



Chautauqua County Department of **HEALTH AND HUMAN SERVICES**



2022 Annual Report

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A MESSAGE FROM COUNTY EXECUTIVE, PJ WENDEL



I am pleased to present the 2022 Chautauque County Department of Health and Human Services' Annual Report. This report provides an overview of the meaningful work and services the Department provides to Chautauque County, as well as data for the year 2022.

The Department of Health and Human Services (DHHS) serves tens of thousands of County residents annually, providing the community with essential services like temporary and medical assistance, child and family services, adult protective services, nursing, environmental health, jail health, and coroner services, many of which are state and federally mandated. It takes a staff of nearly 400 to provide these vital services to our residents.

I am excited to announce the County's plan for 2023 that involves the restructure of our current DHHS and the County Department of Mental Hygiene. The DHHS divisions of Adult, Children and Family Services as well as Transitional and Medical Assistance will integrate with the Chautauque County Department of Mental Hygiene to form the Chautauque County Department of Mental Hygiene and Social Services. In addition, the DHHS Division of Health will become a stand-alone department as the Chautauque County Health Department, to include all County public health and disease prevention programs, Environmental Health Services, Coroners, and will continue to provide medical services to the County Jail and County Emergency Services.

Many individuals and families often receive services from multiple areas of County Government. The restructure will better integrate our mental hygiene and social services programs so that we are working on a united front to provide timely, accessible and quality care to County residents as we maximize our partnerships and improve community support systems.

The planning behind this restructure has been in the works for many months. Teams have worked diligently from the very beginning to make sure this is a right fit for our County. I am pleased to see how organically this plan has taken root.

Carmelo Hernandez will serve as Director of the Department of Mental Hygiene and Social Services and Dr. Michael Faulk will lead the Health Department while serving as Chautauque County's Chief Medical Officer and Interim Public Health Director. Both Hernandez and Faulk bring a wealth of knowledge and experience.

Since September 2021, Hernandez has served as the Director of Community Mental Hygiene Services for the Chautauque County Department of Mental Hygiene. In a short amount of time, Carmelo has proven to be a strong leader, collaborator, and advocate for mental hygiene services in our County. His backgrounds in social services and mental hygiene services make him an excellent proponent to make this new integration successful.

Dr. Faulk has worked as a County Physician since 2019 and has spent the last 15 years providing Emergency and Acute care across the region. His vast experience and background in many of our emergency medical services, medical and clinic services proves he is a worthy leader as we return to a standalone County Health Department.

The County strives to provide exceptional service to its citizens while being good stewards of taxpayer dollars. I take pride in our County and am confident this new structure and leadership will provide a stronger and more efficient way for our current employees to deliver fundamental services to Chautauque County residents.

Sincerely,

Paul M. Wendel, Jr.
County Executive

Who We Are

The Chautauqua County Department of Health and Human Services (HHS) is a community of public health and social services professionals. In collaboration with our partners, we protect and promote the health, safety, and self-reliance of all those in Chautauqua County through the prevention of disease, proliferation of meaningful life, protection of the environment, provision of essential human services, and provision of leadership in public health and social crises.

Our divisions include Administrative Services, Adult Children & Family Services, Legal, Medical Assistance and Services, Temporary Assistance, Public Health and Youth Bureau.

OUR MISSION

The Chautauqua County Department of Health and Human Services is dedicated to building a healthy, safe and strong community. We protect and promote the health of all County residents and provide essential human services, especially for those who are least able to help themselves.

VALUES/PRINCIPLES

- We believe in improving the health and quality of life of our community through the prevention and treatment of disease and other physical, mental health and social conditions.
- We believe that families should be protected from violence and gain support for their efforts to be self-sufficient.
- We value work as a foundation of independence, a means to connect with others and a tool for personal growth and family preservation.
- We believe in measuring our work by the difference it makes for clients and community. We strive to continually improve so that our interactions with clients and the community are efficient, focused, and understandable.
- We value our commitments to others: urgency with the time and lives of clients; thoughtful investment of support from the community; careful consideration for the ideas and efforts of partners.
- We value relationships—with clients, colleagues, and the community—as gifts to be nurtured. We invest in those relationships with honesty and respect. It is through the diversity of our relationships that we make change and are changed.

Leadership



Jon Anderson
Acting Commissioner
of Social Services



Leanna Luka-Conley
Child & Family Services



Rebecca Davison-March
Legal Services



Diane Anderson
Temporary Assistance



Valerie Lis
Administrative Services



Laurie Dolce
Child Protective Services



Melissa McMahan
Preventative Services



Carmen Hlosta
Medical Assistance/
Adult Services



Michael Faulk
Interim Public Health
Director



Cathy Burgess
Community Health



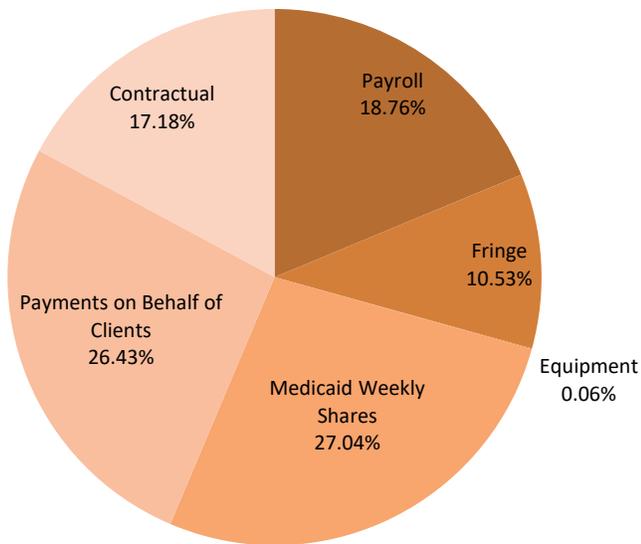
Wendy Douglas
QA/Patient Services



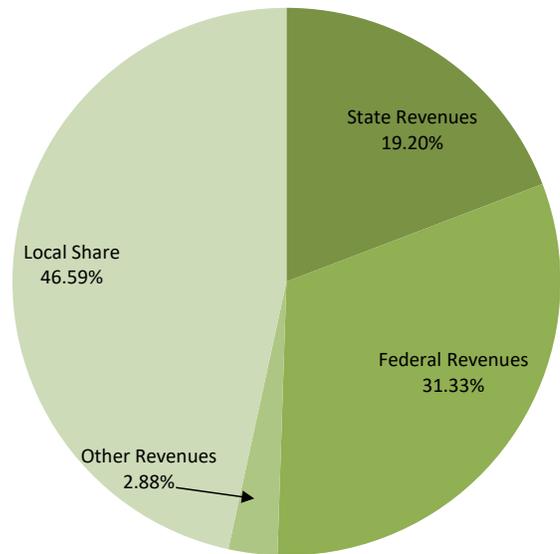
Jessica Wuerstle
Environmental Health

2022 Budget Expenditures totaled \$ 87,853,436. The charts below reference percentages for expenditures and funding.

2022 HHS Expenditures by Type



2022 HHS Funding by Source



Program Activities & Caseload Summary

CASELOAD REPORT Caseload on December 31st

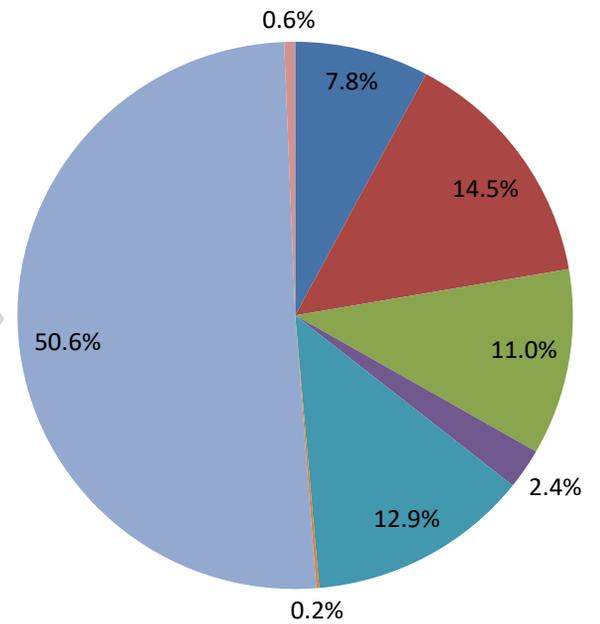
	2021	2022
Temporary Aid to Needy Families (TANF)	1,436	1,617
Medicaid (MA)	8,833	8,504
Supplemental Nutrition Assistance Program (SNAP)	11,109	11,328
Adult Protective Services Cases (APS)	425	464
Children in Foster Care	87	89
Children in Day Care	632	869

PROGRAM ACTIVITIES Cumulative for year

	2021	2022
Abuse/Neglect Reports Resulting in Investigations	2,378	2,449
TA & SNAP Applications Received	11,642	16,523
Managed Care Enrollment	31,765	33,282
Sanctions	172	304

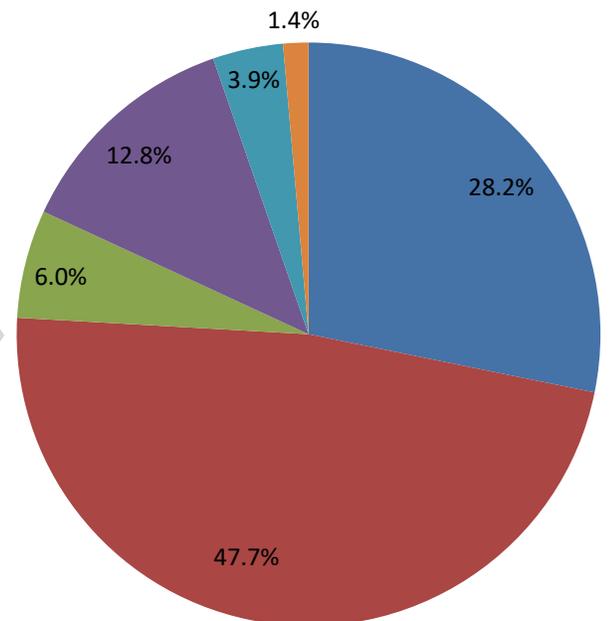
Social Services Client Expenditures by Program

PROGRAMS	2021	%	2022	%
Medical Assistance	25,327,942	55.1	25,868,714	50.6
TANF	5,836,255	12.7	7,404,037	14.5
Safety Net	5,325,514	11.6	6,621,108	12.9
Day Care	2,854,492	6.2	3,992,461	7.8
Foster Care/Institutional	5,704,559	12.4	5,633,195	11.0
Juvenile Delinquent Care and State Training School	582,241	1.3	1,218,317	2.4
Other	337,053	0.7	327,226	0.6
Emergency Aid for Adults	33,854	0.1	84,996	0.2
TOTAL Expenditures	46,001,910		51,150,054	



Health Revenues

PROGRAMS	2021	%	2022	%
Preschool Special Education	4,038,924	45.4	5,206,741	47.7
State/Federal Grants	2,483,360	27.9	3,085,448	28.2
State Aid	1,438,533	16.2	1,401,977	12.8
Early Intervention	497,354	5.6	659,874	6.0
Fees for Service	413,341	4.6	420,724	3.9
Other	18,530	0.2	150,966	1.4
TOTAL REVENUE	8,890,041		10,925,731	



EMPLOYEE RECOGNITION



The Employee Recognition and Appreciation Program

Here at HHS, we value and appreciate our employees and want to make sure that they are being recognized for their efforts. The Employee Recognition and Appreciation Program is designed to do just that! This self-funded program provides structured, creative and genuine recognition to help our staff feel valued, to enhance good employee relations, to raise morale for all employees in the agency, and improve agency operations overall. The goal is to engage, align, and recognize our employees to inspire success. Various efforts highlight those who go above and beyond the call of duty, encourage and recognize team work, and provide motivational messages with opportunities for engagement. Staff and supervisors are encouraged to nominate employees for recognition based on criteria that demonstrate excellence. Communications highlight new employees, years of service, retirements and more. The ERA Program also sponsors fun, health and self-care focused initiatives throughout the year like, Employee Appreciation Day, Spring Clean Out donation event, and HHS Festive for the Holidays. A monthly 'Good Newsletter' with agency milestones, inspirations and encouragement is sent by email. Various display boards are provided throughout the department to share the recognition and appreciation messages and expand the reach of the program.

A few of our 2022 Employee of the Month recipients:



Theresa Szymanek



Jim Rossing, Jr.



