

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

**Roadmap to Better Health Implementation**

April 2023 Robert Wood Johnson (RWJF) Ranking: 60<sup>th</sup> (of 62)

August 2022 U.S. News and World Report Ranking: 58<sup>th</sup>

January 2023 Child & Family Well-being in NYS Ranking: 54<sup>th</sup>

- 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"> <li>• <b>Unite Us:</b> Implementation is in progress with more than 30 partner agencies and medical providers having attended initial training sessions. Anticipated “go-live” date is Aug 29</li> <li>• <b>Mental Health and Substance Use Treatment Access:</b> Astor to transition onsite for pediatric MH services by Sept. Clinic access remains limited for adult MH patients due to staff shortage.</li> <li>• <b>Garnet Health Update:</b> Progress made on expanding Behavioral Health Unit services. DHHS and Garnet continuing to collaborate to assist Garnet with future capital project planning.</li> </ul>	Unite Us Network Invites	41 (+7)
		Inpatient MH Beds at Garnet Catskills	13 (+3)
		<i>Additional metrics will be added to this section as network agencies are added and begin participation.</i>	
End the Opioid Crisis	<ul style="list-style-type: none"> <li>• <b>Opioid Settlement Funding:</b> 2023-24 settlement fund budget drafted, submitted for Exec. Committee</li> <li>• <b>Healing Communities Study</b> Planning meetings ongoing, second awareness campaign, focused on Medication for treatment of Opiate Use Disorder (MOUD) is underway</li> </ul>	Avail Inpatient SUD Beds in-County	116(-7)
		Avail Inpatient SUD Beds in M'town, Ellenville & PJ	86(+8)
		Total Funds Obligated to Date	\$133,227.36
Enhance Our Community	<ul style="list-style-type: none"> <li>• <b>Housing Grants:</b> Continuing development of Emergency Housing grant request w/HONOR EHG, architectural study complete, focus is on preparing for grant submission to OTDA.</li> </ul>	Homeless Census	131
		<i>Homeless Census up significantly in recent weeks due primarily to families in need of assistance</i>	
Encourage Healthy Behavior	<ul style="list-style-type: none"> <li>• <b>60 and Rising:</b> With thanks to Sullivan180 for coming up with the slogan, we are preparing a strategic vision and accompanying media campaign to build public interest and support for our ongoing efforts to continue improvement of our county health ranking</li> </ul>		



**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 May 31, 2023 unless otherwise indicated			
Monthly Total Expenses to Date	Monthly Cash Receipts	Avg. Daily Census	Meals Prepared for Residents
\$925,886	\$980,393	99	9567
Admissions / Discharges	Total Day Care Visits	Total OT treatments	Total PT treatments
21/9	0	839	742

**Administration & Staffing**

- We have partnered with the Sullivan County 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 initiated a 2-day feeding class to train staff of various disciplines to help feed residents. This type of program really brings up the morale of the building and encourages staff to appreciate each other and work together.

- We recently celebrated Nursing Home week as well as Nurses and CNA week with Engraved Yeti Mugs and lunch for all of our Nurses and CNA's to thank them for their hard work and dedication to our residents and the facility.
- We are working very hard to change the culture of the home and work with all staff to create a family atmosphere. We feel this has helped increase the recent number of new hires. We continue to maintain and at times go above the 3.5 hours per resident per day.
- 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.



**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

Mobile Mental Health: (800) 710-7083

Children's Mobile Mental Health: (845) 397-1345

**Care Management:**

- The Care Management unit continues to actively engage & work with 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 May 2023, there are three active Assisted Outpatient Treatment (AOT) orders and two people on enhanced AOT services

**Adult & Children's SPOA:**

- On May 11, 2023, the Adult SPOA Committee met over the phone with nine new cases and 29 previous cases reviewed
- The total of 139 beds with 411 people on the waiting list and 22 openings.
  - There are 8 people on the list for Family Care with one male opening.
  - RSS Community Residence: 12 beds, 96 on the waiting list, no openings.
  - RSS Sullivan Treatment Apartment Program: 28 beds, 82 on the waiting list, 2 openings but the apartments are still in need of repairs.
  - RSS Sullivan County Respite: 1 bed, 4 on the list. It is unavailable.
  - RSS Supportive Apartment Program: 39 Regular and 16 L/S, 162 on the waiting list, 10 openings for Supported Housing.
  - RSS Invisible Children's Apartment Program: 6 beds, 34 on the waiting list, no openings.
  - RSS Chestnut Street Apartments: 37 beds, 33 on the waiting list, 9 openings.

