

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

### Top Issues:



- **US News and World Report Healthy Community Rankings:** In late June, US News and World Report released a set of nationwide county health rankings, similar to those released earlier this year by the Robert Wood Johnson Foundation (RWJF). Some key takeaways from the data posted at: <https://www.usnews.com/news/healthiest-communities/new-york/sullivan-county>
  - **GOOD NEWS:** Sullivan County, NY rates in the top half of rural counties nationwide in terms of the quality of our community's health.
  - Although the datasets are similar, each of the rating systems uses different sets of metrics to assess community health. While RWJF's rankings have Sullivan County ranked 61<sup>st</sup> of 62 counties this year, **US News ranks Sullivan County 58<sup>th</sup> in the state.**

- Under the US News ranking system, **the strongest factor suppressing Sullivan County's score is housing**, which is measured in terms of affordability, capacity, and quality.

### Resolution Highlights:

- **PINS Diversion/Crisis Resolution Services** (Routine Contract Renewal) – **Agency:** Dispute Resolution Center – **Budget:** NTE \$18,000
- **PINS Diversion/Residential Respite Svcs** (Routine Renewal) – **Agency:** HONOR, EHJ – **Budget:** NTE \$7,600 County Share
- **Medical Consulting on Child Abuse Cases** (Routine Renewal) – **Agency:** JFC Consulting, LLC & WIHD – **Budget:** NTE \$50,000
- **Paternity Testing** (Routine Renewal) – **Agency:** DNA Diagnostics Center, Inc. – **Budget:** NTE \$7,000
- **Lease Agreements** – Brings child mental health (Astor) and substance use treatment (Lexington) to Department of Community Svcs starting in Sep. 2022.
- **Drug Use Prevention Grant** – CDC-supported Overdose Data to Action (OD2A) program provides financial assistance for prevention activities (\$72,000)

### Roadmap to Better Health Implementation

- 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	<ul style="list-style-type: none"> <li>• Looking at overall system of care in County – United Sullivan.                             <ul style="list-style-type: none"> <li>○ Looking at referral platform called Unite Us.</li> </ul> </li> <li>• <b>Aside from our public private partnership with Astor, a second pediatric mental health provider is now expressing interest in starting operations in Sullivan County.</b></li> <li>• 311 Call Center – RFP responses received from four agencies. Analysis in progress.</li> <li>• Vaccination clinics held monthly including boosters, childhood immunization</li> <li>• Commissioner and Deputy Commissioner met with leadership at Touro College in Middletown to discuss ways of bringing more doctors to Sullivan County</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Small number of available mental health beds</b></li> <li>• Lack of Women's Care (OB-GYN, Mammogram)</li> <li>• Lack of Primary Care Providers</li> </ul>
Ending the Opioid Crisis	<ul style="list-style-type: none"> <li>• Opioid Settlement Spending Plan drafted; resolution submitted</li> <li>• New MOUD services:                             <ul style="list-style-type: none"> <li>○ Added this year: Catholic Charities (24/7), Bridge Back to Life, Restorative Mgmt</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Supply</li> <li>• Stigma</li> <li>• Disconnectedness</li> </ul>

