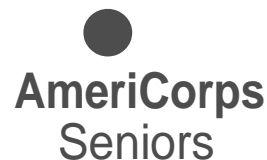


Greene County Department of Human Services Annual Report 2023



Prepared by: Executive Director Stephanie Schleuderer, MPA

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Summary

Entering 2023 was encouraging as we continued to get back to normal operations in the aftermath of COVID-19. As my predecessor has reported previously, COVID-19 had a tremendous impact not only on Greene County but New York State as a whole. DHS had to quickly pivot in response, our monthly newsletter, and social media platform, assisted in getting the word out regarding Senior Service Center closures, event cancellations, social distancing guidelines, properly wearing a mask as well as tips and tricks to help combat the prolonged social isolation.

All five (5) Senior Service Centers remain open, slowly bouncing back with increased senior participation. Bingocize is a health promotion class which combines bingo and fall prevention exercises to help reduce falls was held at each center, Fall Prevention classes were also held at each center as well as resuming holiday parties and fun activities.

In January Central Hudson presented to the seniors regarding available payment options to low-income customers, special assistance for customers on life support equipment or hospitalization as well as navigating the website and mobile app.

In April DHS celebrated Global Volunteer month, as our largest service provided is home delivered meals which is solely volunteer based, it is important to celebrate and recognize that volunteering saves resources and builds stronger communities by bringing people together.

The Greene County Legislature proclaimed Older Americans Month in May, over one-fifth of the Greene County's total population is comprised of citizens 65 year and older, because of this that it is important to honor our senior citizens as we all benefit when older adults remain engaged, included in their communities, independent, and encourage them to continue to play a vital role in the Greene County community.

June we had the pleasure of honoring our Greene County Seniors, Senior of the year, Patricia Elsbee, who received her proclamation from Greene County Legislature, Greg Davis, Outstanding Contribution by a Senior Citizen, Robert Knighton who received his proclamation from Greene County Legislature Patrick Linger and Certificate of Merit, John Pulice. who received his proclamation from Greene County Legislature Edward Bloomer.

In September DHS was pleased to celebrate National Senior Citizen's Day, a day of celebration recognizing senior citizen's contribution to society and their impact making the community and everyone's lives better with a special luncheon and dessert for celebration.

Also, in September we were able to resume Senior Day for the first time since the pandemic, over 300 seniors participated in the celebration, with lunch, vendors, live music and a raffle.

Structure:

The Department of Human Services has 2 distinct departments, the Youth Bureau and Aging which is comprised of Case Management, NY Connects, Nutrition, Volunteers and Administration. The mission of Aging is to provide supportive services through both direct and subcontracted programs, to assist Greene County's senior citizens to maintain their independence for as long as possible. It is through this network of supportive services provided at our 6 Senior Service Center locations: Acra Community Center, Rivertown Senior Center in Athens, Robert C. Antonelli Center in Catskill, Coxsackie Senior Center, Jewett Municipal Building the main office in Catskill. that we can reach the goal of assisting older adults in maintaining and/or improving their social, economic, health, safety, and nutritional status so they can safely age in place for as long as possible.

The mission of the Youth Bureau is to assist with the coordination of youth services for children and young people birth to 21 in Greene County by providing technical assistance to municipalities, private agencies and groups in program development, evaluation, financial planning, program management and training.

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). If a Greene County student attend one of the other 5 districts that serve Greene County (Gilboa-Conesville, Margaretville, Onteora, Ravena-Coeymans-Selkirk), our staff will meet with them in the surrounding counties of Ulster, Schoharie, Albany and Delaware.

The department has 30 full time, part time and per diem employees, a contracted Attorney, Registered Dietician, and approximately 200 volunteers to provide our services in 2023, While normal attrition happens during any given year, and normally we can fill those vacancies 2023 was challenging, the lack of interest in the job posting has been the biggest concern, this has been reported as a problem in other departments as well. Additionally, the lack of people willing to volunteer for our Senior Corp program is also a concern, not having a sufficient supply of home delivered meal volunteers necessitates the need to have staff make deliveries or consolidate meal routes. We have been taking a more creative approach for volunteer recruitment, the Volunteer Coordinator is attending talking events, large posters on sandwich boards in the main door when you enter the building, as well a volunteer highlights

in our newsletter have found to be beneficial.

