

Sullivan County Division of Health and Human Services -- Monthly Report – April 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: Resolution requesting authority to enter into contract included this month’s agenda (by ITS) • Mental Health and Substance Use Treatment Access: Astor to transition onsite for pediatric MH services by Sept. Clinic access remains limited for adult MH patients due to staff shortage. • Crisis Mental Health Response: Developing expanded peer supports and crisis response with available funds based on RFP responses received this past summer. • Garnet: Expanded Behavioral Health Unit services (moving from 10 to 18 beds) as of April 1st. 	<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"> • Increasing MOUD services: County Jail has 18 persons on medication assisted therapy and has offered aftercare services upon release – 17 of 18 accepted. Also receiving support from peer volunteers. • Healing Communities Study Planning meetings ongoing, second awareness campaign, focused on Medication for Opiate Use Disorder (MOUD) is underway • Drug Task Force Good attendance at March public meeting. HIDTA application submitted • Narcan Training: 2 events held for 15 persons trained. 	Inpatient SUD Beds in-County	109
		Inpatient SUD Beds in M’town, Ellenville & PJ	105
		Inpatient MH Beds at Garnet Health-Catskills	18
		Settlement Funds Obligated to Date	\$113,015
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 currently on site planning, construction and operational budgets. 	Homeless Census	124
Encourage Healthy Behavior	<ul style="list-style-type: none"> • Promoting Maternal Child Health services: The love between a woman and her child (or family and child), letter to the community in SC Democrat on the love PHS has for the community with services we offer. We are covering STI prevention, tick-borne illness prevention, rabies prevention, MCH, Narcan, etc. 		

Staffing Update:

Position Title & No.	Notes (as of Mar. 31)		
Community Svcs (10 Positions Vacant, 47 Authorized, 20.83% Vacant)		Social Services (22 Positions Vacant, 176 Authorized, 12.50% Vacancy Rate)	
Account Clerk/Database, #3360	Approved to fill	Contract Monitor, #3182	Posted
Clinical Program Manager, #3457	Posted	Family Services Investigator, #309	CSEU – intend to restructure
CS Coordinator, #3506, #3540	Posted	Head Social Welfare Examiner #3371	TA – pending test results
Senior Account Clerk, #2820	Approved to fill	Account Clerk/Database, #3050	Records - posted
Staff Social Worker I, #130, #2267, #2320, #3288, #3308	Posted	Caseworker, #514, #645, #1299, #2420, #2949, #3100, Caseworker (PT), #3516	Services – posted
Public Health (15 Positions Vacant, 80 Authorized, 18.75% Vacant)		Senior Account Clerk, #3557	Child and Adult Services
Director of Patient Services, #3158	Posted	Social Welfare Examiner, #448, #2421, #1610	Temporary Assistance Unit

Bilingual Outreach Worker, #1972	Posted, advertising	Examiner (Bilingual Spanish), #3604	Interviews completed
Community Health Nurse #2333, #3420	Posted, no applicants	Case Supervisor #2357, #196	Child & Adult Services - intvwing
Licensed Practical Nurse, #3476	Posted	Senior Caseworker #178, #387	Child Services - interviewing
Public Health Nurse per diem #2330	Posted	Senior AC/DB #257	Temporary Assistance Unit
Physical Therapist, #3555	2023 Budget	Housing Coordinator #3169	New Position
Registered Nurse, CHHA, #849, #2373	Posted		
Principal Account Clerk, #3456	Posted		
Public Health Nurse, #747, #3419	Posted, interviewing		
Fiscal Analyst, #3551	Posted		
Home Health Aide, #383	Posted		
Senior Account Clerk #1952	Posted, no applicants		



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 February 28, 2023			
Monthly Total Expenses to Date	Monthly Cash Receipts	Census	Meals Prepared for Residents
\$638,082	\$890,705.19	99	8394
Admissions / Discharges	Total Day Care Visits	Total OT treatments	Total PT treatments
15/11	0	524	565