	<ul style="list-style-type: none"> <li>○ In Progress: Methadone dosing station (June), Counseling services (September)</li> <li>• Drug TF Treatment Pillar Focus – Dashboard, Stigma Campaign, Narcan alert system</li> <li>• PH Educators prepared Narcan kits, gave 4 NARCAN trainings – 24 people trained</li> </ul>	
<b>Enhancing Our Community</b>	<ul style="list-style-type: none"> <li>• Emergency Housing Update: 20 homeless families – 131 total individuals (as of 5/23) <ul style="list-style-type: none"> <li>• <b>As of June 6, 2022 - \$5,210,316 in emergency rental assistance benefits have been disbursed (combination of arrears and prospective rent).</b></li> <li>• <b>June was an exceptional month for our Housing Task Force, 3 families and 3 singles were placed in permanent housing arrangements. Homeless census is currently at its lowest level since the COVID eviction moratorium was lifted.</b></li> </ul> </li> <li>• Continuing development of Housing Gateway Center grant request w/HONOR EHG</li> <li>• Housing study ongoing – second local visit by consulting group on 6/1 <ul style="list-style-type: none"> <li>• <b>Visit <a href="http://sullivanhousingstudy.org">sullivanhousingstudy.org</a> for more information</b></li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Negative Self-Image</li> <li>• 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.</li> </ul>
<b>Encouraging Healthy Behavior</b>	<ul style="list-style-type: none"> <li>• Working with Sullivan 180 on developing Healthiest Fire Department Challenge</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of awareness of health prevention activities (diet, exercise, stress reduction)</li> <li>• Ease of access to vaping products</li> </ul>
<b>Engage our Neighbors</b>	<ul style="list-style-type: none"> <li>• Developed OD2A workplan to promote prevention of drug use in our community</li> <li>• Preparing for establishment of regional 988 system</li> <li>• Preparing to support National Drug Overdose Awareness Day activities alongside Sullivan180</li> </ul>	<ul style="list-style-type: none"> <li>• Mistrust in Government</li> <li>• Overwhelming Misinformation</li> <li>• Impact of Adverse Childhood Experiences (ACES) on youth and adult physical and mental health</li> </ul>

#### Staffing Update:

Position Title & No.	Incumbent Status	Notes (As of June 30, 2022)
<b>Community Services (17 Positions Vacant, 54 Authorized, 31.48% Vacancy Rate)</b>		
Account Clerk/Database, #3039, #3040	Resigned	1 hired 5/23, 1 Request to fill submitted
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
Community MH Nurse, #913	Vacant – promoted	MH - Approved to fill – Hired Nurse, started 5/31
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
<b>Public Health (13 Positions Vacant, 76 Authorized, 17.11% Vacancy Rate)</b>		
Director of Patient Services	Promoted	Posted, advertising, 6 applicants, only 1 met qualifications; 1 interview held
Home Health Aide, # 383	Retired	Posted
Registered Nurse FT, CHHA, #849, #1636, #2373	1x Resigned, 1x Promoted, 1x Failed Probation	Filled 6/20/2022
Registered Nurse per diem, CHHA, #3152	Vacant	Posted

Training & QI Coordinator, #3170	Vacant	Interviews conducted, offer pending
Registered Nurse per diem, #2782	Vacant	Posted
PHS Program Coordinator, #0451	Resigned	Posted
Public Health Physical Therapist, per diem #3339	Vacant	Posted
Public Health Educator, #3476	New Position	Need to post
Senior Account Clerk, #0917	Vacant	Canvassed list of 10, 2 responses
Principal Account Clerk, #3456	New Position	5 canvass letters sent, all declined
<b>Upcoming:</b>		
Coordinator of Children with Special Needs Program	Pending approval	Once approved, to be posted immediately (pending retirement)
<b>Social Services (25 Positions Vacant, 177 Authorized, 14.69% Vacancy Rate)</b>		
Contract Monitor, #3472	Resigned	Admin – Posted
Case Services Aide #3015	Promoted	Services
Director of Services #2051	Promoted	Services
Senior Family Services Investigator, #3481	New Position	SIU
Family Services Investigator, #309	Promoted	CSEU
Case Supervisor, #3134	Promoted	Services
Senior Caseworker, #2600, #3	1x Resigned, 1x Promoted	Services – 1 resigned due to salary - Posted
Caseworker, #2420, #2950, #1697, #1149, #2985, #3052	All Promoted	Services – Posted
Caseworker (PT), #3516	New Position	Services – Intend to fill with current worker pursuing Grad Degree
Examiner, #295, #582, #658, #2422, #3172, #448, #2684	5x Promoted, 1x Retired, 1x Resigned	1x Medicaid, 3x SNAP, 2x TA – Posted
Clerk, #3215	Resigned (Salary)	Services
Senior Account Clerk, #1637, Senior AC/DB #257	1x Promoted, 1x Retiring	Records Management & TA – Posted

