

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

Top Issues:

- **Staffing continues to be the toughest challenge for DHHS departments.** A comprehensive update is provided below. Actions we are taking to hire and retain talent include:
 - **Authorizing Telework** for appropriate positions
 - 6-month **Compressed Work Schedule Pilot**, starting in DSS/Temporary Assistance, will expand throughout the Division
 - **Addressing longstanding facility issues**
 - **Paid recruiting via Indeed.com** – Collaborating across departments to attract more candidates with fewer advertisements
 - *Note: Primary reason stated for resignations across the Division is pursuit of higher salary.*

Position Title & No.	Incumbent Status	Notes (As of May 31, 2022)
Community Services (15 Positions Vacant, 54 Authorized, 27.78% Vacancy Rate)		
Account Clerk/Database, #3039	Resigned	Admin – Interviews in progress
Addiction Services Counselor II, #2252	Resigned	CD - Request to fill submitted, put on hold.
Asst. Social Worker II, #2325	Retired	CD – Approved to fill
Clinical Program Manager, #3457	New position	CD – Approved to fill
Staff Social Worker I, #130, #2320, #3288, #3308	3x Resigned, 1x Terminated	MH – Posted
Staff Social Worker II, #938	Retired	MH – Posted
3 Part-time Social Workers, #3424, 3425, 3426	New positions	MH – Posted
3 Per-Diem Social Workers, #3427, 3428, 3429	New positions	MH – Posted
Public Health (12 Positions Vacant, 76 Authorized, 15.79% Vacancy Rate)		
Director of Patient Services	Promoted	Posted, advertising
Training & QI Coordinator	New Position	Resolution Submitted
Home Health Aide, #383	Retired	Posted
Registered Nurse #849, #1636, #2373	Resigned, 1x Promoted, 1x Failed Prob.	CHHA - Posted
Registered Nurse per diem, #2782		Posted
Registered Nurse per diem, #3152		CHHA - Posted
PHS Program Coordinator, #0451	Resigned	Posted
Principal Account Clerk, #3456	New Position	Posted
Public Health Physical Therapist, per diem #3339		Posted
Public Health Educator, #3476	Reclassified to LPN	Posted LPN, applications received; declined d/t salary
Senior Account Clerk, #0917		No current list; exam given 2/5
Social Services (27 Positions Vacant, 177 Authorized, 15.25% Vacancy Rate)		
Contract Monitor, #309	Promoted	Admin – Posted
Account Clerk, #910	Transferred	CSEU – Posted
Senior Family Services Investigator, #3481	New Position	SIU
Family Services Investigator, #309	Promoted	CSEU
Case Supervisor, #3134	Promoted	Services
Senior Caseworker, #2140, #2310, #2338, #3454, #3	3x Resigned, 1x Retired, 1x Promoted	Services – 1 resigned due to salary, 2 for personal reasons - Posted
Caseworker, #2420, #2950, #3017, #1697, #514	All Promoted	Services – Posted
Caseworker (PT), #3516	New Position	Services – Intend to fill with current worker pursuing Grad Degree

Senior Social Welfare Examiner, #595	Resigned	TA
Examiner, #295, #582, #658, #2422, #3172, #448	4x Promoted, 1x Retired, 1x Resigned	Medicaid, 3x SNAP, 2x TA – Posted
Clerk, #3215	Resigned (Salary)	Services - Last Day: June 3, 2022
Account Clerk/Database, #2222, Senior Account Clerk, #1637, Senior AC/DB #3213	2x Promoted, 1x Resigned (Location)	Record Management – Posted

- Next to staffing, our primary management focus is on transitioning out of pandemic response routines and modernizing our business practices
 - **Social Services:** Reviewing organizational structures...
 - in Public Assistance to be more responsive to clients and to provide a more robust career ladder for welfare examiners
 - in Special Investigations to recover more taxpayer funds – personnel changes enacted this year already increasing productivity
 - **Community Services:** Billing/Case Management software migration into single system is nearly complete
 - **Public Health:** Initiated an improvement plan, bringing support from around the Division and Budget Office
 - CHHA Survey, Copay, Coinsurance Bills

Roadmap to Better Health Implementation Update

- **Sullivan County Community Assistance Center Hotline: 845-807-0925**
- **Sullivan County Substance Use Help Hopeline: 866-832-5575** **Hope Not Handcuffs: 833-428-HOPE**

