

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



Top Issues:

- **New Access to Mental Health Supports:** July was the start for two important new mental health services for Sullivan County's citizens. First, the National Suicide Hotline is now up and running. Any family member or person in the midst of a mental health crisis can now call 988 for assistance, 24/7/365. We are also excited to announce the Text4Teens line at (845)637-9486. This allows Sullivan County youth to obtain assistance and get connected to mental health resources. This service is staffed and available from 4-10pm M-F and 5pm-Midnight on Saturdays and Sundays. We thank our partners at Access: Supports for Living and Sullivan180 for bringing this outstanding tool to fruition.

• **Continuing Challenges with hiring Social Workers:** In spite of a variety of different efforts and support from the Legislature, we continue to struggle with filling Clinical Social Worker vacancies. This appears to be a common problem in this career field, which has suffered greatly throughout the pandemic. We are now adjusting our strategies to focus on promoting our work, better supporting our existing workforce, and recruiting and developing young talent.

Resolution Highlights:

- **Gateway Housing Center Architectural Design Services** (Public Works Cmte) – **Vendor:** Chiannis + Anderson – **Budget:** IAW fee schedule, portions of final cost will be eligible for reimbursement following successful grant application. NOTE: Design will NOT be site specific. Final site determination will be based on Building Master Plan outcomes.
- **Warming Centers – Vendors:** Sullivan County Federation for the Homeless (@ Stroebele Center), New Beginnings Church (@ Liberty UMC) – **Budget:** \$152,000 (funded by OTDA, Code Blue)

Roadmap to Better Health Implementation

- **Sullivan County Community Assistance Center Hotline: 845-807-0925** **National Suicide Hotline: 988**
- **Sullivan County Substance Use Help Hopeline: 866-832-5575** **Hope Not Handcuffs: 833-428-HOPE**
- **Youth Mental Health Assistance (Text4Teens): 845-637-9486**

Line of Effort	Progress Update	Obstacles to Further Progress
Easing Access to Care	<ul style="list-style-type: none"> • Looking at overall system of care in County – United Sullivan. <ul style="list-style-type: none"> ◦ Looking at referral platform called Unite Us. • Aside from our public private partnership with Astor, a second pediatric mental health provider is now expressing interest in starting operations in Sullivan County. • 311 Call Center – RFP responses received from four agencies. Analysis in progress. • Vaccination clinics held monthly including boosters, childhood immunization • Performing analysis on software tools that will enable referrals across agencies more efficiently 	<ul style="list-style-type: none"> • Small number of available mental health beds • Lack of Women's Care (OB-GYN, Mammogram) • Lack of Primary Care Providers
Ending the Opioid Crisis	<ul style="list-style-type: none"> • Healing Communities Study Wave 2 started in July • Increasing medication-assisted services available in the County; (to start July 18th) and County Jail has been doing detox and has begun maintenance. • Opioid Settlement Spending Plan drafted; resolution submitted 	<ul style="list-style-type: none"> • Supply • Stigma • Disconnectedness

	<ul style="list-style-type: none"> New MOUD services: <ul style="list-style-type: none"> 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 4 NARCAN trainings – 24 people trained 	
Enhancing Our Community	<ul style="list-style-type: none"> Emergency Housing Update: 20 homeless families – 131 total individuals (as of 5/23) <ul style="list-style-type: none"> 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. Continuing development of Housing Gateway Center grant request w/HONOR EHG Housing study ongoing – second local visit by consulting group on 6/1 <ul style="list-style-type: none"> Visit sullivanhousingstudy.org for more information 	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Working with Sullivan 180 on developing Healthiest Fire Department Challenge 	<ul style="list-style-type: none"> Lack of awareness of health prevention activities (diet, exercise, stress reduction) Ease of access to vaping products
Engage our Neighbors	<ul style="list-style-type: none"> Planning to reinvest savings in DSS budget to expand outreach Developed OD2A workplan to promote prevention of drug use in our community Preparing for establishment of regional 988 system Preparing to support National Drug Overdose Awareness Day activities alongside Sullivan180 	<ul style="list-style-type: none"> Mistrust in Government Overwhelming Misinformation Impact of Adverse Childhood Experiences (ACES) on youth and adult physical and mental health