SULLIVAN COUNTY DEPARTMENT OF COMMUNITY SERVICES						
STATISTICAL SUMMARY FOR: May 1, 2023 - May 31, 2023						
Prepared by : Frances Cole				CLIENTS		
PROGRAM	ON ROLLS: 5/1/2023	ADMISSIONS	DISCHARGES	ON ROLL: 5/31/2023	CLIENTS SERVED	UNITS OF SERVICE
SC BEHAVIORAL HEALTH CLINIC ADULT	142	16	5	153	158	495
SC BEHAVIORAL HEALTH CLINIC CHILD	42	9	4	47	51	113
SC BEHAVIORAL HEALTH CLINIC FORENSIC	38	11	7	42	49	124
SC BEHAVIORAL HEALTH CLINIC MICA	37	0	4	33	37	Included In Clinic Adult
SC BEHAVIORAL HEALTH CLINIC MAT	9	0	0	9	9	Included In Clinic Adult
<b>TOTAL MENTAL HEALTH</b>	<b>268</b>	<b>36</b>	<b>20</b>	<b>284</b>	<b>304</b>	<b>732</b>
SC CARE MANAGEMENT	52	1	2	51	53	923
SC HEALTH HOME - ADULT	39	1	8	32	40	244
SC HEALTH HOME - KENDRA, AOT and HH+	7	0	0	7	7	34
SC HEALTH HOME - CHILD	13	0	1	12	13	126
SC HEALTH HOME - OUTREACH	10	0	1	9	10	174
SC CM CCSI					0	0
<b>TOTAL HEALTH HOME CASE MANAGEMENT PROGRAMS</b>	<b>111</b>	<b>2</b>	<b>11</b>	<b>102</b>	<b>113</b>	<b>1,327</b>
SC SPOA - Adult	41			41	41	339
SC SPOA - Child	19			19	19	118
<b>TOTAL SPOA</b>	<b>60</b>	<b>0</b>	<b>0</b>	<b>60</b>	<b>60</b>	<b>457</b>
	<b># of calls</b>	<b>#of ph interv</b>	<b>Outreaches</b>	<b>Hosp Ref</b>	<b>Admits</b>	
MOBILE MENTAL HEALTH	449	189	21	7	4	

- 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 May 25, 2023 and went over four new referrals and seven previous referrals

**Behavioral Health Clinic (Mental Health and Substance Abuse):**

- High Risk Clients:
  - In May, there were 172 clients on the roster for high risk census.
- 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:**

- Staff retention and recruitment – working with managers to aide persons with burnout, working on media campaign to recruit which is done and to be disseminated, professionalizing the field by recruiting bachelor level persons who are enrolled in Master level program – to train and maintain
- Access to Services – limited due to staff shortage but doing triage for hospital discharges and court referrals – predominately seeing persons for medication management. Looking into expanding some tele health options.
- 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 and with the MHCC to further address identified needs
- Healing Communities Study moving forward waiting signed updated contract so monies can be utilized in moving forward with some of the strategies.
- System of Care for Youth moving forward, need areas identified.

**Senior Community Services Coordinator:**

- Year 5 contract amendment for continued participation in the HEALing Communities Study.
- HEALing Communities Study Phase 5 continues with ongoing planning and continued collaboration with community stakeholders. We continue working to implement the identified strategies related to Opioid Overdose Education & Naloxone Distribution (OEND), Medications for Opioid Use Disorder (MOUD), & Safer Opioid Prescribing and Dispensing Practices in our community.
- Behavioral Health planning/ongoing gaps and needs assessment for the development of the Local Services Plan for Mental Hygiene.
- Engagement with Universities regarding potential contracting for Social Work internships at DCS.



