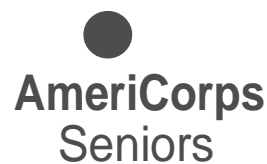
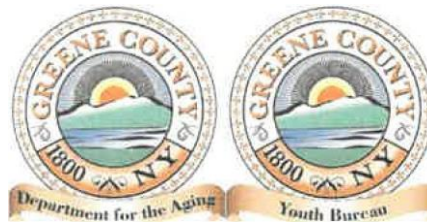


# Greene County Department of Human Services Annual Report 2022



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# Table of Contents

Summary .....	3		
Structure .....	3		
Demographics .....	4		
Revenue.....	5		
<b>Programs</b>	<b>&amp;</b>	<b>Services</b>	
<b>Aging</b> .....			6
Youth .....			7
<b>Highlights</b>			
<b>Aging</b> .....			8
Youth .....			9
<b>Challenges</b>			
<b>Aging</b> .....			10
Youth.....			10
<b>Goals</b>			
2023.....			10
<b>Appendices</b> .....			12

## **Summary:**

As we entered into 2022 the easing of the COVID pandemic restrictions began to show hope of much need normality, despite the looming issues from the previous two (2) years, such as lack of resources, staffing, rising food and fuel costs. August 2, 2021 three (3) out of the five (5) Senior Service Centers were open, I am pleased to report that all five (5) Centers are now open. While the COVID pandemic restrictions have been lifted, senior participation is sporadic at best as there continues to be hesitation to congregate. The centers continue to bounce back, by developing intuitive ways to assist with increasing senior participation, as socialization is especially important since the COVID pandemic.

Our normal budget continued to be supplemented with the American Rescue Plan (ARPA), Coronavirus Aid, Relief and Economic Security (CARES), the Consolidated Appropriations Act and the Expanding Access to COVID-19 Vaccines via Aging Network funding. The Youth Bureau however continued to receive less than 46,000 dollars in state aid. This has been the case for the past 10 years.

Our monthly newsletter, the Round Table News and our social media platforms continue to be instrumental in getting information to our clients and their families during 2022, continuing to inform seniors, their families and youth about services provided through the Department, helpful information and events held throughout the County.

## **Structure:**

The Department of Human Services is comprised of 6 units: Services, NY Connects, Nutrition, Volunteers, Youth Bureau and Administration. We provide a network of services that attempts to meet the needs of our citizens. These are offered through both direct and subcontracted programs. Maximum accessibility is normally achieved by offering senior services at 6 locations: Acra Community Center, Rivertown Senior Center in Athens, Robert C. Antonelli Center in Catskill, Coxsackie Senior Center, Jewett Municipal Building and the main office in Catskill. As noted above with the onboarding of new staff, all 5 Senior Centers have now been reopened. It should be emphasized, that despite the Centers being closed, all home delivered meal (HDM) participants

were served despite the lack of staff and resources.

Youth services are offered at the main office as well as in each of the 6 school districts (Cairo-Durham, Catskill, Coxsackie-Athens, Greenville, Hunter- Tannersville, and Windham-Ashland-Jewett).

The Department's staffing has been as high as 42 in 2012, to an average of 35 employees over the last 7 years. In 2021 the Department ended the year with 24 full time, part time and per diem employees, one (1) contracted Attorney, one (1) contracted Registered Dietician, One (1) contracted Coordinator and approximately 200 volunteers. 2021 was the lowest staffed year to date. In 2022, the Department started and ended with 36 employees, we still have the contracted Attorney, Registered Dietician, Coordinator and approximately 200 volunteers. Included in the 36 employees, one (1) full time and one (1) part time employees are assigned to the Youth Bureau. While normal attrition happens during any given year, I am pleased that we were able to fill most of our vacancies. A continued issue for the structure of the Department is the lack of a steady stream of people willing to volunteer for our Senior Corp program, not having a sufficient supply of Home Delivered Meal (HDM) volunteers necessitates the need to have staff make deliveries. This raises the cost of each meal and places an additional burden on the other work that the staff must complete.