Line of Effort	Progress Update	Obstacles to Further Progress
Easing Access to Care	• Looking at overall system of care in County – United Sullivan. ○ Looking a Referral Platform called Unite Us. • Clinic contracting in progress, working with Astor, Lexington and our clinic staff on transition planning and implementation by September 2022. • 311 Call Center – RFP has been sent out awaiting response within 45 days from 5/6/22 • Vaccination clinics held monthly including boosters, childhood immunization	• CCU Closure • Lack of Women’s Care (OB-GYN, Mammogram) • Lack of Primary Care Providers • Staffing - Limited behavioral health care due to ongoing staff shortage but doing triage for hospital discharges and court referrals
Ending the Opioid Crisis	• Opioid Settlement Spending Plan drafted; resolution submitted • New MOUD services: ○ Added this year: Catholic Charities (24/7), Bridge Back to Life, Restorative Mgmt. ○ In Progress: Methadone dosing station (June), Counseling services (September) • Drug TF Treatment Pillar Focus – Dashboard, Stigma Campaign, Narcan alert system • PH Educators prepared Narcan kits, gave 2 NARCAN trainings – 10 people trained	• Supply • Stigma • Disconnectedness
Enhancing Our Community	• Emergency Housing Update: 20 homeless families – 131 total individuals (as of 5/23) ○ 28 Emergency Housing Vouchers issued (as of 6/1) ○ ERAP - As of 5/19/2022 the following amounts have been disbursed under ERAP: ▪ Rental arrears payments- 504 benefits, \$ 3,901,372.56, Average: \$7,740.82 ▪ Prospective rent payments- 400 benefits, \$ 1,193,188.55, Average: \$2,982.97 • Continuing development of Housing Gateway Center grant request w/HONOR EHG • Housing study ongoing – second local visit by consulting group on 6/1 • RSS Housing Update: Beds In Use: 139, Waitlist: 279	• Monticello District Office • Negative Self-Image • Project Excel Shutdown: Public Health is working with BOCES and the Monticello Central School District to find a replacement for the Project Excel Program. SED has been made aware of the dire need for assistance in Sullivan County.

Encouraging Healthy Behavior	• Meeting on tobacco and marijuana held with Town Supervisors Association • Sullivan 180 Empowering a Healthier Generation awards, June 7 @ Bethel Woods	• Lack of awareness of health prevention activities (diet, exercise, stress reduction) • Ease of access to vaping products
Engage our Neighbors	• Strong participation at Youth Mental Health Summit at Fallsburg Jr/Sr High School • Healthy Families Supervisor and Staff participated in Prevent Child Abuse Awareness Month, Planted pinwheel gardens at various hamlets throughout the county • Foster Parent Appreciation Dinner held May 20 at Hanofee Park • Bold Gold received 2022 NYSBA award in outstanding Public Service Campaign for their support to the Sullivan County Substance Use Task Force	• Mistrust in Government • Overwhelming Misinformation • Impact of Adverse Childhood Experiences (ACES) on youth and adult physical and mental health

Departmental Updates



Care Center™
at Sunset Lake Rehab

Care Center at Sunset Lake Rehab

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

Infection Control:

- The Care Center at Sunset Lake remains committed to protecting residents and staff from COVID-19. We have made it a priority to keep our residents, families and staff informed of all of our efforts to ensure the safety and health of everyone living and working at The Care Center during the COVID-19 pandemic.
- All staff persons and visitors continue to be screened when entering the facility. This includes temperature checks.
- NYS Department of Health requires weekly and daily surveys to be sent to them via the Health Commerce Website. These surveys are required to be completed 7 days a week. The information being collected includes staffing totals, total staff tests being conducted and the count of our available PPE supplies.
- In May we had multiple resident and staff positive results, at this time (we are now at the end of May most of our residents are coming off quarantine and most staff are returning) testing continues as required.

Administration & Staffing

- We continue to have several vacancies in our nursing department. We have filled per diem nursing assistant vacancies. We are using various staffing agencies to cover shifts. These agencies have not been able to supply us with nursing assistants. Bonuses and incentives are in place to assist with hiring staff and for existing staff to encourage them to pick up additional shifts. We continue to have the TNA programs as well as all positions posted on Indeed and various other sites and our marketing team has been working diligently to get the word out about the many opportunities at the Care Center. We have re-attracted multiple staff that previously left the facility including CNA and RN Staff, also others that are looking for work. We have increased the number of domestic aide positions as well and are actively recruiting for that to provide our clinical and care giving staff.
- The clinical students have returned to the facility and we are also working on partnering with Sullivan BOCES as well as Workforce for Development in order to have clinicals here for their students as well.
 - There was a recent job fair there which we attended in an attempt to attract some additional staff.
- The guard remains at the facility until 5/31/22 at this time per the latest update. We are unsure if they will continue after that date.
- We have decided to use the domestic aide positions as a possible feeder for TNA to CNA program and we anticipate that this may be extended past the June 6th deadline. There is now a new on-line course to complete the written portion of the CNA as long as the hours are completed. We have 2 TNA set to test on 6/11 for their CNA.