Staffing Update:

Position Title & No.	Incumbent Status	Notes (As of June 30, 2022)
Community Services (17 Positions Vacant, 54 Authorized, 31.48% Vacancy Rate)		
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
Public Health (16 Positions Vacant, 76 Authorized, 21.05% Vacancy Rate)		
Coordinator of Children with Special Needs Program	Resolution approved	Posted (filled July)
Director of Patient Services	Vacant with internal promotion	Posted, advertising
Family Support Worker #3522	Retired	Posted, Interviewing
Licensed Practical Nurse, #3476	Created	Posted

Registered Nurse FT, CHHA, #1636, #2373	1x Promoted, 1x Failed Probation	Posted
Registered Nurse per diem, CHHA, #3152	Vacant	Posted
Training & QI Coordinator, #3524	Resolution approved	Posted, Interviewing (filled July)
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	No current list, exam given 2/5
Principal Account Clerk, #3456	New Position	5 canvass letters sent, all declined
Fiscal Administrative Officer	Created	Posted
Home Health Aide, #383	Vacant – Retired	Posted
Social Services (23 Positions Vacant, 177 Authorized, 12.99% Vacancy Rate)		
Contract Monitor, #3472	Resigned	Admin – Posted
Case Services Aide #1715, #3458	1x Promoted, 1x failed probation	Services – posted
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, #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, #448, #2684	4x Promoted, 1x Retired	1x Medicaid, 3x TA, 1x SIU – Interviewing, Posted
Account Clerk/Database. #1868	1x Resigned, 1x Promoted	Interviewing
Clerk, #3215, Account Clerk #55	1x Resigned (Salary), 1x Promoted	Services, TA
Senior Account Clerk, #1637, Senior AC/DB #257	1x Promoted, 1x Retiring	Records Management & TA – Posted
Driver/Courier #1219	Promoted	TA – Intend to review this position

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 June 30, 2022				
Monthly Total Expenses to Date	Monthly Cash Receipts	Census	Meals Prepared for Residents	Meals on Wheels Prepared
\$947,471	\$672,542.22	92	8190	1802
Admissions / Discharges	Total Day Care Visits	Total OT treatments	Total PT treatments	
5/6	0	492	449 (78 Speech)	

Vaccination:

- We continue to encourage all of our staff to get their booster, though this is no longer a requirement for staff changes have been made to the CMS guidance which require those that are not up to date to test based on the community transmission levels, this is implemented at the facility.

- We were able to conclude our outbreak testing as well after our outbreak testing started back at the end of November and currently have no positive cases of residents or staff in the facility.

Infection Control:

- 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. Information collected includes staffing totals, total staff tests conducted and the count of available PPE supplies.

Administration & Staffing

- As of April 1 we are required to provide 3.5 hours of nursing care to residents per resident per day. This consists of 1.1 of Nursing and 2.2 of CNA hours with .2 allowed for either to fill that gap. For the month of May we had an average census of 91.5 residents per day. For the majority of the time we are able to staff the building at or above these numbers. The issues are arising when there are multiple call outs/ scheduled hours are not worked for whatever reason, sometimes as many as 9 call outs in a day. We had a day recently where there were 7 call outs on day shift alone. Our ability to staff the building adequately is directly affected by the number of hours that are scheduled and not worked, which drops those numbers from what is scheduled to the actual bodies in the building when the day comes.
- Bonuses and incentives are in place to assist with hiring staff and for existing staff to encourage them to pick up additional shifts. We currently have three TNAs that are planning on testing shortly to get their certification. We hired multiple other clinical staff in the last month all of which are starting between the end of July and the beginning of August. We have re-attracted multiple staff that have 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, as well as use this position as a possible spring board to see if some may be interested in becoming a CNA.
- Clinical students have returned to the facility and we are also working on partnering with Sullivan BOCES as well as the Center for Workforce Development in order to have clinicals here for their students as well. We are waiting for the contract to be signed.
- Two of our TNA just passed their CNA exam, three more are waiting for the next test.
- We have hired and retained 56 employees since September 2021.