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, two or more races, Hispanic, Black (AA), Asian, American Indian/ Alaska Native and Native Hawaiian/Pacific Islander. 92.2% speak English only. Languages other than English spoken at home are Spanish (3.5%), Inda-European (3.7%), Asian and Pacific Islander (.5%) and other (.1%). Approximately 6.3% of the residents are foreign born. Youth birth to 17 make up 16.7% of the population. Seniors 65 years and older make up 22.7% 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 1,358 which is 18.5%. This is slightly higher than the NYS average of 18.2% but lower than what was reported in 2019. It is the same information that was reported last year as this is the most recent data. The NYS Department of Education reports that 44% of our children are receiving free or reduced-price school lunches. We have a 4.5% drop out rate which is .5 higher than reported last year and an 88.1% graduation rate which is .1% higher than reported last year.

Revenue

Aging operates within three fiscal systems: Federal, State and County match. 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.

Our Home Energy Assistance Program (HEAP) funds are derived from an agreement with Greene County Department of Social Services. We provide information to callers and walk-ins regarding program guidelines and time frames as well as assist seniors in completing their applications. In 2023 DHS assisted with over 100 applications. HEAP is also not listed on Appendix B. 2020 brought in \$14,000.

There is also an opportunity for seniors to make a suggested contribution. The purpose is to offer participants the opportunity to contribute and offset the cost for services provided. Contributions are voluntary and services will not be denied to anyone unable to or unwilling to contribute.

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 \$48,394.00 from The New York State Office of Children and Family Services, to fund 501 (c) 3 non-profit organizations to benefit Greene County youth.

Programs & Services I Aging

Aging Services provides a network of supportive services through both direct and subcontracted programs assisting older adults to maintain and improve their social, economic, health, safety, and nutritional status so that they can safely age in place for as long as possible. This network of services provided to non-Medicaid eligible clients by DHS cost a fraction of the cost of Medicaid or skilled nursing facility placement with low cost and high-yield interventions. The supportive services include, home-delivered meals, congregate meals, nutrition education/ counseling, NYS Farmer's market check, caregiver information and support, Medical Transportation, shopping bus, as well as in home services, such as personal care for light housekeeping, errands, toileting and bathing, case management and personal emergency response system (PERS).

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 citizens age 60 and older. We are now assisting families, caregivers, professionals, and people of all ages or with any type of disability that need assistance in long term services and support such as home care, transportation and meals. This is done through the NY Connects program. 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 tasked with the responsibility of assessing community needs and developing area plans to address those needs. Social determinants of health such as isolation, loneliness, limited resources and fear of aging all affect a wide range of health and quality of life outcomes. The coordinated services and support provided help enable older adults to live independently in their community. Aging's work is in 5 essential function areas, we served 4,340 seniors

illustrated in the services data listed in Appendix C

1. Empower older adults, families and caregivers to make informed decisions about and access existing health and long-term options including community-based services.
2. Enable older adults to remain in their homes for as long as possible.
3. Empower older adults to stay active and healthy.
4. Ensure the rights of and prevent the abuse, neglect and exploitation of older adults.
5. Maintain effective and responsible management.

Programs & Services Youth

The Greene County Youth Bureau under the Department of Human Services funds and assists in both the development and implementation of programs for children and young people under the age of 21. The major responsibility of the Youth Bureau includes advocacy and the funding of programs aimed at improving and enhancing the welfare of Greene County youth and families. 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. Core competencies and life skills are learned through an array of services provided by our Youth Services Workers such as case management, home visits, advocacy in school and court, job placement assistance, supportive counseling, goal setting, values clarification and recreation. 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.

