

Sullivan County Division of Health and Human Services -- Monthly Report – January 2024

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

2023 Niche.com Healthiest County Ranking: 38th

- Sullivan County Community Assistance Center Hotline: 845-807-0925

- 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: We continue to recruit and integrate agencies and health care providers into the network and are familiarizing staff with the platform. Mental Health and Substance Use Treatment Access: Astor is now providing pediatric MH services via telehealth from DCS Offices in Liberty. DCS is planning to restart open access one day per week for adult Mental Health patients and therapy sessions one evening per week. Both access enhancements will begin in February. 	Unite Us Participating Agencies	LIVE: 23 PENDING: 2
		Unite Us Cases / Resolved	171/70
End the Opioid Crisis	<ul style="list-style-type: none"> Drug Task Force Activities: Drug Task Force members are wrapping up Healing Communities Study activities and are now focusing on 2024. Two working groups are being formed. 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. Opioid Settlement Fund Distribution – Contract development is ongoing for Year 2 RFP respondents whose programs were approved for funding. Four contracts (up 2 from last month) are fully executed, and three contracts are in final preparation and have been reviewed with the contractors. Catholic Charities has submitted a revised RFP response to request funding for outpatient clinical services. RFP responses were received for settlement funds provided to the County by OASAS and were reviewed earlier this month. Contract development is now in progress. 	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"> Homeless Census: Currently experiencing sharp increase in homeless census, aside from the ongoing shortage of available affordable housing, cold weather has prompted many persons living in places unfit for human habitation to seek assistance from DSS. Housing Vouchers: Section 8 voucher applications were recently accepted for families currently experiencing homelessness by Pathstone. Due to close collaborations between DSS Housing and our clients, 36 families have received vouchers and we are now seeking rentals for these families – we have been able to assist 4 families with moving into housing through the use of their vouchers.. 	Homeless Census	216 (+45)



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 November 30, 2023 unless otherwise indicated			
Monthly Total Expenses to Date	Monthly Cash Receipts	Avg. Daily Census	Meals Prepared for Residents
\$1,241,758.60	\$1,219,668.12	99	9,782
Admissions / Discharges	Total Day Care Visits	Total OT treatments	Total PT treatments
5/5	0	649	779

- We have partnered with the SC BOCES LPN program. They continue in the facility doing their clinical hours and from reports are enjoying the experience.

- No residents or staff are COVID positive as of the submission date of this report.
- COVID booster clinic was recently held and 69 residents received their booster, we are working to set up the staff clinic.



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 MH: (845)701-3777

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 November 2023, there are six (6) active Assisted Outpatient Treatment (AOT) orders and there is no one on enhanced AOT services.

Adult & Children’s SPOA:

- On November 9, 2023, the Adult Single Point of Access (SPOA) Committee met via Zoom with 9 new cases reviewed and 5 previous cases reviewed.
- There are 140 supportive housing beds provided by Rehabilitation Support Services (RSS) with 176 people on the waiting list and 15 openings. (The waiting list was recently reviewed and people who could not be contacted were removed or found housing elsewhere.)
- Coordination of referrals and ongoing collaboration with service providers continues. Clients were recommended for/linked to various services, including: behavioral health treatment providers, RSS housing (apartment program and community residences), Access: Supports for Living 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 November 16, 2023, 3 new referrals and 6 previous referrals were reviewed.

Behavioral Health Clinic (Mental Health and Substance Abuse): In November, there were 169 clients on the roster for high risk census.

Local Government Unit:

- Staff retention and recruitment – brought on 4 new social workers – working on further recruitment for remaining vacancies and also working on retention and succession planning.
- Clinic Redesign for improved access and sustainability – We continue to work on collaboration for the best interest of patients. Currently working with Astor for transition to onsite in January 2024.
- Healing Communities Study- we are in the final stages of the study and completing our sustainability plan regarding strategies in the following sectors OEND (Opiate Education and Naloxone Distribution), MOUD (Medication Opioid Use Disorder), and Safer Prescribing.

