

Minutes

Audit & Control Committee

May 17, 2018, 8:35 a.m., Room 331

Gerace Office Building, Mayville, NY

Members Present: Chagnon, Nazzaro, Muldowney, Gould

Members Absent: Niebel

Others: Tampio, Ames, Dennison, Abdella, Cummings, Crow, Gerace, Westphal, Rodgers, Schuyler, Lis, Zahn, Kneer, Gregory

Chairman Chagnon called the meeting to order at 8:35 a.m.

Approval of Minutes (4/19/18)

MOVED by Legislator Nazzaro, SECONDED by Legislator Gould

Unanimously Carried

Privilege of the Floor

No one chose to speak at this time

Proposed Local Law Intro 8-18-A Local Law Amending Local Law 7-90 Providing For a Management Salary Plan For County Officers and Employees (RE. Chairman of North County Industrial Water District No. 1 and Chairman of North County Industrial Sewer District No. 1)

Mr. Abdella: Good morning. I know this was discussed in two previous committees, I don't know if everyone has heard it but I'm happy to answer any further questions or I could repeat my speech.

Chairman Chagnon: I believe we have all heard it.

Legislator Muldowney: You did such a good job the first time.

Vice Chair Nazzaro: I even took notes.

Chairman Chagnon: OK, are there any discussions or questions on the proposed local law? All those in favor please say aye. Opposed?

Unanimously Carried

Proposed Resolution- Confirm User Charges: North Chautauqua Lake Sewer District

Mr. Cummings: I'm hoping that Kathleen will help me with this. The North Chautauqua Lake Sewer District is in need of a rate increase. It's been five years since the last one. The district has unfortunately been running in the red for the last several years and with the phosphorous upgrade project started we need to see about collecting the funds to pay that loan back over the next thirty years. That's where we are at this point. The rate increase, which unfortunately is fairly significant to the district, is something that is really needed. We broke the district up into two regions. Region one which is here in Mayville- all the users that come to the Mayville Plant, a little over 1,100 users to the Mayville plant. The region two area is the area that goes to Chautauqua utility districts plant. We have about 177-178 users in that part of our district that goes to the Institutions new plant. They are in the process of upgrading their plant. It's an 8.1 million dollar project and we are required by the contract in place to pay them eight and a third percent of their capital projects. We were not collecting enough funds in that area to pay for the treatment cost. Again, that's why we have the rate increase there.

Mrs. Dennison: I just want to add a little background information. Last fall Scott asked the finance department to do some work on projecting the cash flow needs of the North Chautauqua Lake Sewer District and we did that and concluded that the current rates are not sufficient to support the operations and the cash flow needs for repaying the money they owe to the County and also the future costs that would be associated with the Phosphorous upgrade. We concluded that the rates-this is kind of a blended rate across both regions, but that the rate per unit needed to be in the range of at least \$120 per unit per quarter. That would be a break-even level to support the necessary cash flow. I think that the rates that the district has proposed being a little higher than that are justified because the current fund balance is negative at the end of 17. That is a little bit of an anomaly because the district is paying for part of the phosphorous upgrade upfront and hasn't received the bond financing. That will change a little bit as that project moves forward but it doesn't remove the fact that the fund balance is really precariously low and the proposed rate increase will allow a little bit of a buffer there and a chance to build up the fund balance to a more reasonable level.

Mr. Cummings: I know that the North Districts hope is not to have to come back looking for a rate increase for several years after this.

Chairman Chagnon: Questions? Scott, you did have a public hearing on this?

Mr. Cummings: We did. We had a public hearing on this- actually we have had two public hearings. We had residents from the district at both that came and voiced their opinion.

Letters went out to all the users explaining the need for the rate increase so we've had both of those and the public was able to give their opinions on it.