Irma Guzman

Employee of the Month Program

The HHS Employee of the Month program recognized employees who demonstrated outstanding dedication to attaining our mission and goals or service to the community while focusing on our values. This award recognized those who go beyond the call of duty, understand their role in the agency, treat individuals with respect, value diversity, share credit for success, demonstrate positive work habits, encourage high standards and display a positive attitude. It was a means to offer Supervisors and Directors the opportunity to reward someone believed to be worthy to receive the distinction of Employee of the Month. The 2022 Employee of the Month recipients were Lacie Shilling, Laurie Dolce, Katie Lombardo, Michelle Shoemaker, Cathy Burgess, Jim Rossing, Jr., Theresa Szymanek, Tara Gugino, Deniese Buckingham, Irma Guzman and Charity Jewell.



Rock Stars

Employee of the Month Runners-Up deserve to be recognized, too! These awesome individuals are awarded with Rock Star recognition. Each recipient receives a Rock Star certificate and pin.

Other exceptional employees can be awarded Rock Star recognition through nomination by Supervisors and Director, too. 2022 Rock Star recipients are Alaska Sprague, Andrea Van Wey, Anna Powell, Anne Biscup, Ashley Walrod, Barb Rublee, Beth Travis, Brandi Perkins, Brandy Freitas, Brenda Paddock, Christy Lawson, Crissy Rugg, Debi Lintz, Desiree Vara, Destiny Safford, Erin Sykes, Gavin Bishop, Greg Powell, Hannah Yezzi, Holly Katta, Irma Guzman, James Curtin, Jennifer Mikula, Jill Triana, Jim Curtin, Joe Yanik, Johanna Cortes, JR Ewing, Julie FrancoJustin Corey, Justin Corey, Kai Anderson, Liz Lessinger, Lynda Ferguson, Lynn Schaffer, Maripat Kayes, Marissa Santiago, Melody Kaczor, Michele Steward, Morgan Cornell, Oscar Cordero, Patrick Slagle, Rebecca Emmons, Rose Hewitt, Sara Johnson, Sarah Bemis, Shalimar Ramos-Santiago, Sheryl Ludemann, Tammy Spontarelli, Taylor Kozuch, Tenneil Stelmack, Tina Farley, Tomasina Grant, Trish Kleinfelder, Varsi Peterson and Officer Karlstrom.



Beth Travis, one of our 2022 Rock Star recipients

Celebrating Special Recognition Recipients: MA LONG TERM CARE UNIT

GINGER OLIVER, CINDY COOK, DANA PRIESTMAN, SAMANTHA ECKER, ALASKA SPRAGUE, DANIELLE COLBURN & GAVIN BISHOP – Team Work Award
See page 7 for program details.



Special Recognition

The Special Recognition component is designed to give Directors and Supervisors additional options to recognize multiple individuals or unit(s). This year Special Recognition Awards were given to employees/units such as Temporary Assistance, TA Dunkirk office Eligibility and PRIDE teams, Adult Protective Services (APS) workers, Child Support Enforcement Unit, Nurses for National Nurses Day, Correctional Health Nurses, Services Kinship workers, Medical Assistance-Long Term Care, SNAP Clerks, SNAP Senior Social Welfare Examiners, Fiscal, Early Intervention/Preschool (CPSE)/ Children and Youth with Special Health Care Needs Staff, and Building and Grounds, Cleaners, I.T., Records, Insurance Department and HRC Staff. Recognition ranged from coworker support, team work, program/service excellence and emergency responses that demonstrated outstanding effort and exceeded expectations. Award titles include: Ripple Effect, Team Work, Circle of Excellence, Cruising and Crushing It, and Kinship Kudos.

High Five Program

The HHS High Five Program is an employee recognition program designed to allow all HHS employees the opportunity to shine a light on deserving co-workers. Great things are happening at HHS every day, and we celebrate those who go out of their way to make a difference! Nominees demonstrate outstanding work in customer service, innovative ideas, positive attitude, encouragement or team spirit. Each month, all employees who received High Five recognition during that month will be entered into a drawing to win a high five gift and gift certificate. High Fives were submitted for employees from every unit in our department and even some other County or community partners.



2022 High Five recipients who received one or more submissions: Alaska Sprague, Alex Dominguez, April Reynolds, Ashlee Walrod, Aurea Ruiz, Ben Lupton, Charlene Austin, Charlene Johnson, Chels Sweeney, Chelsie Sanders, Chrissy Rugg, Christine Ortolano, Christine Potts, Cindy Cook, Colleen Anger, Daisy Berrios (Rodriguez), Daisy Gonzalez, Danielle Colburn, Debi Lintz, Destiny Safford, Diane Anderson, Dianna Monn, Enrique Acosta, Erin Sykes, Gavin Bishop, Greg Powell, Hannah Yezzi, Irma Guzman, James Curtin III, Jen Delevan, Jennifer Mikula, Jennifer Smith, Jenny Ewing, Jessica Brown, Joanna Teeter, Joelanis Kercado-Martes, Justin Corey, Kara Barone, Karen Putnam, Kayla Latshaw, Kelly Dalton, Kelly Hetrick, Kislyn Frary, Kristen Ernewein, Laurie Baker, Leah Chase, Lynda Ferguson, Macie Delahoy Maria Anaya Morales, Maripat Kayes, Marissa Santiago, Melissa Barnes Melody Kaczor Michele Steward, Michelle Norberg, Michelle Shoemaker, Mike Paoletta, Mike Reynolds, Mindy Kaufman, Morgan Cornell, Nancy Karmazyn, Natalie Luczkowiak, Oscar Cordero, Raneer Culver, Samantha Dorler, Shalimar Ramos Santiago, Shannon Guynn, Sherryl Joslyn, Sheryl Ludemann, Sue Winhaber, Susan Wielgasz, Tara Gugino, Theresa Voltmann, Tomasina Grant, Tre Rasmussen, and Varsi Peterson.

ERA AND EMPLOYEE FUN!

One of the ERA Program’s goals is to make HHS a fun place to be. This starts with happy employees! Being recognized and feeling appreciated can have a significant impact on an employee’s outlook, happiness and performance. Employees who don’t feel recognized are more likely to leave an organization than those who do feel recognized for their work and accomplishments.

The ERA Program hosted events, contests and interactive experiences like raffles, contests, celebratory events and provided some recognition prizes along the way. All of the funds used for the program are generated through raffles and no county dollars are used for any gifts or prizes awarded to staff.

Since we have a staff of nearly 400, we encourage divisions to engage their staff by offering more grass roots opportunities to keep staff involved. Some supervisors, teams and groups initiate fun, bonding and positive culture building events.



ADMINISTRATIVE SERVICES

The Administrative Services Division is responsible for the supervision and coordination of the fiscal and operating functions that support the operation of HHS.

Fiscal

Fiscal responsibilities include issuing benefits to eligible social services clients; auditing and processing administrative invoices and employee travel reimbursements; representative payee accounting for clients; processing employee payroll; processing cash receipts; managing credit cards; preparing contracts; tracking vendor insurance certificate renewals; preparing and filing reports and claims for reimbursement; assisting with grant application processing; preparing bank reconciliations; originating purchase orders; dealing with various audits and process reviews; budgeting and managing that budget; and preparing resolutions.

	2021	2022
Checks issued to social services clients	10,499	11,231
Electronic benefits issued to social services clients	40,451	38,959
Bills paid for representative payee clients	15,754	14,437
Open contracts	384	297



Personnel

Personnel has the responsibility of coordinating and completing all personnel related functions for the department. This includes coordination with supervisors and staff during the new hire process, evaluations, promotions, leaves of absences, intradepartmental moves and separation process. Personnel coordinates Civil Service regulations and procedures and acts as a liaison to Chautauque County Human Resources Department.

	2021	2022
Number of employees	387	414
Position change requests processed	162	133



Staff Development

The HHS Staff Development Unit is operated in partnership with Jamestown Community College. Staff Development performs a wide variety of tasks designed to strengthen the department's ability to function effectively in a rapidly changing, resource lean operating environment while maintaining a focus on the training needs of the front line staff. Special emphasis includes assessing training needs, creating and maintaining an environment in which staff have timely access to information and training resources to advance their success and ensure greater attention to agency performance outcomes and promoting life-long learning and continuing education opportunities. In 2022, a part-time Staff Development Assistant position was added to allow for more capacity in the function of the unit.



Hours of Training	2021*	2022*
Local	4,588	4,557
State	4,741	4,394
Total	9,329	8,951
Employees in Degree Programs	4	4

**Due to COVID-19 and ongoing guidelines for the health and safety of HHS employees, trainings continued to be prioritized both locally and at the State level for modification to virtual formats in a variety of platforms. Ongoing throughout 2022, State trainings continued to be offered in the virtual format to accommodate necessary training for specific units and job titles/roles*

HUMAN/SOCIAL SERVICES

Human/Social Services Division encompasses Temporary Assistance, Medicaid, Adult, Children and Family Services and Legal with over 300 staff members to accommodate the needs of Chautauqua County residents.



Jon Anderson
Acting Commissioner of
Social Services

Temporary Assistance Division

The Temporary Assistance (TA) Division is responsible for the administration of Temporary Assistance, Supplemental Nutrition Assistance Program (SNAP, formerly known as Food Stamps), Home Energy Assistance Program (HEAP), Employment and Child Care programs.

The goals for each of these units are as follows:

- Assist clients in achieving self-sufficiency;
- Provide accessible and timely services to applicants and recipients; and
- Provide a high level of customer service.



Diane Anderson
Director of Certification

Temporary Assistance

Temporary Assistance is the program that provides cash assistance to eligible recipients. Recipients receive a cash benefit either paid to them or directly to a vendor, such as a landlord or utility company. The cash grant is based on their household composition, shelter and heating type. Income received by the household may affect the amount of the grant. Resources are also reviewed in determining eligibility for Temporary Assistance.



Jennifer Mikula
Principal Social Welfare Examiner

Applications <i>Family Assistance, Safety Net and Emergency Assistance</i>	2021	2022
Received	5,289	8,464
Approved	1,506	1,907
Denied/Withdrawn	2,742	4,912
Open/Closed	1,643	2,457

Temporary Assistance Caseload (as of 12/31)

2021	2022
1,436	1,617



Charlene Johnson
Principal Social Welfare Examiner

Supplemental Nutrition Assistance Program (SNAP)

SNAP (formerly known as Food Stamps) is a federally funded program administered by the Department of Health & Human Services for the United States Department of Agriculture. The goal of the program is to provide a higher level of nutrition to income eligible individuals and families by enhancing their ability to purchase food. Eligibility for the program is determined by financial criteria.

SNAP Caseload (as of 12/31)	2021	2022
Temporary Assistance SNAP	380	408
SNAP Only (Non TA Households)	11,109	11,328
TOTALS	11,489	11,736

SNAP Applications	2021	2022
Received	6,353	8,059
Approved	5,388	5,855



SNAP Unit

Expedited SNAP

All SNAP applications must be screened in order to determine those households that qualify for expedited SNAP benefits. This includes, for example, individuals who have terminated income, or pending income. Identification is required of all applicants. Any income received within the month of application, together with liquid resources, is budgeted against amounts to determine eligibility. Interviews are conducted on an immediate basis so those eligible households may receive their SNAP benefit within 5 calendar days.

Employment Unit

The employment unit consists of 13 Case Managers, 2 Clerical staff and 2 Senior Social Welfare Examiners. The unit offers a variety of programs and services to Temporary Assistance recipients to help them gain and retain employment and become self-sufficient.

The programs and services include employability assessment and planning, job readiness training, work experience and job search. Other activities include the Transitional Employment Advancement Program (TEAP) and On-The-Job Training programs.

	2021	2022
Non-Compliant Sanctions	172	304



Employment Unit

Fair Hearings

Fair Hearings is the process applicants and recipients have to review Agency decisions made on their application or active case. The Fair Hearing Representative is responsible to represent the Agency in this process.

Fair Hearings Activity	2021	2022
Hearings Requested	137	194
Held	16	114
Affirmed	12	9
Reversed	4	2
Withdrawn by Client	95	80
Withdrawn by Agency		3
Defaults	26	48

Child Care

The Child Care Unit provides child care subsidy to recipients of Temporary Assistance who are participating in employment activities (subsidized employment, unsubsidized employment, work experience, job search, education, training, etc.). Child care subsidy is also provided to recipients of Child Protective Services or Preventive Services. Low income working families and recipients who are transitioning from Temporary Assistance to employment may also qualify for a child care subsidy. These benefits are provided to assist families in obtaining and maintaining employment and self-sufficiency.