STATISTICAL SUMMARY FOR: Nov 1, 2023 - Nov 30, 2023						
Prepared by : Frances Cole						
PROGRAM	ON ROLLS:	ADMISSIONS	DISCHARGES	CLIENTS		
	11/1/2023			ON ROLL:	CLIENTS	UNITS OF
				11/30/2023	SERVED	SERVICE
SC BEHAVIORAL HEALTH CLINIC ADULT	392	26	16	402	418	510
SC BEHAVIORAL HEALTH CLINIC CHILD	64	1	19	46	65	74
SC BEHAVIORAL HEALTH CLINIC FORENSIC	44	12	4	52	56	131
SC BEHAVIORAL HEALTH CLINIC MICA	19	2	0	21	21	Included In Clinic Adult
SC BEHAVIORAL HEALTH CLINIC MAT	5	2	2	5	7	Included In Clinic Adult
TOTAL MENTAL HEALTH	524	43	41	526	567	715
SC CARE MANAGEMENT	47	0	4	43	47	637
SC HEALTH HOME - ADULT	36	0	0	36	36	289
SC HEALTH HOME - KENDRA, AOT and HH+	11	0	0	11	11	30
SC HEALTH HOME - CHILD	16	0	1	15	16	130
SC HEALTH HOME - OUTREACH	9	0	0	9	9	148
SC CM CCSI					0	0
TOTAL HEALTH HOME CASE MANAGEMENT PROGRAMS	110	0	5	105	110	1,086
SC SPOA - Adult	49			49	49	395
SC SPOA - Child	23			23	23	130
TOTAL SPOA	72	0	0	72	72	525
	# of calls	#of ph interv	Outreaches	Hosp Divers %	Hosp Admit %	
MOBILE MENTAL HEALTH	404	132	31	67	33	

- Nalox Boxes – over 40 in the community resulting in 3 saved lives over the past two months.
- Webpage designed and landing page now live (<https://unitedsullivan.com>) – this currently allows persons to request a Narcan kit and attend a training, in the coming year the sight will provide locations through interactive map for Narcan and Narcan trainings, linkage to resources, and how one can become involved in helping.
- Substance Use Task Force – we are incorporating HCS strategies into the task force as part of our sustainability plan. The Task force is already doing a lot of work in the varying pillars to address the opioid epidemic and other social determinants of health.

Senior Community Services Coordinator:

- 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 offered the following training to local prescribers, pharmacists, and pharmacy technicians on 11/15/2023: “Substance Use, Pregnancy, and Parenting: A Harm Reduction Approach. The next training in our educational seminar series is titled: “Integrating Harm Reduction into Every Clinical Encounter.” It is scheduled for 12/13/2023.
 - Naloxboxes continue to be installed at various locations throughout Sullivan County. To date, on four separate occasions, a Narcan kit was accessed from a Naloxbox in an emergency overdose situation which prevented three fatal overdoses in our community.
 - Two harm reduction vending machines were purchased; they will be located in Liberty at the Department of Community Services and in Monticello at the Government Center. The vending machines are being stocked with Naloxone and other harm reduction items and available to members of our community. Our communications campaign will promote the machines to inform community members of their availability.
 - The United Sullivan website is being developed which will include a map of the locations of the Naloxboxes, harm reduction vending machines, and other information and resources.
 - Data collection and implementation of additional strategies is ongoing



Social Services:

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

Temporary Assistance/Housing:

- Starting a waiting list for Rental Supplement Program applications
- As of 12/18/2023, the following amounts have been disbursed under ERAP:
 - Rental arrears payments-
 - 849 benefits, \$6,965,324.52
 - Average payment of \$ 8,204.5
 - Prospective rent payments- 613 benefits, \$2,004,919.57
 - Average payment of \$ 3270.67
 - Data from: <https://otda.ny.gov/programs/emergency-rental-assistance/program-reports.asp>
- The Heating Repair and Replacement (HERR) and Clean and Tune components remain open. Regular Heating season started on November 1, 2023.