Chairman Chagnon: For the benefit of the committee, when this was being discussed last fall I spent some time with Kathleen and Scott reviewing the finances of the district and frankly I was surprised at the condition of the fund balance because years ago I had known that the district had a pretty substantial fund balance. Kathleen pointed out they had- or maybe Scott did, they had been running the deficit position for the last several years and depleting their fund balance. I was amazed to find that the fund balance was depleted. That reassured me that what they were proposing was absolutely correct so I support what their proposal is for. Users of the district, if you will, had the benefit of lower rates for the last few years that probably should have been adjusted several years ago, so now we are in catch up mode. OK, any other discussion or questions on the proposed resolution? All those in favor please say aye. Opposed?

Unanimously Carried

Proposed Resolution- Adjust CARTS 2018 Budget to Reflect Additional Funding

Ms. Westphal: Good morning. We received an extra \$136,246 from the Department of Health. I didn't put that in the budget last year so this was a nice surprise.

Chairman Chagnon: OK, and a decrease in the use of fund balance.

Vice Chair Nazzaro: That is a wonderful thing. We talked in Public Facilities that this is not for buses or anything like that. It goes into operations.

Chairman Chagnon: OK, that is a good thing. Any questions or comments? All those in favor please say aye. Opposed?

Unanimously Carried

Proposed Resolution- Authorization for Funding to Replace the Fabric Cover on the Charlotte Salt Shed

Mr. Rodgers: This past winter the salt shed that the County has located in the Town of Charlotte developed a tear. The idea of the salt sheds is to keep the salt as dry as possible for the de-icing procedures. We are requesting funding to go ahead and replace that fabric cover over that salt shed. We would like to do it prior to the next salting season.

Chairman Chagnon: This is a request for a capital project to come out of the reserve for capital and this has been reviewed and approved by the Planning Board?

Mr. Rodgers: Yes.

Chairman Chagnon: Questions?

Legislator Gould: How many of these covers do we have?

Mr. Rodgers: I believe we have got five and the covers usually last about ten to fifteen years.

Legislator Gould: Do you patch them ever?

Mr. Rodgers: Sometimes, yes if it can be patched. I know that in Sherman, the Sherman salt shed a couple years ago there was an issue and half of the cover had to be replaced. It's not always just an all or nothing. When we did do our capital requests for DPF for the future project planning we did develop a schedule to start looking at replacement just based on the age. It seemed like they were all kind of put in around the same time so they are all kind of going to be sequential coming up in the next few years I think.

Chairman Chagnon: Do you know how old this one was?

Mr. Rodgers: This one was put in in the mid 90's I believe. It's lasted a pretty decent amount of time.

Chairman Chagnon: More than expected. Other questions or comments? All those in favor please say aye. Opposed?

Unanimously Carried

Proposed Resolution- Adjust D5112 - Capital Improvement Accounts

Mr. Rodgers: This is to adjust the accounts based on the final figures from New York State regarding CHIPS funding and the PAVE-NY funding. There is also additional funding from the extreme winter funds that the State authorized in this year's budget. This resolution is just to adjust those figures based on the actuals.

Chairman Chagnon: Accept the additional funding. OK, questions or comments? All those in favor please say aye. Opposed?

Unanimously Carried

Proposed Resolution- Authorization of Funding to Replace Boiler at the Mayville Municipal Building

Mr. Rodgers: At the Mayville municipal building the County owns the family court space and that family court space is a little unique. It is part of the overall building however, utilities are separate, and the heating and cooling is separate. The heating and cooling for that space is provided in a rooftop plant, if you will. That heating portion of the plant is operated on a dual boiler system. This past heating season one of the boilers developed a leak in the heat exchanger and a faulty burner assembly and basically went down. We had the redundancy in the system so one boiler does provide the heat for the space we just don't really want to go another season relying on a single boiler. If something were to happen the space would be out of heat.

Chairman Chagnon: So again, this is a proposed capital project. The funding would come from the reserve for capital and this project has been reviewed and approved by the Planning Board.

Mr. Rodgers: Yes.

Vice Chair Nazzaro: Mr. Chairman, in Public Facilities we were told that the cost of the repair was going to be up to \$49,000 so it would not make sense to spend almost the same amount on a repair when we can get a new boiler. Is that correct?