### 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>

Care Center at Sunset Lake Key Statistics – all data as of May 31, 2022				
Monthly Total Expenses to Date	Monthly Cash Receipts	Census	Meals Prepared for Residents	Meals on Wheels Prepared
\$1,071,954.00	\$761,737.83	92	11,277	1537
Admissions / Discharges	Total Day Care Visits	Total OT treatments	Total PT treatments	
14/17	0	456	434 (Speech – 80)	

Infection Control:

- The Care Center 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 surveys completed 5 days a week. This is a change from the previous 7 days a week as of June 11. Information collected includes staffing totals, total staff tests conducted and the count of available PPE supplies.
- The month of May saw positive COVID cases in residents and staff though not as numerous as our last outbreak. Testing at this time continues as required.

#### Administration & Staffing:

- Bonuses and Incentives are in place to assist with hiring staff and for existing staff to encourage them to pick up additional shifts. 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.
- Visited BOCES on May 20<sup>th</sup> to talk to recruit newly graduated students from BOCES who have been doing clinical rotations.
- We attended two recent job fairs which have yielded a few hires and applications some of which are starting in the next few weeks. We have re-attracted multiple staff that have previously left the facility including CNA and RN Staff, also others that are looking for work.
- Two of our TNAs passed their CNA exam in late June. The TNA pilot program is no longer running, we are using domestic aide positions to attract potential CNA candidates and working to get them through their course to be certified.
- The national guard is no longer at the facility as of 5/31/22.
- The facility has hired and retained 54 staff since September 2021, 12 of those are rehires who are returning to the facility. The majority of these are resident facing, care providing staff, these numbers are inclusive of therapy staff who also do provide care and assistance to residents outside of the nursing staff though they are not counted in the hours per day as calculated above per the state guidance.
- As of April 1<sup>st</sup> we are required to provide 3.5 hours of nursing care to residents per resident per day. This consists of 1.1 of RN/LPN and 2.2 of CNA hours with .2 hours/day allowed for either position type to fill the gap. **For the majority of the time, there are sufficient staff on the rolls and scheduled for work to meet the new requirement.** Unfortunately, following a long term trend, there are regularly days with approx. 40-50 hours of call outs, or 5.5 – 6.5 staff members per day that are scheduled and do not work their scheduled hours. At the most extreme (June 1) there were over 120 hours that were scheduled which did not get worked.



#### Department of Community Services

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

#### Director's Comments / Local Government Unit Update:

- Access to Services is limited due to staff shortage but performing triage for hospital discharges and court referrals – predominately seeing persons for medication management, looking at overall system of care in County – United Sullivan and System of Care for Youth and Families.
- We have restructured our all-staff meeting to provide clear communication and support, working with managers to aide persons with burnout – reviewing job descriptions and required duties – recognize what work is being done and where the gaps are
- Clinic Redesign for improved access and sustainability – Awaiting drafting of contract, working with both agencies and our clinic regarding transition planning and preparing for full implementation by September 2022
- 311 Call Center – RFP responses received from four agencies, analysis in progress

- RFP for new Psychologist, SW, and Psychiatrist
- Active participation in the Columbia University Healing Communities Study begins this month.