Jamestown Assistance Clerical Staff

	2021	2022
Families Receiving Child Care Services <i>(average per month)</i>	453	462
Children Receiving Child Care Services <i>(average per month)</i>	651	687

Home Energy Assistance Program (HEAP)

HEAP provides energy assistance to low income households through payments to their fuel and/or utility suppliers. The program also provides emergency assistance for repair or replacement of essential heating equipment and in fuel emergency situations.

The Chautauqua County Department of Health & Human Services HEAP unit is responsible for the processing of all HEAP applications for those households who do not receive Temporary Assistance or SNAP.

The 2017 – 2018 administrative allocation for Chautauqua County totaled \$333,681. Payments authorized by the County are sent directly from Albany to the vendors. The allocation is for administrative costs only. HEAP is 100% federally funded.

	2020-2021	2021-2022
Administrative Allocation	\$536,793	\$516,467
Applications	2020-2021	2021-2022
HEAP Only	4,563	3,881
Furnace Repair/Replacement	97	96



Undercare/Eligibility Unit



Dunkirk Assistance Staff
Emergency Assistance, Eligibility, TA, MA, HEAP, Child Support

Medicaid Division

Overview

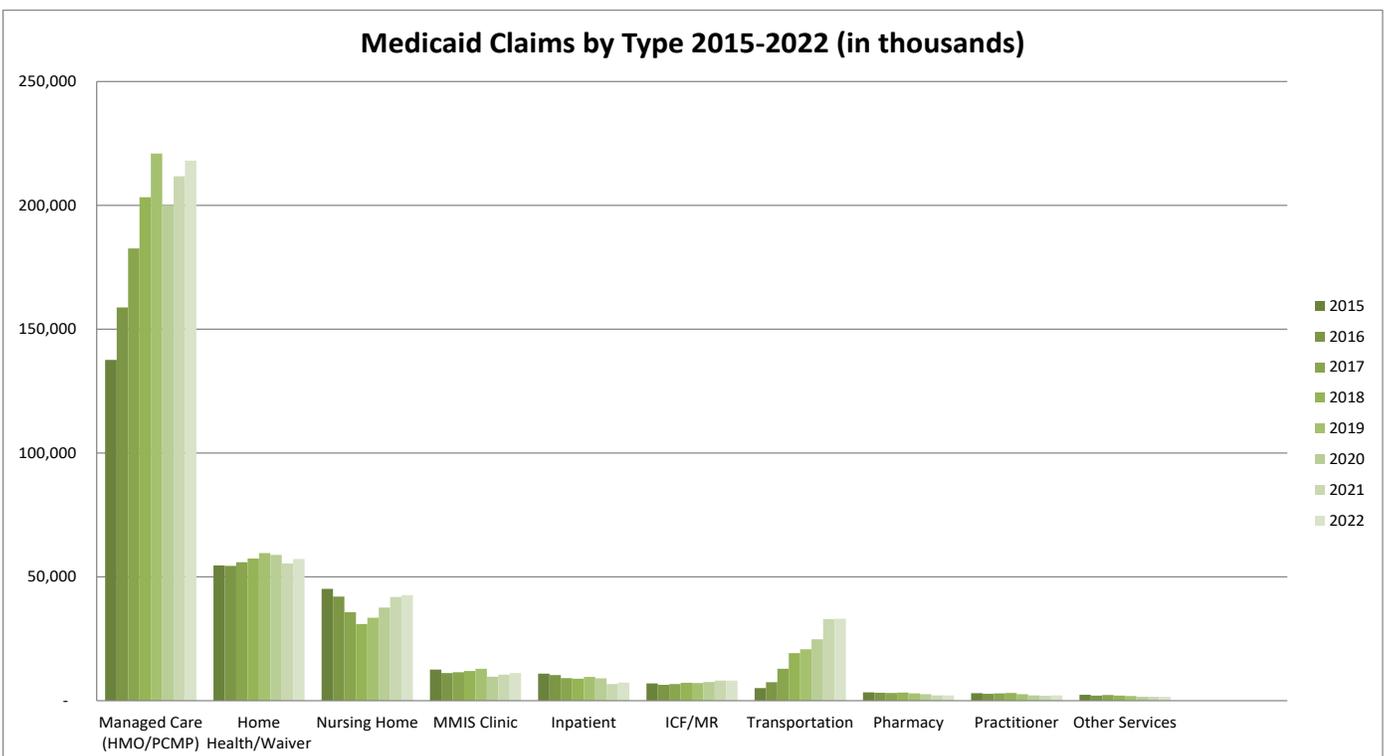
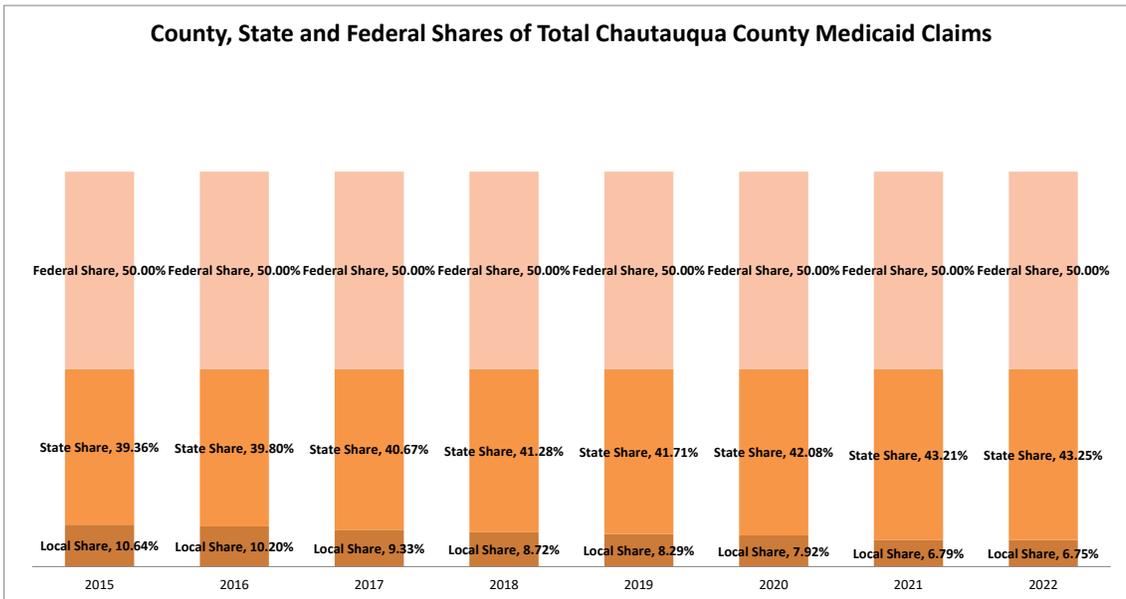
Generally, the medical plan for low-income Americans, Medicaid, is financed jointly at the federal (50%) and state (50%) levels. In New York State, however, responsibility for the State's 50% share is borne by both the State (25%) and county (25%) governments. New York is one of the few states in the nation that requires a local contribution. Because of the dramatically rising cost of Medicaid to local governments, New York State enacted a Medicaid cap effective January 1, 2006. This cap limits the growth of each county's Medicaid costs to no more than 3% per year. Chautauqua County is currently responsible for approximately 10% of the cost sharing.



Carmen Hlosta
Director of Certification



Michelle Shoemaker
Principal Social Welfare
Examiner



The mission of the Chautauqua County Medical Assistance Division is to provide access to cost-effective medical services to all eligible persons in a professional manner through the use of enrolled healthcare providers. The Department of Health and Human Services staff provides application assistance, case management and other duties related to the administration of the Medicaid Program.

The NYS Department of Health began the takeover of administration of the Medicaid program in 2011. Also occurring simultaneously is the implementation of the Affordable Care Act which includes an increase in the income level for Medicaid eligibility to 138% of the federal poverty level.

In addition to the increase in income levels, the New York State of Health Marketplace was opened in October of 2013. It has been a slow transition and our renewals were taken over by the state in March of 2018.

Community Medicaid

Cases	2021	2022
<i>Measured by case, not individual</i>		
Medicaid	2,912	3,489
Medicaid Social Security Income (SSI)	5,921	5,015
Applications combined	2021	2022
Received	790	964
Approved	246	319

Cost Avoidance Unit (CAU)

Managed Care Enrollment *(individuals)*

HHS is a Mandatory Medicaid Managed Care County. In 2010 Governor Cuomo signed Executive Order #5 which created the Medicaid Redesign Team (MRT) in January 2011. The MRT is aimed at redesigning New York’s outsized Medicaid program. One overarching theme of the redesign team proposals is to move all Medicaid recipients from Fee for Service reimbursement to Managed Care. If recipients do not select a managed care plan, the State assigns one for the recipient. Each mandatory Social Service District is to maintain a minimum 20% auto-assign rate. Due to successful education and outreach efforts by the Medical Services staff, we remained well below the 20% auto assignment rate.

Plan	2021	2022
Fidelis <i>(NYS Catholic Health Plan)</i>	24,940	25,802
HealthNow <i>(BCBS)</i>	3,815	4,216
United Healthcare	924	1,101
Molina <i>(replaced Your Care)</i>	2,086	2,267
TOTAL Enrollment	31,765	33,386

Medical Assistance Staff



Long Term Care Unit

The Long Term Care unit consists of Skilled Nursing Facility (nursing home) and Assisted Living cases. The Assisted Living cases are considered community cases as they come and go from the Assisted Living Facilities. The Skilled Nursing Facility cases can be budgeted with spousal Medicaid to help keep the community spouse in their home and not losing income. There is a five year look back for Skilled Nursing Facility cases and they can join a Managed Long Term Care Plan (MLTC). Currently Assisted Living cannot join MLTC but will be able to in the future at some point.

Applications	2021	2022
Skilled Nursing Facilities	412	445
Assisted Living Programs	183	67
TOTAL Applications	595	512
Cases	2021	2022
Skilled Nursing Facilities	830	643
Assisted Living Programs	278	190
TOTAL Cases	1,108	833

Managed Long Term Care

Chautauqua County HHS is a Mandatory Medicaid Managed Care County. In 2010 Governor Cuomo signed Executive Order #5 which created the Medicaid Redesign Team (MRT) in January 2011. The next phase was NY State’s Medicaid Redesign Initiative (MRT#90) to which is to transition Dual Eligible individuals, age 21 and over, requiring more than 120 days of community based long term care services (CBLTCS) to Managed Long Term Care Plans (MLTCP). CBLTCS are defined as: Home Health Care, Personal Care Services, Adult Day Health Care, Consumer Directed Personal Assistance Program, and Private Duty Nursing. This went into effect in Chautauqua County July 1, 2015.

Enrollment	2021	2022
Fidelis Care at Home	161	170
Kalos	112	100
Nascentia (formerly VNA)	134	135
Total Senior Care (PACE)	2	1
I Circle Care	28	30
TOTAL Enrollment	438	436

Other Medical Services

Health and Recovery Plans (HARP)

Introduced in July 2016, HARP is a managed care product that manages physical health, mental health, and substance use services in an integrated way for adults with significant behavioral health needs (mental health or substance use).

	2021	2022
HARP Enrollment	1,664	1,711

Disability Review

Medicaid Aid to Disabled is a special program to maximize federal reimbursement through the use of the Aid to Disabled category in Medicaid that assists the NYS Department of Health in demonstrating cost neutrality for the 1115 Managed Care Waiver.

	2021	2022
Cases reviewed	16	12
Cases eligible	14	11

Medicaid Fair Hearings

A Fair Hearing is the process applicants and recipients have to review Agency decisions made on their application for Assistance Programs. The Fair Hearing Specialist is responsible to represent the Agency in this administrative process.

	2021	2022
Heard	18	9
Affirmed	8	3
Reversed	9	3
Decision correct when made <i>(new information provided)</i>	1	0
Withdrawn	12	24
Default	2	2
TOTAL Medicaid Hearings	32	44

PARIS Match

PARIS Match is a Public Assistance Reporting Information System (PARIS) to locate individuals who are in receipt of public assistance benefits in other states and may be ineligible to receive cash and/or SNAP (Supplemental Nutrition Assistance Program) benefits in NYS. A federal agency known as the Defense and Manpower Data Collection Department compare lists. When duplicate matches are found local offices are notified. Our local Program Integrity Unit and Cost Avoidance Unit work together to dis-enroll and recover Managed Care capitation fees.