Mr. Rodgers: Correct, yes. The fact that it's located on the roof in this enclosure means there is a lot- you need a crane to get the walls of the enclosure off and even to do the repair you have to remove boiler and do the repairs and then put the boiler back in. It's a lot of the same steps as the replacement but the difference is you are putting in a repaired boiler versus a brand new boiler.

Legislator Muldowney: Will this be more efficient?

Mr. Rodgers: We may be able to get some more efficiency but it will depend what can run in tandems with the existing boiler that is there.

Chairman Chagnon: OK, any questions or comments? This is really an unrelated question, but when I hear that the County owns that portion of the building- I'm not familiar with the arrangement where we own that portion of the building. Does anybody know anything about that?

Mr. Rodgers: I can send you a copy of the agreement.

Vice Chair Nazzaro: I thought that we heard in Public Facilities from George that we own a portion of that building. I know we did the roof on it.

Mr. Rodgers: I will send you copy of that.

Chairman Chagnon: That would be great.

Mr. Rodgers: I go to it often because it is kind of a different arrangement.

Chairman Chagnon: OK, if there is no further discussion on the proposed resolution all those in favor please say aye. Opposed?

Unanimously Carried

Proposed Resolution- Amend 2017 Budget for Year End Reconciliations – Final Adjustments

Mrs. Dennison: It is customary that these adjustments take a long time. These adjustments are associated with the rules of the government (*inaudible*) for recognizing the future liability of pensions and other post-employment benefits for the enterprise funds. It takes a long time to get to the point where we are able to quantify the future liability and record the expenses associated with that. That's why these are late in coming to you, but they do affect only

the enterprise funds and they are self-balancing so the funds were able to cover the additional expense from other areas.

Chairman Chagnon: OK. Any questions or comments? All those in favor? Opposed?

Unanimously Carried

Proposed Resolution- Accept William G. Pomeroy Foundation Grant to Provide Historical Marker for Women's Rights Convention

Chairman Chagnon: No one to speak to this one?

Vice Chair Nazzaro: We got a grant; we are going to put up a marker.

Chairman Chagnon: No local share. If there are no questions or comments on the proposed resolution all those in favor please say aye. Opposed?

Unanimously Carried

Proposed Resolution- Distribution of Mortgage Taxes

Vice Chair Nazzaro: My only question would be how this compares to previous years.

Chairman Chagnon: Do you want the answer? I have the answer. This year the grand total is \$738,518 and last year it was \$678,655. It's a pretty substantial increase from last year. \$60,000 which would be roughly 8%. Other questions or comments? All those in favor please say aye. Opposed?

Unanimously Carried

Proposed Resolution- Authorize Acceptance of the Gun Involved Violence Elimination Grant ("GIVE") funds for 2018-2019

Mr. Gregory: This is the fifth year of the GIVE grant. There is no local share. The resolution covers the DA's office, the Sheriff's office and Probation. All three agencies receive funding under the grant.

Chairman Chagnon: No local share, you were paying attention. Questions or comments on this proposed resolution?

Legislator Gould: Do we get this every year?

Mr. Gregory: This is the fifth year. GIVE is basically- it was renamed about five years ago. It used to be named Operation Impact, so we have been getting this grant since about 2005 so about 13 years.

Legislator Muldowney: The same amount?

Mr. Gregory: It was five hundred dollars less this year. Well, for the DA's office it was five hundred dollars less. They cut traveling expenses, but I think the Sheriff received a small increase and the Probation office received a small decrease.

Chairman Chagnon: This is in the 2018 budget?

Mr. Gregory: Yes.

Chairman Chagnon: Any additional questions or comments? All those in favor please say aye. Opposed?

Unanimously Carried

Proposed Resolution- Authorize Acceptance of the 2018 Stop Violence Against Women (VAWA) Grant Program

Mr. Gregory: This grant is federally funded. This is our fourth year. We have a three year grant and they have granted a one year extension and we are possibly going to receive another one year extension for next year. I believe the funding is the same as it was last year. This grant does have a match but we make the match with in-kind contributions.

Chairman Chagnon: Questions? Comments? In speaking with the Budget Director, I was wondering about the third whereas clause that says that "such funds are to be utilized for an assistant district attorney, part time deputy sheriff, Spanish interpreter, etc." What we are appropriating is for equipment. So the Budget Director believes that the grant also allows for contractual equipment expenses?