Medicaid:

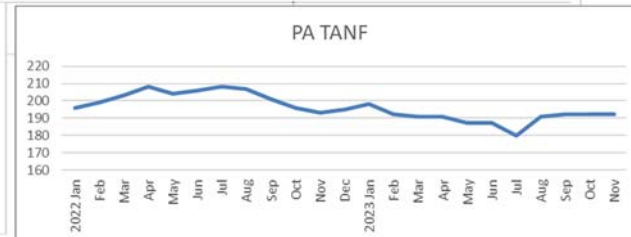
- Continuing with following state guidelines during the initial unwind process

CHILD CARE:

- The child Care unit has been diligently working on updating all active cases to reflect the major reduction in the percentage amount of how a family’s share is calculated. The family share was set at 1% of their income exceeding the federal poverty level (FPL) for all families who are required to pay a family share,

this change greatly reduces the amount they are responsible for. This was implemented October 1, 2023 for all new cases and the expectation current cases would be adjusted as soon as possible.

• **Temporary Assistance Case Trend Charts:**



Fraud Investigations (as of November 30, 2023)						
Collections	Cases Active	Cases Referred	Completed	Arrests	Pending arrests	Burials
\$5781.62 (+496.37)	226 (-1)	19 (-10)	20 (-7)	1 (0)	5 (-1)	9 approved (-7) \$18,025.00 costs (-\$12,190.00)
Child Support Enforcement Cases (as of November 30, 2023)						
Collections	Petitions Filed	Paternity Establishments	Total Cases			
\$587,040 (+28,224)	23 (-17)	8 (-19)	2,911 (-3)			

FOSTER CARE STATISTICS				CHILD PROTECTIVE STATISTICS			
	NOV 2023	Trend	Goal		2022	YTD 23	NOV 23
Kinship%	10.89%		20%	# New Reports	1480	1293	96
Congregate Care%	24.75%		16%	# Indicated Reports	105	158	14
Total in Care	101		<100	Physical abuse	6	10	1
RTF	0			Emotional abuse	1	0	0
Diagnostic	1			Sexual abuse	7	12	2
RTC	10			Neglect	52	57	8
Group Home	3			Domestic violence	3	10	1
Therapeutic Foster Home	17			Educational neglect	20	38	1
Regular Foster Home	47			Substance abuse	14	31	1
Kinship	11			# Unfounded Reports	748	674	26
Other	12			# Court Ordered 1034s	46	30	2
Freed for Adoption	34			PREVENTIVE SERVICES STATISTICS			
Certified Homes	71		5x# in care	NEW REFERRALS	19		
Newly Certified Homes	0			TOTAL CASES	113		
Number of Closed Homes	0						
New Kinship Homes	2						
Pending Certification	2						

ADULT SERVICES UNIT:	2022 TOTAL	2023 YTD	2023 NOV
PERSONAL CARE AIDES			
CASES OPENED	17	15	1
CASES CLOSED	9	14	1
# CASES (AVG.)	30	30	31
PERS			
# CASES (AVG.)	0	0	0
APS REFERRALS			
16A Neglect/Abuse	79	37	5
16B Neglects Own Basic Needs	92	107	7
16B Untreated Medical Conditions	50	31	1
16B Self-endangering Behaviors	25	13	0
16B Unable to Manage Finances	34	33	1
16B Environmental Hazards	27	20	1
APS			
CASES OPENED	279	241	15
CASES CLOSED	303	239	15
# CASES (AVG.)	174	147	149
GUARDIANSHIPS			
OPEN	38	40	1



Public Health Department

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



Director's Comments:

- Communicable disease staff attended Mid-Hudson Adult Immunization Coalition and provided closing remarks; Sullivan County Public Health, with NYSACHO and DOH, to host 2024 conference.
- One on One meetings held with all PH staff to review past year, get feedback, gain ideas and input for 2024.
- SCDPH staff attended Common Conference day, providing education related to Teen pregnancy and Communicable disease to all School nurses of Sullivan County. Narcan training/recertification was provided.
- SCDPH is part of SUNY SCCC Nursing advisory board.
- Vacancies and FMLA Leave continue to challenge smooth operations of the department. We are actively working to recruit.