Money Recovered from PARIS Match

2021	2022
\$51,138	\$87,363

CASA Services

The CASA (Community Alternative Systems Agency) Unit monitors service provision in Personal Care Services, nursing home and other long term care programs. This includes informing patients of their rights, and insuring appropriateness of care and level of care requested.

CASA is the central access point for the consumers of long term care, from home care to nursing home. CASA helps families, regardless of age or payer source, to navigate their way through the myriad of long term care options available in Chautauqua County. We are partners with Office for The Aging for NY Connects.

The Long Term Home Health Care Program was closed in May of 2016 by the State as the clients were enrolled into MLTC plans which covered the services they received under the program that closed. Waivered services will be added into state plan services under the Community First Choice Options effective January 1, 2020. This will require the County to contract with the waived services and it will be billed through the MMIS system as FFS MA services are billed currently. MLTC plans will be implementing this at the same time.



CASA

End-of-Year Caseload Report	2021	2022
Traditional Personal Care I & II	53	42
Managed Care- Personal Care I & II	10	9
Shared Aid I & II	7	6
Consumer Directed	46	48
UAS Waiver TBI/Nursing Home Transition Diversion Waiver	1	4
Care at Home (CAH)	0	0
Private Duty Nursing (LPN)	5	1
Drug Restriction (DUR)	22	23
TOTALS	144	133

Personal Care Aides	2021	2022
Level 1 <i>(housekeeping)</i>		
Hours Authorized	9,216	7,992
Money Paid Out	\$202,107	\$195,265
Level 2 <i>(housekeeping, bathing, dressing, etc.)</i>		
Hours Authorized	18,072	17,202
Money Paid Out	\$404,632	\$385,153

Clients hours go un-serviced when personal care aides are not available. There is currently a shortage of personal care aides in our area for this type of service.

Adult Protective Services

The role of Adult Protective Services (APS), is to provide protective and preventive services to individuals over 18 where there is an inability to act on their own behalf with the aim of ensuring self-determination, and the ability to live as safely and independently as possible in the community. Preventive services are also available.

	2021	2022
Intake referrals received	425	464
Referrals accepted for assignment	346	399
Guardianship petitions filed	1	0
Guardianships assigned to HHS	8	7
HHS Commissioner served as Guardian	31	27

Case Types	2021	2022
Abuse	111	90
Self-Neglect	223	223
Significant Case Factors		
Mental Health	152	163
Financial Exploitation	59	45



Carmen Hlosta
Director of Certification



Robin Rafan
A Supervisor
Adult Protective Services

Children and Family Services

The Children and Family Services Division assists the most vulnerable and at-risk children in our community and includes Child Protective Services (CPS), Preventive Services, Foster Care, Adoption, Juvenile Services units and the Youth Bureau.

Child Protective Services role is to investigate, intervene and support family and caregivers ability to safely care for their children where there are allegations of abuse and maltreatment of children.

Preventive Services works in the homes of at-risk children providing supportive and rehabilitative services that are trauma-informed, solution-focused, child centered, and strength based to prevent out-of-home placement and to assist families to return their children from foster care at an earlier time, while foster care offers children a safe living environment while assistance is offered to families and caregivers.

The Juvenile Services Team is a community-collaboration aimed at preventing out of home placement and institutional care for juveniles and adolescents to reduce the likelihood of contact with the criminal justice system.

Finally, the role of the Youth Bureau is to actively work in collaboration with other government entities, public and private funding agencies, service providers and other segments of the community to develop a comprehensive range of opportunities for positive youth development to promote a positive future for all youth of Chautauqua County.



Leanna Luka-Conley
Deputy Commissioner of Adult
Children and Family Service

Juvenile Services and Independent Living Teams

Juvenile Services and Independent Living Teams provide preventive services and foster care for children and their families where a child is having behavioral or emotional problems and a child service need may also exist.

Juvenile Services Team (JST) is a collaboration between HHS staff and the Office of Probation. While there are some placements out of the home, the focus of the team is preventive. PINS diversion services, HHS preventive services, and CPS assessment and response all work toward preventing out of home placement for children/ adolescents while developing the parental protection factors and strengths to reduce the family stressors and also address child service needs.

	2021	2022
Person in Need of Supervision (PINS)	103	155
Juvenile Delinquents	10	12
TOTALS	113	167

Juveniles in Office of Children and Family Services (OCFS) Care and Custody	2021	2022
Number of Juveniles Served	4	1
Care Days	628	34
Average Length of Stay	157	34



Child Protective Services (CPS)

CPS is the sole public organizational entity responsible for the child protective activities that include, but are not limited to, receiving reports of abuse and maltreatment; investigating such reports; and providing, arranging for and coordinating rehabilitative services to families and children in indicated cases.

CPS Standards of Practice:

The role of CPS is to investigate allegations of maltreatment reported to The State Central Registry and to offer rehabilitative services that build on the family’s strengths and protective factors to reduce risk of future maltreatment. CPS approaches families from trauma-informed perspective and engage families through solution focused, strength based means to focus on the safety of children.



Laurie Dolce
Director of Certification

SCR Reports	2021	%	2022	%
New Reports	2,120		2,055	
Subsequent Reports	258	12.17%	382	15.60%
Consolidated Reports	570	26.89%	565	23.07%
Investigations				
Reports Resulting in Investigations	2,378		2,499	
Determined	1,469		1,737	
Indicated	397	27.03%	346	19.92%
Unfounded	1,072	72.97%	1,391	80.08%

Definitions:

New Reports – also known as initial reports are reports received from the State Central Register (SCR) on a family that we are not currently working with.

Subsequent Reports – reports received from the SCR on families we are currently working with.

Consolidated Reports – subsequent reports that are consolidated into the initial (new) report. Subsequent reports require a separate investigation of the same family whereas consolidated reports do not. Consolidated reports required the allegations in the report be addressed, however forms and reports associated with the initial report do not need redone. While we strive to consolidate as many subsequent reports as possible special circumstances do not allow us to consolidate all.

Indicated Reports – reports where upon investigation the Department has determined there is some credible evidence (Legal Standard of Proof) to support the allegations of abuse or maltreatment.

Unfounded Reports – reports where upon investigation the Department has determined there is no credible evidence to support the allegations of abuse or maltreatment.

Fair Preponderance - Use of “a fair preponderance of the evidence” standard means that CPS must weigh the evidence of abuse or maltreatment in its totality to discern whether more evidence was gathered during the investigation to support the allegations than not. In making this determination, CPS must consider the weight and credibility of the particular evidence that has been obtained from multiple sources.

Child and Family Services



Preventive Services

Preventive Services provides in-home supportive and rehabilitative services that are trauma-informed, solution- focused, child-centered, family-focused and strength based. This guidance to at-risk families is intended to prevent out of home placement of children, enable a child in care to return to his/her family at an earlier time, and to reduce the likelihood that a child will return to foster care once discharged. Creative and individualized family goals will promote safety and self-sufficiency, build on parental protective factors and skills, enhance family dynamics, preserve the family, and envelope the family with a community support system.

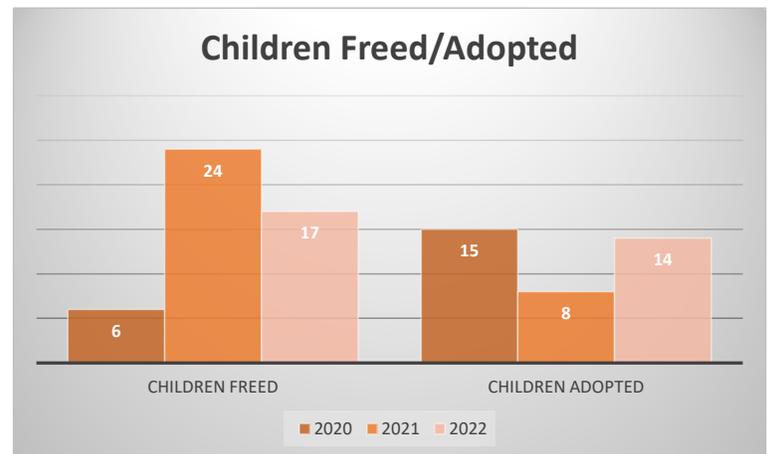
Our preventive casework staff use critical thinking skills, case conferences that support group decision-making, and motivational interviewing. A thorough assessment of contributing factors and underlying conditions will be used to build a service plan with the family. The family is seen as the experts on their own lives and a partner in the planning process.



Melissa McMahon
Director of Certification

The following is a comparison of key activities regarding children who have been placed in foster care:

Children	2021	2022
Placed- all levels of care	35	39
Discharged- all levels of care	45	39
Free for adoption	21	15
Freed with no home identified	3	2
Adoption Finalized	8	14
Children in care	2021	2022
In foster homes (12/31)	56	56
In institutions (12/31)	3	4
In group homes (12/31)	4	3
In therapeutic foster homes (12/31)	24	26
Total children in care	87	89



Foster Care Services

Foster Care services in Chautauqua County provide out-of-home care for children in the custody of the Commissioner of Social Services. Foster care plays an important role in providing temporary, safe and nurturing homes to children when their parents are unable to care for them. Children are placed in foster homes in situations where they have been removed from their own families due to abuse, neglect or other family problems that endanger their safety. The children may range from infancy through 18 years of age and may have special medical, physical or emotional needs; the children may belong to any ethnicity or race and be part of a group of brothers and sisters who need to be placed together.



Adoptive and Foster Home Finding

Our Home Finding & Adoption Teams work diligently at recruiting new foster parents, equipping our foster parents with the tools they need to succeed and finding forever homes for children in Chautauqua County.

Certified Foster Homes	2021	2022
South County (<i>Jamestown & surrounding area</i>)	20	23
North County (<i>Dunkirk/Fredonia & surrounding area</i>)	8	6
Central County (<i>Rural areas including Westfield, Mayville, Cassadaga, Sherman, Clymer, Ripley, Panama</i>)	22	26
Out of County	4	4
TOTALS	54	59

Youth Bureau

The role of the Youth Bureau is to actively work in collaboration with other government entities, public and private funding agencies, service providers and other segments of the community to develop a comprehensive range of opportunities for positive youth development to promote a positive future for all youth of Chautauqua County.

The County Youth Bureau functions as a fund giver, by acting as a conduit for state aid from the New York State Office of Children and Family Services. The annual funding process provides state aid to public and private not-for-profit agencies to implement quality youth service programs that address identified needs. In addition, the Youth Bureau advocates for the funding and implementation of programs that fill gaps in the youth service system.



Nicole Kimball
Youth Bureau Coordinator

2021/2022 Programs Funded	# Youth Served	2021 Allocation	# Youth Served	2022 Allocation
Youth Development – Year Round Programming Chautauqua Striders- On Track Tutoring; Children’s Safety Village-Comprehensive Life Safety Program; Winifred Crawford Dibert Boys & Girls Club- Ready for Work, Ready for Life;Child Advocacy Program- Trauma Counseling program;Infinity –Cultivating Creative Courage; Boys and Girls Club Northern Chautauqua County-Youth for Unity & Health Lifestyles; Eastside YMCA- After School Program; Integrity First – Be The Change Mentoring Program	4,318	\$124,480	4,757	\$117,447
Youth Development – Summer Programming Local City & Town Summer Recreation Programs	593	\$10,500	792	\$18,500
Runaway Homeless Youth Act	100	\$60,054	98	\$125,184
OCFS Gun Prevention Funds (2021 only)	15	\$35,000		
Youth Sport Education & Opportunity Program (new for 2022)			158	\$9,634
TOTALS	5,026	\$230,034	5,805	\$270,765

Youth Bureau Board Members:

Sue Drago, Board President
Kayleah Feser, Board Vice President
Diane Miraglia, Secretary
Emma Busuladzic
Leah Chase

Kathleen Geise
Pat Munson
Nicole Roma
Ray Rushboldt
Michele Starwalt

Collaborative Programs

Chautauqua County Department of Health and Human Services partners with many organizations throughout the county to enrich the lives of our residence and provide much needed services. Below are a list of a few programs that we sponsor.

Mental Health Association Chautauqua

The Department of Health and Human Services has partnered with the Mental Health Association in Chautauqua County (MHA), a community-based peer organization. MHA has recovery centers in Dunkirk and Jamestown and peers available to connect with anyone in all of Chautauqua County. Peers work with participants from a foundational point of shared recovery experiences. Hope, support, and engagement develop quickly when the peer spark is available.

