

Sullivan County Division of Health and Human Services -- Monthly Report – October 2022

Roadmap to Better Health Implementation

- April 2022 Robert Wood Johnson Ranking: 61st (of 62) August 2022 U.S. News and World Report Ranking: 58th (of 62)
- **Sullivan County Community Assistance Center Hotline: 845-807-0925** **National Suicide Hotline: 988**
- **Sullivan County Substance Use Help Hopeline: 866-832-5575** **Hope Not Handcuffs: 833-428-HOPE**
- **Youth Mental Health Assistance (Text4Teens): 845-637-9486**

Strategy	Activities Supporting the Strategy	Performance Indicators Positive Trend = GREEN, Negative = RED	
Ease Access to Care	<ul style="list-style-type: none"> • United Sullivan is now meeting weekly to minimize the number of persons who are unable to access care because they entered the system of care through the “wrong door” <ul style="list-style-type: none"> ○ Providing a forum for all provider agencies in the county to promote capabilities and obtain mutual support for clients/patients from the interagency team. ○ Working on a web-based interagency referral system, next planning session on Nov. 4 • Community Services Access: Lease agreements signed with Astor and Lexington. Currently transitioning substance use-only patients from DCS to Lexington, who started operations in Liberty on November 1st. Clinic access continues to be limited for MH patients due to staff shortage. Predominately performing medication management and referrals to other agencies. • Crisis Mental Health Response: Developing expanded peer supports and crisis response with available funds based on RFP responses received this past summer. • Vaccination clinics held monthly including COVID boosters, polio and other childhood immunizations 	<i>Will establish monthly performance indicators for this strategy when referral system is up and running.</i>	
End the Opioid Crisis	<ul style="list-style-type: none"> • New Opioid Treatment Facility has opened at 26 Hamilton St., Monticello. The facility is the first in Sullivan County to provide a Methadone treatment option; an important treatment tool that will also reduce out-of-county Medicaid transportation costs by up to \$1.5million annually. • Healing Communities Study Planning meetings ongoing, and NARCAN/Fentanyl awareness campaigns are ongoing with significantly higher views than typical county social media activities • Opioid Settlement Spending Plan has transitioned to implementation • PH Educators prepared Narcan kits, gave 2 NARCAN trainings – 16 people trained, many more received training at Overdose Awareness Night event. 	Outpatient Clinics	5
		Inpatient SUD Beds Available	11
		Inpatient MH Beds at Garnet-Catskills	10
		Settlement Funds Utilized to Date	\$64,180
Enhance Our Community	<ul style="list-style-type: none"> • Housing Grants: Continuing development of Emergency Housing grant request w/HONOR EHG, architectural study in progress with DPW and contractor– next meeting Nov. 17th. Also investigating new supported housing opportunities (ESSHI grant) with developers and Rehab Support Services (RSS). • Comprehensive Housing Strategy: CZB is finalizing the report based on input received from the community and at last month’s Health and Human Services Committee meeting. 	Homeless Census	98
Encourage Healthy Behavior	<ul style="list-style-type: none"> • Working with Sullivan 180 on developing Healthiest Fire Department Challenge – set to start in Jan ‘23 • Finalizing the 2022 Community Health Assessment and Improvement Plan, which will guide efforts and state financial assistance over the next three years. 		

Staffing Update:

Position Title & No.	Incumbent Status	Notes (as of October 31, 2022)
Community Services (17 Positions Vacant, 54 Authorized, 31.48% Vacancy Rate)		
Account Clerk/Database, #3060	Resigned	Request to fill submitted