Care Center at Sunset Lake Key Statistics – all data as of April 30, 2022				
Monthly Total Expenses to Date	Monthly Cash Receipts	Census	Vacant Positions	Meals Prepared for Residents
541,540.15	734,474.97	89	Approx. 70	8088
Admissions / Discharges	Total Day Care Visits	Total OT treatments	Total PT treatments	Meals on Wheels Prepared
1/3	0	438	403	78



Department of Community Services

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

Local Government Unit:

- Continued participation in the HEALing Communities Study as a Wave 2 Community: required trainings; preparation for qualitative interviews and surveys with stakeholders.
- Processed an Affiliation Agreement and BAA with Utica University for Social Work interns at DCS.

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 April 2022, there were four (4) active AOT orders and two (2) people on enhanced services with one (1) investigation.

Adult & Children's SPOA:

- o The Adult SPOA Committee met on April 14, 2022 over the phone and went over 6 new cases, as well as reviewed 47 previous cases.
- o Children's SPOA Committee - met on April 28, 2022 over the phone and went over 5 new referrals and reviewed 17 previous referrals.
- o Family Care remains the same with 9 on the wait list with no openings.

Behavioral Health Clinic (Mental Health and Substance Abuse): 182 high risk clients

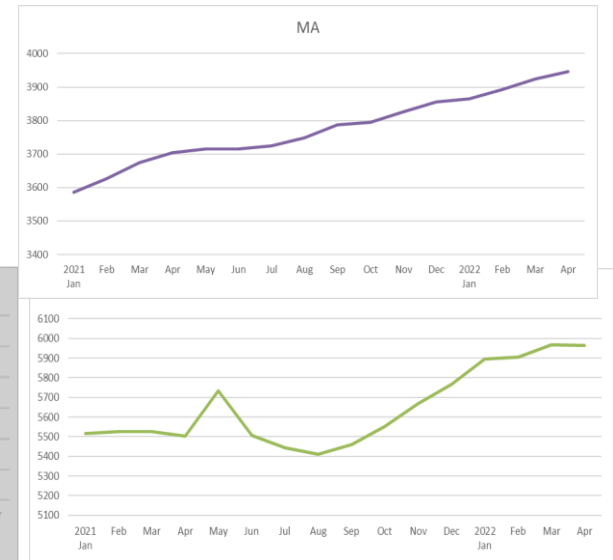
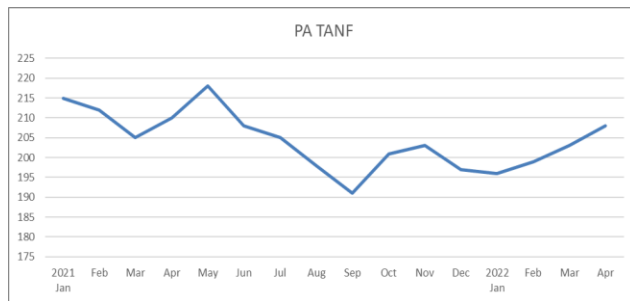
	ON ROLLS:			ON ROLL:	CLIENTS	UNITS OF
PROGRAM	4/1/2022	ADMISSIONS	DISCHARGES	4/30/2022	SERVED	SERVICE
***SULLIVAN COUNTY MENTAL HEALTH CLINIC	198	6	23	181	204	881
***CHILDREN'S UNIT	154	2	8	148	156	67
FORENSIC UNIT	52	4	2	54	56	68
MICA	25	1	0	26	26	Included in Clinic Adult
TOTAL MENTAL HEALTH	429	13	33	409	442	1,016
CASE MANAGEMENT	44	1	2	43	45	912
HEALTH HOME	90	0	3	87	90	169
HEALTH HOME (KENDRA) AOT and HH+	5	2	0	7	7	34
HEALTH HOME (CHILD)	17	0	0	17	17	210
					0	
CM CCSI					0	0
TOTAL HEALTH HOME CASE MANAGEMENT PROGRAMS	156	3	5	154	159	1,325
CHEMICAL DEPENDENCY CLINIC	39	4	4	39	43	171
CHEMICAL DEPENDENCY- MAT	14	1	1	14	15	14
TOTAL CHEMICAL DEPENDENCY	53	5	5	53	58	185
SPOA - Adult	27			27	27	272
SPOA - Child	24			24	24	156
TOTAL SPOA	51	0	0	51	51	428

Social Services:

Public Assistance:

- The HEAP Cooling component opened on 5/2/22. A huge change to the program this year is that there will be no requirement to document a medical need for the setup of a cooling room. Other HEAP eligibility will be required.
- Last year the number of benefits disbursed from May 2021 to August 2021 was 32. This year in a period of 3 weeks, we have disbursed 31 benefits.