MHA's Peers make up Chautauqua County's OD (Overdose) Mapping Response Team, responding to overdoses to connect citizens and their families with treatment, harm reduction services and peer supports. MHA peers also focuses on working with inmates as they transition out of the Chautauqua County Jail, and working with the Better for Families program at Chautauqua County Family Court.



(from left) Elizabeth Witherspoon, Steven Cobb, Dorothy Carlson, Allison Johnson, Bethany Vanderburg, Jessica Crooks

This program was developed with the support of Chautauqua County Family Court and many other community partners and has become a model for other counties in NYS. The program reverses the often-punitive treatment court model to a model that meets participants where they are, supports harm reduction, encourages connections with HHS Caseworkers and validates small steps forward in the recovery process to achieve success, lasting recovery and strengthening of the family.

Additionally, our partnership with the MHA grew to include Strong Starts Chautauqua. MHA provides peers traditionally trained, with the added tools of the Positive Directions Model (PDM). The PDM provides specific tools and education to support Moms with Substance Use Disorders (SUD) during pregnancy as well as after birth. The peers provide the hope, inspiration and figuratively, the glue that helps make recovery possible.



Arrick Davis, Community School Coordinator

Supervision and Treatment Services for Juveniles Program (STSJP)

The Community School Coordinator position funded through the STSJP and Jamestown Public School District assists with community and school engagement for students and their families, as well as coordination of services and communication with juvenile justice system/child welfare. Outcomes measured are an increase in school attendance, increase in grade point average, avoidance of out of home placement and decrease in legal/behavior activity. Students continuously show measureable growth in self-confidence and positive identity resulting in better decision making. In some instances, these decisions and increase in self-confidence led to getting involved in extra-curricular activities, allowing the student to part of something that is positive and promotes developing character exhibiting integrity, commitment, and having the self-efficacy to overcome adversity.

Chautauqua Family Empowerment Program (CFEP)

The CFEP is funded by Chautauqua County HHS through STSJP funds, and administered by Hillside. The Chautauqua Family Empowerment program works in partnership with the PINS and Preventative services units, to serve families with youth ages 10- 18 who are at risk for out-of-home placement.



The Chautauqua Family Empowerment Program works with families in the home on a weekly basis, to help identify challenges, barriers, needs and patterns of dysfunction that may be contributing to the youth's ongoing struggles. CFEP workers partner with the family to help link them with needed resources, complete a thorough assessment process (to identify needs and strengths), and develop a plan/skills to increase family stability and improve youth functioning. Participation is voluntary and length of service is approximately 9-12 months.

Salvation Army Anew Center

The Children and Family Outreach Program (CFOP) provides services to children and families who are past or current victims of family abuse. This may include child abuse/domestic violence, and/or sexual abuse. The program goal is to build on family strengths. The staff work to improve protective factors, reduce risk factors and to reduce the likelihood of future abuse with a focus on enhancing and supporting family functioning and resiliency. Some of the services provided include; in home or office interventions, small group counseling, domestic violence education classes and family workshops. Services are free, confidential and client driven, with a trauma-informed standard of care. Evidence based curriculums, lesson plans and family goals are developed with the assistance of the family members.

Transportation is provided to groups when needed. Referrals can come from agencies or client's reaching out to the program themselves and can be made through their hot line at 661-3897.

Collaborative Programs *continued*

Child Advocacy Program (CAP)

The Chautauqua County Child Advocacy Program (CAP) is a safe, child-friendly center that supports a multi-disciplinary investigative approach to child physical and sexual abuse allegations. CAP's mission is to end child abuse in Chautauqua County. When abuse occurs, CAP coordinates a community response to bring healing, hope, and justice to these children and families. Our Center brings together agencies in one child-friendly setting that is physically and psychologically safe. In doing this we reduce unnecessary duplication of interviews, thereby lessening the trauma experienced by child victims and non-offending family members, and holding individuals accountable for their victimization of children.

Safe Harbour- Commercially Sexually Exploited Youth/Sex trafficking

Safe Harbour, housed within CAP, is a systems-level, trauma-informed approach to the prevention and identification of, and service provision to survivors of commercial sexual exploitation of children (CSEC) and child trafficking.

CSEC refers to a range of crimes and activities involving the sexual abuse or exploitation of a child for the financial benefit of any person or in exchange for anything of value (including monetary and non-monetary benefits) given or received by any person. Child sex trafficking is the recruitment, harboring, transportation, provision, obtaining, patronizing, or soliciting of a person for the purposes of a commercial sex act, in which the commercial sex act is induced by force, fraud, or coercion, or in which the person induced to perform such act has not attained 18 years of age. This collaborative program leverages existing local resources to create a more effective and efficient coordinated response to youth who have been identified as survivors and those considered at-risk. The Safe Harbour Coordinator is responsible for streamlining Chautauqua County's Safe Harbour policies and procedures, educating allied professionals and community members to recognize the signs, and raising awareness about child trafficking and CSEC.



Jamestown Community Learning Council (JCLC)

Established in 1990, Jamestown Community Learning Council (JCLC) has grown from providing services at one elementary school in Jamestown to now serving all of Chautauqua County. JCLC uses Parents as Teachers (PAT), a relationship-based and parent-focused home visiting model that promotes resilience and provides foundational supports to families. PAT focuses on the earliest years of life because those years hold both the most vulnerability and the most opportunity to support parents as they create a strong foundation for the healthy development of young children.

Our home visiting professionals meet families at least twice a month where they are comfortable, typically in the home. During these visits, information and resources are provided to ensure the parents are confident in the emotional, behavioral, and physical development of their children. Each visit is personalized and includes a focus on Parent-Child interaction, Development-Centered Parenting and Family Well-Being. Developmental screenings are done routinely with the children to ensure they are meeting their developmental milestones. Referrals for additional support and services are made as needed.

The primary goal of our services is to increase knowledge of early childhood development and improve parent practices, provide early detection of developmental delays, prevent child abuse and neglect and increase children's school readiness and success which aligns with our mission to strengthen the capacity of the families we work with.



Strong Starts Chautauqua

Strong Starts Chautauqua (SSC) is a local network of organizations and partners dedicated to improving the health, development, and well-being of all children – prenatally through age five. SSC believes that strong, healthy children are the foundation of our community's future and is committed to building bright futures for Chautauqua County children and families.

Using proven national practices, Strong Starts Chautauqua helps to :



- Empower families and care providers so they can give children the best possible start in life.
- Support all of the county's young children and their families through community education and outreach, information and referral, maternal and early childhood risk screening, and connection to resources that help young children thrive.
- Educate the community on the importance of early life experiences as a foundation for lifelong health, well-being, and achievement.
- Enhance the community's ability to assist with life challenges faced by pregnant women, children aged birth-5, and their families.
- Support families and caregivers in Chautauqua County by improving access to resources and services that help all young children thrive.
- Create a strong local support system for organizations working with young children and their families using national, proven strategies.

For more information on Strong Starts Chautauqua or to make a referral, please visit their website at strongstartschaut.com

Collaborative Programs *continued*

GA Accountability and Responsibility Program

The Accountability & Responsibility Program (A&R Program) at G.A. Family Services located at 210 Gustavus Ave, Jamestown, NY 14701, and it is made possible through a collaboration with GA Family Services, Chautauqua County Department of Health and Human Services, and STSJP. The A&R program is an after school leadership program that aims to support and guide at-risk teens by focusing on life skills while encouraging positive decision making. In 2022 the program continued to provide Independent Living Skills for youth in the community as a whole and on the 14-21 year old youth in foster care in Chautauqua County. Group Facilitator Billy Torres has been with the A&R program since its inception in 2013, and Lead facilitator, Lisa Schmid-Miller have worked to engage the youth with new and exciting activities each week. During the year a successful monthly Transgender Teen support group has rolled out as a collaboration with A&R Lead Lisa and fellow GA staff Kaden Mason facilitation. The group has over 12 youth attend from throughout the region. The three person A&R team has had resounding success this year with the expansion, serving more youth than ever throughout Chautauqua County, and making lasting connections for the teens in the program.

The program engages youth in community service projects that matter to them, like cleaning up graffiti and trash in local parks, which improve their daily lives, as well as the community. They get to have cultural experiences they would not have access to otherwise on special outings to aquariums, zoos, and many other locations. The most popular activity that the youth of the most recent session said they enjoyed was cooking. The youth all pick items to make as part of the dinner time meal with A&R staff support, and work together to get the ingredients from the store, prepare and cook the meal together. The youth enjoy cooking together and trying new foods. The youth engaged in A&R have time to build connections with other youth and positive adult mentors, and always have a meal when they come to program. The A&R Program serves over 50 youth a year, and with the expansion of services is now reaching even more, having multiple north county youth engaged in the past year.



The Niagara Aquarium, pictured are five youth and A&R Facilitator Billy Torres

G.A. Family Time Program:

The Supervised Family Time Visitation Program through GA Family Services located at 210 Gustavus Ave Jamestown, NY 14701, and is made possible through collaboration with GA Family Services and Chautauqua County Department of Health and Human Services. The Family Time program is a community based that has been offered by GA Family Services since fall of 2021. It allows a Family Time Specialist to supervise visits between family members, social supports, and other permanency options and the youth who are currently placed in a foster care setting with Chautauqua County DHHS. The program is designed with three Family Time Specialist Roles and a Supervisory role. Kaden Mason and Tasha McFaul are the Family Time Specialists, and they have been able to collaborate with county case managers to take on supervising and providing coached family visits to families referred to the program. Family Time Specialists provide transportation for the foster youth to and from their visits. Visits can occur in the homes, foster homes, in community settings, the G.A. Family Time room, and virtually. The program is designed to be flexible in order to meet the parents and children's needs around work schedules, school, appointments, and other commitments. The Family Time Specialists provide coached family visits in an effort to better support the needs of the parent and work towards reunification. This is real time parenting and coaching on how to interact and improve relationships with the child in the visit. It allows for the parent to keep their worries and stress outside of the visit and focus on the time that they have with their child/ren. Coached family visits model also includes a pre-visit meeting with the visitation resource and family time specialist to go over visit expectations and plan for the family. This is a great way to get introductions out of the way prior to the visits so that is a more comfortable and engaging environment for everyone. In the past year the Family Time program has been able to support families getting visitation for extended amount of time, 4 visits a week as ordered by the court, and with the change over from supervised to unsupervised visitation successfully. G.A. continues to plan to grow this program with the support of the county to help meet the needs of the children and families for meaningful family time.

#Be the Change

#IntegrityFirst operated a multi-week Be the Change mentoring program in Southern Chautauqua county. Funding for the program was administered through the NYS Office of Children and Family Services (OCFS) for participation in "Safe Summer NY 2021".

The program matched each youth with a mentor. The mentors consisted of players and coaches associated with the Jamestown Jackals, a professional basketball team in Jamestown, and members of The Basketball League (TBL), where players are hired as mentors and positive role models. The mentoring relationships aimed to enrich the lives of the mentees and provide an opportunity to be involved in something bigger than themselves, while developing a sense of belonging. Through the program, mentees participated in a wide range of activities, attended unique events, and actively engaged with their community.



The mission of #IntegrityFirst, Inc. is to help individuals develop their potential and achieve success academically, athletically, financially, socially, and professionally by fostering integrity, motivation, responsibility, hope, perseverance, confidence, and sportsmanship.

Legal Division

Legal Unit

The function of the Legal Unit is to represent the Department effectively in court and administrative hearings, and to advise and furnish legal services in support of the Department’s programs. The Legal Unit is responsible for prosecuting in Family Court all cases involving child abuse, child neglect, termination of parental rights, paternity, child support child and all associated appeals. The Legal Unit also represents the Department during Fair Hearings involving reports from the State Central Registry. The Legal Unit also handles Adult Protective Services that may seek court orders for entry into a home, short term intervention orders and establishment of financial and/or personal guardianship for incapacitated adults. The Unit seeks to recover local, state and federal tax dollars through claims on real property, claims against personal injury settlements and verdicts, claims in estates, and claims against any other source of funds obtained by someone who is or has received public assistance benefits.