Administration & Staffing

- Staffing: hires from Jan. 1st – Feb. 28th, 2023: 32, Retained: 29. We have 5 CNA starting between March 10 and March 28. We continue to have interviews and hire staff as needed for all departments, both clinical and non-clinical
- Our COVID outbreak that we have been fighting since late December/ early January for units 3 and 4 is now behind us though unit 2 is now in outbreak, the unit is closed at this time. We had a survey from the Epidemiologist via Face time and there were no noted concerns regarding infection control procedures during the survey at that time. We continue to be in touch with Public Health/Epidemiology.
- We are planning to attend the job fair at Resorts World Catskills in May.
- Our new Director of Rehab is set to start on 3/13/2023, she is also a Speech/Language Pathologist.
- Plan of Correction is completed from survey and approved, we continue to wait for the final generator switch repair, but the rest of the needed items are complete with all documentation submitted to the NYS Department of Health.



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 clients for both of the Health Home agencies and the Health and Recovery Plan (HARP) Services which are Medicaid and Medicaid Managed Care Health Plans. As of the end of February 2023, there are six active Assisted Outpatient Treatment (AOT) orders and two persons on enhanced services.

Adult & Children’s SPOA:

- On February 9, 2023, the Adult SPOA Committee met over the phone with three new cases reviewed and 36 previous cases.
- There are 8 people on the list for Family Care. At this time there are no openings.
- Supportive housing provided by RSS: 117 (+0) beds filled, 22 (+0) open beds, 401 (+0) 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.
- Children’s SPOA Committee – The February 23, 2023 meeting met over the phone and went over one (1) new referral and 11 previous referrals

Behavioral Health Clinic (Mental Health and Substance Abuse):

- High Risk Clients: In February there were 279 clients on the rolls with 205 of those clients were on the roster for high risk census.
- The Overdose Prevention CQI Project: Community Services assists in providing Naloxone to clients and DOH has provided a Community Calendar of free Naloxone Trainings which are held several times a week.

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, working on media campaign to recruit, professionalizing the field by recruiting bachelor level persons – 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 at overall system of care in County – United Sullivan. Looking at a possible Kiosk Option.
- Lexington is onsite and transfer of patients is complete, currently working with Astor regarding bringing them onsite and transferring of patients.
- Working with our local 911 and Dutchess 988 regarding collaboration and training for 911 dispatchers and referral information.
- Healing Communities Study moving forward have brought on a Program Planner, and looking to contract with a DATA entity. Have drafted IPA’s awaiting approval from Columbia prior to ordering some items to conduct plan strategies. Communications Campaign #2 (MOUD Awareness) launched on 3/6/2023.
- Behavioral Health planning for the development of the Local Services Plan for Mental Hygiene.
- Continued processing of 2023 contracts for continued service delivery.

STATISTICAL SUMMARY FOR: Feb 1, 2023 - Feb 28 ,2023						
Prepared by : Frances Cole						
PROGRAM	ON ROLLS:				CLIENTS	
	2/1/2023	ADMISSIONS	DISCHARGES	2/28/2023	CLIENTS SERVED	UNITS OF SERVICE
SC BEHAVIORAL HEALTH CLINIC ADULT	158	10	13	155	168	397
SC BEHAVIORAL HEALTH CLINIC CHILD	44	4	5	43	48	59
SC BEHAVIORAL HEALTH CLINIC FORENSIC	36	4	4	36	40	89
SC BEHAVIORAL HEALTH CLINIC MICA	38	1	4	35	39	Included In Clinic Adult
SC BEHAVIORAL HEALTH CLINIC MAT	10	0	0	10	10	Included In Clinic Adult
TOTAL MENTAL HEALTH	286	19	26	279	305	545
SC CARE MANAGEMENT	52	0	0	52	52	796
SC HEALTH HOME - ADULT	52	0	4	48	52	141
SC HEALTH HOME - KENDRA, AOT and HH+	8	0	0	8	8	22
SC HEALTH HOME - CHILD	12	1	0	13	13	133
SC CM CCSI					0	0
TOTAL HEALTH HOME CASE MANAGEMENT PROGRAMS	124	1	4	121	125	1,092
SC SPOA - Adult	37			37	37	330
SC SPOA - Child	18			18	18	146
TOTAL SPOA	55	0	0	55	55	476
	# of calls	#of ph interv	Outreaches	Hosp Ref	Admits	
MOBILE MENTAL HEALTH	306	103	15	5	1	