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

**Adult & Children's SPOA:**

- The Adult SPOA Committee met on May 12, 2022 over the phone and reviewed 6 new cases and 40 existing cases.
- Children's SPOA Committee - met on May 26, 2022 over the phone and went over 1 new case and 12 existing cases.
- Family Care remains the same with 9 on the wait list with no openings.
- Supportive Housing provided by RSS: 139 beds filled, 369 on waiting list
- Supportive Housing provided by Catholic Charities: 37 cases (100% full)

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

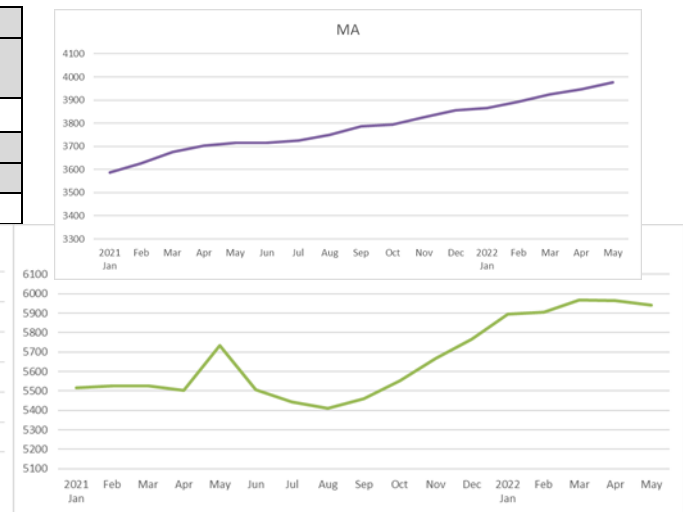
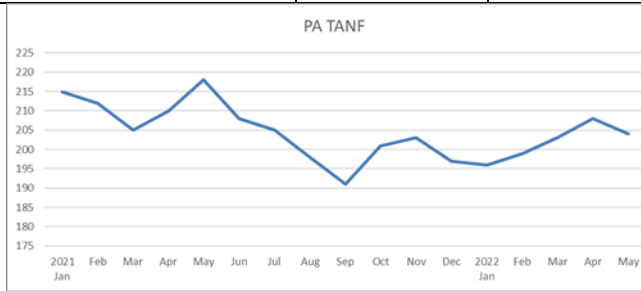
	ON ROLLS:			ON ROLL:	CLIENTS	UNITS OF
PROGRAM	5/1/2022	ADMISSIONS	DISCHARGES	5/31/2022	SERVED	SERVICE
***SULLIVAN COUNTY MENTAL HEALTH CLINIC	181	6	4	183	187	881
***CHILDREN'S UNIT	148	1	1	148	149	67
FORENSIC UNIT	54	5	0	59	59	68
MICA	26	3	1	28	29	Included in Clinic Adult
<b>TOTAL MENTAL HEALTH</b>	<b>409</b>	<b>15</b>	<b>6</b>	<b>418</b>	<b>424</b>	<b>1,016</b>
CASE MANAGEMENT	43	2	0	45	45	765
HEALTH HOME	87	0	7	80	87	224
HEALTH HOME (KENDRA) AOT and HH+	7	0	0	7	7	29
HEALTH HOME (CHILD)	17	3	1	19	20	225
					0	
CM CCSI					1	2
<b>TOTAL HEALTH HOME CASE MANAGEMENT PROGRAMS</b>	<b>154</b>	<b>5</b>	<b>8</b>	<b>151</b>	<b>160</b>	<b>1,245</b>
CHEMICAL DEPENDENCY CLINIC	39	2	4	37	41	171
CHEMICAL DEPENDENCY- MAT	14	1	0	15	15	14
<b>TOTAL CHEMICAL DEPENDENCY</b>	<b>53</b>	<b>3</b>	<b>4</b>	<b>52</b>	<b>56</b>	<b>185</b>
SPOA - Adult	34			34	34	319
SPOA - child	18			18	18	110
<b>TOTAL SPOA</b>	<b>52</b>	<b>0</b>	<b>0</b>	<b>52</b>	<b>52</b>	<b>429</b>
	# of calls	#of ph interv	Outreaches	Hosp Ref	Admits	
MOBILE MENTAL HEALTH	476	163	23	8	3	
** process for outreach changed 4-06-20 due to Covid 19						

