

Sullivan County Division of Health and Human Services -- Monthly Report – September 2023

Roadmap to Better Health Implementation

April 2023 Robert Wood Johnson (RWJF) Ranking: 60th (of 62)

August 2022 U.S. News and World Report Ranking: 58th

January 2023 Child & Family Well-being in NYS Ranking: 54th

- **Sullivan County Community Assistance Center Hotline: 845-807-0925**
- **Sullivan County Substance Use Help Hopeline: 866-832-5575**

National Suicide Hotline: 988

Hope Not Handcuffs: 833-428-HOPE

Strategy	Update on Activities Supporting the Strategy	Key Performance Indicators Positive Trend = GREEN, Negative = RED	
Ease Access to Care	<ul style="list-style-type: none"> • Unite Us: The Sullivan County network is live with eight county departments, one local PD, nine non-profit human service agencies and one for-profit medical provider. We continue to recruit and integrate agencies and health care providers into the network. • Mental Health and Substance Use Treatment Access: Transitioning pediatric MH services to Astor. Clinic access remains limited for adult MH due to staffing, but we just appointed two new Staff Social Worker I's! 	Unite Us Participating Agencies	19
		Agencies in Network Onboarding Process	11
End the Opioid Crisis	<ul style="list-style-type: none"> • Healing Communities Study: Planning meetings ongoing, third and final campaign of the study, focused on safe prescribing, is in progress. • Drug Task Force Organizational Changes: In order to take advantage of expertise across all of the pillars of the task force on specific issues, the Drug Task Force is forming two working groups. One will bring multi-disciplinary expertise to reducing the number of babies born suffering from drug withdrawals and the other will focus on analyzing and addressing the causes of fatal overdoses. 	2022 Opioid Deaths	43 (+6)
		2022 Drug-related ED Visits	76 (-6)
		2022 Drug-related Hospitalizations	15 (-4)
Enhance Our Community	<ul style="list-style-type: none"> • Housing Grants: Continuing development of Emergency Housing grant request w/HONOR EHG, architectural study complete, focus is on preparing for grant submission to OTDA. 	Homeless Census	144
Encourage Healthy Behavior	<ul style="list-style-type: none"> • Public Health Educator Outreach: Details included in Public Health section of this report. Cross-departmentally, there was exceptional collaboration and turnout for Sullivan 180's International Overdose Awareness Day vigil on August 31st. 	Unique Outreach Events	33



Care Center
at Sunset Lake Rehab

Care Center at Sunset Lake Rehab

For more information: (845) 292-8640, <https://sullivanny.us/Departments/Adultcarecenter>

Care Center at Sunset Lake Key Statistics – all data as of July 31, 2023 unless otherwise indicated			
Monthly Total Expenses to Date	Monthly Cash Receipts	Avg. Daily Census	Meals Prepared for Residents
\$1,198,201.51	\$1,147,355.04	99	10,507 (August)
Admissions / Discharges	Total Day Care Visits	Total OT treatments	Total PT treatments
20/19 (August)	0	796	729

Administration & Staffing

- Our most recent 5 star with our staffing hours from the first quarter of this year show our hours per resident per day at 4 hours and 15 minutes, a vast improvement from the last submission. This is tracked daily and our last staffing hours submission is on the same track as this one in regards to the number of hours, even though census has increased.

- We have partnered with the Sullivan BOCES LPN program to allow students to complete their clinical hours at our facility in hopes the students become interested in working at the Center upon graduation.
- We have been working with Nursing staff and the staffing coordinator to balance out schedules, so they are consistent for all weekends and holidays. As always, we continue to recruit and retain new staff in all positions. These changes went into effect August 5th.
- There are currently staff and residents with COVID-19 at the facility. We continue all infection control precautions and remain in contact with the DOH epidemiologist as required.