Caseload	2021	2022
Child Abuse/Neglect – New Children Receiving Protection	128	93
Foster Children Having Legal Proceedings Commenced to Free for Adoption	21	30
Protective Services for Adults-Guardianships	29	16
Recoveries		
Medicaid Nursing Home Care	\$34,519	\$322,021
Casualty Recoveries	\$22,891	\$1,296
TA Recovery Liens	\$19,724	\$10,197
TOTAL Recoveries	\$77,133	\$333,514

Program Integrity Unit (PIU, Fraud and Recovery Unit)

The Program Integrity Unit investigates complaints received on applicants and recipients of benefits including Public Assistance, SNAP, HEAP, Medicaid and Child Care as well as complaints regarding vendors. Furthermore, due to fraud, error on the recipient’s part or agency error, the Department is entitled to seek recovery for overpayment of benefits. The PIU also establishes and monitors the payment of over-issued benefits.



Program Integrity Unit

Caseload	2021	2021 Costs Avoided	2022	2022 Costs Avoided
FEDS (Front End Detection System) Number of applications detecting fraud at application	223	\$1,811,574	228	\$1,843,812
PARIS (Public Assistance Reporting Information System) Detecting out of state residency and duplicate benefits	37	\$133,896	62	\$133,806
VED (Verified Employment Data) Detecting unreported income on TANF adult cases	27	\$50,946	64	\$247,236
Prison Computer Match	5	\$7,860	2	\$3,144
IPV (Intentional Program Violations) Disqualification sanctions for those found guilty	25	\$41,850	16	\$26,022
TOTALS	317	\$2,046,126	372	\$2,254,020

Child Support Enforcement Unit (CSEU)

The Child Support Enforcement Unit (CSEU) is responsible for establishing the paternity of children born out of wedlock through signed Paternity Acknowledgements or through filing of Paternity Petitions in Family Court. The CSEU is responsible for commencing the court process to establish Orders of child support and enforce the child support Orders against legally responsible relatives, on behalf of public assistance applicants/ recipients, as well as non-applicant/recipient individuals who make an application for child support services. The CSEU also has a responsibility to secure a court Order for Third Party Insurance on behalf of all children in receipt of Public Assistance and Medicaid only benefits. Additionally, the CSEU has primary responsibility to collect, monitor, distribute and enforce all support as ordered and made payable through it by any court of competent jurisdiction to petitioners within Chautauqua County and throughout the United States.

Case Management Performance	2021	2022
Paternity Establishment <i>(cases with paternity established / cases)</i>	96.14%	95.73%
Support Establishment <i>(cases with Support Orders established / cases)</i>	92.17%	91.34%
Cases with Current Collections <i>(Amount Collected / Amount of Current Support Due)</i>	72.27%	70.40%
Cases with Arrears Collections <i>(cases with Collection on Arrears / cases)</i>	47.66%	41.79%
Medical Support <i>(cases with Medical Support established)</i>	49.11%	47.39%
Case Load	10,069	9,674

Child Support Collections	2021	2022
Temporary Assistance	\$1,509,826	\$1,161,135
Medical	\$490,092	\$434,664
Total Retained Social Services Collections	\$1,999,918	\$1,595,799
Total General Public Collections	\$11,093,128	\$10,075,237
Total Collections	\$13,093,046	\$11,671,036

Petitions Filed	2021	2022
Paternity	76	77
Support	120	226
Enforcement	580	569
Reciprocal	47	49
Total Petitions Filed	823	921

Child Support Enforcement Unit



PUBLIC HEALTH DIVISION

Prevention and wellness are essential components to good health and a high quality of life. The Chautauqua County Department of Health and Human Services is dedicated to improving the health and quality of life for individuals, families, and communities. Good health comes not just from receiving quality medical care, but also from making good choices and having access to clean air and water, safe outdoor spaces for physical activity, safe worksites, healthy foods, violence free environments, healthy homes.



Michael Faulk, M.D., FACEP
Chief Medical Officer
Interim Public Health Director

Purposes and Practices of Public Health

To prevent epidemics and the spread of disease, protect against environmental hazards, prevent injuries, promote and encourage healthy behaviors and mental health, respond to disasters and assist communities in recovery, and assure the quality and accessibility of health services.

10 Essential Public Health Services:

1. **Monitor** health status to identify and solve community health problems
2. **Diagnose and investigate** health problems and health hazards in the community
3. **Inform, educate, and empower** people about health issues
4. **Mobilize community partnerships** and action to identify and solve health problems
5. **Develop policies** and plans that support individual and community health efforts
6. **Enforce laws** and regulations that protect health and ensure safety
7. **Link** people to needed personal health services and assure the provision of health care when otherwise unavailable
8. **Assure competent public and personal health care workforce**
9. **Evaluate** effectiveness, accessibility, and quality of personal and population-based health services
10. **Research** for new insights and innovative solutions to health problems

Information obtained in part by the U.S. Department of Health and Human Services Centers for Disease Control and Prevention.



Robert Berke, M.D.
County Physician



Brian Walters, D.O.
County Physician

Board of Health

As the overseer of Sanitary Code of Chautauqua County, the nine member Board of Health is a vital force in preventing disease, promoting health and promulgating public health policy. The group represents a broad range of public health related disciplines. Over the years, the Board has enacted countless measures to improve the wellbeing of Chautauqua County residents and visitors.



2022 Chautauqua County Board of Health Members:

From Left: Lillian Ney, MD (President); Elizabeth Kidder, MD (Vice President); Thomas Erlandson, PhD; Tariq Khan, MD; Elisabeth Rankin; and Mark Tarbrake Not shown: Mark McConnon and Nancy Rosario

Coroner Program

A County Coroner is responsible to respond to the scene of an incident in order to perform preliminary investigation on cause and manner of death. The Chautauqua County Sheriff's Department dispatches the Coroners. In certain instances, a case may be referred to the Erie County Medical Examiner for comprehensive medicolegal death investigation services including autopsy and post-mortem toxicology, if applicable. The Coroners also play a role in developing the county's Mass casualty/Fatality Plan in preparation for any catastrophic incidents, which could be caused by natural, accidental, criminal or infectious means.

Although deaths need to be reported to the Coroner, not all people who have died require further examination. If a death appears to be natural or related to natural diseases, then the body will be released to a funeral home of the family's choosing.

Common situations where the Coroner takes custody of a person who has died include:

- A young person without documented medical history.
- A person with no legal next-of-kin or one that cannot be determined or identified during the initial investigation.
- Any person who has died due to unnatural circumstances including:
 - Suicide
 - Homicide
 - Accident

Coroner Cases	2021	2022
Cause of Death		
Natural	283	276
Accident-Non Drug Related	17	21
Accident- Drug Related	59	50
Suicide	11	17
Homicide	4	3
Undetermined	3	2
Pending	13	7
Total Cases	378	376
Coroner cases sent for Autopsy	113	119



Coroners (from top left)
 Kenneth Haley, Ruth Mendez, Douglas Sanderson, Eugene Steele,
 Daniel Tyler, and Desiree Vara

Environmental Health Services Division

The Environmental Health Services Division preserves a safe and healthy environment for County residents and visitors through inspections, surveillance, and enforcement. Division staff engage in preventative action by monitoring public water supplies, assisting property owners with private water and on-site wastewater treatment systems, inspecting food service establishments and other recreational facilities, and inspecting homes for lead hazards. Division staff address unexpected and emerging concerns by responding to public health emergencies and nuisance complaints.

The various programs, and the manpower Environmental Health Services Division staff spent implementing the programs, are reflected in the chart below.



Environmental Health Unit Staff Time

Program	2021	2022
Private Water and Sewage	30%	27%
Lead	12%	23%
Public Water	15%	15%
Food Service	11%	12%
Children's Camps, Campgrounds, Mobile Home Parks, Temporary Housing	4%	4%
COVID-19 Response	16%	5%
Public Health Emergency Preparedness	1%	4%
Rabies	3%	3%
Other Programs	2%	3%
Swimming Pools & Bathing Beaches	2%	2%
CIAA & ATUPA	2%	2%
Nuisance Investigations	2%	1%

Water and Sewage

Water Supply Program

Certified Environmental Laboratory for Water Analyses:

Staff maintain and operate a NYSDOH Environmental Laboratory Approval Program (ELAP) certified laboratory. The laboratory analyzes potable and non-potable water samples for indicator bacteria including coliform and *Escherichia coli* (*E. coli*).

Samples Analyzed	2021	2022
Potable Water	2949	2760
Non-Potable Water	524	459

Public Water Supply Program:

Water resource staff monitor public water supplies to ensure operators are providing safe drinking water to their customers, properly maintaining their water systems, and complying with NYS Sanitary Codes.

	2021	2022
Number of Water Systems Regulated	219	228
- Illnesses reported	0	0
Sanitary Surveys Completed	57	39
- Violation Issued	132	277
- Enforcement Taken	41	55



Environmental Health staff collected 219 surveillance water samples from public water supplies; the samples were analyzed for indicator bacteria in the CCHD water laboratory. Staff work closely with public water supply owners and operators to upgrade their systems, extend water service when appropriate and respond to water supply emergencies. Public water supplies include large municipal systems as well as small water supplies that support permitted facilities such as restaurants, mobile home parks, campgrounds, hotels, etc.

In 2022, CCHD provided support and guidance to the Town of Pomfret and Village of Sherman during their efforts to replace aging infrastructure. CCHD also assisted the Town of Chautauqua in locating a site for new source water wells and securing funding to develop the new source.

In 2022 several boil water advisories were issued, requiring prompt action from certified water operators who worked closely with Environmental Health staff to resolve the issues. Staff provided support to the Town of Pomfret Water District #8 – Lily Dale, Village of Westfield, and several other small community public water supplies, such as mobile home parks, during water crises.

The Village of Mayville installed state of the art, granular activated carbon filtration units on the active well that had been affected by Perfluorononanoic acid (PFNA) in 2021. Routine testing of the treated water continued throughout 2022 and showed the filters to be extremely successful at removing the contaminant which caused Mayville to be placed on a month long Do Not Drink Advisory in late 2020.

Environmental Health staff assist municipal water suppliers in gathering and presenting data for their annual water quality reports. The completed reports are then available to customers and consumers through the municipal water supplier.

Private Water Supply Program: CCHD staff provided technical advice to private water supply owners regarding well construction, private treatment components and general water quality concerns. Private wells are sampled for indicator bacteria as part of the property transfer inspections and as requested by property owners.

	2021	2022
Technical Advice Provided	328	275
Percent of private well samples fail	30.4%	27.8%

Water and Sewage *continued*

Private Sewage Permitting and Inspections

Environmental Health staff regulate private on-site wastewater treatment systems (OWTS), also known as septic systems. Staff provide guidance for OWTS installation, approve OWTS designs, issue permits, and inspect the final installation of systems to ensure that all new and corrected systems comply with standards outlined in Article IV of the Sanitary Code of the Chautauqua County Health District and New York State Code 75.

	2021	2022
Septic Permits Issued	366	359
Septic Systems Installed	344	327

Water and Sewage Surveys for Property Transfers

Staff conduct Water and Sewage Surveys, also known as Loan Surveys or Real Property Transfer Surveys, for property owners. The surveys are required by the local sanitary code and by most lending agencies. Staff evaluate onsite wastewater treatment systems to ensure that they are functioning in compliance with the local sanitary code. Water system components are also surveyed to ensure compliance with New York State and local sanitary code standards. If staff identify violations to local regulations or areas of concern during an inspection, property owners receive guidance to correct the violations and areas of concern.

	2021	2022
Water and Sewage Surveys Conducted	695	625

Public Sewer Program

CCHD supports municipal sewer extension projects as a way to protect public health and reduce nutrient contamination in lakes and waterways from failing and inadequate OWTS. Staff assist municipalities and other county departments in the formation and extension of sewer districts to areas with failing commercial and private OWTS.

In 2022, staff continued to work with the South and Center Chautauqua Lake Sewer District (SCCLSD) on the approved Phase 1 project to extend sewer service along the west side of Chautauqua Lake in the Town of North Harmony and on the proposed Phase 2 sewer extension. Construction of the Phase 1 extension continued in 2022. Individual connections are scheduled to begin in summer 2023. Following individual connections to municipal sewer CCHD staff will verify that all existing OWTS in the area are abandoned in compliance with NYS regulations. Phase 2 of the SCCLSD west side extension project includes extending sewer mains through the Town of North Harmony and into the Town of Chautauqua at Prendergast Point. Project surveys and design plans are schedule to begin in 2023.