Mr. Gregory: It does. The Spanish interpreter is actually contractual and she has been engaged for the last three years of the grant. We had funds that were allocated towards travel and training that in prior years we have been unable to expend, so DCJS allowed us to use that money for equipment.

Chairman Chagnon: OK, that was the nature of the question- is that there was no reference to the grant being able to be used for equipment and that we are appropriating it for equipment. What Kathleen led me to believe is apparently correct; you are allowed to use the grant funds for equipment.

Mr. Gregory: Yes.

Chairman Chagnon: OK. Is it in the 2018 budget?

Mr. Gregory: Everything is in the 2018 budget except for the adjusted accounts for the equipment.

Chairman Chagnon: OK, thank you. Other questions or comments? All those in favor please say aye. Opposed?

Unanimously Carried

Proposed Resolution- Authorize Acceptance of the Crimes Against Revenue Program Grant ("CARP") for funds for 2018

Mr. Gregory: The Crimes Against Revenue Program is fourth year of receiving this particular grant. There is no local share. We did receive, I believe, a decrease on this grant based upon a cut in State budget funds and it helps to fund one prosecutor and one investigator and the prosecutor is part-time. By funding that part-time prosecutor we are able to- with a minimum of local share, make that position full-time.

Chairman Chagnon: This is in the 2018 budget?

Mr. Gregory: Yes.

Chairman Chagnon: OK. Questions? Comments? All those in favor please say aye. Opposed?

Unanimously Carried

Proposed Resolution- Authorize Agreement with Pine Valley Central School District for Provision Of Space for Sheriff's Sub-Station

Sheriff Gerace: This is a win-win for us. Pine Valley is looking for our presence there and has office space available for us. You previously passed a resolution allowing us to use their fuel farm which (*inaudible*) to this. We are establishing a sub-station at Pine Valley School and it is rent free.

Legislator Gould: How much are these used? What are these sub-stations used for?

Sheriff Gerace: Usually they are used for the deputy to go in and process paperwork, complete reports or they might interview someone there. With a school setting, if it's a volatile situation we wouldn't take the individual into that, we would pick another place to go. During the off hours we might process a drunk driver or interview witnesses. This prevents them from having to travel longer distances.

Legislator Gould: How many do you have around the County?

Sheriff Gerace: We have a sub-station currently at Peek-n-Peak which probably we are going to move to the Clymer School. That will be a resolution coming to you in June. We have a sub-station at the Kiantone Town Hall, one in Ripley, one at the Boces in Ashville, one at the Boces in Fredonia and of course we use the Hanover Town Hall as well- as a base for the Hanover- Silver Creek contract.

Legislator Nazzaro: Are they all rent free?

Sheriff Gerace: The only one that isn't would be the Hanover sub-station. We do make adjustments to the agreement for the space there. We credit them the space that we use.

Legislator Muldowney: It's a lot bigger, isn't it?

Sheriff Gerace: Yes, it's more sizable.

Chairman Chagnon: Any other questions or comments? All those in favor please say aye. Opposed?

Unanimously Carried

Sheriff Gerace: I may have missed a sub-station but I believe I got them all.

Proposed Resolution- Authorize Agreement with Village of Mayville for Enhanced Police Protection Services

Sheriff Gerace: This is a continuing contract that we have had for several years now with the Village of Mayville. During the summer months they would like additional patrol and they have a do not exceed clause so we adjust the hours accordingly.

Chairman Chagnon: This is in the 2018 budget?

Sheriff Gerace: It is, sir.

Chairman Chagnon: OK. Questions? Comments? All those in favor please say aye. Opposed?

Unanimously Carried

Proposed Resolution- Authorize Agreement with Village of Silver Creek for Court Security Detail

Sheriff Gerace: This is a new request. The Village of Silver Creek court is asking for us to provide court security to not exceed \$3,500. They will have a deputy at the courts during certain court sessions.

Chairman Chagnon: Questions?