Department of Community Services

For more information: (845) 292-8770, <https://sullivanny.us/Departments/CommunityServices>

National Suicide Hotline: 988

Mobile Mental Health: (800) 710-7083

Children’s Mobile Mental Health: (845)701-3777

Care Management:

- The Care Management unit continues to actively engage & work with clients for both Health Home agencies and HARP Services (Health and Recovery Plan) which are Medicaid and Medicaid Managed Care Health Plans. As of the end of July 2023, there are four active Assisted Outpatient Treatment (AOT) orders and two people on enhanced AOT services.

Adult & Children’s SPOA:

- On July 13, 2023, the Adult SPOA Committee met via Zoom with six new cases reviewed, and 14 previous cases were reviewed.
- The total of 139 beds with 308 people on the waiting list and 22 openings. (The waiting list was gone over and people removed who cannot be contacted or have found housing elsewhere.)
- Coordination of referrals and ongoing collaboration with service providers continue. Clients were recommended for/linked to various services, including: behavioral health treatment providers, RSS housing (apartment program and community residences), Access: Supported Housing, Sullivan PROS Program, OFA, APS, Action Toward Independence, Independent Living, Inc., and Care Management services.
- Children’s SPOA Committee met via Zoom on July 22, 2023 and went over seven new referrals and six previous referrals were reviewed.

Behavioral Health Clinic (Mental Health and Substance Abuse):

- High Risk Clients:
 - In May, there were 161 clients on the roster for high risk census.

SULLIVAN COUNTY DEPARTMENT OF COMMUNITY SERVICES						
STATISTICAL SUMMARY FOR: July 1, 2023 - July 31, 2023						
Prepared by : Frances Cole				CLIENTS		
PROGRAM	ON ROLLS: 7/1/2023	ADMISSIONS	DISCHARGES	ON ROLL: 7/31/2023	CLIENTS SERVED	UNITS OF SERVICE
SC BEHAVIORAL HEALTH CLINIC ADULT	410	16	27	399	426	385
SC BEHAVIORAL HEALTH CLINIC CHILD	55	6	6	55	61	96
SC BEHAVIORAL HEALTH CLINIC FORENSIC	54	6	9	51	60	131
SC BEHAVIORAL HEALTH CLINIC MICA	18	3	4	17	21	Included In Clinic Adult
SC BEHAVIORAL HEALTH CLINIC MAT	6	0	0	6	6	Included In Clinic Adult
TOTAL MENTAL HEALTH	543	31	46	528	574	612
SC CARE MANAGEMENT	49	2	0	51	51	745
SC HEALTH HOME - ADULT	32	2	0	34	34	155
SC HEALTH HOME - KENDRA, AOT and HH+	7	0	0	7	7	28
SC HEALTH HOME - CHILD	11	1	2	10	12	92
SC HEALTH HOME - OUTREACH	6	0	0	6	6	301
SC CM CCSI					0	0
TOTAL HEALTH HOME CASE MANAGEMENT PROGRAMS	99	5	2	102	104	1,020
SC SPOA - Adult	41			41	41	308
SC SPOA - Child	18			18	18	125
TOTAL SPOA	59	0	0	59	59	433
	# of calls	# of ph interv	Outreaches	Hosp Ref	Admits	
MOBILE MENTAL HEALTH	319	123	17	6	3	

- The Overdose Prevention CQI Project:

- Community Services assists in providing Naloxone to clients. The Department of Health (DOH) has provided a Community Calendar of free Naloxone Trainings which are held several times a week. The project shifted focus from providing sustainable video-based telehealth services to opioid use disorder treatment approaches. OMH has to communicate that medication is its own form of treatment, rather than secondary role to therapy. OMH would like this to be the standard front-line approach for treating these disorders

Local Government Unit:

- Access to Services – limited due to staff shortage but doing triage for hospital discharges and court referrals – predominately seeing persons for medication management, looking at overall system of care in County – via the United Sullivan Project and Unite Us network.
- Clinic Redesign for improved access and sustainability – Have worked with Lexington with transition planning they are now onsite and seeing patients. We continue to work on collaboration for the best interest of patients. Currently working with Astor for transition and onsite.
- Working with our local 911 and Dutchess 988 regarding collaboration and training for 911 dispatchers and referral information.
- Collaboration with University Emergency Medical Services, Inc regarding a MOU for an additional harm reduction vending machine.
- Continued participation in the HEALing Communities Study as a Wave 2 Community with ongoing planning and continued collaboration with community stakeholders.
 - The Safer Prescribing and Dispensing Practices Workgroup finalized plans for an educational seminar series for local prescribers, pharmacists, and pharmacy technicians. The first training will be offered on 8/23, which is titled: Xylazine: What Clinicians Need to Know About ‘Tranq’ in Heroin and Fentanyl.
 - The Communications Workgroup prepares for the kickoff of Campaign 3: Staying in Medication Treatment. The focus of the campaign is understanding how important medication treatment can be for recovery from Opioid Use Disorder.
 - As an Opioid Overdose Prevention Provider, Naloxone kits were obtained and will continue to be distributed in our community.
 - Implementation of additional strategies is ongoing

Social Services:

For more information: (845) 292-0100, <https://sullivanny.us/Departments/familyservices>

Temporary Assistance

- Interviews continue for the Social Welfare Examiner position. DSS hosted our first Open House to share information on various open positions with interested members of the community. We have seen a positive response to the postings and job announcements. We are hosting another one division wide on August 14, 2023.
- As of 7/26/2023, the following amounts have been disbursed under ERAP:
 - Rental arrears payments: 807 benefits, \$6,719,954.33, Average payment of \$ 8,327.08
 - Prospective rent payments- 596 benefits, \$1,951,163.91, Average payment of \$ 3,273.76
 - The Heating Repair and Replacement (HERR) and Clean and Tune components remain open. The Cooling component closed on July 14, 2023. It is also expected that the Regular Heating season will commence on November 1, 2023.
 - The Temporary Assistance Unit started a Rental Supplement Program with OTDA funding for individuals that are homeless or in fear of losing their housing. The RSP will assist in paying rent for those who have income but are below 30 % of the Area Median Income (AMI). The program will allow up to 50 % of the AMI if other criteria is met. Details can be obtained through the Department of Social Services.
 - First year of the program we paid: Arrears: \$111,474.86, Rent: \$45,092.46, Security deposits: \$18,775.00
 - Year 2 total so far: Arrears: \$11,080.50, Rent: \$188,031.97, Security deposits: \$34,665.00
 - 43 active cases are being served. 11 security deposits have been paid as well.

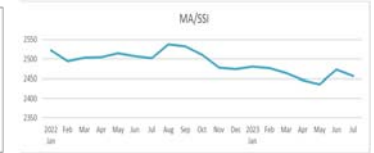
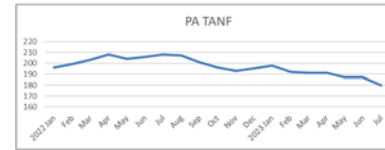


Medicaid:

- As of 7/1/2023 Medicaid programs have returned to pre-pandemic rules.
- Medical Assistance-Social Security Insurance (MA-SSI) related recertifications with active SNAP benefits can be extended for a year based on the SNAP authorization if the client submits a recert without income information.

Public Assistance Case Trends

Public Assistance Cases (as of 7-31-2023)				
Temp. Assistance to Needy Families	Safety Net	Food Stamps	Medical Assistance	MA/Supplemental Security Income
180 (-7)	206 (-12)	5742 (-90)	3668(-72)	2457 (-16)
Homelessness Snapshot (as of 7-28-2023)				
Code Blue	Quarantined	Adults / Children	Sex Offenders	Total Homeless
0	0	90/42	15	142



Fraud Investigations (as of July 31, 2023)						
Collections	Cases Active	Cases Referred	Completed	Arrests	Pending arrests	Burials
\$14,187.03 (-592.87)	211 (0)	34 (-21)	34 (+2)	2 (0)	6 (+2)	4 approved (-4) \$7,240.00 costs (-\$7,025.00)
Child Support Enforcement Cases (as of July 31, 2023)						
Collections	Petitions Filed	Paternity Establishments	Total Cases			
\$593,382 (-161,827)	19 (-19)	6 (-5)	2,945 (-27)			