Public Assistance Cases (as of 4-30-2022)				
Temp. Assistance to Needy Families	Safety Net	Food Stamps	Medical Assistance	MA/Supplemental Security Income
208 (+5)	263 (+4)	5966 (-2)	3946 (+21)	2505 (+1)
Homelessness Snapshot (as of 4-30-2022)				
Code Blue	Quarantined	Adults / Children	Sex Offenders	Total Homeless
0	0	92/35	18	127



Fraud Investigations (as of April 30, 2022)						
Collections (accident liens, property and estate claims)	Cases Active	Cases Referred	Completed	Arrests	Pending arrests	Burials
\$0(-255.)	186 (-6)	43(+18)	78(+9)	3(0)	11(+1)	6 approved (-9) \$8,580.00 costs (-\$16,240.00)
Child Support Enforcement Cases (as of April 30, 2022)						
Collections	Petitions Filed	Paternity Establishments		Total Cases		
\$826,330	49	33		3308		

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	4/3/27	85/67/182	44	29
April 2022	0/2/25	22/32/181	0 new	0



Public Health Department

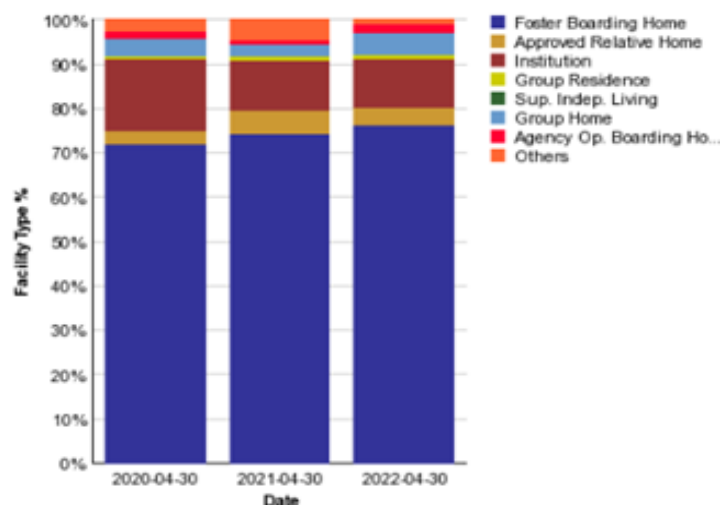
For more information: (845) 292-5910, <https://sullivanny.us/Departments/PublicHealth>

Coronavirus Hotline: 1-888-364-3065

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

FOSTER CARE STATISTICS				CHILD PROTECTIVE SERVICES			
	APR 2022	Trend	Goal		2021	YTD 22	APR 22
Kinship%	5.76%		20%	# New Reports	1410	532	126
Congregate Care%	20.19%		16%	# Indicated Reports	118	23	6
Total in Care	104		<100	Physical abuse	2	2	0
RTF	0			Emotional abuse	0	0	0
Diagnostic	1			Sexual abuse	5	1	0
RTC	10			Neglect	73	9	2
Group Home	6			Domestic violence	0	2	0
Therapeutic Foster Home	37			Educational neglect	24	6	3
Regular Foster Home	39			Substance abuse	5	2	1
Kinship	6			# Unfounded Reports	703	264	78
Other	5			# Court Ordered 1034s	54	12	3
Freed for Adoption	21			PREVENTIVE SERVICES STATISTICS			
Certified Homes	58		5x# in care	NEW REFERRALS		9	
Newly Certified Homes	0						
Number of Closed Homes	6			TOTAL CASES		109	
New Kinship Homes	0						
Pending Certificaiton	6						
Total Certified Beds	155		5x# in care				
				recommendations			

recommendations:



- CDC community transmission levels and

www.cdc.gov/coronavirus/2019-ncov/science/community-levels.html

- The 2022-24 Community Health Assessment planning process is underway with Garnet Catskills Medical Center and is being rolled out to the broader community as we begin collecting surveys, focus groups and key informant interviews. Focus groups held with Sullivan 180 Advisory Board and Rural Health Network Board.
- Fiscal operations – weekly meetings ongoing, including cross training of staff where possible given vacancies.
- Joined NYSACHO luncheon with NYS Health Commissioner to provide input on lessons learned with COVID-19 and needs of local health departments.