Addiction Services Counselor II, #2252	Resigned	CD - Request to fill submitted, put on hold.
Asst. Social Worker I, #3307	Resigned	CM – Request to fill submitted
Asst. Social Worker II, #2254	Resigned	CM – Request to fill submitted
Clinical Program Manager, #3457	New position	CD – Approved to fill
Community Services Coordinator, #3506, #3540	Resigned	Admin – Approved to fill
Custodian, #132	Terminated	Admin – moved under DPW?
Dept. of Comm. Services Planner, #3532	New Position	Admin – posted on Website
Staff Social Worker I, #130, #2320, #3288, #3308	3x Resigned, 1x Terminated	MH – Posted
Staff Social Worker II, #0977	Retired	MH – Posted
3 Part-time Social Workers, #3424, 3425, 3426	New positions	MH – Posted
Public Health (11 Positions Vacant, 76 Authorized, 14.47% Vacancy Rate)		
Director of Patient Services, #3158	Vacant with internal promotion	Posted, advertising
Bilingual Outreach Worker, #1972	Vacant	Posted, Interviewing
Licensed Practical Nurse, #3476	Reclassified	Posted, Interviewing
Registered Nurse FT, CHHA, #849	Vacant	Posted, Interviewing
Registered Nurse per diem, CHHA, #3152	Vacant	Posted
Registered Nurse per diem, #2782	Vacant	Posted
Public Health Educator, #2986, (Rural Health) #890	Promoted	Posted
Principal Account Clerk, #3456	New Position	Under Review for possible reclassification
Fiscal Administrative Officer	Created	Posted
Home Health Aide, #383	Vacant	Posted
Social Services (19 Positions Vacant, 177 Authorized, 10.73% Vacancy Rate)		
Contract Monitor, #3472	Resigned	Admin – Posted
Director of Temporary Assistance, #2911	Promoted	Interviewing
Family Services Investigator, #309	Promoted	CSEU
Case Supervisor, #3134	Promoted	Services
Clerk, #3215	Resigned	Services - Posted
Senior Caseworker, #2951	Resigned	Services - Posted
Caseworker, #1137, #2985, #2724, #3455, #3100, #645	6x Promoted	Services – Posted
Examiner, #448, #2684, #2899	2x Promoted, 1x terminated	2 TA, 1 SIU
Account Clerk/Database #1868	Resigned	Interviewing
Employment Services Coordinator	Retiring	Posted
Senior AC/DB #257	Retired	TA – Posted
Driver/Courier #1219	Promoted	TA – Intend to review this position



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 September 30, 2022			
Monthly Total Expenses to Date	Monthly Cash Receipts	Census	Meals Prepared for Residents
\$919,577	\$758,689	98	8556

Admissions / Discharges	Total Day Care Visits	Total OT treatments	Total PT treatments
13 (New+Re-admissions) /5	0	1144	918

Infection Control:

- We continue to encourage all staff to get their booster though this is no longer a requirement.
- COVID booster clinic was held at the end of October and staff and residents wishing to receive the vaccine have received it.
- All staff and visitors continue to be screened when entering the facility.
- NYS Department of Health requires surveys completed 5 days per week. Information collected includes staffing totals, total staff tests conducted and the count of available PPE supplies

Administration & Staffing:

- We continue to have several vacancies in our nursing department. We are continuing to fill positions at the facility through aggressive advertising and working with a recruitment agency to assist in finding staff as well as setting up interviews. We continue to battle call outs affecting scheduling as well as needs on the evening shifts. Bonuses and incentives remain in place.
- We are in the process of hiring a discharge planner for assistance with the Sub acute unit.
- Sub-acute is open since start of September 2022 and is doing well.
- The clinical students have returned to the facility.
- New Dietary Director started and we are getting a lot of compliments on the food now and we expect that to continue
- Meals on Wheels has been relocated.
- We are planning for the upcoming holidays and just recently had our Halloween party and parade. We are scheduling for Thanksgiving dinner as of now.



Department of Community Services

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

National Suicide Hotline: 988

Youth Mental Health Assistance (Text4Teens): 845-637-9486

Director's Comments / Local Government Unit Update:

Care Management:

- The care management unit continues to actively engage clients for both of the Health Home agencies and the HARP Services (Health and Recovery Plan) which are Medicaid and Medicaid Managed Care Health Plans. As of the end of September 2022, there are four (4) active AOT orders and two (2) people on enhanced services with one (1) investigation.

Adult & Children's SPOA:

- On September 8, 2022, the Adult SPOA Committee met over the phone. Five new cases were reviewed and 46 previous cases were reviewed.
- Children's SPOA Committee - met on September 22, 2022 over the phone and went over 3 new referrals and reviewed 12 previous referrals.
- There are 9 people on the list for Family Care. At this time, there are no openings.
- Supportive Housing provided by RSS: 139 (+0) beds filled, 22 (+0) openings for supportive apartments, 395 (+5) waitlisted
- 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.