Legislator Muldowney: This court is in a different building than the Town of Hanover sub-station?

Sheriff Gerace: I don't know if I have the answer to that. There was talk that they were going to all try to go to the town hall.

Clerk Tampio: I believe it's separate.

Sheriff Gerace: So it would be at the Silver Creek village hall but there was talk about moving the courts.

Chairman Chagnon: Since this is a new agreement, I assume that this is not in the 2018 budget?

Sheriff Gerace: I doubt that it is because we wouldn't have anticipated this.

Mrs. Dennison: This agreement is not specifically in the 2018 budget, but we are not proposing any budget amendments with this resolution because the budget includes a number of these court security contracts and the contracts are all in the budget at the maximum allowed by the contracts and in most cases the municipalities don't spend up to the maximum. With this one being just a maximum of \$3,500 we thought it was safe to not add it to the budget because I think there will be room from the other contracts both on the revenue side and on the expense side to cover this new agreement.

Chairman Chagnon: We would expect that any additional expenses would be covered by additional revenue?

Mrs. Dennison: Yes, correct.

Chairman Chagnon: Is everybody OK? Any additional questions or comments? All those in favor please say aye. Opposed?

Unanimously Carried

Proposed Resolution- Authorize Agreement with Town of Hanover for Enhanced Police Protection Services

Sheriff Gerace: This is an ongoing contract that we have had with the Town of Hanover for additional patrols for the Sunset Bay area in the summer months. This is in the budget and it also has a do not exceed clause of \$8,000.

Chairman Chagnon: Questions? Comments? All those in favor please say aye. Opposed?

Proposed Resolution- Authorize Execution of New York State Division of Criminal Justice Services Grant—Southern Tier Regional Drug Task Force FY17

Sheriff Gerace: Well I get to say the magic words now, there is no local share. This is a \$45,000 grant from the State. Senator Young helps secure this money and use for (*inaudible*) enforcement.

Chairman Chagnon: And it is in the 2018 budget?

Sheriff Gerace: That is correct.

Chairman Chagnon: Questions or comments? All those in favor please say aye. Opposed.

Proposed Resolution- Amend 2018 Budget Appropriations and Revenues Associated
With Juvenile Services Team (JST)

Mrs. Schuyler: Some of you may recall that in prior years we did have a memorandum of understanding with the Office of Probation to have a (*inaudible*) juvenile services team that really worked together with our high risk youth and persons in need of supervision (PINS), and juvenile delinquents. They are also very aware that in recent years we have seen a dramatic increase in the number of kids that have been sent to OCFS placements versus staying here in our custody or working with community agencies to try to keep kids at home and intervening earlier with prevention. Through this MOU- on our side of the world (*inaudible*) Office of Children and Family Services requires there to be a formal MOU in order for us to get reimbursement. Through this and if the MOU is followed, by all parties we will receive 62% State reimbursement for the cost of the juvenile probation officers and supervisors that are working with us on juvenile prevention. Former County Executive Horrigan had put some funding into the budget but didn't really know exactly how much the cost would be based on the actual salaries and fringe benefits of which workers are going to be in the MOU. This resolution is to clarify that and also to decrease the use of the fund balance by \$19,202 because there is more realization of savings than what was originally put into the 2018 budget.

Chairman Chagnon: OK. Questions? Comments? Christine, I realize you have a couple more resolutions to talk about but I would like to compliment you on the clear and detailed explanation that you give with the proposed resolutions. It's always a pleasure to have you explain the proposed resolutions because you do an excellent job.

Mrs. Schuyler: Thank you.

Chairman Chagnon: Other questions or comments? All those in favor please say aye. Opposed?

Unanimously Carried

Proposed Resolution- To Accept Increased Cancer Services Grant Funding

Mrs. Schuyler: I believe you're all familiar- we've had a grant for the New York State Cancer Services program for many, many years through the State Health Department. They gave us additional funding for cancer screenings in addition to what we had in the 2018 budget. This is an additional award that we just received. We need to get the contract executed and back to the State in order to get this funding. There is an offset of the appropriations and revenue accounts for the amount that the State is increasing our grant by.