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

- HealthFest 24 planning underway.
- Collaboration with Community Action for outreach at food distribution sites.
- RHN (Rural Health Network) grant has been renewed by NYS for 2024.
- New Public Health Educator and RHN Coordinator to be recruited.
- Education Team will be trained on Youth Mental Health First Aid Training 1/11.
 - To include in our lesson plans for 2024-2025 schools and to provide more resources on behalf of PH in our local school districts.
- MRC (Medical Reserve Corps) workplan for 2024 will include 4 events for the year.
- Healthfest June 2024 still TBD – The location is currently undergoing renovations with no estimated completion date.
- We have increased our social media presence by 30% in the past 3 months with more to come!
- We hit our 2023 goal of 40 out of 30 events planned for the year.
- The Orange County Public Health Education team and the CUNY Institute of Health Equity at Lehman College has committed to collaborate with our programs and the Education Team for 2024.

Healthy Families:

- Healthy Families ended November with 44 enrolled families. (Capacity is 60 families) and received 8 new referrals.
- FSS's have completed 59 home visits for the month out of the 131 expected. The staff member who was out on medical returned and decided it was time to retire. So many of those families were reassigned to new workers and several choose to not continue with the program.
- We have 24 referrals that Family Resource Specialist (FRS) are reaching out to. Many of them will be referred to other agencies while we wait to onboard a new staff.

Maternal Child Health:

- 17 Referrals; 15 new and 2 Resumption of care (ROC); 13 opened to care. 4 Not taken under care (NTUC) – 1 remains in NICU, 2 NTUC no SN needed, 1 NTUC out of county.
- 7 referred to Healthy Families.
- 1 Newborn Screen for November.

Patient Services: Certified Home Health Agency/CHHA Census 2023

- The average daily census increased from 196.51 to 198.4 with total patient days 5951. We saw 243 CHHA specific patients, 3 LTHHCP, and 39 MCH with a grand total of 285 patients on caseload throughout the month.
- 2 vacant RN positions, two LPN's acquiring caseloads.

Children and Youth with Special Healthcare Needs/Early Intervention:

- CPSE caseload is up 76 from November 2022.
- EI referrals remained the same from November 2022.

SCPHS Early Care Program Performance Indicators:													
Program/Indicator	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Trend
EI Referrals 2023	30	14	17	28	29	19	16	19	18	35	21	0	
EI Referrals 2022	22	17	35	23	26	31	20	17	24	17	21	11	
EI OSC Caseload 2023	86	86	98	110	111	112	100	96	78	64	57	0	
EI OSC Caseload 2022	75	75	84	94	104	115	123	114	96	92	88	93	
EI Active Cases 2023	199	191	198	241	246	243	245	245	235	235	204	0	
EI Active Cases 2022	183	185	198	210	222	234	249	250	225	195	203	209	
CPSE Caselaod 2023	264	245	281	302	306	306	139	146	209	232	246	0	
CPSE Caselaod 2022	246	254	260	270	276	276	196	157	191	164	170	239	

2023	Total Claimed	Total Paid
School-Age	\$ 635,705.01	\$ 582,559.80
Service Coordination	\$ 27,782.64	\$ 23,704.92

Disease Surveillance and Investigation and Emergency Planning:

- Flu Clinics were held at Food Processing Plants in Sullivan County to bring the Flu Vaccine, for free, to individuals who are mostly undocumented, non-English speaking and without Health Insurance. A total of 330 doses were given out.
- Covid-19 We have ordered vaccine so that we can meet the mandatory requirement for participation in *The Bridge Access Program*.
 - *The Bridge Access Program* allows those who are without Health Insurance, or whose health insurance will not cover the Covid-19 Vaccine, to be able to be vaccinated.
 - Local Health Departments and Pharmacies are participating agencies.
 - The vaccine is offered at NO COST to those who qualify.
 - All individuals whose Health Insurance covers the Covid -19 Vaccine are to seek out vaccination at the HP or a pharmacy.
 - We have held open clinics (3 so far) at the Liberty Clinic Site. Planning is underway for future clinics in 2024.
- Wastewater data has become increasingly vital for tracking variant sequencing for Covid
- High rate of influenza- highest in NYS as of 12/15.