**Social Services:**

Temporary Assistance

As of 6/14/2023, the following amounts have been disbursed under ERAP:

- Rental arrears payments- 792 benefits, \$6,606,777.61, Average payment of \$8,341.89
- Prospective rent payments- 587 benefits, \$1,922,256.91, Average payment of \$3,274.71
- Data from: <https://otda.ny.gov/programs/emergency-rental-assistance/program-reports.asp>

Amounts disbursed continue to increase monthly. The ERAP application officially closed on January 20, 2023. Applications submitted on 1/20/23 are being reviewed and paid at this point.

- HEAP Emergency Services ended on May 19, 2023. The Heating Repair and Replacement (HERR) and Clean and Tune components remain open. The Cooling component opened on May 1, 2023. This year medical documentation for the need may be required.
- **The Temporary Assistance Unit started a Rental Supplement Program (RSP) 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.**
  - Year 2 of the RSP program started on 4/1/2023. We anticipate the same funding award of approximately \$240 K for the 2023-2024 period.
  - Data from last report as of 5/23:
    - 63 active cases with a monthly disbursement of \$44,569.00
    - \$132,599.58 spent of year 2 funding, \$108,357.42 remaining
    - After 39 pending applications are processed, there will be a balance of \$80,369.42
  - Applications received as of 3/31/2023 = 135
  - Approved: 71 households, 39 applications pending, 25 denied
  - Amount disbursed - \$124,873.24
    - \$65,977.78 to help with rental arrears, \$41,070.46 in prospective rent
  - We were able to amend the program to add payments for security deposits. \$17,825 in security deposits were disbursed as of 3/31/23.

Medicaid:

Due to the Family First Coronavirus Response Act (FFCRA) and COVID 19 Public Health Emergency of 2020, all active Medicaid recipients were given Medicaid continuous coverage. This meant that no person covered under Medicaid or its umbrella of services would be discontinued for any reason other than by request, relocation or death for the duration of the Public Health Emergency.

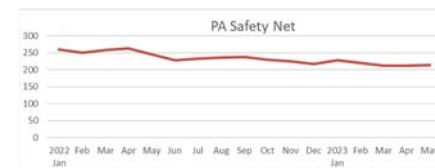
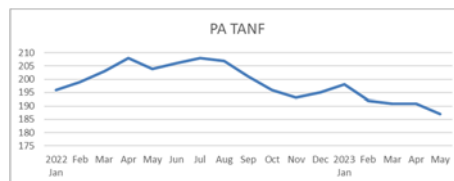
- As of 7/1/2023 Medicaid programs return to pre-pandemic rules.
- Chronic Care (Nursing Home Medicaid) recertifications are sent to the Nursing Homes directly and completed by the clients’ Case Manager.

SNAP:

- College student extended eligibility ending in June 2023. This takes away eligibility for SNAP based on eligibility for a work study program, regardless of participation. It also takes away eligibility based on a \$0 expected family contribution (EFC) on a Free FAFSA application.

**Public Assistance Case Trends**

Public Assistance Cases (as of 5-31-2023)				
Temp. Assistance to Needy Families	Safety Net	Food Stamps	Medical Assistance	MA/Supplemental Security Income
187 (-4)	214 (+1)	5922 (-14)	3910 (+51)	2436 (-10)
Homelessness Snapshot (as of 5-31-2023)				
Code Blue	Quarantined	Adults / Children	Sex Offenders	Total Homeless
0	0	86/29	14	115



FOSTER CARE STATISTICS				CHILD PROTECTIVE STATISTICS			
	MAY 2023	Trend	Goal		2022	YTD 23	MAY 23
Kinship%	5.88%		20%	# New Reports	1480	683	154
Congregate Care%	16.67%		16%	# Indicated Reports	105	66	23
Total in Care	102		<100	Physical abuse	6	3	1
RTF	0			Emotional abuse	1	0	0
Diagnostic	3			Sexual abuse	7	7	1
RTC	10			Neglect	52	25	7
Group Home	2			Domestic violence	3	2	2
Therapeutic Foster Home	29			Educational neglect	20	17	9
Regular Foster Home	48			Substance abuse	14	12	3
Kinship	6			# Unfounded Reports	748	342	71
Other	4			# Court Ordered 1034s	46	18	7
Freed for Adoption	44			PREVENTIVE SERVICES STATISTICS			
Certified Homes	66		5x# in care	NEW REFERRALS	18		
Newly Certified Homes	0			TOTAL CASES	111		
Number of Closed Homes	0						
New Kinship Homes	2						
Pending Certification	7						