**Social Services:**





**Public Assistance:**

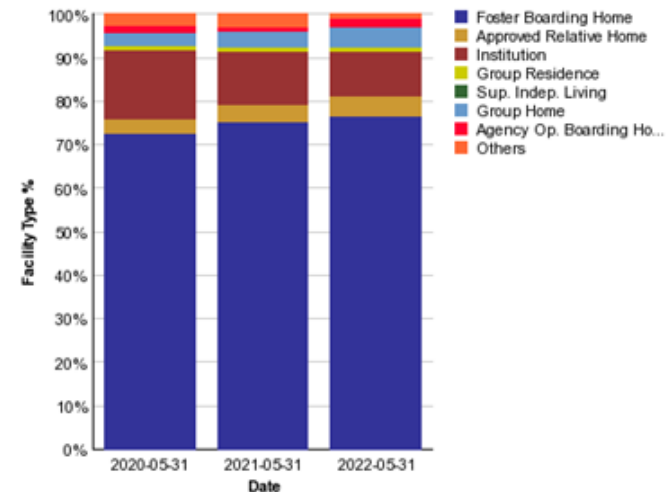
- As of June 6, 2022 - \$5,210,316 in emergency rental assistance benefits have been disbursed (combination of arrears and prospective rent).
  - June was an exceptional month for our Housing Task Force, 3 families and 3 singles were placed in permanent housing arrangements. Homeless census is currently at its lowest level since the COVID eviction moratorium was lifted.
- 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.**
  - **We have received 80 applications and 78 benefits have been disbursed so far this year.**

Public Assistance Cases (as of 5-31-2022)				
Temp. Assistance to Needy Families	Safety Net	Food Stamps	Medical Assistance	MA/Supplemental Security Income
208 (+4)	263 (-18)	5642 (-14)	3946 (+31)	2515 (+10)
Homelessness Snapshot (as of 7-1-2022)				
Code Blue	Quarantined	Adults / Children	Sex Offenders	Total Homeless
0	0	73/41	17	114



Fraud Investigations (as of April 30, 2022)						
Collections (accident liens, property and estate claims)	Cases Active	Cases Referred	Completed	Arrests	Pending arrests	Burials
\$272.13(+272.13)	193 (+7)	35(-8)	56(-22)	0(-3)	8(-3)	8 approved (+2) \$12,600 costs (+\$4,020.00)
Child Support Enforcement Cases (as of April 30, 2022)						
Collections	Petitions Filed	Paternity Establishments		Total Cases		
\$696,536	44	27		3260		

FOSTER CARE STATISTICS				CHILD PROTECTIVE SERVICES			
	MAY 2022	Trend	Goal		2021	YTD 22	MAY 22
Kinship%	4.62%		20%	# New Reports	1410	648	116
Congregate Care%	21.29%		16%	# Indicated Reports	118	37	14
Total in Care	108		<100	Physical abuse	2	2	0
RTF	0			Emotional abuse	0	0	0
Diagnostic	1			Sexual abuse	5	2	1
RTC	10			Neglect	73	16	7
Group Home	5			Domestic violence	0	2	0
Therapeutic Foster Home	35			Educational neglect	24	6	0
Regular Foster Home	44			Substance abuse	5	8	6
Kinship	5			# Unfounded Reports	703	332	68
Other	8			# Court Ordered 1034s	54	18	6
Freed for Adoption	20			PREVENTIVE SERVICES STATISTICS			
Certified Homes	58		5x# in care	NEW REFERRALS		11	
Newly Certified Homes	0			TOTAL CASES		115	
Number of Closed Homes	1						
New Kinship Homes	1						
Pending Certification	6						
Total Certified Beds	153		5x# in care				



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	5/5/26	115/88/183	43	42
May 2022	1/2/26	30/21/190	-1	13



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

### Public Health Department

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

CDC community transmission levels and recommendations: [www.cdc.gov/coronavirus/2019-ncov/science/community-levels.html](https://www.cdc.gov/coronavirus/2019-ncov/science/community-levels.html)