Department of Community Services

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

National Suicide Hotline: 988

Youth Mental Health Assistance (Text4Teens): 845-637-9486

Director's Comments / Local Government Unit Update:

- Access to services limited due to staff shortage but triaging hospital discharges and court referrals – seeing persons primarily for medication management.
- Clinic Redesign for improved access and sustainability – working with both partner agencies and our clinic team regarding transition planning and finalizing contracts to support full implementation in September.

Care Management: The care management unit continues to actively engage clients for both Health Home agencies and HARP Services (Health and Recovery Plan) which are Medicaid and Medicaid Managed Care Health Plans. As of the end of June 2022, there are four active AOT orders and two people on enhanced services with one investigation open.

Adult & Children's SPOA:

- The Adult SPOA Committee met on June 9, 2022 over the phone and went over 7 new cases and 37 previous cases.
- The Children's SPOA Committee met on June 28, 2022 over the phone and went over 5 new cases 17 previous cases.

SULLIVAN COUNTY DEPARTMENT OF COMMUNITY SERVICES						
STATISTICAL SUMMARY FOR: May 1, 2022 - May 31, 2022						
Prepared by: Frances Cole						
	ON ROLLS:			CLIENTS		
PROGRAM	5/1/2022	ADMISSIONS	DISCHARGES	ON ROLL: 5/31/2022	CLIENTS SERVED	UNITS OF 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
TOTAL MENTAL HEALTH	409	15	6	418	424	1,016
CASE MANAGEMENT	43	2	0	45	45	765
HEALTH HOME	87	0	7	80	87	224
HEALTH HOME (KENDRA) AOT and HHs	7	0	0	7	7	29
HEALTH HOME (CHILD)	17	3	1	19	20	225
					0	
QM CCS					1	2
TOTAL HEALTH HOME CASE MANAGEMENT PROGRAMS	154	5	8	151	160	1,245
CHEMICAL DEPENDENCY CLINIC	39	2	4	37	41	171
CHEMICAL DEPENDENCY-MAT	14	1	0	15	15	14
TOTAL CHEMICAL DEPENDENCY	53	3	4	52	56	185
SPOA - Adult	34			34	34	319
SPOA - Child	18			18	18	110
TOTAL SPOA	52	0	0	52	52	429
	# 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						

- Family Care remains the same with 9 on the wait list with no openings.
- Supportive Housing provided by RSS: 122 (-17) beds filled, 12 openings for supportive apartments, 377 (+8) on waiting list

Senior Community Services Coordinator:

- Facility Re-credentialing with HealthFirst.
- Processed an Affiliation Agreement and BAA with Cazenovia College for CASAC interns at DCS.
- United Sullivan: ongoing planning and collaboration with community partners to improve the system of care.
- Continued participation in the HEALing Communities Study as a Wave 2 Community.
- Collaboration with community partners regarding OPWDD services and the eligibility process.
- Program monitoring, submission of monthly agency reports to OMH and the Total Unique Individuals Served Survey

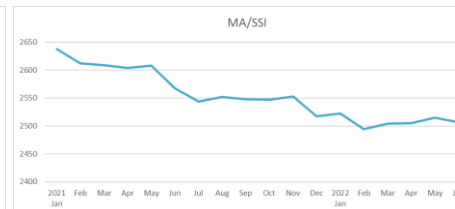
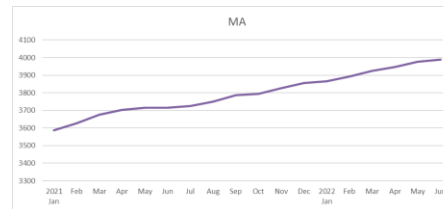
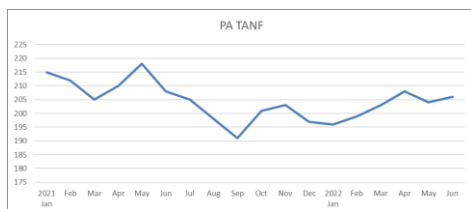
Behavioral Health Clinic (Mental Health and Substance Abuse: 173 clients on the roster for high risk census. Percentage of clients on the roster as high risk comprise 33% of the clients served during the program month for June.