Behavioral Health Clinic (Mental Health and Substance Abuse):

- 1. High Risk Clients: 210 clients on the roster for high risk census.
- To assist with to providing Naloxone to clients, the DOH has provided a Community Calendar of free Naloxone Trainings that can be accessed here. Trainings are several times a week - you will need to hover over the day/time of interest, copy the link, and paste it in a new tab to register.

Local Government Unit:

- Staff retention and recruitment –restructured our all staff meeting to provide clear communication and support, working with managers to aide persons with burnout, recruitment still an issue despite advertising, raises, stipends, etc. Program Manager (Care Coordination) looking to leave PT position – will need to fill ASAP.
- 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 – United Sullivan. Looking a Referral Platform call Unite Us.
- Clinic Redesign for improved access and sustainability –working with both agencies and our clinic regarding transition planning and preparing for implementation to begin in Fall 2022.
- Children System of Care (SOC) – Workgroups to begin in October 2022
- Drug Task Force – Treatment Pillar – Data Dashboard, Stigma Campaign, Narcan alert system
- ACES – Trauma informed care implemented to aide in the effort to improve health outcomes/ranking.
- Mental Health Care Coordination Comm- established to aide first responders in care coordination and access to needed services
- Working with SCJ regarding Naloxone distribution and MOUD/MAT services regarding OASAS Plan
- Aetna & Optum re-credentialing to remain an in-network provider.
- Completed Cultural Competency training for Behavioral Health Professionals.

SULLIVAN COUNTY DEPARTMENT OF COMMUNITY SERVICES						
STATISTICAL SUMMARY FOR: Sept 1, 2022 - Sept 01, 2022						
Prepared by : Frances Cole				CLIENTS		
PROGRAM	ON ROLLS: 9/1/2022	ADMISSIONS	DISCHARGES	ON ROLL: 9/30/2022	CLIENTS SERVED	UNITS OF SERVICE
***SULLIVAN COUNTY MENTAL HEALTH CLINIC	176	1	10	167	177	603
***CHILDREN'S UNIT	149	0	2	147	149	80
FORENSIC UNIT	54	0	2	52	54	105
MICA	34	2	0	36	36	uded In Clinic Ac
TOTAL MENTAL HEALTH	413	3	14	402	416	788
CASE MANAGEMENT	45	1	1	45	46	805
HEALTH HOME	79	2	1	80	81	180
HEALTH HOME (KENDRA) AOT and HH+	8	0	0	8	8	28
HEALTH HOME (CHILD)	19	0	0	19	19	250
CM CCSI					0	0
TOTAL HEALTH HOME CASE MANAGEMENT PROGRAMS	151	3	2	152	154	1,263
CHEMICAL DEPENDENCY CLINIC	34	0	10	24	34	68
CHEMICAL DEPENDENCY- MAT	14	2	1	15	16	12
TOTAL CHEMICAL DEPENDENCY	48	6	11	39	50	80
SPOA - Adult	25			25	25	286
SPOA - Child	14			14	14	174
TOTAL SPOA	39	0	0	39	39	460
	# of calls	#of ph interv	Outreaches	Hosp Ref	Admits	
MOBILE MENTAL HEALTH	N/A	N/A	N/A	N/A	N/A	
** process for outreach changed 4-06-20 due to Covid 19						



Social Services:

- As of 10-19-2022 the following amounts have been disbursed under ERAP:
 - Rental arrears payments- 657 benefits, \$ 5,081,924.13
 - Average payment of \$ 7,735.04
 - Prospective rent payments- 509 benefits, \$ 1,536,968.41
 - Average payment of \$ 3,019.58
- Applications that were submitted through August 31, 2022 continue to be processed as the amounts disbursed continue to increase monthly. The ERAP application is still open and active.

- Although the Landlord Rental Assistance Program (LRAP) is now closed, we had 288 applications, of which 185 were funded in the amount of \$2,234,927.17 through October 19, 2022.
- The HEAP Heating Repair and Replacement Program and Clean and Tune benefit are available again for the 2022-2023 HEAP season.
- The Regular HEAP season will open on 11-1-2022.
- Warming centers in Liberty and Monticello are slated to open in November, once we see sustained temperatures under 32 degrees. Until they are open, we will continue to meet housing needs under code blue days through our regular placement process at DSS.