There are 2 distinct funding revenues received from NYS Office of Children and Families for Youth Development programs (YDF) and Youth Sports & Education (YSEF). YDF programs enable youth to build on their strength, gain important life skills, core competencies, allowing youth to have a meaningful role in the community, homes, neighborhoods, schools, foster care and residential treatment, in 2023 we funded 8 non for profit and served 1,119 youth of Greene County. YSEF are funded programs that provide a variety of sports for a broad range of youth, which includes organized activities with movement (physical fitness activities, including but not limited to yoga, hiking dance and active outdoor pursuits, in 2023 we funded 3 non for profits and served 324 youths in Greene County.

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.

Highlights/Aging

- All five (5) Senior Service Centers continue to remain open.
- Shopping bus provides transportation for our seniors for shopping as well as to their local Senior Service Center. This service picks up Seniors at their door, drives to Catskill for Shopping.
- Monthly bus trips to Colonie resumed.
- We were able to resume the three (3) major annual events that had to be postponed in 2022 due to COVID:
- Senior Day in September
- Volunteer Recognition luncheon in October.
- Thanksgiving Dinner in November.

DHS had the pleasure of numerous partnerships in 2023, Special Thank you to:

- Catskill Elks Lodge, for providing new bedding for our seniors.
- Catskill Regional Women's Club, for donating holiday bags of pet supplies as part of your Senior pet food project.
- The Pines for providing fall prevention classes to all five (5) of our Senior Centers.

- Community Action for your partnership for Thanksgiving were able to serve more than 100 people, and even had a wedding proposal.
- NYSOFA (New York State Office for the Aging) provided Companion pets, with choice of an animatronic dog, cat and bird, designed to bring comfort, companionship and fun, 25 were distributed to our seniors.
- Evidence Based classes were held at all five (5) Senior Center, providing health information, including proven strategies for managing chronic conditions and preventing falls.

Thank you to our Volunteers, without you would not be able to provide the services to assist the aging population to safely age in place with dignity and independence.

- 181 Volunteers contributed a total of 11,681 hours which according to the Independent Sector has a value of \$35.71 per hour totaling \$417,128.51.
- 123 Homebound Meal Delivery Volunteers delivered 88,608 meals to 458 recipients.
- 24 Homebound Medical Transportation Volunteers provided 1,339 rides for medical appointments for 101 clients.
- 46 of the clients who received the meal were veterans.
- 11 of the clients receiving rides were veterans.
- 16 of the RSVP Volunteers serving in 2023 are veterans
- Our monthly newsletter, The Round Table News, which now includes word searches to help improve Senior's memory, attention, and problem-solving skills. as well as our Facebook page and website was once again invaluable in helping spread information to our seniors.
- Our Senior Angel Program raised \$11,902.00 and approximately 225 individuals received a gift this season.

- 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. This program has shown to make a difference.
- Reorganization of the Department of Human Services, with two (2) retirements, I was able to create two (2) new positions, Senior Case Manager and Deputy Director, creating clear career growth, realigning supervisor oversight and guidance, which in turn creates accountability, clarification, communication and alleviate deficiencies.
- Staff willingness to go above and beyond, with meal preparation and delivery.

Highlights/Youth

- Continued collaborate with local agencies to assist with youth
- The Greene County Youth Fair returned in person to Angelo Canna Par with the theme "Enchanted Forest"
- Ella Schoenborn was named the 2023 Youth of the year. Ella started "project Ella" embarking on a mission to feed the hungry partnering with dozens of organizations and food pantries. Sunmark Credit Union recognized her with "The Cool to be Kind Student Leader Award"
- Micah S. Doing received the Chairman's Award as a member of the Community Life church a Youth Group Leader/Sr. Patrol Leader of local scout troop 131. He achieved recognition as a Life Scout and was nominated by Broadway.com for "Best Performer:"
- Maeve Lampman received the Director's Award as a member of the school Interact Club, Journalism Club, Prom Committee, Athletic Association, Varsity cheerleader and serves as Student Council Secretary and was inducted into the National Honor Society.
- Joseph Vanholestryn received Merit Recognition as a scout he has participated in parades, Veteran's events, served in various ranks, earned 32 badges and was named to the Order of the Arrow (Scouts Honor Society).