Social Services:

- As of 7/11/2022 the following amounts have been disbursed under ERAP: Rental arrears payments- 549 benefits, \$ 4,247,021.96, Average payment of \$ 7,735.92, Prospective rent payments- 437 benefits, \$ 1,309,414.55, Average payment of \$2,996.37
- The HEAP Cooling component opened on 5/2/22. It was slated to close on 8/31/2022 but will be closed on 7/8/2022 due to available funds being exhausted.
- Worked with the HEAP Coordinator on a HEAP staffing plan to create full time Account Clerks instead of 6-month temporary ones. This change will meet the demands of the department and allow us to effectively recruit for the vacant positions.
- 2 families (8 people) transitioned from emergency housing to permanent housing.

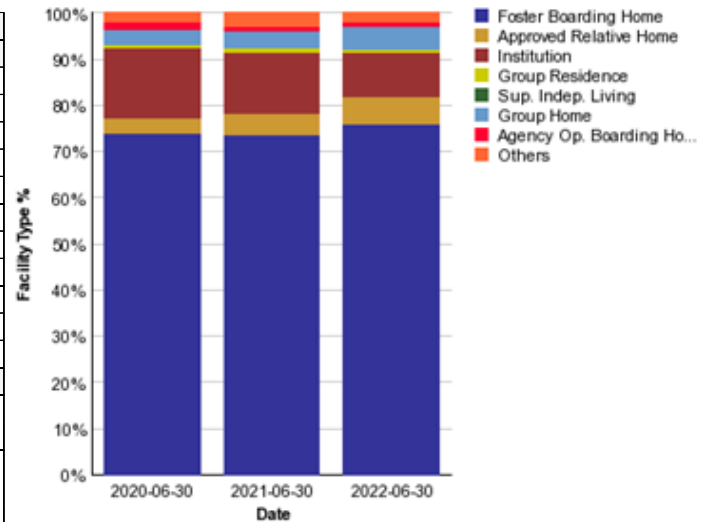
Public Assistance Cases (as of 6-30-2022)				
Temp. Assistance to Needy Families	Safety Net	Food Stamps	Medical Assistance	MA/Supplemental Security Income
206 (-2)	228 (-35)	5905 (+263)	3988 (+42)	2507 (-8)
Homelessness Snapshot (as of 7-1-2022)				
Code Blue	Quarantined	Adults / Children	Sex Offenders	Total Homeless
0	0	73/41	17	114



Fraud Investigations (as of June 30, 2022)						
Collections (accident liens, property and estate claims)	Cases Active	Cases Referred	Completed	Arrests	Pending arrests	Burials
\$19,423.83 (+19,151.70)	177 (-16)	20 (-15)	46 (-10)	3 (+3)	10 (+2)	14 approved (+6) \$20,459.89 costs (+\$7,859.00)
Child Support Enforcement Cases (as of June 30, 2022)						
Collections	Petitions Filed	Paternity Establishments			Total Cases	
\$571,651 (-124,885)	26 (-18)	14 (-13)			3238 (-22)	

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	12/5/27	143/121/184	45	50
June 2022	7/0/32	28/33/184	+2	8

FOSTER CARE STATISTICS				CHILD PROTECTIVE SERVICES			
	JUN 2022	Trend	Goal		2021	YTD 22	JUN 22
Kinship%	6.79%		20%	# New Reports	1410	774	126
Congregate Care%	22.33%		16%	# Indicated Reports	118	44	7
Total in Care	103		<100	Physical abuse	2	3	1
RTF	0			Emotional abuse	0	0	0
Diagnostic	1			Sexual abuse	5	2	0
RTC	10			Neglect	73	18	2
Group Home	5			Domestic violence	0	2	0
Therapeutic Foster Home	31			Educational neglect	24	9	3
Regular Foster Home	41			Substance abuse	5	8	0
Kinship	7			# Unfounded Reports	703	398	66
Other	8			# Court Ordered 1034s	54	22	4
Freed for Adoption	17			PREVENTIVE SERVICES STATISTICS			
Certified Homes	59		5x# in care	NEW REFERRALS		22	
Newly Certified Homes	1						
Number of Closed Homes	1			TOTAL CASES		115	
New Kinship Homes	1						
Pending Certificaiton	5						
Total Certified Beds	157		5x# in care				