Public Assistance Cases (as of 9-30-2022)				
Temp. Assistance to Needy Families	Safety Net	Food Stamps	Medical Assistance	MA/Supplemental Security Income
201 (-6)	238 (+1)	5839(+23)	4025 (-2)	2533 (-4)
Homelessness Snapshot (as of 9-30-2022)				
Code Blue	Quarantined	Adults / Children	Sex Offenders	Total Homeless
0	0	76/22	14	98

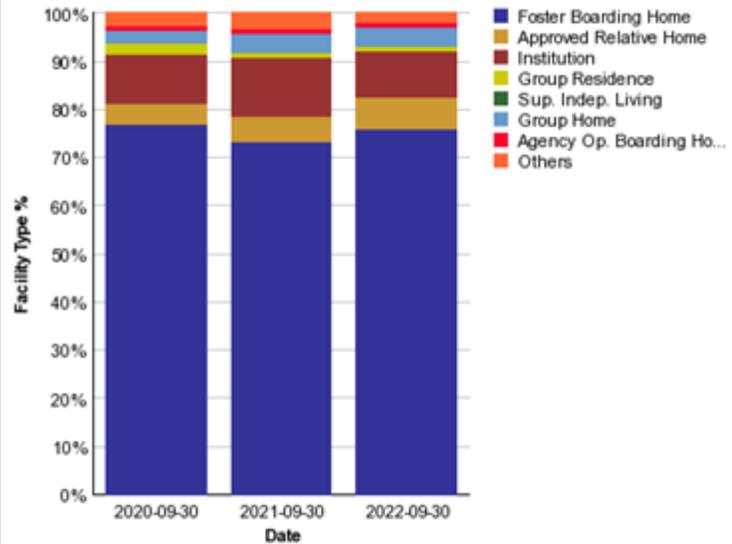
Public Assistance Case Trends



Adult Protective Services				
Timeframe	Personal Care Aide Cases	Protective Services Cases	Open Guardianships	Neglect/Abuse Referrals
2021 YTD	12 open, 15 closed, 28 avg.	180 open, 177 closed, 175 avg.	43	53
2022 YTD	17/6/29	224/232/177	43	63
Aug 2022	2/0/36	25/38/177	-1	5

Fraud Investigations (as of September 30, 2022)						
Collections (accident liens, property and estate claims)	Cases Active	Cases Referred	Completed	Arrests	Pending arrests	Burials
\$2,195.68 (+2,195.68)	185 (-3)	66 (+36)	62 (+25)	4 (+2)	6 (-2)	6 approved (-7) \$10,080.00 costs (-\$11,277.65)
Child Support Enforcement Cases (as of September 30, 2022)						
Collections	Petitions Filed	Paternity Establishments	Total Cases			
\$659,834 (+111,303)	54 (+32)	20 (+1)	3,154 (+6)			

FOSTER CARE STATISTICS				CHILD PROTECTIVE SERVICES			
	SEP 2022	Trend	Goal		2021	YTD 22	SEP 22
Kinship%	5.77%		20%	# New Reports	1410	1,108	129
Congregate Care%	22.11%		16%	# Indicated Reports	118	87	16
Total in Care	104		<100	Physical abuse	2	6	0
RTF	0			Emotional abuse	0	1	1
Diagnostic	1			Sexual abuse	5	7	3
RTC	11			Neglect	73	37	6
Group Home	4			Domestic violence	0	3	0
Therapeutic Foster Home	33			Educational neglect	24	18	4
Regular Foster Home	41			Substance abuse	5	13	2
Kinship	6			# Unfounded Reports	703	579	56
Other	8			# Court Ordered 1034s	54	37	3
Freed for Adoption	27			PREVENTIVE SERVICES STATISTICS			
Certified Homes	60		5x# in care	NEW REFERRALS	17		
Newly Certified Homes	0			TOTAL CASES	120		
Number of Closed Homes	1						
New Kinship Homes	1						
Pending Certification	10						
Total Certified Beds	159		5x# in care				



Public Health
Prevent. Promote. Protect.