Ms. Lis: Budget neutral.

Vice Chair Nazzaro: The total amount of the grant is how much?

Ms. Lis: I did bring some stuff with me. We actually- there are two pieces here. One is from HRI and it was like \$9,300 and they increased it to \$13,000, so we got \$4,000 more from them. The other one we had budgeted \$19,600 this year in our regular grant with the State and it is going to \$49,723. I think they rearranged because we hadn't spent as much as expected the prior years and brought some of that forward.

Mrs. Schuyler: There are two separate grants. One of them covers our education, outreach, and staff time in the grant. The other one is the actual clinical services where we contract with providers, hospitals and physicians out in the community to do the screenings so when someone is uninsured or is under-insured the grant covers- we send that payment to the physicians or the hospitals to cover the screening amount. Our screening amount of money had run out. There were other cancer services programs in other Counties that didn't use all of their money, so the State then reallocated money to the programs that needed it and we were one of them. Without it we would have had to stop being able to pay for screening for women. This enables us to continue. This grant does end-

Ms. Lis: 9/30.

Mrs. Schuyler: Yes, September 30th. We will not be reapplying so it's kind of a bitter sweet thing that we are getting extra funding at this time but the County will no longer be the lead agent on the Cancer Services Program going forward because the State has changed the program to include, instead of one county, it's a four county. They put Chautauqua, Cattaraugus, Alleghany and Steuben together.

Vice Chair Nazzaro: Steuben?

Mrs. Schuyler: That is exactly the question that all of us had whether it was us, Cattaraugus, or Alleghany because the Health Departments there also do these programs. We were thinking that somebody could do it for our three counties and manage this, but throwing Steuben in- there is just no way.

Vice Chair Nazzaro: So who would be administering that then?

Mrs. Schuyler: Jones Memorial Hospital in Wellsville is applying for it. They would be the lead agent. I'm expecting there will be some sub-contracts where they will be asking for other counties to do- probably, I'm just guessing that we will be on the education and outreach component in particular just because of the time it takes to travel, especially to our County to do the outreach and education events and our staff does a phenomenal job with that and we are well known-

Vice Chair Nazzaro: I was just going to say that I know you really promote this.

Mrs. Schuyler: We have done a great job. Our screening rates are some of the highest in the State as far as- especially with our breast cancer screening. I think a lot of that is because of the awareness work that we do out there. Part of general public health education, we will still do education and outreach related to cancer screening and early detection. Obviously grant funding helps to support the cost of our staff in addition to what we get for State aid. I'm hoping that there is still going to be some component of that that reaches us here. It just made no sense for us to apply to be the lead agent for four counties. We don't have the staff.

Chairman Chagnon: Somebody more in the middle makes more sense. OK. Questions or comments? All those in favor please say aye. Opposed?

Unanimously Carried

Chairman Chagnon: Val, you do an excellent job at explaining the financial pieces too.

Ms. Lis: Thank you.

Proposed Resolution- Authorize Capital Project for Purchase of Microsoft Surface Pros

Mrs. Schuyler: The Planning Board did approve this project. This is something that we normally put into our operating budget instead of going to a capital project at this time of year, but it is pretty important that we moved quickly on this because this hardware is needed in order to implement some software which is called North Woods software. We are one of the early adopters in the State for the latest version of the software. By entering into a contract with North Woods and implementing this before the end of the year, there is a 50% reduction in the cost of the software. We wanted to take advantage of that savings and move forward. We do get 65% reimbursement on the hardware and the software and that's not just a one time, but that will be every year that we get that reduction. I've been looking at North Woods software for several years. Some counties have implemented- most of us were waiting for the State system to be updated and have been promised and promised that it was coming and it still has not come. The Connections System is the State system that we have to document all of our child welfare notes and cases in is very, very antiquated. I was in a meeting with the commissioners and OCFS in January and pretty much finally got the "no, we are nowhere near having this done," so I decided- especially given the incentives that are now available, I really wanted to move with mobile technology, get our caseworkers tablets in the field so they can more efficiently do their job. I have spoken at length with Jennifer Stimpson who is the Commissioner of Social Services for Chemung County. They implemented North Woods software in 2014 and they have seen a savings of one to two hours per day, per caseworker in the amount of time it takes to do paperwork. Child welfare is very paperwork heavy and the Connection System- you can't even scan documents into the system. We have tried other attempts. We have tried voice recognition so caseworkers could just speak in and then a clerical person could just type their notes up for them to try to get them in and that didn't work. They have had laptops and the feedback is that they are too big and too clunky and they still had- even if they typed things on their laptops they still had to go back to the office and cut and paste and then put it into the State Connections System. This software actually has on the tablet, through the software, all of our local forms, our