Public Health Department

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

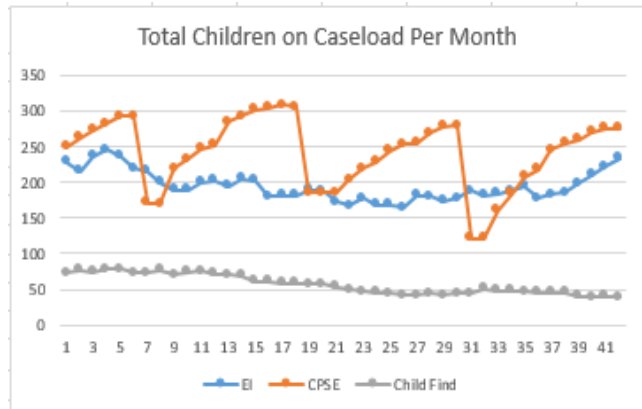
CDC COVID INFO: www.cdc.gov/coronavirus/2019-ncov/science/community-levels.html

NYS Coronavirus Hotline: 1-888-364-3065 Sullivan County Public Health COVID Info Line: 845-513-2268

Director's Comments:

- The 2022-24 Community Health Assessment planning process is progressing and on track, and focus groups, data analysis in progress
- Communication with Cornell Cooperative Extension regarding Healthy Families Program expansion for 2023.
- A great deal of time spent on resolution preparation for contracts, personnel and grants.
- Attended NYSACHO annual membership meeting, was elected as President for 2022-2023.
- Covid-19 continued to be a focus due to summer camps

Early Care Program:



- Total revenue for 2022 is \$22,262.49 in SED Medicaid and \$11,172.25 in DOH-EI revenue.
- Training for our contracted staff continued on the CPSE Portal. However, numerous providers have not participated and we transition as of July 1.
- The Monticello School District is pursuing 4410 approvals to open a Preschool Center-Based Program to help fill the void left by Project Excel's closure. SED is working to expedite the application.
- The County's EIODs/SCs are carrying 115 children for service coordination. The Senior Typist continues to be out on leave since May 10th. One of the Initial Service Coordinators is now also out on leave. Existing staff is working to cover all aspects of the positions.

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

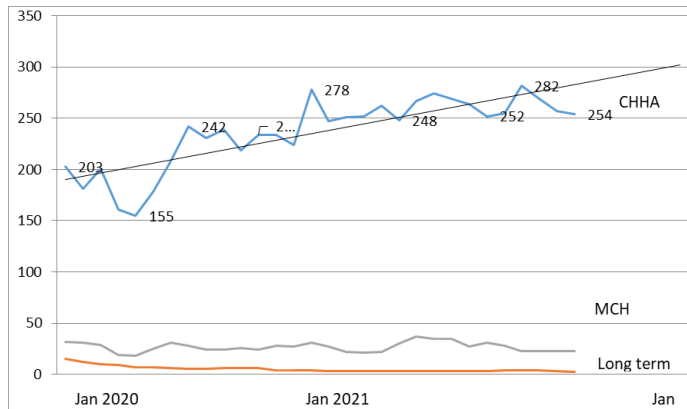
- Outreach: Assistance provided social media posts, flyers and events, Bold Gold Radio PHS updates, monitored Covid Info line, prepared Narcan kits, gave 2 NARCAN trainings – 20 people trained.
- Attended: CHHA/CHIP Coordination Meetings, Garnet Health PHS CHA-CHIP coordination meeting, Regional PH Collaborative meetings for CHA-CHIP, Meeting with Cornell on Food is Medicine Program, Poison Control call with Director, Final Hands for Health meeting under auspices of grant, Ad Campaign to wrap up with OFA,
- Facilitated: tour of facility and orientation on Public Health to Garnet resident, Drug Take Back Day, PH Education to Town of Rockland Senior Group, PH Education to Monticello Seniors.
- 3 cribs-for-kids educational sessions in June.