Social Services:

- As of 3/1/23 the following amounts have been disbursed under ERAP:
 - Rental arrears payments- 752 benefits, \$ 5,884,049.19 (Average payment of \$ 7,824.53)
 - Prospective rent payments- 569 benefits, \$ 1,743,129.91 (Average payment of \$ 3,063.50)
 - Amounts disbursed continue to increase monthly. The ERAP application officially closed on January 20, 2023. Applications submitted before 12/15/22 are being paid at this point.
- As of 3/1/2023, there has been no change in disbursements under the Landlord Rental Assistance Program (LRAP).
- A second emergency HEAP benefit was offered as of 2/27/23. A third (emergency only) HEAP benefit will be available through 4/28/23.
- Warming centers in Liberty and Monticello continue to operate 7 days a week.
- With state funding, the Temporary Assistance Unit started a Rental Supplement Program for individuals that are homeless or in fear of losing their housing. The RSP assists 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 are met. Details can be obtained through the Department of Social Services.
 - Applications received as of 3/2/2023: 78
 - Approved: 38 households, 25 applications pending
 - Amount disbursed: \$95,651.24 (\$50,078.78 to help with rental arrears, \$35,022.46 in prospective rent)
 - We were able to amend the program to add payments for security deposits. \$10,550.00 in security deposits were disbursed as of 3/2/23.

Medicaid: Due to the Family First Coronavirus Response Act (FFCRA) and COVID 19 Public Health Emergency, all active Medicaid recipients were given continuous Medicaid 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. The Federal Public Health Emergency officially ends on May 1, 2023.

- As of July 1, 2023, Medicaid programs will return to pre-pandemic rules.
- Active Medicaid recipients with an ending authorization date of June 30th will receive their recertification packets in April. This is action will be the first of “the unwinding” for person enrolled in Medicaid by DSS. Recertification reviews will resume on a monthly basis.
- Chronic Care (Nursing Home Medicaid) recertifications are sent to the Nursing Homes directly and completed by the clients’ Case Manager.

The Federal Poverty level was increased effective 1/1/2023 to \$2500/month for a family of 4, \$1215/month for singles.

- Decreases excess income and reduces spend downs
- Expands eligibility to more of our community that would have not been income and/or resource eligible prior to the increase.
- This change will possibly cause an increase in demand for Medical services such as Medicaid transportation, home health aides, registered nurses, medical and mental health facilities that accept Medicaid and its managed care plans.

SNAP: The Supplemental Nutrition Assistance Program Emergency Allotment provided throughout the pandemic ended in February, due to federal rules.

- These temporary benefits have provided an extra payment each month to ensure all SNAP households received at least the maximum monthly benefit.
- Beginning in March, only regular monthly SNAP benefits will be issued to all eligible households.
- Most households do not need to do anything. However, if a household has a loss of income or an increase in housing costs, childcare fees, or child support payments since their last recertification, they should report those changes to Social Services.
- Also, they should report any medical expenses over \$35/month (if they are age 60 or older or disabled). These changes may result in an increase in their normal monthly SNAP benefit.

Public Assistance Case Trends (next page)

Public Assistance Cases (as of 2-28-2023)				
TANF	Safety Net	Food Stamps	Medicaid	Medicaid/SSI
192 (-6)	220 (-8)	5982 (+68)	4170 (+8)	2477 (-4)
Homelessness Snapshot (as of 2-28-2023)				
Code Blue	Quarantined	Adults / Children	Sex Offenders	Total Homeless
16	0	92/42	14	134



Fraud Investigations (as of February 28, 2023)						
Collections	Cases Active	Cases Referred	Completed	Arrests	Pending arrests	Burials
\$12,878.26 (-7,587.42)	186 (+7)	41 (0)	34 (-5)	4 (+3)	8 (-2)	14 approved (-7) \$23,410 costs (-\$12,480.00)
Child Support Enforcement Cases (as of February 28, 2023)						
Collections	Petitions Filed	Paternity Establishments	Total Cases			
\$533,741 (-20,933)	35 (-1)	11 (-3)	3,049 (-11)			