FOSTER CARE STATISTICS			CHILD PROTECTIVE STATISTICS			
	JUL 2023	Trend	Goal	2022	YTD 23	JUL 23
Kinship%	5.83%		20%	# New Reports 1480	787	100
Congregate Care%	18.45%		16%	# Indicated Reports 105	89	13
Total in Care	103		<100	Physical abuse 6	5	1
RTF	0			Emotional abuse 1	0	0
Diagnostic	3			Sexual abuse 7	9	0
RTC	11			Neglect 52	28	4
Group Home	2			Domestic violence 3	4	2
Therapeutic Foster Home	23			Educational neglect 20	27	3
Regular Foster Home	51			Substance abuse 14	16	3
Kinship	6			# Unfounded Reports 748	503	76
Other	7			# Court Ordered 1034s 46	32	3
Freed for Adoption	45			PREVENTIVE SERVICES STATISTICS		
Certified Homes	63		5x# in care	NEW REFERRALS	11	
Newly Certified Homes	1			TOTAL CASES	114	
Number of Closed Homes	0					
New Kinship Homes	0					
Pending Certification	6					

ADULT SERVICES UNIT:	2022 TOTAL	2023 YTD	2023 JUL
PERSONAL CARE AIDES			
CASES OPENED	17	10	0
CASES CLOSED	9	10	1
# CASES (AVG.)	30	30	30
PERS			
# CASES (AVG.)	0	0	0
APS REFERRALS			
16A Neglect/Abuse	79	23	2
16B Neglects Own Basic Needs	92	66	7
16B Untreated Medical Conditions	50	24	3
16B Self-endangering Behaviors	25	7	3
16B Unable to Manage Finances	34	27	1
16B Environmental Hazards	27	11	0
APS			
CASES OPENED	279	158	16
CASES CLOSED	303	159	24
# CASES (AVG.)	174	147	146
GUARDIANSHIPS			
OPEN	38	37	1

Public Health Department



Public Health
Prevent. Promote. Protect.

For more information on our report: (845) 292-5910, <https://sullivanyny.us/Departments/PublicHealth>

CDC COVID INFO: www.cdc.gov/coronavirus/2019-ncov/science/community-levels.html

NYS Coronavirus Hotline: 1-888-364-3065

Sullivan County Public Health COVID Info Line: 845-513-2268

Director's Comments:

- DSI presentation to 26 local providers re: Tropical diseases, Measles, Pertussis, and Polio in response to changing disease landscape.
- Relocation planning stage 1: Moving Healthy Families back to Gladys Olmsted building with target date of 8.1.2023. Staff that work in the field 60% or greater will have a fluid documentation area. Target date 9.30.2023.
- Reviewed telework, increased staff participation in this program as appropriate based on Job duties/function and needs of Department.
- Continued work with MARO team re: Vaccination outreach, education re: polio specifically but also all vaccine preventable illnesses.
- Completed 2024 budget.
- FMLA leaves and vacant RN positions make maintaining fluid operations challenging.

Health Education/Rural Health Network/Injury Prevention/Other:

- In July, our team focused on reaching out to various segments of the community, with a strong emphasis on engaging youth. Our efforts encompassed a diverse range of activities and collaborations, contributing to the expansion of our outreach and impact.
- Our Health Educators conducted outreach at Livingston Manor and Roscoe summer schools every week for 4 weeks delivering presentations and activities on various essential health topics: tick safety, emergency preparedness, rural health, and art therapy. Educators also extended their outreach to the summer camp held at Hanofee Park for tick education. Leveraging the networking opportunities provided by the SALT Agency Soup event, we successfully organized tabling at the Federation for the Homeless. Plans have already been made to table again in August. Our tabling at the Kauneonga Farmer's Market brought a lot of traffic and helped spread the word about our services, as did our Educator's appearance on Bold Gold radio to present a check to the Veteran's Coalition in honor of the Monster Run. Additionally, we were able to hold 2 Narcan trainings and inform multiple community members on how to become Narcan trainers themselves, as well as put together Narcan kits for multiple trainings outside of Public Health.