We are funded by the Greene County Legislature, NYS Office for the Aging (NYSOFA), NYS Office of Children Youth and Families (OCFS), Corporation for National and Community Service (CNCS), Older Americans Act (OAA) federal funds, grants, contributions and donations. We operate under the guidance of 2 advisory councils and one policy making board: The Aging Advisory Council, The RSVP Advisory Council and the Children Youth and Community Board. Membership is listed Appendix A.

### **Demographics:**

According to the most recent US Census data our citizens in order of total population are White, Black or African American, two or more races, Hispanic, Asian, American Indian/ Alaska Native and Native Hawaiian/Pacific Islander. 91.98% speak English only, languages other than English spoken at home are Indo-European 3.54%, Spanish

3.4%, Asian and Pacific Island 1% and Other (.1%). Approximately 5.7% of the residents are foreign born. Youth birth to 17 make up 15.9% of the population. Seniors 65 years and older make up 23% of our population.

According to the most recent information from NYS Council on Children and Families, Kids' Well-being Indicators Clearinghouse (KWIC) the number of children and youth living below poverty, youth ages birth-17 years is 1,186 which is 16.1%. This is slightly lower than the NYS average of 16.7%. The NYS Department of Education reports that 44% of our children are receiving free or reduced-price school lunches. We have a 7% drop out rate and an 85% graduation rate.

### **Revenue:**

Aging operates within three fiscal systems: county, state and federal. Aging revenue is separated into dedicated funding streams listed in Appendix B. Multiple funding years are noted for those programs that have cross year funding cycles. The Section 18 Transportation funds are not listed in the department funds in Appendix B. They are not specific to our department. These are funds for the Greene County Transit System. New York State Department of Transportation mandates all transportation programs be maintained by a municipality regardless of whether it is an in-house or subcontracted program. The Business Manager has taken on the additional responsibilities of administering these funds for the county.

Our Home Energy Assistance Program (HEAP) funds are derived from an agreement with Greene County Department of Social Services. We assist seniors in completing their applications. HEAP is also not listed on Appendix B. 2020 brought in \$12,000.

Seniors are permitted by law the opportunity to contribute to our programs. There is also a cost share component to certain programs that uses a sliding scale fee structure.

We received a \$1,200 grant from the Athens Community Foundation for programming at the Rivertown Senior Center and we received individual donations into our Senior Angel fund.

The Youth Bureau operates with county and state funds. The Youth

Bureau received \$44,494 from New York State Office of Children and Family Services. This amount has not significantly changed in almost a decade.

### **Programs & Services / Aging:**

Area Agencies on Aging (AAA) were established by the 1973 reauthorization of the Older American's Act. Greene County's AAA was established in 1976. We initially were responsible for responding to the needs of our residents age 60 and older.

Through our NY Connects program we are now able to assist families, caregivers, professionals, people with any type of disability and people of all ages, by providing long term services or support such as home care, transportation and meals. The goal is to help individuals live as independently as possible while meeting their medical, social and functional needs that arise from aging or disability.

We are charged with assessing community needs and developing area plans to address those needs. We coordinate services and supports that help enable older adults live independently in their community. Aging's work is in 5 essential function areas:

Empower older adults, families and caregivers to make informed decisions about and access existing health and long-term options including community-based services.

Enable older adults to remain in their homes for as long as possible.

Empower older adults to stay active and healthy.

Ensure the rights of and prevent the abuse, neglect and exploitation of older adults.

Maintain effective and responsible management.

One of the main components of services and supports are the Social Determinants of Health. Social Determinants of Health affect a wide range of health and quality of life outcomes. These include nutrition services, health and wellness, caregiver supports, transportation, health

insurance information and legal services. In 2022 our Department served 3,776 seniors. Our services data is listed in Appendix C. It does not however include our Senior Angel program, our Helping Hands Program or our In-Home Contact and Support which are listed in the Highlights section.