State forms, internet access which is all cloud based. If the State ever does catch up and decide they are going to do a new program, this will be compatible so it will not be a waste of resources to go down this road now. I'm very hopeful that we are going to save time on paperwork. Even consents will be available on these tablets so that parents or guardians can sign right in the field instead of workers going back to the office to get whatever forms they needed or whatever and then running back and forth to get things. There is a savings in mileage and there is a savings in overtime. Our overtime costs have skyrocketed. A lot of that has contributed to having a very high turnover rate. We lost- we are close to 50% turnover in CPS and the State Office of Children and Family Services requires that caseworkers have a full year of training before they can take a caseload. That means that we have had our seasoned workers, those that are left, have been very overwhelmed and heavily burdened with upwards of 40 cases which is very frightening. The State recommends that workers don't have more than 15 cases, but they won't mandate it because that would be an unfunded mandate, so it's a recommendation. Right now, 55% of our workers have more than 15 cases. These are the OCFS performance measures. The caseload and the percentage of overdue investigations- we only have (*inaudible*) days to complete a CPS investigation and 33% of our investigations are overdue. We have to complete a safety assessment and have it documented and in the system within seven days and signed off by a supervisor. We are only completing them timely 49% of the time. We are ranked at the bottom of the State, pretty much. The percentage of caseworkers with more than 15 cases, we are ranked 58 out of 64 local districts. Overdue investigations were 45 out of 64 and safety assessments completed on time were 49th out of 64 districts. All of this has contributed to overtime costs. In 2017 they were \$123,000 and in 2016 it was only \$8,000- already through March of 2018 we at \$17,000 in overtime. We are burning people out. We have finally been able to hire caseworkers. We were on a two year cycle with civil services testing and we completely exhausted the list, had to hire some people provisionally and we were scared to death to send them to training because what if they don't pass the test. Human resources is now giving a continuous recruitment on caseworkers, so the test is given twice a year which has really increasing our pool of candidates. We are just about fully staffed and come this summer, we have seven caseworkers who will have their training completed and be able to take caseloads. These are young people, they are savvy with technology, and they are completely overwhelmed by looking at the current case files.

Vice Chair Nazzaro: Just to follow up on the turnover, is it contributable to burn out, retirement, a combination, etc.? That's a high turnover.

Mrs. Schuyler: Very high turnover. We really didn't lose very many to retirement. We lose staff to probation because probation pays more than CPS even though our staff goes into homes and take peoples children away. They have no guns, no badge, no pepper spray, no taser or anything other than a clipboard. Pay has been an issue. We have lost workers to the State to do training. We also have continued education which we encourage in our staff but if they do get their masters in social work then they leave us because they can make more money in the private sector with a master's degree than what they can here. We have had issues retaining for pay, losing to other areas and burnout- there are some workers who just can't handle the job.

Legislator Muldowney: How many caseworkers do you have?