Public Health Department

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:

- A significant amount of time spent on addressing personnel, reviewing applications for vacancies, retirements, leave of absences, and monitoring performance indicators for all programs and grant & fiscal operations.
- The 2022-24 Community Health Assessment planning process is on track, should be final and available for dissemination in late October, early November
- Meetings planned for reviewing the CHIP (Community Health Improvement Plan) and selecting interventions.
- Attended NYSACHO board and committee meetings virtually, reviewed requirements of state’s healthcare worker bonus program for eligibility of public health staff titles. Discussions ongoing with state to advocate that all titles be included. Discussions with Human Resources Commissioner.
- Attended Hands4Health Network meeting, monthly Policy Pillar meeting of Drug Task Force
- Presented on Article 6 funding and public health infrastructure at NYSAC Conference
- Imminent Threat to Public Health (ITPH) declared by state DOH Commissioner –allows 50% reimbursement on monkeypox related activities, outreach, planning and vaccine clinics.
- Attending multiple calls each week on polio coordination, education and wastewater surveillance with NYSDOH and CDC staff.
- Stray dog bites continue to be a problem, particularly in the area of Village of Monticello. Repeated outreach efforts of staff to the dog control officer are largely unsuccessful, so that rabies treatment often has to be the recommendation. Working to rectify a solution.
- Reviewed various contract issues with county attorney’s office regarding Early Intervention services.

Early Care Program:

- Received \$68,742.03 in SED revenue in September 2022 and \$1993.25 in EI Revenue in September 2022.

- Total revenue for 2022 is \$268,964.79 in SED Medicaid and \$21,038.00 in DOH-EI revenue.
- Training for our contracted staff continued on the CPSE Portal. However, numerous providers have not participated to date and we transition as of July 1, 2022. There has been no definite date of implementation of the EI Hub.
- The Monticello School District was approved as a 4410. Tentative opening date is 10/11.
- Transportation remains an issue due to Rolling V having no bus drivers.
- The County's EIODs/SCs are carrying 96 children for service coordination.
- G & D hired a Bilingual Service Coordinator, we will be transferring our Spanish speaking cases to them.
- Existing staff are working to cover all aspects of the positions with one to return full time soon and another is still out on leave. This impacts 2 of 5 positions.
- The Coordinator presented CYSHCN program information to Sullivan County CSE chairs at their monthly meeting.
- G & D is still awaiting SED approval as 4410 preschool special education program.

SCPHS Early Care Program Performance Indicators:													
Program/Indicator	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Trend
EI Referrals (2022)	22	17	35	23	26	31	20	17	24				
EI Referrals (2021)	29	14	24	21	12	30	31	24	34	31	24	16	
Prior Year (2020)	29	15	16	3	6	12	30	27	31	25	21	18	
EI OSC Caseload (2022)	75	75	84	94	104	115	123	114	96				
EI OSC Caseload (2021)	72	59	70	65	51	56	62	63	83	88	95	102	
Prior Year (2020)	No Data	No Data	81	72	73	73	78	94	76	70	77	76	
EI Active Cases (2022)	183	185	198	210	222	234	249	250	225				
EI Active Cases (2021)	168	164	182	180	174	177	188	182	184	188	195	177	
Prior Year (2020)	195	205	202	180	181	181	189	188	173	167	177	168	
CPSE Caselaod (2022)	246	254	260	270	276	276	196	157	191				
CPSE Caselaod (2021)	244	253	255	269	278	279	121	121	161	184	207	218	
Prior Year (2020)	285	292	302	304	308	306	185	185	185	204	220	229	

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

- Outreach: Assistance provided social media posts, flyers and events, Bold Gold Radio PHS updates, monitored Covid Info line, prepared Narcan kits, Freshman Orientation , Liberty High School – 75 reached, one NARCAN training- 7 people certified
- Attended: Sullivan O & W Trail Alliance Meeting – promoted tick signs on trails, Car Seat Event- education & outreach table, CHHA/CHIP Meeting, meeting with PH Educator went over requirements for Drug Take Back Day, Rural Health Network Symposium via Zoom, Healing Communities meeting, Salt/Narcan meeting, , Death Certificate Database review and planning meeting, HCS Communications Group meeting, SCPHS/MCM Team Meeting, IAP Zoom Meeting, SC Drug Task Force Pillar Meeting, HOPE Education and Prevention Pillar Meeting, EPI staff meeting, NYS Broadcaster’s Association Awards Luncheon, CHA SC Health Summary Review, IT Planning Meeting, HSAB Meeting – review CHA/CHIP priority areas, Community Health and Education Planning Meeting, EPT Performance Measures Planning Meeting, United Sullivan Check In
- Facilitated: Naloxbox meeting with SOR
- 5 cribs-for-kids educational sessions in September
- 38 Car Seat installations/education and 8 car seat checks in September.