Award winning youth: Paige Swartout, Coxsackie-Athens High School, 2021 Greene County Youth of the Year; Sara Leipman, Catskill High School. Children, Youth & Community Advisory Board Chairman's Choice Award and Scott Baker, Catskill

High School, Greene County Department of Human Services Director's Choice Award.

Youth Service Workers pitched in to help deliver meals to seniors.

Challenges/Aging

- Recruiting volunteers:
- Rise in food and gas costs.
- Gap and Barriers in Services due to rural county
- Transportation
- Lack of affordable housing
- Long waitlist for Senior Housing.
- Due to lack of housing inventory, Seniors cannot downsize to a safer more appropriate home.
- Limited State and Federal Funding sources leading to limitation in services that can be provided to the aging population of Greene County
- Limited resources to provide to clients
- Increased client without the resources to hire additional Case Manager

Challenges/Youth:

- The lack of funding for programming.
- Continue to keep track with the changing trends in challenges faced by the youth.

- Lack of resources
- Increased case load with funding available to hire

Appendix A

Advisory Council to the Greene County Department for the Aging.

Officer	Name	Rep
Chairman	Richard Golden	District 2 - Coxsackie
Vice-Chair	Linda VanEtten	District 7 - Halcott, Lexington & Hunter
Secretary	Florence Ohle	Community Action
	Ernie Armstead	District 1 - Catskill
	Lynn Brunner	District 3 - Athens
	Beverly Myers	District 4 - Greenville
	Jeffrey Ruso	District 5 - New Baltimore
	Lula Anderson	District 6 - Prattsville, Ashland, Windham & Jewett
	Judi Lopresti	District 6 - Prattsville, Ashland, Windham & Jewett
	Dorothy True	District 8 - Cairo
	Charlene Mabey	District 9 - Durham APPOINTED 3/2022
	Lillian Moore	AmeriCorps Seniors
	Dawn Wallant	Common Ground
	Bea Clappin	GC DSS
	Edward Bloomer	GC Legis County Services
	VACANT	GC PH
	Michelle Deyo	GC Veterans (alternate Tyler Lynch)
	Donald Crespino	GCT Mobility Manager APPOINTED 3/2022
	Kendra Huber	Independent Living Center APPOINTED 9/2022
	Molly Whitbeck	Catskill Mountain Housing, Director APPOINTED 10/2022
	Larry Krajeski	Catskill Mountain Housing, Director RETIRED 8/2022

Greene County Youth Advisory Board

(New name effective 10/2022;

formerly Greene County Children, Youth & Community Advisory Board)

Name	Affiliation/Employer
Pamela Coloton	Service Provider/HTC School District
Kevin Forbes, Appt'd 12/22	Greene County
Gabriel Hoglund, Appt'd 11/22	Youth member
MaryJo Jaeger	General Public/Greene County
Amanda Karch, App'td 12/22	General Public
Debra Kingman	Greene County Probation
Larry Krajeski, Retired 8-2022	Catskill Mtn. Housing
VACANT	Greene County Public Health
Maeve Lampman, Appt'd 11/22	Youth member
Sal Massa	Retired/General Public
Alison Phoenix, Resigned 11/22	General Public
Brenna Rustick	General Public
John Scalera	General Public
MaryAnn Scalera	General Public/Retired
Angelo Scaturro	Gen. Public/Attorney
Don Smith	General Public/Retired
Terry McGee Ward – Resigned 3/2022	Staff-non voting/Executive Director
Stephanie Schleuderer – Named 9/2022	Staff-non voting/Executive Director

RSVP Advisory Council

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

Appendix B		
Revenue - Aging		Amount
	Year	Awarded
State Funding		
Transportation - 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
HIICAP - (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
CSE - 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
WIN (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
EISEP - 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
State RSVP - 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.	7/1/20-6/30/21	\$6,368.00
	4/1/22-3/31/23	\$6,368.00