ADULT SERVICES UNIT:	2022 TOTAL	2023 YTD	2023 MAY
PERSONAL CARE AIDES			
CASES OPENED	17	8	1
CASES CLOSED	9	9	0
# CASES (AVG.)	30	30	29
PERS			
# CASES (AVG.)	0	0	0
APS REFERRALS			
16A Neglect/Abuse	79	18	4
16B Neglects Own Basic Needs	92	50	9
16B Untreated Medical Conditions	50	17	7
16B Self-endangering Behaviors	25	3	0
16B Unable to Manage Finances	34	22	8
16B Environmental Hazards	27	9	2
APS			
CASES OPENED	279	119	30
CASES CLOSED	303	118	30
# CASES (AVG.)	174	145	148
GUARDIANSHIPS			
OPEN	38	35	2

Fraud Investigations (as of May 31, 2023)						
Collections	Cases Active	Cases Referred	Completed	Arrests	Pending arrests	Burials
\$13,037.04 (+6,889.06)	188 (+3)	40 (-3)	37 (-5)	2 (-1)	5 (-2)	9 approved (-3) \$13,725.00 costs (+\$365.00)
Child Support Enforcement Cases (as of May 31, 2023)						
Collections	Petitions Filed	Paternity Establishments		Total Cases		
\$666,440 (-208,508)	35 (-4)	11 (-9)		3,002 (-30)		

**Public Health Department**

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

CDC COVID INFO: [www.cdc.gov/coronavirus/2019-ncov/science/community-levels.html](http://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:**

- Successful Maternal Child Health Provider Mixer was held in collaboration with Sullivan 180
- Collaboration of MCH Nursing, CYSHCN/EI, Healthy Families; to be spearheaded under one Supervisor
- Children and Youth with Special Healthcare Needs (CYSHCN) Unit fully staffed with bilingual Case Coordinator
- Multiple Departments participated in 2023 Sullivan County Job Fair
- Death Certificate Database fully operational with various reports available



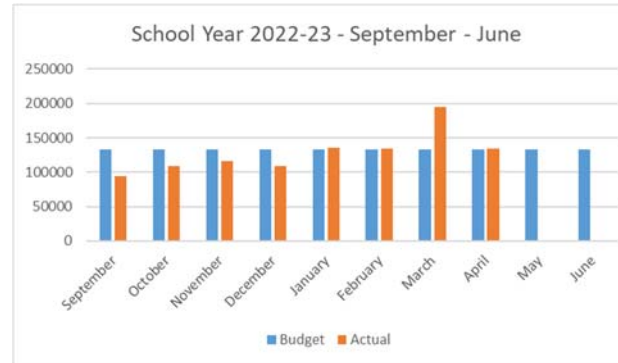
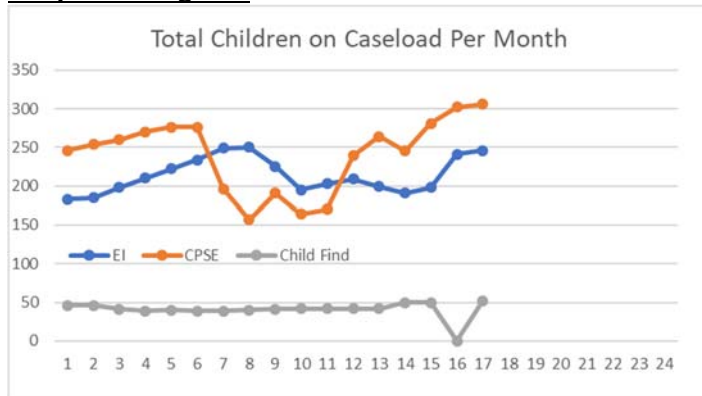
**Public Health**  
Prevent. Promote. Protect.