Public Health Emergency Preparedness (PHEP)

Public health threats are always present, whether caused by natural, accidental, or intentional means, which can lead to public health emergencies. The goal of public health emergency preparedness is to be prepared to prevent, respond to, and rapidly recover from public health threats including infectious disease, natural disasters, biological, chemical, nuclear and radiological events. Through funding from the CDC our PHEP program seeks to build the capacity of our work force to respond to existing and emerging health threats. Specific duties include enhancing our capacity to respond to bioterrorist attacks, establishing communications programs, educating and training public health and health care professionals and the general public in emergency response and preparing to distribute vaccines, drugs and other protective measure or treatments in a timely fashion.

The PHEP program conducted a small number of COVID-19 clinics in 2022. PHEP also continued planning efforts using tools such as surveillance of laboratory testing, epidemiological investigations, information sharing, community preparedness, medical material management and distribution, volunteer management, non-pharmaceutical interventions, and emergency public information/warnings using the NY-Alert system.



Food Service

Food Service Establishment Permitting and Inspections

Environmental Health staff perform regular inspections of permanent, mobile, and temporary food service establishments. Inspection frequency varies depending on the risk level of the food prepared and served at the different establishments. Inspection results are available to the public online in the Environmental Health section of the New York State website <https://health.data.ny.gov>.

Food service establishments are classified as low, medium, or high risk. Low risk establishments include facilities that serve beverages only and / or simple foods that do not require cold or hot holding such as popcorn; these establishments are inspected every two years. Medium risk establishments are commonly referred to as “cook and serve” because foods are prepared for immediate consumption; these establishments are inspected once per year.

High-risk establishments prepare foods in advance, cool and reheat food items before they are served to the customer. Food safety practices limit the amount of time foods are held in the temperature “danger zone”. The danger zone is the temperature range between 41°F and 135°F where pathogenic bacteria begin to replicate and may reach dangerous levels capable of causing illness. High risk establishments must be inspected either two times per year or undergo one inspection and one Hazard Analysis and Critical Control Points (HACCP) review. During the HACCP review, a potentially hazardous food item is tracked from the point of arrival at the establishment, through preparation, until it is served to the customer. The review identifies critical points in food handling when preparers can stop the transmission of foodborne illness.

In the event of a complaint, restaurants are inspected within seven days of the logged complaint. During inspections, staff check to see that service workers are handling food properly, that foods are kept at the proper temperature and are being stored properly. They also ensure that the facility meets the requirements of the Chautauqua County Sanitary Code which includes the regulations of the New York State Sanitary Code.



	2021	2022
Food Service Establishments	648	665
Mobile Food Service Establishments	81	75
Temporary Food Service Establishments	133	188

Food Handler Safety Training

The Chautauqua County Sanitary Code requires all food establishments to have at least one individual complete a food handler training course approved by the Public Health Director. Properly trained food handlers reduce the prevalence of unsafe activities that lead to foodborne illness. Staff provide outreach materials and food safety guidance as part of a new food establishment information packages and at the time of routine inspections.

Lead

Childhood Lead Poisoning Primary Prevention Program

CCHD is a grantee for the New York State Department of Health Childhood Lead Poisoning Primary Prevention Program. The NYS Health Department identified the city of Jamestown, NY as a designated area of ‘high-risk’ for children with elevated blood lead levels. Children are exposed to lead based paint due to the areas old housing stock. To prevent lead poisoning in children, the Environmental Health Division inspects homes built before 1978, with children under the age of six that reside in those homes.

	2021	2022
Homes Inspected	39	55
Homes where lead hazards were remediated	2	3

Lead Testing in School Drinking Water

HHS water staff continued to work closely with public school districts in the County and BOCES to ensure their compliance with NYS’s Lead Testing in School Drinking Water law enacted in 2016. This law requires all public schools to collect samples from all water fixtures used for drinking or cooking, to immediately turn off fixtures that exceed the Lead Action Level of 15 parts per billion, and to remediate those fixtures. Once results are received, schools are required to notify parents and staff of any exceedances. The law requires schools to resample drinking water fixtures every 5 years beginning in 2020.



Lead (continued)

Lead Poisoning Prevention Program

The CCHD Lead Poisoning Prevention Program provide services county-wide to children with elevated blood lead levels. In October 2019, NYS reduced the action level at which they consider a child ‘lead poisoned’ to >5 ug/dL, while the previous action level was >10 ug/dL. All children identified as ‘elevated’ receive lead poisoning education, nurse care management, environmental investigation, lead hazard assessment, training and hazard control follow up clearance inspections. Children receive follow up services until they have two blood lead tests under the action level.

	2021	2022
Child blood lead test performed	2,132	2,279
Children followed due to high blood levels	85	59



Lead - Chautauqua Healthy Homes Program

In 2021, CCHD was awarded a \$3 million grant from the U.S. Department of Housing and Urban Development (HUD) for Lead Hazard Control. In partnership with Chautauqua Opportunities, Inc., our goal is to make 140 units lead safe for households with children <6 yrs. old. This program consists of window and door replacement, as well as the remediation of all lead hazards identified in the unit. Certified Lead Abatement Contractors are hired to complete the remediation. In 2022, the start-up process was completed and the program began to be implemented.

	2022
Units received lead inspection risk assessments	65
Units where lead hazards were remediated	13

Swimming Pools and Bathing Beaches

Swimming pools used by the public are permitted and inspected annually by Environmental Health staff to ensure that pool staff, safety equipment, operation records, and water quality are in compliance with permit requirements. Seventy-four (74) pools were permitted in 2022.

Permitted beaches are inspected annually by Environmental Health staff to determine if beach staff, safety equipment, and operation records are in compliance with permit requirements. Beach water samples are routinely collected throughout the summer season. The samples are analyzed for the indicator bacteria *Escherichia coli* (E. coli) at the CCHD Water Lab. When beach samples are determined to be unsatisfactory the beach operator is notified and the beach is closed for swimming until a subsequent sample shows the water to be satisfactory.

Permitted beaches are typically sampled once weekly during their individual swim seasons. Beaches are sampled more often if unsatisfactory E. coli results require subsequent samples or special projects require more information.



	2021	2022
# of Beaches Serviced	29	27
Staff Collected Samples	482	426

Harmful algal blooms (HABs) related to blue-green algae/cyanobacteria are typically observed on Chautauqua and Findley Lakes in late July – August. HABs have become increasingly common and persistent in recent years. The public health risk associated with HABs is the possible release of toxins during bloom events. Currently there is little understanding as to why or when toxins are released during a bloom, consequently CCHD treats all HABs as though they may be releasing toxins.

When HABs become widespread in one or more lakes, press releases/alerts, including educational information about water safety and HABs, are sent to local media outlets in an effort to protect human and domestic pet health. Signs to alert the public of the potential danger are also posted at public access points of the affected areas. The Environmental Health Unit looks for signs of current or impending HABs during routine beach sampling in addition to responding to reported sightings at bathing beaches. If a HAB does develop at a bathing beach, the beach is immediately closed for swimming. Once the HAB dissipates and a water test shows that microcystin toxin levels are less than 4 ppb in the swim area, the beach is re-opened.

CIAA/ATUPA

Clean Indoor Air Act (CIAA)

The Clean Indoor Air Act (CIAA) law makes smoking at all worksites, including restaurants and bars illegal. The Environmental Health unit inspects local establishments to ensure that the CIAA law is being upheld. Where establishments are found to be in violation of the law, formal enforcement is taken against the facility owner or operator by issuing a Notice of Violation within seven days.

Adolescent Tobacco Use Prevention Act (ATUPA)

Environmental Health staff are responsible for performing compliance checks mandated by the Adolescent Tobacco Use Prevention Act (ATUPA). In order to assess compliance of tobacco vendors in the County, staff take underage youth (ages 15 to 20) without legal IDs to tobacco vendors where the youth attempts to purchase cigarettes. If vendors agree to sell tobacco to the youths, the violations are reported to the state and enforcement action taken. The Department is also responsible for verifying that all tobacco dealers and vendors are registered with the NYS Department of Taxation and Finance (DTF) to sell tobacco, post required signage, and display tobacco and herbal cigarettes behind the counter or in a locked container. CCHD also ensures that vaping products and E-cigarettes sold in the county comply with NYS law.

	2021	2022
Adult Compliance Checks	105	109
Minor Compliance Checks	125	105
Retailers Found in Violation	0	7
Fines Paid	0	\$4,400

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Rabies Control

Environmental Health staff work to prevent human cases of rabies in Chautauqua County in a variety of ways. This includes promoting pet rabies vaccinations, investigating all potential rabies exposures (animal bites & scratches) that are reported, and submitting animal specimens to the NYS Department of Health Wadsworth Laboratory for rabies testing when circumstances deem analysis necessary. In accordance with NYS Public Health Law, any person with knowledge of an animal bite is required to report the incident to the Health Department for investigation.



Rabies Clinic

	2021	2022
Rabies Clinics Held	12	12
Dogs, Cats and Ferrets Vaccinated	1,347	1,641
Post-Exposure Prophylaxis Authorization	37	24
Incident Reports/Investigations	361	365
Specimens Submitted for Testing	38	31
Animals Testing Positive for Rabies	1	2

Body Art Establishments and Tanning Facilities

Body Art Establishment Licensing and Inspections

The Chautauqua County Sanitary Code requires certification and inspection of body art establishments and artists. All new body artists, including temporary and guest artists, must pass a County administered test to obtain a body artist certificate of sanitation. Established body artists must renew their certification annually.

	2021	2022
Number of Establishments	21	22
Number of Artists	41	54

Tanning Facilities

Tanning facilities are permitted and routinely inspected by Environmental Health staff. Tanning facilities must comply with New York State and local laws. Five (5) facilities were permitted in 2022.

Children & Youth with Special Health Care Needs

Early Intervention Program

The Early Intervention (EI) program serves children from birth up to the age of three years who have been diagnosed with, or are at high risk for, a developmental delay. Services are provided to eligible children by HHS staff, as well as NYSDOH approved EI providers, and include service coordination, assistive technology service, audiology, family training, counseling, parent support groups, occupational therapy, physical therapy, speech therapy, vision services, special education, nursing, medical services for diagnostic or evaluation purposes, nutrition, psychological services, health services and transportation and related costs. Services are provided in a variety of settings which include the home, babysitter, day care and center-based programs. The challenge for 2022 has been a shortage in providers for above noted services which resulted in participants having to be on a waitlist in order to schedule an appointment.

	10/20 to 9/21	10/21 to 9/22
New Referrals	372	377
Referrals Qualifying for EI Services	199	199
Referrals for At Risk Children	128	138
EI Program Children Participants	740	766

Preschool Special Education Program

The Preschool Special Education program provides services for the three to five year-old population. Each school district in the County is responsible for authorization of services. Services are provided by certified professionals in three Chautauqua County center-based special education programs and in less restrictive settings including Head Start, regular nursery schools, and the home. New restrictions on the services that can be billed for Medicaid reimbursement present challenges to the Preschool program. The average cost per child is \$11,961.00.

	2020-2021 School Year	2021-2022 School Year
Children Enrolled in Program	412	452
Children Received Center-Based Services	108	70
Children Received Related Services	304	382

Children & Youth with Special Health Care Needs

The Children with Special Health Care Needs (CYSHCN) program is for families of children ages birth to 21 who have, or may have, a serious health condition. The program gives information and referral services for families of children who need a health or related service beyond those normally needed by children. Conditions may be physical, behavioral, or emotional. From October 1, 2021 to October 30, 2022 there were 149 children and their families assisted and 49 were new families added to the program. CYSHCN is long term case managing children with high lead levels and those born with Prenatal Substance Abuse for Developmental Delays. We are currently following 15 children with lead exposure and 34 children with Prenatal Substance Exposure.

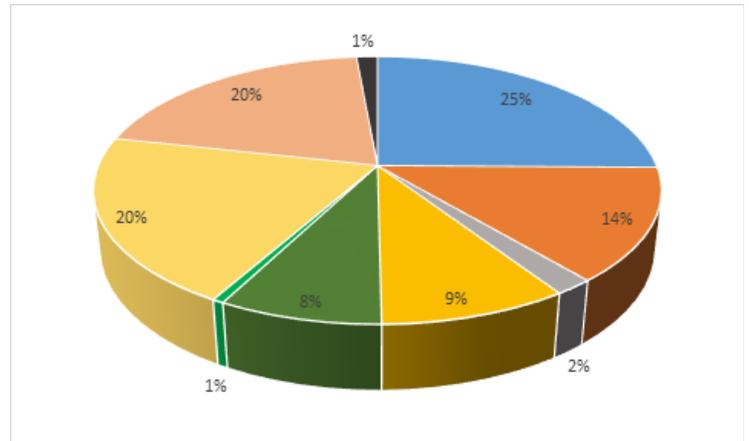


Nursing Division/Community Health

The Nursing Division is a unique component of the Chautauqua County Government in that it operates within a NYSDOH licensed Title X, Article 28 Diagnostic and Treatment Center facility. Clinic operations and community health nursing protect and promote the well-being of County residents through several programs which are featured below.