Once again we are slowly getting back to normal operating procedures, continuing to fill vacancies in the Nutrition Department. In Athens, we have hired a Central Kitchen Cook, a Cook and a full-time food service helper, resulting in our Coordinator of Nutrition Services now being stationed back at the main office. Despite the easing of restrictions, our numbers for home delivered meals remains higher than normal, due to hesitation to congregate and the requirement of assessments to determine eligibility.

The three major annual events facilitated by our department - Senior Day in May, Volunteer Recognition in October and Thanksgiving Dinner in November were once again cancelled due to COVID concerns.

### **Programs & Services Youth:**

The function of the Youth Bureau is to assist in the development and implementation of programs and services for children and youth up to 21 years of age. Funding is provided to 501 (c) 3 agencies that guide youth in building on their strengths. Core competencies and life skills are learned. Programs must work in one of 6 life areas.

These life areas are:

1. Economic Security,
2. Physical Health,
3. Education,
4. Citizenship/Civil Engagement,
5. Family,
6. Community.

These are based on the 8 features of Positive Youth Development that have been established by the National Research Council. Our subcontractors operate Education, Juvenile Justice, Art, Leadership, Recreation and Youth Development programming. These programs encourage youth to become involved, develop a sense of responsibility,

and make a positive contribution to their community. Throughout Greene County, cultural and recreational opportunities are provided to build character and encourage physical, emotional and intellectual growth.

Our direct service and funded programs worked with 1814 youth, and funded 10 programs. This is a significant increase from 2021 of 1004 but we funded 11 programs two past applicants choose not to apply, one pulled their application and one application was denied. On the plus side, we received one new program applicant, as well as had two applicants for the new Youth Sports Funding. See Appendix D for this service data.

### **Highlights/Aging:**

- All five (5) Senior Service Centers are opened.
- Key positions in the Nutrition Department have been filled.
- The volunteers, without their assistance the Department would not have been able to deliver the extra meals that were needed.
- Return of the Shopping bus providing transportation for our seniors for shopping as well as to their local Senior Service Center for lunch.
- Introduction of ELLIQ, a proactive, voice operated care companion designed to empower independence, supporting social, mental and physical wellbeing.
- Subcontracted Personal Care Level II Aide, providing bathing, dressing and medical reminders to our clients. This has been a long standing issue that is being addressed.
- Our monthly newsletter, The Round Table News, as well as our social media platforms helps spread information to our seniors.
- Our Senior Angel Program once again broke our fundraising goal. In 2021 the committee raised \$16,008.06, serving 237 individuals



during the season. In 2022 the committee raised \$25,367.25, serving 246 individuals.

- The Helping Hands program is now well established. The local Rotary Clubs have done a wonderful job helping seniors with small chores such as changing lightbulbs, raking leaves and delivering groceries. These really make a difference. 10 seniors were assisted with this program. Rotary Clubs also continued the In Home Contact and Support program. This was helpful during the lockdown. Seniors that are now able to get out and about were most grateful for the social telephone connection.
- Staff willingness to go above and beyond especially the kitchen staff who put in a tremendous number of extra hours.

### **Highlights/Youth:**

- Youth Service Workers are back to the traditional structure of meeting youth in the main office as well as during home visits, or student's free periods at school.
- Re-establishment of the Youth Bureau case review support meetings with Greene County Mental Health, which helps to manage the stress related to working with this challenging population.
- Youth Bureau staff continues to collaborate with the Greene County Department of Social Service, primarily with Child Protective Service and the Preventative Unit to assist families. Additionally, those agencies along with the Youth Bureau work with the Greene County District Attorney's office and Probation regarding truancy.
- Youth Service Workers continue to pitch in to help deliver meals to seniors, as needed.
- The Greene County Youth Fair returned in person to the Angelo Canna Park.