- Held first Home Health Care Emergency Preparedness tabletop Exercise in Sullivan County; widely attended and recognized by HCA of NYS (Home Care Association of NYS).

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

- Outreach: Attended school job fairs at Tri-Valley, Liberty and BOCES, provided health education on reproductive health for Livingston Manor health classes and general Public Health function and health issues concerning the county at Tri-Valley High School, general health information to Monticello Seniors, participation in the Rotary Wellness Day, social media posts for mental health month, HealthFest 23 promotion, and general promotion of public health services.
- Attended: Home Health Care Tabletop Exercise, HealthFest planning meetings, Drug task force meetings, OD2A grant meetings, NYS Regional Lead Conference (via Zoom), Youth Mental Health First Aid Training, Orthodox Health Coalition meeting, Epi meetings, education policy and procedure planning meetings, Maternal Child Health Mixer event.
- Facilitated: Drug Take Back Day, HealthFest 23 planning, MOUs for the DMFB project, NYU Research locations, updating contacts for BT grant, Narcan kit assembly.
- Opioid Overdose Prevention Program: Trainings at Delaware Valley Job Corp, O’Toole’s Harley Davidson, and United Methodist Church in Callicoon. Ciliberto and Friends surpassed the challenge goal of training 102 people.
- **Early Care Program:**



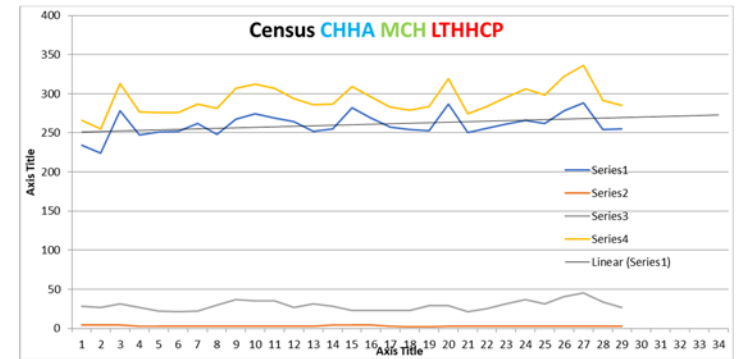
**Healthy Families:**

- Healthy Families had 58 enrolled families in May 2023 (Capacity is 60 families.) FSS’s have completed 95 home visits for the month out of the 99 expected. Family Assessment Workers completed 3 Assessments in April
- Healthy Families received 26 referrals. We have 71 referrals that Family Assessment Worker is outreaching to.
- Program Supervisor continues to attending Accreditation meetings for the upcoming Healthy Families New York statewide accreditation.

**Patient Services: Certified Home Health Agency/CHHA Census 2023**

- The average daily census decreased from 190.9 to 185.8 with total patient days 5760. We saw 255 CHHA specific patients, 3 LTHHCP, and 27 MCH with a grand total of 285 patients on caseload throughout the month.

- 10 Total Referrals:
  - 2 from Garnet Orange, 2 from Westchester Medical Center
  - 1 CYSHCN – NAS
  - 5 CPS
  - 8 used the new referral form; 2 from WCMC (Allscripts); 2 referred to MISN; 5 referred to Healthy Families; 1 engaging in new Sullivan County MCH NYS Asthma initiative.
- \*\*MCH team growth: Erica Ferber, RN is currently training with Christina Haff, RN. Rebecca Rielly will be returning to the MCH program per diem. This is a powerhouse team in the making.
- The LTHHC program stayed @ 3 patients.



**Epidemiology and Emergency Planning:**

- Summer planning ongoing. Working with MRC to plan responses to potential outbreaks of Polio, Measles, and Pertussis. Work and communication with NYSDOH and community leaders continue. Routine immunization clinics @ PHS continue. All told the staff investigated 70 communicable disease cases plus 22 bites/rule out rabies, excluding Lyme (154) and Covid (62).
- Tabletop exercise for Home Care Emergency Preparedness held at Training Center in White Lake with robust response and attendance. This was the first of its kind planned by and hosted in Sullivan County.