Adult Protective Services				
	Personal Care Aide Cases	Protective Services Cases	Open Guardianships	Neglect/Abuse Referrals
2022 YTD	17 open, 9 closed, 30 avg.	279 open, 303 closed, 174 avg.	38	79
2023 YTD	3/3/31	39/45/141	32	7
FEB 2023	2/3/30	24/18/144	-3	4

FOSTER CARE STATISTICS				CHILD PROTECTIVE STATISTICS		
	FEB 2023	Trend	Goal	2022	YTD 23	FEB 23
Kinship%	7%		20%	# New Reports	1480	257
Congregate Care%	21%		16%	# Indicated Reports	105	13
Total in Care	100		<100	Physical abuse	6	0
RTF	0			Emotional abuse	1	0
Diagnostic	3			Sexual abuse	7	3
RTC	11			Neglect	52	7
Group Home	3			Domestic violence	3	0
Therapeutic Foster Home	29			Educational neglect	20	0
Regular Foster Home	42			Substance abuse	14	3
Kinship	7			# Unfounded Reports	748	107
Other	5			# Court Ordered 1034s	46	4
Freed for Adoption	37			PREVENTIVE SERVICES STATISTICS		
Certified Homes	60		5x# in care	NEW REFERRALS	13	
Newly Certified Homes	0			TOTAL CASES	122	
Number of Closed Homes	1					
New Kinship Homes	0					
Pending Certification	5					
Total Certified Beds	158		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

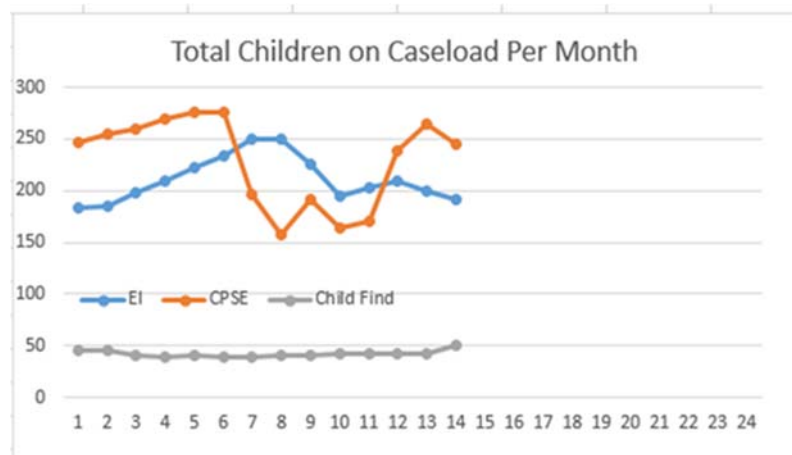
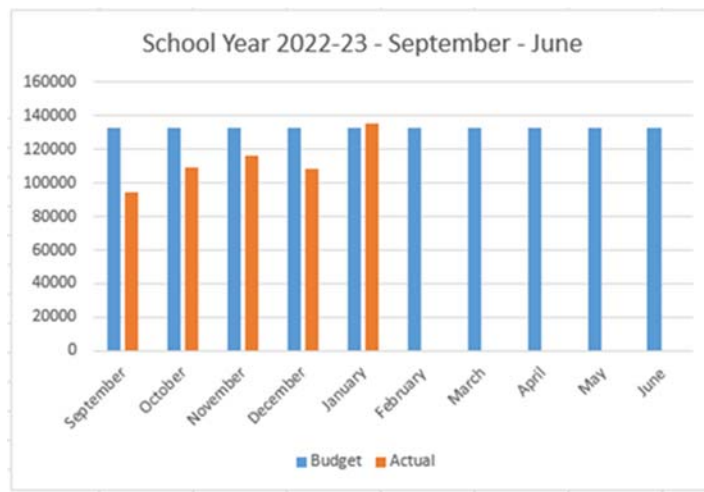
Director's Comments:

