster care with Seneca County. As of December 31, 2018 there were 20 certified foster/adoptive homes in Seneca County. During 2018 there were nine (9) new homes certified, five (5) homes were closed. As of 12/31/18 three (3) homes are still in the certification process.

Welfare Management System (WMS)

WMS serves as a specialized computer department for the NYS Welfare Management System. WMS is accessed by all Human Services and Workforce Development staff.

The duties of the WMS unit include oversight of terminal access and security, Help Desk assistance with computer and printer repair, data entry and training on, and maintaining of thirty-three State systems. In addition WMS is involved in State and Local projects and mandates, statistical reporting, setting up of on-line classes for employees, assisting employees with access and reporting with My Benefits/MyWorkspace, SOLQ Projects and Central SOS. WMS runs reports and prints checks for the Finance Department, and provides liaison duties between County workers and the State relative to data entry problems.

In 2019 the State has been making changes to programs and streamlining some processes. One new process, PHREAD is now in place. This replaced the previous TREAT program and allows users to access their daily reports on their computers thus eliminating the need to print reports. This saves both time and paper.

The BICS processor has been recently decommissioned and WMS is now working off Format Hub for our daily printing needs. Seneca County is one of all two counties in the State that has accomplished this decommissioning process so far.

WMS has established a self-service password protocol for State systems. This allows workers to be able to reset their own passwords.

This eliminated the need for WMS/IT staffs involvement. This process has worked well and is much more efficient.

Child and Family Services is in the process of implementing the Northwood's program which will allow them to achieve a paperless status. Once the program is up and running there will be an interim period as information is scanned into the system, after that staff who are in the field will have access to all paperwork/forms for a case right on their tablets. This will also allow clients the ability to sign paperwork in the field as well.

WMS and the Finance Department are working together to streamline printing of checks. Discussion has taken place about direct deposit for vendors to be paid. This will continue to be looked into as time allows. In the meantime, WMS is looking into printing checks on laser printers which would allow for streamlining with the Finance Department so that they would be able to print their own checks.

WMS has decommissioned FNP servers and has made the move to Printlogic which is a State program.

Personal Care Aide Unit

The Personal Care Coordinator is responsible for assessing elderly and disabled citizens in need of assistance with their personal care needs. The Coordinator determines their eligibility for assistance which would allow them to remain in their home and prevent health and safety crisis from developing. In addition the Personal Care Coordinator is on-call 24 hours a day to take calls to address issues with personal care provision and/or crisis issues. In 2018, the Coordinator averaged 30-40 after hour calls.

Personal Care Aide Services: These services may include assistance in personal hygiene, dressing, nutrition and environmental support. These individuals are given a choice as to how they receive these services, either through the traditional agency aide service or through the Consumer Directed Personal Assistance Program (CDPAP). If clients choose CDPAP they have a greater freedom in choosing who provides their care.

Personal Emergency Response Systems (PERS) is an electronic monitoring system is available to Medicaid clients who receive our Personal Care Services or Certified Health Home Care Services through one of our contracted CHHA agencies. PERS reduces the amount of home care service for aide supervision purposes, thereby reducing costs.

Care at Home I and II Waiver Program is for children between the ages of 0-17 years old, unmarried, physically disabled, requiring the level of care provided in a nursing facility or hospital and capable of being cared for in the community if provided with case management services.

2018 Referrals and Program Usage

Programs:	Total	Eligible for Services	Not Eligible	Not Eligible - Referred to Other Ser.
Assessments	72	16	56	4 – other counties 4 – Dr.'s office 7 – PSA 4- their managed care 6 –Conflict Free Assessment 11-other agencies: OFA, TBI, Lifetime Care, Nursing Home Transition.
Agency PCA	4			
Consumer Directed	6			
PERS	1			
Care at Home Waiver Program I&II	4			