NYS Coronavirus Hotline: 1-888-364-3065

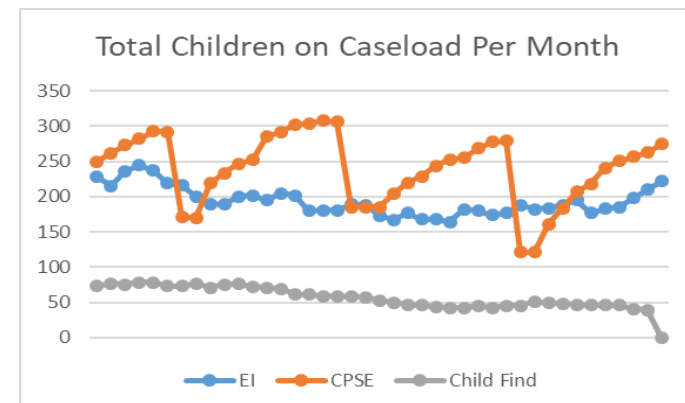
Sullivan County Public Health COVID Info Line: 845-513-2268

### Director's Comments:

- Focusing administrative time on CHA/CHIP process, policy planning, personnel matters and vacancies, and monitoring performance indicators for programs and fiscal operations.
- Scheduling training for staff on the public health performance dashboard.
- Weekly meetings with fiscal staff and Commissioner on grants, contracts and billing functions across the department, with the retirement of Senior FAO, processes, and reporting structure.
- The 2022-24 Community Health Assessment planning process is progressing and focus groups, data analysis are ongoing
- Ongoing communication with District Office regarding summer camp preparation and upcoming meetings.
- Communication ongoing with Cornell Cooperative Extension regarding Healthy Families Program expansion.

### Early Care Program:

- Received \$804.00 in EI Revenue in May 2022.
- Total revenue for 2022 is \$22,262.49 in SED Medicaid and \$11,172.25 in DOH-EI revenue.
- A modification to our McGuinness Contract was submitted by the ITS Department to allow access to additional billing components of the McGuinness software. Staff transition to CPSE Portal on July 1, 2022.
- We are 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 critical need for preschool special education program assistance in Sullivan County.
- The County's EIODs/SCs are carrying 104 children for service coordination.



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

- Outreach: Assistance provided social media posts, flyers and events, Bold Gold Radio PHS updates, monitored Covid Info line,



- Attended: CHHA/CHIP Coordination Meetings, Garnet Health PHS CHA-CHIP coordination meeting, Emergency Preparedness POD Floor Plan Development, Hudson Valley PH Collaborative meeting, HOPE Education Pillar Meeting, OD2A Check in meeting, Zika Planning, Immunization Outreach Planning, Covid 19 Vaccine message Planning VSMG Training, Webinar: Improving Health Disparities, Cornell Cooperative: Food is Medicine meeting, To Sun River with Bilingual Outreach Worker to assist in completing CHA surveys .
- Facilitated: Livingston Manor Health classes to middle and high schools, Tri-Valley school assembly: Opioid Overdose Prevention
- 2 cribs-for-kids educational sessions in May.