- We kicked off Valentine's Day with a Love letter to our community, Maternal Child Outreach, and the resurgence of the Sullivan County STI Coalition.
- Partnered with Sullivan 180 to Maternal Child Health provider (OB-Gyn/Peds) appreciation Mixer.
- Rural Health Network partnered with Sullivan 180 to produce 2023 Community Resource Guide.
- Presentations from Maternal Child Health (MCH), Healthy Families (HF), and EI to DSS staff explaining services we offer and how we can best partner.
- DOH returned for CHHA follow up survey and it went quite smoothly – no unresolved issues!
- Public Health and DOH Environmental Office attended Jewish Camp Owner and Operators meeting in Secaucus, NJ.
- Outreach continued to Orthodox Community to bridge the gap in needed immunizations (polio, measles, pertussis) while also raising awareness on other common summer concerns, such as tick-borne diseases.

Early Care Program:

- As is typical, Early Intervention (EI) enrollments dropped in February. This also accounts for January being exceedingly high due to receiving 12 referrals in one day.
- Early Care is down 9 referrals from 2022. School districts are beginning their CPSE meetings earlier this year so census will decrease as children are declassified into kindergarten and other less restrictive environments.
- EI/Preschool/MCH/Healthy Families presented to DSS staff on how, when and why to refer to our programs.
- Coordinator attended 4-county EI/School-age meeting to discuss transportation/billing and 29 CPSE meetings in February 2022.

2023	Total Claimed	Total Paid
School-Age	\$ 20,959.31	\$ 39,943.37
Service Coordination	\$ 1,235.16	\$ 490.68



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

- Outreach: Assistance provided social media posts, flyers and events, Bold Gold Radio, PHS updates, prepared Narcan kits, Heart Disease fact gathering for social media posts, creation of Poster Contest, HIV education, Table at HIV event at Walmart, posted social media memes on masking and immunizations, March Madness staff campaign, invitation for MCH providers mixer
- Attended: Foundations of Population Science mini course, Health Coalition meeting & debrief, STI Collaborative Meeting, Corporate Compliance, “Effective Grant Seeking Strategies to Build Impactful Programs”, Rural Health Network Meeting, Public Health Week Planning
- Facilitated: CHHA history presentation for staff meeting, Older Adults & Mental Health Meeting, orientation for new staff, RHN meeting with Greene County, HITCH cancer screening services meeting for Health Fest, Compilation of Health Fest contact information
- 1 cribs-for-kids educational session in January
- 9 Car Seat installations/education and 1 review.

Healthy Families:

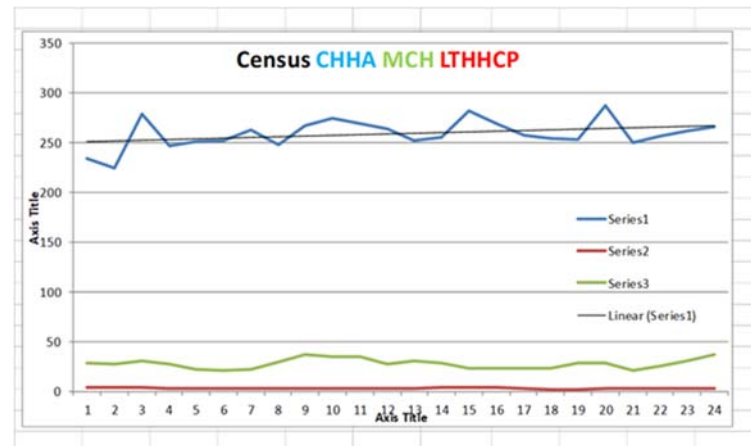
- Healthy Families has 52 Enrolled families as of February 2023. Family Support Workers (FSWs) have 77 completed home visits for the month.
- Healthy Families has received 6 referrals. We have 32 screens pending assessment.
- In February we completed our quarterly home visit observations.
- On February 6, 2023 HF staff from Putman County came to shadow HF of Sullivan as they are a brand-new program.
- PM, PS, and Family Assessment Worker had meetings with PCANY (Prevent Child Abuse New York) Trainers for our upcoming FRS/FAW Site Visit in March.
- PM and PS started attending Accreditation meetings for the upcoming Healthy Families New York statewide accreditation.