## **Award Winning Youth:**

2022 Greene County Youth of the Year, Samuel Mozzillo, Cocksackie-Athens High School, Youth & Community Advisory Board Chairman's Choice Award Gabriel Hoglund-Cocksackie-Athens High School, Children, and Greene County Department of Human Service's Director's Award, Brianna Leishear, Windom Ashland Jewett Central School

## **Challenges/Aging:**

- Recruitment and retention of volunteers.
- Increasing activities and participation at the Senior Service Centers.
- Continuing to delivering meals to the vast number of new clients.
- Continue to expand outreach efforts to educate the Greene County residents of the services we provide.
- COVID and its lasting effect on the seniors within the community, with respect to loneliness and isolation.
- Gaps and barriers in service, due to the increasing senior population as well providing service to such a large rural county.

## **Challenges/Youth:**

- The lack of funding and resources need for current and new programming.
- Concern about providing services needed to the increasing number of referrals to the program.

## **2023 Goals:**

- Continue to fill vacancies within the Department.
- Provide evidence-based classes at each Senior Service Center, which is proven to help, manage chronic conditions, increase body

strength and prevent fails.

- In 2022, the three (3) annual events facilitated by the Department were cancelled due to COVID concern, as COVID restrictions have been lifted, we are hoping to begin to host Senior Day, Volunteer Recognition and the Thanksgiving dinner in 2023.
- Work with subcontractors to find additional Personal Care Level II aide.
- Case Managers and Administration to visit Senior Service Centers on a bi-weekly basis.
- Cross-train all Department staff to improve productivity and efficiency.
- Create job positions that promote clear career growth, oversight, guidance and accountability within the Department.
- Schedule a yearly review of Standard Operating Procedures so they remain up to date and relevant.
- Conduct surveying of the services provided by the Department to ensure that the needs of the community are being met.
- Conduct more programming for both aging and youth.

# **-Appendices-**

# Appendix A

## Aging Advisory Council

Richard Golden	Chairperson	Coxsackie
Linda Van Etten	Vice Chairperson	Lexington
Florence Ohle	Secretary	Community Action of Greene County
Michelle Deyo Tyler Lynch (alternate)		Greene County Veterans Service Agency
Edward Bloomer		Legislature County Services
Bea Clappin		Greene Dept. of Social Services
Larry Krajeski		Catskill Mountain Housing
Vacant during 2021		Greene Mobility Manager
Dawn Wallant		Common Ground
Beverly Myers		Greenville Area
Lynn Brunner		Athens Area & Center Liaison
Ernie Armstead		Catskill Area
Judi Lopresti		Jewett
Lula Andersen		Ashland
Jeffry Russo		New Baltimore
Dorothy True		Cairo Area
Lillian Moore		Volunteer Representative/ AmeriCorps Seniors

## Children Youth and Community Advisory Board

Pamela	Coloton	Service Provider/HTC School District
Mary Jo	Jaeger	General Public/Greene County
Debra	Kingman	Greene County Probation Dept.
Larry	Krajeski	Service Provider/ Catskill Mtn Housing
John	Scalera	General Public
MaryAnn	Scalera	General Public/Retired
Angelo	Scaturro	Gen. Public/Attorney
Don	Smith	General Public/Retired
Alison	Phoenix	General Public
Brenna	Rustick	Youth Member
Aizlyn	O'Connell	Youth Member
Sal	Massa	Retired/ PHO Psychologist - 2022 new member

## RSVP Advisory Council

Lillian Moore - Chair	Catskill
Liz Jarvis	Athens
Rev John Capen	Athens
Vicky Cramer	Catskill
Carol Voeks	Catskill
Edie Bentley	Catskill
JoEllen Gilloolev	Catskill
Janet DeVecchio	Catskill
Marv Gettinger	Leeds
Carol Knoth	Leeds
Penny Rivenburgh	Catskill