Education Department:Outreach	Facilitated	Attended
Kauneonga Farmer's Market tabling	Outbreak Response Plan development	NYS Master Plan for Aging meetings
Condoms restocked at DSS, CS, and OFA	Education Department webpage updates	Wellness Committee collaboration meeting
Roscoe and Livingston Manor summer schools: - Week 1: tick education - Week 2: Emergency Preparedness - Week 3: Rural Health Network plant project - Week 4: Art therapy	Daily social media posts - Comparison of other county PH department social media pages - Reels instructions and outlines - Immunization reel with Amanda Wolfe	EMS provider presentation meeting
Tick education at Hanofee Park for summer camp kids	Drug Take Back Day	Pertussis outreach and education meeting with state
Narcan trainer information given to community members inquiring	Education Department policy and procedures updates and edits	Monthly SALT meeting
Federation for the Homeless tabling	Accessible community outreach calendar developed	Monthly DSI meeting
Narcan trainings (x2)	Do More, Feel Better program for older adults liability	Monthly Education meeting
Radio spot to present check to veterans coalition	Water consumption challenge among staff	Fit testing training
	Sexual health for older adults info sheet made for OFA	Weekly education meetings
	Polio and Pertussis education development	Tropical Disease presentation
	EMS provider presentation	
	Tropical disease education research/resource gathering	
	Worked with state for info on training staff to identify ticks and provide education	
	Surveys for Orthodox Health Coalition to state for feedback	
	Education development for Sept. Monthly Hoot	

- 13 referred to Healthy Families
- Asthma project and MCH outreach to resume in September

SC Department of Public Health CHHA Specific Performance Indicators: 2023																	Current	
Measure/Indicator	2022 YE Score	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Target 2023	Current vs. Goal	Trend	Best Practice	
Admissions (2022)	1285	123	124	124	97	110	109	116									10%	687
Prior Year (2021)	1354	115	99	112	108	100	105	109	113	98	113	106	107					
Census (agency) (2022)	3502	298	322	336	291	285	278	294										1810
Prior Year (2021)	3457	286	287	309	296	283	279	284	319	274	284	295	306					
Productivity	4.48	4.63	4.80	4.65	4.55	4.70	4.30	4.74						5.50			7	4.69
NTUC	23.8%	22.4%	32.5%	24.2%	26.4%	23.2%	28.5%							20.0%			15%	25.8%
Sample size	161	169	161	140	159	158												
Prior Year (2021)	24.8%	21.0%	23.3%	25.8%	22.9%	36.9%	17.1%	23.7%	21.2%	29.8%	24.5%	19.4%	20.5%					
Timely SOC	71.80	100.0%	99.1%	98.4%	100.0%	100.0%	100.0%							100.0%			100%	99.50%
Sample size		123	114	128	104	123	113											
Overtime: Avg	160.3	89	115	122	122	121	127	142						85.00				127
OT Totals: (2021)	104.6	89	141.9	136	121	119	155	762										
Lock Rate	79%	84.0%	85.0%	93.0%	92.0%	91.0%	83.0%	88.8%									100%	88%
Sample size		100%	100%	100%	100%	100%	100%											

Patient Services: Certified Home Health Agency/CHHA Census 2023

- The average daily census increased from 184.8 to 190.8 with total patient days 5916. We saw 258 CHHA specific patients, 3 LTHHCP, and 33 MCH with a grand total of 294 patients on caseload throughout the month.

Epidemiology and Emergency Planning:

- The DSI department continued to be quite busy with 50 communicable disease investigations alone. We are noting a large increase in Tick Borne illnesses, and are working with Education on a campaign “All Ticks Can Make You Sick” to ensure that our community knows that there are more risks from a tick bite than Lyme Disease, i.e., Anaplasmosis, Babesiosis, both of which we are seeing patients hospitalized with.
- Due to the marked increase of Animal bites, consideration for a per diem contracted Animal Control Officer is being asked for in the 2024 Budget. DSI investigated over 150 animal incidents in the first half of 2023.
- Congenital syphilis is a concern at the state level and though we have seen cases of both the early and late variety, and an increase, we have not had a congenital case this year.
- As mentioned last month, our Preventative Tuberculosis Clinic which was not needed for approximately the past 3 years due to no latent or active cases is again operational, once monthly. Please refer to the chart below for further details.