CSI - Congregate Services Initiative funds _programs and activities at area senior centers	4/1/21-3/31/22	\$1,295.00
	4/1/22-3/31/23	\$1,295.00
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.	4/1/21-3/31/22	\$121,494.00
	4/1/22-3/31/23	\$121,494.00
NY Connects - Funds information services for all long-term services and supports regardless of age.	4/1/21-3/31/22	\$230,867.00
	4/1/22-3/31/23	\$230,867.00
MIPPA - Medicare Improvements for Patients and Providers Act helps low-income Medicare beneficiaries apply for Programs that make Medicare affordable	10/1/21-9/30/22	\$13,144.00
	10/1/22-9/29/23	\$15,294.00

Federal Funding		
1/1/20-12/31/20		
111-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	\$54,803.00
	1/1/22-12/31/23	\$58,780.00
III-CI - Congregate Nutrition Services	1/1/21-12/31/21	\$79,918.00
	1/1/22-12/31/23	\$83,403.00
III-C2 - Home Delivered Nutrition Services	1/1/21-12/31/22	\$42,315.00
	1/1/22-12/31/23	\$57,179.00
111-D - Funds evidence-based interventions, health promotion and disease prevention programs	1/1/21-12/31/22	\$8,993.41
	1/1/22-12/31/23	\$4,378.00
111-E - National Family Caregiver Support Program was designed to help family caregiver through counselling, support groups, respite and home care.	1/1/21-12/31/22	\$37,922.98
	1/1/22-12/31/23	\$29,857.00
Federal RSVP - Recruits, trains and places older adult volunteers in a host of community-based human service agencies.	4/1/20-3/31/21	\$52,500.00
	4/1/21-3/31/22	\$50,000.00

Appendix C

Service Type	2023 Total Units	2023 Unduplicated Clients	2022 Total Units	2022 Unduplicated Clients
Adult Day Services			672	3
Case Management	1,111.29	503	503.75	189
Congregate Meals+	10,534	268	8,950	189
Home Delivered Meals	93,175	579	88,991	757
In-Home Cont. & Sup.	90	30	83	28
Info & Assistance	505.50	369	490	81
Legal Assistance	42	2	43.25	2
Nutrition Counseling	34	7	28	5
Nutrition Education	4,793	6	4,673	74
Other Services	3,125	2,000	2,735	1,949
Outreach	272	173	585	83
PC Level I (H/Chore)	6,717.75	65	7,4045	77
PC Level II (H/PC)	905.50	18	339.25	16
Per Emergency Response	855.25	111	857	112
Sr. Center/Rec & Educ.+	14	4		
Transportation	6,687	233	6,078	198

*Item calculated in 15-minute increments

Appendix D
Youth Bureau Funded Agencies

Agency YDP = Youth Development Program SEF = Sports Education	2023		2022 Amount Allocated	2022 # youth participating	Life Area
Athens Cultural Art Center, YDP	\$6,500.00	129	\$6,500	122	Education
Catskill Community Center YDP	No app		No app	NA	Physical Health
Common Ground Dispute Resolution, Inc. YDP	No app		\$12,500	363	Citizenship
Community Action of GC/Peer Court YDP	\$0.00	0	Pulled app	NA	Citizenship
Cornell Cooperative Extension YDP	\$3,000	371	\$3,000	560	Education
Encouraging Young Readers (Cairo Library) YDP	No app		\$1,200	85	Education
GC Youth Bureau – Community Dev/PrePINS YDP	\$500.00	4	\$4,764	96	Citizenship
GC Youth Bureau Admin YDP	\$8,699.23	75	\$10,000	1814	Community
Girl Scouts of NENY YDP	\$2,900	121	\$2,250	307	Citizenship
Greenville Library YDP	\$2,280.00	92	\$2,280	62	Family
Prattsville Art Project YDP	\$3,500.00	172	No app	NA	Citizenship
Town of Cairo Summer Recreation YDP	\$2,885.85	74	-0-	NA	Physical Health
Summer Sports Program ESF	\$3,009.02	74	\$4,552.83	60	
Town of Durham YDP	\$3,000	136	\$3,000	134	Physical Health
YMCA Homeschooling Gym ESF	\$1,363.98	30	\$1,000	25	Physical Health