- Article 6 Year 10 Public Health Performance Incentive materials reviewed with staff and planning under way. As there is no official After Action Report (AAR) required by NYSDOH we plan to use the above Performance Incentive Planning in place of an AAR and develop an Improvement Plan based on the responses.

Early Care Program:

- Received \$6,208.39 in SED revenue in April 2022 and \$1993.25 in EI Revenue in April 2022.
- Total revenue for 2022 is \$22,262.49 in SED Medicaid and \$10,368.25 in DOH-EI revenue.
- Pending: ITS contract modification to our McGuinness program for our IT Department to allow access to additional billing components of the McGuinness software.
- The County's EIODs/SCs are carrying 94 children for service coordination, an increase of 10 from last month.
- Various medical leaves with staff; A Senior Account Clerk from CHHA Billing unit will be assisting fiscal staff with Preschool Provider's vouchers as a cross-trained backup.

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									
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									
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									
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 Caseload (2022)	241	251	258	263									
CPSE Caseload (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/Other:

- Outreach: Assistance provided social media posts, flyers and events, Bold Gold Radio PHS updates
- Attended: STI Collaborative Meeting, CHHA/CHIP Coordination Meeting, Drug Education- Tri-County Collaborative Zoom meeting, planning meetings with Director, Psychological First Aid training, Garnet Health PHS CHA-CHIP coordination meeting, Monticello High School Parent Forum, Emergency Preparedness POD Floor Plan Development, Zoom Immunization update for school nurses, Fallsburg Health Fair & SUNY Sullivan Earth Day Fair.
- Facilitated: School Superintendent STI Presentation, Sugar shock presentation at Sullivan West, focus group at Sullivan 180, Rural Health Network Board Meeting- presented Visioning Survey for Q1 deliverable of grant.

Healthy Families:

- Healthy Families has 58 Enrolled families in April 2022.
- Two staff have participated in the CEU for Child Passenger Safety recertification course.
- Healthy Families has received 20 referrals: 12 from DFS, 5 from WIC, 2 Family and Friends, MISN - 1. We have 45 screens pending assessment.
- HF Supervisor completed the two-part NYS Infant Mental Health training.

Healthy Families	Total Sept 2020 to Aug 2021	April 2022	Total YTD 9/1/21-03/31/22
Referrals received	193	20	160
Referrals pending	168	45	472
Discharges	58	4	16
Assessments	43	5	31
Enrolled families@ end of month	53	55	55
# Home visits	1,435	95	805
Cribs distributed		-	14

Patient Services: Certified Home Health Agency/CHHA Census 2022

CHHA: The average daily census decreased from 204.6 to 194.9, with total patient days slightly down from 6,344 to 5,846-the first instance of census and caseload trending downward in the past 5 months. We had 269 CHHA specific patients, 4 LTHHCP, and 23 MCH with a grand total of 296 patients on caseload throughout the month of April.

Maternal Child Health (MCH), April 2022 Data:

Referrals Received	SUD-connected cases	Census	MCH Home Visits	CPS Home Visits	Newborn Screens
10, 8 opened, 1 refused	2, 1 opened	23	33	23	0

The LTHHC program remains at 4 patients. We are anticipating billing being outsourced by June 1st and eliminating the paper 'stat' sheet by July 1, 2022. Staff will be reassigned to other work within the department as we are short staffed in other areas, such as managing grants and assisting with Early Care vouchers and claims.

Epidemiology and Emergency Planning: Covid-19 changed direction, moving from under 200 cases in March to 617 in April; however, hospitalizations stayed low. Epi staff pivoted efforts towards other communicable diseases such as STIs, Tick Borne Illness, and Rabies. Immunization clinics @ PHS began again with Covid-19 vaccine clinics scheduled every 3 weeks using Pfizer as this has the longest shelf life. All told the Epidemiology staff investigated 158 types of other communicable diseases (not STIs, Covid-19, or Rabies)

Cases Investigated-Vaccinated/Treated (as of April 30, 2022)				
Rabies related incidents / needing Treatment	STD	Tuberculosis	Lead Poisoning	COVID as of April 30, 2022
16 investigations/2 animals tested/1 person treated (no positive rabies, unable to find animal that person was exposed to)	20/20	0 / 0	120 children tested, 2 in need of follow up	19696 overall 139 deaths 0 hospitalized 0 intubated

Medical Reserve Corps (MRC):

- Training for June: CPR

- MRC continues to staff at least 2/3 of clinics