Mrs. Schuyler: CPS alone has about 34 plus supervisors. Then we have the services division as well and the workers that are in the services division also need to have this capability because they cover second shift and night shift and they take on-call. The whole division has to pitch in and cover 24/4. We have four workers on the 1-9 shift every day and that's 365 days a year plus overnight coverage. Supervisors and two case workers are on call overnight, every night and if there is an emergency they go. Our case notes have historically been horrifically behind and we have tried so hard to catch them up in many ways. Coming from the health care sector, I was trained that you don't leave the hospital if your notes aren't done for your shift and if you didn't chart it, you didn't do it. Child Welfare doesn't quite work that way. The standard is, some within in three days, some State folks will tell you within seven days. I think that's all too long because you don't really have a fresh memory and I would like things more immediate. We have had some workers that it has taken a month or more to get case notes in. We did have – it did jeopardize a case we had in Family Court recently because the judge felt that the notes were entered so late into the system that he was skeptical of the accuracy of the documentation. We can't have that. Chemung County for instance, they were an average of 35 days to get their case notes into the system. They were down to three days after they fully implemented North Woods. One form is called a forensic interview sheet- a yellow sheet that you have to have filled out and signed and the time to fill that sheet out went from 25 minutes to 3 minutes by using this software. I truly believe that we are going to have a lot of areas of savings by implementing this system. I think we will see it in overtime, I think we will see it in management of documentation, confidentiality, keeping things safe and secure and I know that some people are a little hesitant with the cloud these days, but its fully secured. All North Woods does is human services. They are pretty much a sole source when looking at what we want to do here and they provide full implementation and training and support and not just during the first time purchase, but throughout. They will come here, they will ride along with our workers, and they will make sure that this is completely embedded in what we do. I have talked with the reps from the company many, many times over the last handful of years as we have teetered on whether or not to do this. The other reason why this has been the opportune time for us to do this is that in the past the North Woods software was only compatible with Apple and this is the first time that it's been compatible with surface pros and our County IT doesn't support the Apple technology so we weren't able to even look at it to go with the IPads. Erie County is in the midst of going down this road and they signed on with a local computer company that makes tablets in Buffalo and they are having all sorts of issues with the technology that they have chosen. I feel confident that this is the right project and the right software and hardware.

Vice Chair Nazzaro: I think this is really a great way to improve efficiency and create less stress for the case workers and it might make it more manageable. The only question I have, and I think you alluded to it, so the software is loaded on these already? Licensing fees will be reoccurring?

Mrs. Schuyler: It's not-

Ms. Lis: It's a subscription.

Mrs. Schuyler: Yes, a subscription. You don't buy the software anymore; most of these things are subscriptions. The ongoing cost, for instance in 2018 we have room in our operating

budget we have room in our budget for the software. The cost of the software was almost \$200,000 but with our 65% reimbursement its \$66,000 for the first year and then the ongoing cost to us locally would be \$52,000.

Vice Chair Nazzaro: So you were able to find the \$60,000.

Ms. Lis: It actually depends on when we implement because this won't be in the calendar year, its rolling over into next year.

Mrs. Schuyler: By the time that we get surface pros in our hands and things get implemented, it will probably be the first of the year anyways.

Vice Chair Nazzaro: Oh, OK.

Mrs. Schuyler: We will have all the pieces in place but it will be another six months put off if we don't do it now, plus we are going to lose out on the early adopter. The new Traverse software through North Woods actually has the ability to not only have some of your documents but they have enhanced it so you can also retrieve historical information and collect data and share data. You can see if foster care had already been involved or if there is a history that you are going to be walking into with this family before you walk through the door. All of that will be available remotely so you can get onto the State system-

Vice Chair Nazzaro: It's almost like having an electronic health record.

Mrs. Schuyler: It is. The child welfare world is so far behind the electronic medical record world.

Chairman Chagnon: OK, any other questions or comments? I would echo the comments of my esteemed colleague, Legislator Nazzaro and I recognize we are the Audit and Control Committee, but I would also like to recognize your concern and your actions to help the caseworkers and more importantly help the caseworkers focus more of their time and attention on the most vulnerable members of our community.

Mrs. Schuyler: Yes, it's pretty scary out there.

Chairman Chagnon: All those in favor please say aye. Opposed?

Unanimously Carried

Discussion- Compliance Program- Debra Zahn

Discussion- Chautauqua County Projections 2019-2023- Kitty Crow

MOVED by Legislator Nazzaro, SECONDED by Legislator Muldowney to adjourn.

Unanimously Carried (10:36 a.m.)

Respectfully submitted and transcribed,
Olivia L. Ames, Committee Secretary