# Appendix B

<b>Revenue - Aging</b>		<b>Amount</b>
	<b>Year</b>	<b>Awarded</b>
<b>State Funding</b>		
<b>Transportation</b> - to provide rides for residents aged 60+	4/1/21-3/31/22	\$5,600.00
	4/1/22-3/31/23	\$5,600.00
<b>HIICAP</b> - (state and federal funds) - Health Insurance Information Counselling and Assistance Program	4/1/21-3/31/22	\$33,617.00
	4/1/22-3/31/23	\$33,617.00
<b>CSE</b> - Community Services for the Elderly funds outreach, case assistance and social adult day care.	4/1/21-3/31/22	\$116,191.00
	4/1/22-3/31/23	\$116,191.00
<b>WIN</b> (formerly SNAP) - Wellness In Nutrition funds home delivered and congregate meals	4/1/21-3/31/22	\$ 210,325.00
	4/1/22-3/31/23	\$249,219.00
<b>EISEP</b> - Expanded In Home Services for the Elderly Program funds in-home aide services and care management for frail and disabled older adults	4/1/21-3/31/22	\$178,749.00
	4/1/22-3/31/23	\$178,749.00
<b>State RSVP</b> - The Retired Senior Volunteer Program now Senior Corp recruits, trains, and places older adult volunteers (55+) in a host of community-based human service agencies.	7/1/21-6/30/22	\$ 6,368.00
	7/1/22-6/30/23	\$ 6,368.00

<b>CSI - Congregate Services Initiative funds _programs and activities at area senior centers</b>	4/1/21-3/31/22	\$1,295.00
	4/1/22-3/31/23	\$1,295.00
<b>Unmet Need - Funds can be used to provide services to a client who is on a waiting list or clients that have additional needs that have been identifies.</b>	4/1/21-3/31/22	\$ 121,494.00
	4/1/22-3/31/23	\$ 121,494.00
<b>NY Connects - Funds information services for all long-term services and supports regardless of age.</b>	4/1/21-3/31/22	\$ 230,867.00
	4/1/22-3/31/23	\$ 230,867.00
<b>MIPPA - Medicare Improvements for Patients and Providers Act helps low-income Medicare beneficiaries apply for Programs that make Medicare affordable</b>	9/30/21-9/30/22	\$ 13,144.00
	10/1/22-9/29/23	\$ 15,294.00



<b>Federal Funding</b>		
1/1/20-12/31/20		
<b>111-B</b> - Supportive Services to maintain independence: transportation, information and assistance, home care, legal assistance, case management and activities at senior centers	1/1/21-12/31/21	\$ 54,492.00
	1/1/22-12/31/22	\$ 56,407.00
<b>III-CI</b> - Congregate Nutrition Services	1/1/21-12/31/21	\$ 79,918.00
	1/1/22-12/31/22	\$ 79,478.00
<b>III-C2</b> - Home Delivered Nutrition Services	1/1/21-12/31/21	\$ 42,315.00
	1/1/21-12/31/22	\$44,153.00
<b>111-0</b> - Funds evidence based interventions, health promotion and disease prevention programs	1/1/21-12/31/21	\$ 8,993.41
	1/1/22-12/31/22	\$4,192.35
<b>111-E</b> - National Family Caregiver Support Program was designed to help family caregiver through counselling, support groups, respite and home care.	1/1/21-12/31/21	\$ 37,922.98
	1/1/22-12/31/22	\$39,020.13
<b>Federal RSVP</b> - Recruits, trains and places older adult volunteers in a host of community-based human service agencies.	4/1/21-3/31/22	\$ 50,000.00
	4/1/22-3/31/22	\$50,000.00