Healthy Families Dashboard	Total 9/21-8/22	February 2023	Total YTD 9/1/22-2/28/23
# FSS/FSWs (FTEs)	6	6	6
Referrals received	235	6	97
Referrals pending	690	32	32
Discharges	36	4	14
Assessments completed	48	6	24
Enrolled families @ end of month	44	52	52
# Home visits	1124	77	451
Cribs	24	1	16

Patient Services: Certified Home Health Agency/CHHA Census 2023

- The average daily census increased from 190.7 to 209.7 with total patient days 5872. We had 278 CHHA specific patients, 3 LTHHCP, and 41 MCH with a grand total of 322 patients on caseload throughout the month.
- **MCH** – 41 patients-an increase from 32 in January

- 27 TOTAL REFERRALS
 - 11 - CPS/DFS – 1 NTUC due to miscarriage; 1 mother no skilled need- infant opened to care
 - 1 – WCMC - NTUC parent refused care
 - 7- Garnet Orange – 4 refused care (mother and baby x2)
 - 3 - Healthy Families
 - 2 - SCPHS Epidemiology
 - 2 – Early Intervention
 - 1 – Sun River Health
- 22 used the new form; 17 referred to Healthy Families; 3 NB Screens; 6 referred to MSW; 2 referred to MISN; 1 referred to Early Intervention



Epidemiology and Emergency Planning:

- Polio clinics and outreach are being planned in coordination with Catskills Hatzalah and the NYSDOH. Routine immunization clinics @ PHS continued.
- Epidemiology staff investigated 118 cases of communicable diseases, STI, and Rabies. (not including Lyme [105] or Covid [448]). We had the first active TB case in several years and are monitoring close contacts.

Rabies related incidents*/needing treatment	STI	Tuberculosis	Lead Poisoning (investigated/total)	Covid Cases
<ul style="list-style-type: none"> • 24 investigations, 1 tested - (17 dogs, 6 cat, 1 bird) • 0 animals were (+) for rabies. • 1 person treated. 	18/18	1/1	5/91	448 new cases Hospitalizations remain low

*Note: Working to update Rabies policy and procedure; working with other Partial service health departments to draft Sanitary Code

Medical Reserve Corps (MRC):

- 2 additional volunteers registered through ServNY.
- Provisional approval of the Operational Readiness award
- MRC Coordinator working with regional Coordinators to generate ideas for Volunteers to assist throughout community events.
- Interested in Joining? Go to www.health.ny.gov/ServNY
- Any issues or questions, email: VolunteerMRC@sullivanny.us

Training and Quality Improvement: A meeting was held to discuss the development of a sanitary code for Sullivan County. The group identified several key areas of focus for future planning and discussions, including:

- Education and Awareness: There is a need to raise awareness among the public about the importance of maintaining good sanitation practices. The attendees discussed ways to disseminate information about best practices for environmental sanitation through targeted campaigns, workshops, and training programs.
- Monitoring and Enforcement: The group recognized the need to monitor and enforce the sanitary code regulations effectively. The attendees discussed ways to enhance the capacity of regulatory bodies to monitor and implement the code.

- Collaboration and Partnerships: The attendees emphasized the need for collaboration and partnerships among relevant stakeholders, including government agencies, public health professionals, community-based organizations, and private sector players. The group discussed ways to foster partnerships and collaboration among these stakeholders to enhance the effectiveness of the sanitary code strategy.
- The attendees developed an action plan for implementing the sanitary code strategy. The action plan included the following key activities:
 - Conduct a needs assessment to identify gaps in the current sanitary code regulations.
 - Develop targeted awareness campaigns and training programs for the public and relevant stakeholders.
 - Strengthen the capacity of regulatory bodies to monitor and enforce sanitary code regulations.
 - Foster collaboration and partnerships among relevant stakeholders to enhance the effectiveness of the sanitary code strategy.
- Quality Improvement Initiatives: Developed a comprehensive Preschool Provider Manual for all contracted providers that will be presented at the providers training on 3/7/23.