#### **Healthy Families:**

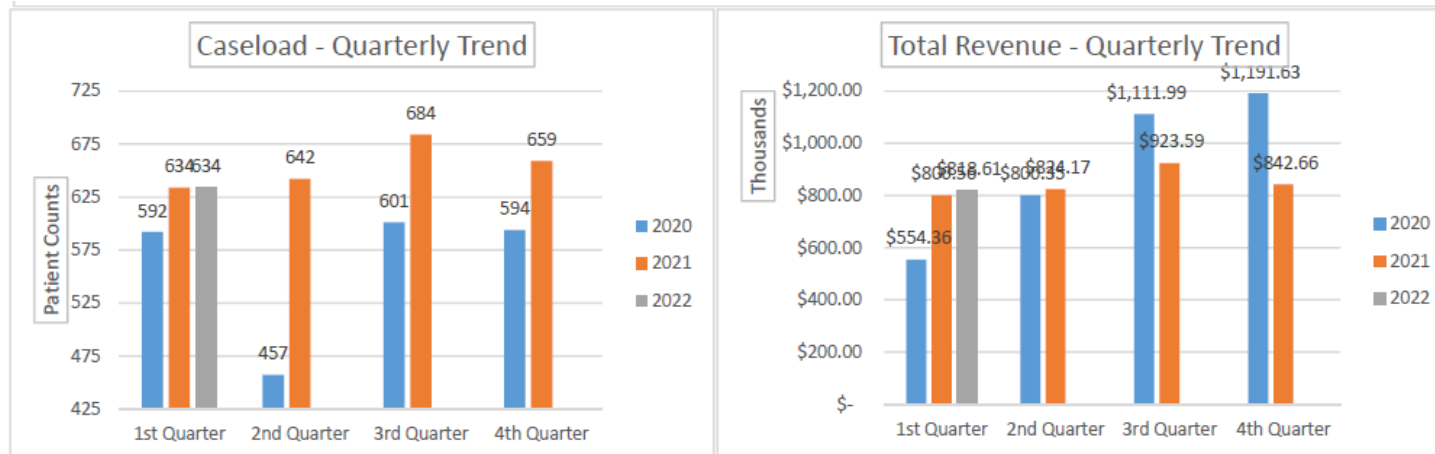
- Healthy Families has 53 Enrolled families in May 2022. FSW's have 101 completed home visits for the month out of the 101 expected. Family Assessment worker has done 6 Assessments in May, 6 referred to the program, eligible.
- Healthy Families has received 26 referrals from 11 from DFS, 0 from WIC, 2 Family and Friends, MISN -7. We have 65 screens pending assessment.

Healthy Families	Total Sept 2020 to Aug 2021	May 2022	Total YTD 9/1/21-05/31/22
Referrals received	193	26	186
Referrals pending	168	54	526
Discharges	58	16	32
Assessments	43	6	37
Enrolled families@ end of month	53	41	41
# Home visits	1,435	101	906
Cribs distributed		-	14

#### **Patient Services: Certified Home Health Agency/CHHA Census 2022**

**CHHA:** May 2022: The average daily census decreased from 194.9 to 180, with total patient days slightly down from 5846 to 5569. We had 257 CHHA specific patients, 3 LTHHCP, and 23 MCH with a grand total of 283 patients on caseload throughout the month of May. 100 total admissions.

**The LTHHC** program decreased by 1 to 3 patients. We are anticipating Billing being outsourced by June 1<sup>st</sup> and eliminating the paper 'stat' sheet by July 1, 2022.



\* - Data used for the above reports are based on all CHHA, LT and MCH visits



**Maternal Child Health (MCH), May 2022 Data:**

Referrals Received	SUD-connected cases	Census	MCH Home Visits	CPS Home Visits	Newborn Screens
10, 8 opened	1 opened	23	33	25	2

**Epidemiology and Emergency Planning:** Covid again changed direction, moving from 617 in April to 1207 in May; however, hospitalizations stayed low. There were 2 additional COVID deaths. Epi staff pivoted efforts towards other communicable diseases such as STIs, Tick Borne Illness, and Rabies. Immunization clinics at 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 140 types of other communicable diseases (not STIs, Covid, or Rabies).

Cases Investigated-Vaccinated/Treated (as of May 31, 2022)				
Rabies related incidents / needing Treatment	STD	Tuberculosis	Lead Poisoning	COVID as of May 31, 2022
34 investigations/0 animals tested/0 person treated	15/15	0 / 0	127 children tested, 1 in need of follow up	20,567 total cases 141 deaths, 6 hospitalized

**Medical Reserve Corps (MRC):**

- Training for June: CPR
- MRC continues to staff at least 2/3 of clinics