Healthy Families:

- Healthy Families has 46 Enrolled families in June 2022. FSW's have 74 completed home visits for the month out of the 93 expected. Family Assessment worker has done 3 Assessments in June, referred to the program, eligible.
- Program manager is continuing to participating in the Perinatal Drug task force, pillar for Maternal Child Health issues.
- Healthy Families received 14 referrals, 7 from DFS, 2 from WIC, 2 Family and Friends, 1 - MISN. 1 CPS, 1 PHS. We have 56 screens pending assessment.
- HF Advisory board meeting will be held on July 27th via Zoom 3:00PM 4:00PM.
- Completed the application for the membership for the NYS Infant Mental Health membership as a program, payment in process.

Healthy Families	Total Sept 2020 to Aug 2021	June 2022	Total YTD 9/1/21-05/31/22
Referrals received	193	14	200

Referrals pending	168	55	581
Discharges	58	0	32
Assessments	43	4	41
Enrolled families@ end of month	53	46	46
# Home visits	1,435	74	980
Cribs distributed		3	19



Patient Services: Certified Home Health Agency/CHHA Census 2022

CHHA: June 2022: The average daily census increased slightly to 181.8, with total patient days slightly down 5569 to 5454. We had 254 CHHA specific patients, 2 LTHHCP, and 23 MCH with a grand total of 279 patients on caseload throughout the month. Targeted 5% increase d/t 19.5% increase in admissions seen in 2021. There was a 29.13% increase in census 2020-2021, targeted 5% d/t this.

Measure/Indicator	2021 YE Score	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Target 2023	Current vs. Goal	Trend	Best Practice	
Admissions (2021)	1354	115	99	112	108	100	105							1422			10%	639
Prior Year (2020)	1133	115	92	132	107	118	113	119	109	121	121	106	101	1354				
Census (agency) (2021)	3457	286	287	309	296	283	279											1740
Prior Year (2020)	2677	266	255	313	277	278	276	291	281	307	312	307	294	3457				
Productivity	4.52	4.30	4.30	4.70	4.90									5.00			5	4.6
NTUC	24.0%	21.0%	23.3%	25.8%	22.9%	36.9%	17.1%							20.0%			15%	24.5%
Sample size		165	167	187	174	178	165											
Prior Year (2020)	24.3%	25.0%	25.0%	25.0%	25.0%	19.0%	28.0%	24.0%	22.0%	28.0%	26.0%	24.0%	26.0%					
Timely SOC	null	77.2%	62.3%	50.2%	34.3%	40.5%	86.9%										100%	58.6
Sample size		103	113	119	109	102	104											
Overtime: Avg	104.6	113	127	134										85.00				
OT Totals: (2020)	89.5	113	140	148										133.7				

Maternal Child Health (MCH), June 2022 Data:

Referrals Received	SUD-connected cases	Census	MCH Home Visits	CPS Home Visits	Newborn Screens
11, 8 opened	1 opened	23	59	22	1

Epidemiology and Emergency Planning: Covid was somewhat of a focus due to summer camps, with Monkeypox also becoming a focus as Sullivan County had the first NYS case outside of the 5 boroughs. Routine immunization clinics @ PHS continued with Covid vaccine clinics scheduled every 3 weeks using Pfizer as this has the longest shelf life. All told the Epidemiology staff investigated 140 cases of other communicable diseases (not STIs, Covid, or Rabies).

Cases Investigated-Vaccinated/Treated (as of June 30, 2022)				
Rabies related incidents / needing Treatment	STD	Tuberculosis	Lead Poisoning	COVID as of May 31, 2022

33 investigations/3 animals tested/1 person treated	18/18	0/0	0 children tested, 106 in total	21,111 total cases (+544) 144 deaths, 1 hospitalized
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Medical Reserve Corps (MRC):

- MRC planning training for July: CPR
- MRC continues to staff at least 2/3 of clinics.