NSIP - Nutrition Services Incentive Program is for serving meals to individuals 60+	10/1/21-9/30/22	\$ 22,593.96
<b>CARES ACT</b>		
HDC2 {C1 -Congregate Nutrition Services )	1/20/21-9/30/22	\$ 12,509.00
FCC3 (3E - National Family Caregiver Support Program)	1/20/21-9/30/22	\$ 15,880.00
HDC2 (C2- Home Delivered Nutrition Services-)	1/20/21-9/30/22	\$ 25,019.00
HDC3 (C1/C2)	1/20/21-9/30/22	\$ 75,057.00
SSC3 (38 - Supportive Services to maintain independence )	1/20/21-9/30/22	\$ 31,140.00
ADRC (NY CONNECT)	1/20/21-9/30/22	\$ 22,928.00
<b>American Rescue Plan</b>		
SSC6 - Ill - B see above - Supportive Services to maintain independence	4/1/21-9/30/24	\$ 71,198.00
CMC6 - EISEP-see above - funds in-home aide services and care management	4/1/21-9/30/24	\$ 46,582.00
HDC6- C-1-see above - Congregate Nutrition Services	4/1/21-9/30/24	\$ 69,725.00
PHC6 - EISEP - see above - funds in-home aide services and care management	4/1/21-9/30/24	\$ 7,187.00
FCC6 - 111-E - see above - to help family caregiver	4/1/21-9/30/24	\$ 22,530.00
<b>Consolidated Appropriations Act</b>		
HDCS - C-2 - Home Delivered	12/27/20-9/30/22	\$ 26,161.00
<b>Expanding Access to COVID-19 Vaccines via Aging Network</b>		
VACSS -vaccine related services	4/1/21-9/30/22	\$ 7,767.00
COVID-19 ADRC Vaccine Access - vaccine related services	4/1/21-9/30/22	\$ 12,536.00

# Appendix C

Service Type	2022 Total Units	2022 Total Unduplicated Clients	2021 Total Units	2021 Total Unduplicated Clients	2020 Total Units	2020 Total Unduplicated Clients
Adult Day Services	672	2	1,306.50	3	1,226.5	3
Case Management	1,028.75	672	640.02	312	928.52	332
Congregate Meals+	7,782.00	282	1,081.00	0	4,138	196
Home Delivered Meals	88,991.00	189	91,971.00	588	92,334	588
In-Home Cont. & Sup.	83.00	515	94	17	594	164
Info & Assistance	490.00	23	102	81	51.5	47
Legal Assistance	42.25	80	63.00	2	49	4
Nutrition Counseling	28.00	2	2.00	2	15	14
Nutrition Education	4,673.00	5	1,092.00	15	2,887	67
Other Services	923	65	18,765.25	2,091	25,438	2,541
Outreach	28.50	1	227.00	67	103	41
PC Level I (H/Chore)	7,404.41	80	5,237.17	68	4,670.25	51
PC Level II (H/PC)	339.25	76	1,268.75	13	1664.5	17
Per Emergency Response	857.00	14	726.00	87	794	75
Sr. Center/Rec & Educ.+	35	94	6.00	0	163	0
Transportation	6,112.00	197	4,743.00	197	4,729	212

\*Items are calculated in 15 minute increments

+ Centers were closed and congregates became take out or home delivered meals due to the pandemic.

# Appendix D

## Youth Bureau Funded Agencies

Agency YDP = Youth Development Program SEF = Sports Education	2022 Amount Allocated	2022 # youth participating	2021 Amount Allocated	2021 # youth participating	Life Area
Athens Cultural Art Center, Inc. YDP	\$6,500	122	\$1,500	109	Education
Catskill Community Center YDP	No app	NA	\$3,494	45	Physical Health
Common Ground Dispute Resolution, Inc. YDP	\$12,500	363	\$7,000	50	Citizenship
Community Action of GC/Peer Court YDP	Pulled app	NA	\$2,500	1	Citizenship
Cornell Cooperative Extension YDP	\$3,000	560	\$3,000	147	Education
Encouraging Young Readers (Cairo Library) YDP	\$1,200	85	No app	NA	Education
GC Youth Bureau – Community Dev/PrePINS YDP	\$4,764	96	\$10,000	96	Citizenship
GC Youth Bureau Admin YDP	\$10,000	1814	\$6,000	1004	Community
Girl Scouts of NENY YDP	\$2,250	307	\$3,000	234	Citizenship
Greenville Library YDP	\$2,280	62	\$1,000	49	Family
Prattsville Art Project YDP	No app	NA	\$2,000	149	Citizenship
Town of Cairo Summer Recreation YDP Summer Sports Program SEF	-0- \$4, 552.83	NA 60	\$3,000 No app	30 NA	Physical Health
Town of Durham YDP	\$3,000	134	\$3,000	124	Physical Health