Rabies related incidents*/needing treatment	STI	Tuberculosis	Lead Poisoning (investigated/total)	Covid Cases
<ul style="list-style-type: none"> <li>• 22 investigations, 4 tested - (3 dogs, 1 racoon)</li> <li>• none (+) for rabies</li> <li>• 2 people treated with Post Exp Prophylaxis</li> </ul>	31/31	4 positive QTF cases (latent) all being treated	1/90	62 lab reported cases Hospitalizations remain low

**MRC**

- We are working with Emergency Planning to identify new opportunities for our volunteers within the community.

**Training and Quality Improvement:**

- (CYSHCN) Program Operational Procedures:
  - Script Allocation of Responsibilities: Public Health delineated the responsibilities among school districts, the county, and individual speech therapists. The assignments are as follows:
    - School Districts will be responsible for obtaining scripts for Occupational Therapy (OT) and Physical Therapy (PT) in close collaboration with the child's parent. Public Health emphasized that the responsibility for obtaining and submitting the required scripts remains with the provider. However, to expedite script acquisition in exceptional circumstances, a Release of Information Authorization form was created specifically for school districts facing challenges in obtaining particular scripts.
    - Speech Therapists: Speech therapists will be responsible for writing their own scripts.
    - CSE Chairs: Chairs have been assigned the duty of writing scripts for psychological evaluations.
  - By clarifying these responsibilities, we aim to optimize the use of Medicaid dollars and meet the state reimbursement timeframe of 45-60 days.
  - Collaboration with The Center for Discovery:
    - NYSED representative Kim DiNuzzo has shown interest in attending future meetings with The Center for Discovery. This collaboration holds the potential for establishing a Preschool Special Education Program, which would greatly benefit Sullivan County.
- Meeting with Early Intervention Departments in Ulster & Orange Counties

- Discussed forming an Early Intervention coalition to share resources, policies, and procedures.
- Emphasized the importance of collaboration and resource-sharing to improve services.
- Agreed to hold quarterly meetings for ongoing coordination.
- Committed to promoting excellence in Early Intervention and supporting children and families in need.

Staffing Update: Position Title & No.	Notes
<b>Community Svcs (9 Positions Vacant, 48 Authorized, 18.75% Vacant)</b>	
Clinical Program Manager, #3457	Posted
CS Coordinator, #3506, #3540	Posted
Senior Account Clerk, #2820	Approved to fill
Staff Social Worker I, #130, #2267, #2320, #3288, #3308	Posted
<b>Public Health (15 Positions Vacant, 80 Authorized, 18.75% Vacant)</b>	
Director of Patient Services, #3158	Posted
Bilingual Outreach Worker, #1972	advertising
Community Health Nurse #2333, #3420	no applicants
Licensed Practical Nurse #3620, (PD) #3476	Posted
Deputy Comm. of Health & Human Svcs. #3417	
PH Nurse #3419	Posted
Physical Therapist, #3555	2023 Budget
Registered Nurse, Core #849, CHHA #747, #1636	Posted
Principal Account Clerk, #3456	Posted
Home Health Aide, #383	Posted
Senior Account Clerk #1952	no applicants

<b>Social Services (26 Positions Vacant, 176 Authorized, 14.77% Vacancy Rate)</b>	
Contract Monitor, #3182	Admin - posted
Family Services Investigator, #309, #459	CSEU – intend to restructure SIU - posted
Caseworker, #514, #1299, #2420, #2949, #2995, #3036, #3100, #3455, #3456, Caseworker (PT), #3516	Services – posted
Senior Account Clerk, #3557	Services – awaiting test results
Social Welfare Examiner, #744, #1610, 2367, #3049	Temporary Assistance – posted, <b>no exam required!</b>
Principal Social Welfare Examiner, #2493	Medicaid – interviewing
Case Supervisor #2357	Services – interviewing
Principal Account Clerk #3605	Medicaid – awaiting test results
Senior Caseworker #241, #387	Child Services - interviewing
Senior AC/DB #257	TA – awaiting test results
Housing Coordinator #3169	New Position – awaiting test results
Account Clerk #2668	Vacant