HIPAA Compliance:

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

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 (2023)	1285	123	114	128	104	123	113	109	97	91	89	81					10%	1177
Prior Year (2022)	1354	115	99	112	108	100	105	109	113	98	113	106	107					
Census (agency) (2022)	3502	298	322	336	291	285	278	294	295	272	284	285						3240
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	4.60	4.76	4.55	4.63		5.50			7	4.63
NTUC	23.8%	22.4%	32.5%	24.2%	26.4%	23.2%	28.5%	30.1%	25.4%	28.9%	21.7%	26.4%		20.0%			15%	26.3%
Sample size		161	169	161	140	159	158	156	130	128	115	110						
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%	96%	100%	100%	100%		100.0%			100%	99.00%
Sample size		123	114	128	104	123	113	109	97	91	89	81						
Overtime: Avg	160.3	89	115	122	122	121	127	129	131	131	134	138		85.00				138
OT Totals: (2021)	104.6	89	141.9	136	121	119	155	142	142	139	160.0	171.0						
Lock Rate	79%	84.0%	85.0%	93.0%	92.0%	91.0%	83.0%	88.8%	84.2%	91.5%	93.0%	93.0%					100%	89%
Sample size		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%						

Rabies related incidents*/needing treatment	STI diagnosed / needing treatment	Tuberculosis	Lead Poisoning (investigated/total)	Covid Cases
<ul style="list-style-type: none"> 23/0 23 investigations, 18 dog bites, 4 cats, 1 fox (tested). 0 people treated with Post Exp prophylaxis. 	17/17	<p>Active Cases: - Total #- 0</p> <p>Suspects: - Total #-0</p> <p>Preventative Clinic - Total = 0</p> <ul style="list-style-type: none"> Discharged – 0 Refused LTBI treatment - 0 New LTBI treatment - 0 LTBI treatment (previous tx. continued) – 0 <p>PPD's Administered</p> <p>Employees Total-0</p>	78 total tests completed, 1 new case	217 lab reported cases (-121) Hospitalizations d/t Covid remain low.

Staffing Update: Position Title & No.	Notes
Community Services (8 Positions Vacant, 50 Authorized, 16.00% Vacant)	
Assistant Social Worker II, #2325	Approved to fill
Clinical Program Manager, #3457	Posted
CS Coordinator, #3506, #3540	Posted
Director, #1757	Posted
Senior Account Clerk, #2820	Approved to fill
Staff Social Worker I, PT#3308, PT#3638	Posted
Public Health (23 Positions Vacant, 80 Authorized, 28.75% Vacant)	
Director of Patient Services, #3158	Posted
Senior Typist, #716	Vacant
Senior Account Clerk Typist #2981	Vacant
Bilingual Outreach Worker, Core #1972, CHHA #3452	advertising
Community Health Nurse #2333	no applicants
Licensed Practical Nurse (PD) #3476	Posted
PH Nurse #3419, #2729, #2185, (PD)#3264	Posted
Physical Therapist, #3555	2023 Budget
Registered Nurse, CHHA #2875, Core #849, D&T #3634, D&T (PD)#3152	Posted
Senior Database Clerk, #3338	Vacant
Principal Account Clerk, #3028	Posted
Home Health Aide, #383	Posted
Training & Quality Improvement Coordinator, #3524	
Family Support Worker, #2450	Vacant
Occupational Therapist, #3340	Vacant
Rehab Therapist Supervisor, #3556	Vacant

Social Services (23 Positions Vacant, 176 Authorized, 13.07% Vacancy Rate)	
Contract Monitor, #3182	Admin - posted
Division Contract Compliance Officer, #3477	Submitted RTF
Family Services Investigator, #309	CSEU – intend to restructure
Caseworker, #1149, #1202, #2420, #2724, #2995, #3036, #3052, #3455, #3456, Caseworker (PT), #3516	Services – posted
Senior Account Clerk, #3557	Services – awaiting test results
Social Welfare Examiner, #582, #2899, SWE Spanish #3604	Temporary Assistance – posted, no exam required!
Senior Caseworker #209, #286, #1318	Interviewing for one, two new openings due to promotions
Senior AC/DB #3223	TA – awaiting test results
Records Management Clerk #2495	Vacant
Account Clerk #119	Vacant