Rabies related incidents*/needing treatment	STI	Tuberculosis	Lead Poisoning (investigated/total)	Covid Cases
<ul style="list-style-type: none"> • 41 investigations, 5 tested - (2 dogs, 1 groundhog, 1 bat, 1 cat) • 2 people treated with Post Exp prophylaxis • 0 animals tested were (+) for rabies 	20/20	<p>Active Cases: - Total #- 0</p> <p>Suspects: - Total #-0</p> <p>Resolved - One Suspect immigration case; awaiting visit @ SunRiver FQHC</p> <p>Preventative Clinic - Total = 3</p> <ul style="list-style-type: none"> • Discharged - 0 • Refused LTBI treatment - 0 • New LTBI treatment - 0 • LTBI treatment (previous tx. continued) - 3 <p>PPD's Administered:</p> <ul style="list-style-type: none"> • Employees Total - 0 	5/97 3 repeat, 1 false	94 lab reported cases Hospitalizations d/t Covid remain low

MRC:

- Communication continues in order to assist with medical response during the Grahamsville Little World’s Far (August 18-20th). We are canvassing for volunteers, medically trained and non-medically trained, to assist in responses during the three-day event. Any interest in future events, please contact volunteermrc@sullivanny.us. In the month of July, future MRC trainings were scheduled. Basic Life Support was scheduled for August and Animal First Aid was scheduled for September. As we move into the second half of the year, more training opportunities are looking to be scheduled and announced accordingly.

HIPAA Compliance:

- A monthly HIPAA compliance walk-through was conducted, revealing no violations.

Staffing Update: Position Title & No.	Notes
Community Svcs (12 Positions Vacant, 48 Authorized, 12% Vacant)	
Account Clerk, #3316	Approved to fill
Clinical Program Manager, #3457	Posted
CS Coordinator, #3506, #3540	Posted
Director, #1757	Approved to fill
Senior Account Clerk, #2820	Approved to fill
Staff Social Worker I, #130, #2267, #2320, #3288, PT#3308, PT#3638	Posted
Public Health (20 Positions Vacant, 80 Authorized, 25% Vacant)	
Director of Patient Services, #3158	Posted
Senior Typist, #716	Vacant
Bilingual Outreach Worker, Core #1972, CHHA #3452	advertising
Community Health Nurse #2333, #3420	no applicants
Community Health Coordinator, #3271	Vacant
Licensed Practical Nurse #3620, (PD) #3476	Posted
PH Nurse #3419, #2729	Posted
Physical Therapist, #3555	2023 Budget
Registered Nurse, Core #849, CHHA #747, #1636, D&T (PD)#3152	Posted
Senior Database Clerk, #3338	Vacant
Principal Account Clerk, #3456	Posted
Home Health Aide, #383	Posted
Senior Account Clerk #1952	no applicants

Social Services (27 Positions Vacant, 176 Authorized, 15.34% Vacancy Rate)	
Contract Monitor, #3182	Admin - posted
Family Services Investigator, #309	CSEU – intend to restructure
Caseworker, #514, #1299, #2420, #2949, #2995, #3036, #3052, #3100, #3455, #3456, #1202 Caseworker (PT), #3516	Services – posted
Senior Account Clerk, #3557	Services – awaiting test results
Social Welfare Examiner, #1610, #3065, #469	Temporary Assistance – posted, no exam required!
Principal Social Welfare Examiner, #2493	Medicaid – interviewing
Case Supervisor #2357	Services – interviewing
Senior Caseworker #241, #387	Child Services - interviewing
Account Clerk/DB, #1058, #2222	Interviewing
Senior AC/DB #3213, #257	TA – awaiting test results
Account Clerk #2668	Vacant