Healthy Families:

- Healthy Families has 44 Enrolled families in September 2022. FSW's have 58 completed home visits for the month out of the 84 expected. Family Assessment worker has done 3 Assessments in Sept, referred to the program, 2 eligible. (The Assessment worker also carry's caseload of 3 families and is monitoring families awaiting the new FSW who has just finished her trainings) 6 cases transferred to new FSW/FSS.
- Our program supervisor is also services to 1 family who will graduate from the program in Oct. There was 2 graduated in Sept.
- Program manager is continuing to participating in the Perinatal Drug task force, pillar for Maternal Child Health issues.
- A new FSW joined Healthy Families on 8/15/22 and has finished her trainings.
- 6 participants have been assigned.
- Healthy Families has received 10 referrals. We have 53 screens pending assessment.
- We have completed membership for the NYS Infant Mental Health membership as a program, all staff have received their membership information.
- We have received our new laptops in August and upgraded cell phones in September.

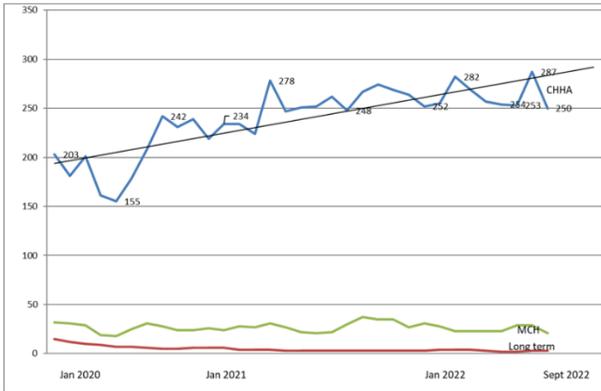
Healthy Families Dashboard	Total 9/21-8/22	September 2022	Total YTD 9/1/22-9/30/22
# FSS/FSWs (FTEs)	6	6	6
Vacancies	2	2	2
Referrals received	235	10	10
Referrals pending	690	53	53
Discharges	36	2	2
Assessments completed	48	3	3
Enrolled families @ end of month	44	42	42
# Home visits	1124	58	58
Cribs	24	2	2

Certified Home Health Agency/CHHA /LTHHCP/MCH

- September 2022:
- The average daily census decreased from 191.2 to 170.3 with total patient days 5109; we typically see a decrease in September. We had 250 CHHA specific patients, 3 LTHHCP, and 21 MCH with a grand total of 274 patients on caseload throughout the month.

Maternal Child Health (MCH):

- 10 total referrals received- one was a duplicate sent by both CPS and EPI. Because it is a pos tox baby, I am including it under CPS referral only.
- 9 Patients: 4 CPS; 1 EPI; 2 Garnet; 2 CRHC
- 8 Opened to care – 1 NTUC – No skilled nursing need.
- 9 used the new form
- 1 SUD
- 2 NB screens
- 1 family already established with Healthy Families; 4 referrals sent to Healthy Families by SCPHS.
- The LTHHC program stayed @ 3 patients.



Epidemiology and Emergency Planning:

- JYNNEOS 1st and 2nd dose clinics are being held at Public Health. Covid Bivalent Booster clinics began around the county, with flu clinics planned for October and flu vaccine offered to direct care staff of PHS. Polio clinics are being planned in coordination with Hatzolah and the NYSDOH. Routine immunization clinics @ PHS continued. All told the Epidemiology staff investigated 60 cases of other communicable diseases (not STIs, Covid, or Rabies).

Cases Investigated-Vaccinated/Treated (as of 8/31/2022)				
Rabies related incidents / needing Treatment	STI	Tuberculosis	Lead Poisoning (investigated/total)	Covid cases
21 investigations/1 animal tested (dog)/5 persons treated with Post Exp prophylaxis, 3 in county, 2 out of county. No animals tested were (+) for rabies	30/30	0 / 0	2/81	685 new lab reported infections. Hospitalizations remain low

Medical Reserve Corps(MRC):

- We have 5 consistent MRC volunteers; looking for opportunities to get people more involved.
- Next MRC training is Stop the Bleed; training provided this summer.