The following chart reflects the distribution of nursing time and effort attributed to the various disease control and family health programs implemented by the Division of Nursing Services.

PROGRAM		2021 %	2022 %
COVID		52.0	25.0
Maternal & Child Health		23.0	20.0
Nurse Family Partnership		5.0	20.0
Communicable Disease		7.6	14.0
HIV/STD		4.5	9.0
Immunization/IAP		4.8	8.0
General/Admin		1.2	2.0
Lead Poisoning Program		0.5	1.0
Welcome Home Baby (new for 2022)		-	1.0



Communicable Disease Control

Communicable diseases are illnesses caused by bacteria or viruses that people spread to one another through contact with contaminated surfaces, bodily fluids, blood products, insect bites, or through the air. Control of these diseases is one of the main functions of a public health department. New York State requires over 70 diseases be reported to the local health department, requiring staff to investigate and provide education to prevent further spread of illness and to contact exposed individuals if treatment or monitoring for symptoms is needed. Public health surveillance helps to detect outbreaks and enable prompt public health intervention. Many hours are dedicated to this program to maintain the community's health.

Communicable Disease Nurse Contact and Follow-Up	2021	2022
Gonorrhea Cases	193	219
Chlamydia Cases	252	250
Syphilis Cases	12	20
TOTALS	457	489

STI/HIV Program

Sexually transmitted infections (STIs) are among the most commonly reported communicable diseases in the county, state, and nation. The STI/HIV program aims to stop the spread and reduce the incidence of these infections, Public Health Nurses work in collaboration with The Chautauqua Center clinics to offer screening and treatment for STIs, disease investigations and safer sexual health counseling. Nurses provide counseling for HIV-positive clients and make referrals to specialty providers for treatment. STI/HIV educational information is available to schools, human service providers, community organizations and numerous outreach events. Public Health Nurse home visitors also provide education and referrals for STI's and HIV.



Public Health Nursing Staff

Hepatitis C Testing

A New York State Law requires health care facilities to offer Hepatitis C screening to every individual born between 1945 and 1964. In 2022 our department followed 250 cases of Hepatitis C as part of the communicable disease program compared to 142 cases followed in 2021.

Hepatitis A Increase

Hepatitis A is a vaccine-preventable liver infection caused by the Hepatitis A virus (HAV). This virus is very contagious and is found in the stool and blood of people who are infected. HAV is spread when someone unknowingly ingests the virus, even in microscopic amounts, through close personal contact with an infected person or through eating contaminated food or drink.

Symptoms of hepatitis A can be mild and last a few weeks to severe and last several months. They include fever, fatigue, loss of appetite, nausea, vomiting, diarrhea, abdominal pain, dark urine, clay-colored bowel movements, joint pain, and yellowing of the skin and eyes (jaundice).

Chautauqua County typically observes 1-2 cases of Hepatitis A over the course of a year. In 2018 and 2019, there was just one case per year. In 2020, case numbers rose to 26 cases of Hepatitis A; a dramatic and significant increase. Cases continued to rise in 2021 reaching a total of 28. The Chautauqua County Health Department worked closely with the New York State Department of Health to monitor the situation and numerous vaccination clinics were held in high-risk settings. In 2022, we had 0 cases of Hepatitis A.

Immunization Program

A core public health role is the prevention of vaccine-preventable diseases, especially in children and vulnerable populations. The Immunization Program provides free required vaccinations for children through the state's Vaccine for Children (VFC) program and in accordance with CDC-recommended immunization schedules. Some adult immunizations such as influenza are also available. The health department aims to prevent illness and to reduce the spread of communicable diseases.

In 2022 the health department continued to work closely with schools and colleges to provide education and support. Public Health staff also worked with schools to provide COVID vaccine and other vaccines as required.

Tuberculosis Program

As the Public Health Law specifies the necessity of local health department control activities, Chautauqua County Department of Health and Human Services conducts nurse/physician operated tuberculosis control clinics.

Correctional Health

Public health took over managing the jail health system in April 2017. This program, although not surveyed as part of the Article 28 Diagnostic and Treatment license, is monitored by the State Department of Corrections. As a County Health Department we recognize those that we serve in the jail are from our community and most will be returning to our community. We have moved from not only responding to illness but towards health promotion and disease prevention. To meet this goal staff has been trained to recognize prevention and health promotion as well as chronic disease management. We offer a public health approach to care that includes reproductive health, immunization, maternal child and preconception education, medication assisted therapy (MAT) program, increasing referrals and linkage to mental health; dental; primary care and Hepatitis C treatment when released.

Opioid Overdose Prevention Program

The Chautauqua County Health Department is registered with NYSDOH as an Opioid Overdose Prevention Program. We work with participating law enforcement and community members to train and supply them with intranasal Narcan kits. Narcan, also known as naloxone, is a lifesaving opioid antagonist which reverses opiate effects of sedation and respiratory depression thereby preventing a fatal overdose. The health department also partners with community agencies that assist in providing Narcan training.

Opioid Training	2021	2022
Number of People Trained	725	520



	2021	2022
COVID-19 Vaccines	39,648	234
Other Vaccines	285	399
TOTALS	39,933	633

	2021	2022
Nursing Visits	2,135	2,261
Acute Nursing Visits	259	460
Scheduled Provider Visits	640	399
Withdrawal Visits	1,123	1,371
TOTALS	4,148	4,491



Correctional Health Staff

Maternal and Infant Health Programs

The **Community Health Worker Program** provides one-on-one outreach, education and home visiting services to pregnant and parenting women and families at highest risk for poor birth outcomes, particularly low birthweight infants. Community Health Workers are trained to provide referrals for a wide range of services and to provide support and assistance for families trying to obtain needed services.

Nurse Family Partnership (NFP) is an evidence-based, community health program that serves low-income women pregnant with their first child. Each vulnerable new mom is partnered with a registered nurse early in her pregnancy and receives ongoing nurse home visits. It is a life-transforming partnership for the mom and her child. Nurse Family Partnership is designed to improve pregnancy outcomes, children’s subsequent health and development and parents’ economic self-sufficiency.

Welcome Home Baby Program provides every new mom in the county a one-time visit with a public health nurse during the post-partum period. These nurses offer information on infant growth & development, safety, nutrition, immunizations, safe sleep, breastfeeding and more. Information may also include lead poisoning prevention, especially in communities with old housing stock. Mothers are also given information on available programs offered in the community. These programs may include Early Intervention, Maternal and Infant Health Home Visiting programs, Parenting, Breastfeeding Support and many others.

Breastfeeding Support

All NFP nurses are certified lactation counselors and assist new mothers with reaching their breastfeeding goals. Nurses collaborate with the HealthEducation Division to increase and improve community supports for breastfeeding. Nurses/CLC’s provide education and support through the County BF Hotline, home visits and the “Chautauqua County Breastfeeding Moms (and Moms to be)” Facebook Page. Nurses/CLC’s also meet with all new moms after delivery to provide education, support and the hotline number prior to discharge. In 2022, Nurses/CLC’s were able to assist over 100 new mothers in Chautauqua County with reaching their breastfeeding goals.

Home Visits	2021	2022
Maternal & Infant Health Program	796	409
Nurse Family Partnership	26	231
Welcome Home Baby	-	17
Breastfeeding Program	-	111
Ward Rounds	255	252
TOTALS	1,077	1,020

Referrals Made	2021	2022
Mental Health Services	76	76
Primary Care Providers	43	43
Smoking Cessation Programs	2	2
Dental	42	42
Housing	42	42
Transportation	11	13
Ward Round Referrals	66	57
TOTALS	282	196

Health Event for Expecting Mothers



Nurse Family Partnership Staff



Community Health Education and Planning



Bethany Ibhawa
Public Health Educator

The purpose of the Health Education and Planning Unit is to identify health issues of local importance, develop and implement strategies to address these issues, and strengthen the community's long-term ability to manage and improve the health and well-being of residents.

HHS provides health education and guidance, including the use of information and education to modify or strengthen practices that promote public health and prevent illness. These activities are designed to encourage people to assume personal responsibility for maintaining and improving their own health; increase their capacity to utilize appropriate health services; help them better control an illness they may have; and, provide information to stimulate community action on social and physical environmental factors that impact health.

Current public health research indicates that individuals are more likely to make healthy choices when those choices are also easy and affordable. HHS leads or partners with initiatives that support improved infrastructure for physical activity, access to nutritious foods, and reduced exposure to tobacco in addition to other prevention initiatives.

Protecting and improving the public's health and promoting wellness cannot be managed by an organization, health care provider, government or community agency alone. Partnerships, coalitions and collaborations are essential to the public health effort.

Chautauqua County 2022-2024 Community Health Assessment

Local health departments (LHD) across New York State are responsible for completing a community health assessment (CHA) to ensure that the needs of the community are being met. A full health assessment of the community and community health improvement plan were completed in December 2022.

The Prevention Agenda 2019-2024 is New York State's health improvement plan that was designed to demonstrate how communities across the state can work together to improve overall health and quality of life for all New Yorkers. The Prevention Agenda envisions New York becoming the Healthiest State in the Nation, and designates five priority areas:

- Prevent chronic diseases
- Promote a healthy and safe environment
- Promote healthy women, infants, and children
- Promote well-being and prevent mental and substance use disorders
- Prevent communicable diseases

The Prevention Agenda outlines goals and objectives, as well as appropriate and evidence-based interventions for each priority area. Indicators for tracking progress of interventions are provided at the county-level, including racial, ethnic and socioeconomic breakdowns to track changes in health disparities.

LHDs across the state were expected to work collaboratively with county hospitals- Allegheny Health Network Westfield Memorial Hospital Brooks-TLC Hospital Systems, Inc., and UPMC Chautauqua- which were responsible for completing their respective community health needs assessments. Key stakeholders for public health and health care were also invited to assist in the community health assessment process. Collectively, the local health department, hospitals, and community organizations make up the Chautauqua County Community Health Planning Team (CCCHPT). These additional partners included the Chautauqua Health Network, the Chautauqua County Department of Mental Hygiene, The Chautauqua Center, The Resource Center, Prevention Works, and the Chautauqua County Office for Aging Services. Population Health Collaborative of Western New York provided technical support as the Western New York technical assistance lead.

The CCCHPT worked together to gauge the community's perceived health priorities, assets, and needs through a web-based and paper survey, and community conversations with eight varied work groups. The team examined secondary health data provided by the NYSDOH and selected collaborative and individual priorities, disparities, and interventions. Collaborative priorities, along with background data and potential interventions were reviewed individually with local content area experts. The following collaborative Prevention Agenda priority areas were selected:

- Prevent Chronic Diseases (CCDHHS and all hospitals)
- Promote Well-Being and Prevent Mental and Substance Use Disorders (CCDHHS, all hospitals, CCDMH)
- Promote a Healthy and Safe Environment (CCDHHS and COI)
 - o Disparity: socioeconomic
- Promote Healthy Women, Infants, and Children (CCDHHS, UPMC)
 - o Disparity: racial/ethnic; socioeconomic

Many of the interventions selected for inclusion in the community health improvement plan are on-going, cross-sectoral initiatives. The goal of our plan is to build upon and expand actions that are working to create a healthier Chautauqua County.

Public Relations and Outreach

To connect with the public and share messages about programs, health promotion, and community collaborations, the Health Department works with media networks that include local newspapers, Penny Savers, local television news stations, outdoor advertising, and local radio stations. CCHD also uses social media tools such as Facebook, Instagram and YouTube. We receive and respond to personal health related questions from the public via the private message feature on our various program-specific Facebook pages and Chautauqua County Health email. Many community members accessed the Chautauqua County Health Department Facebook page regarding current public health issues. Facebook insights show that our page reach (the number of people who saw any content from our page) in 2022 was 493,056. Our Facebook page was visited 27,191 times; our top performing post reached 68.7K people. We had 601 new page “Likes”, bringing the number of followers to 9,161.

In 2022, 29 press releases were issued by the division directly. This division worked to engage community leaders and the media in educating the community about various health issues facing the County.

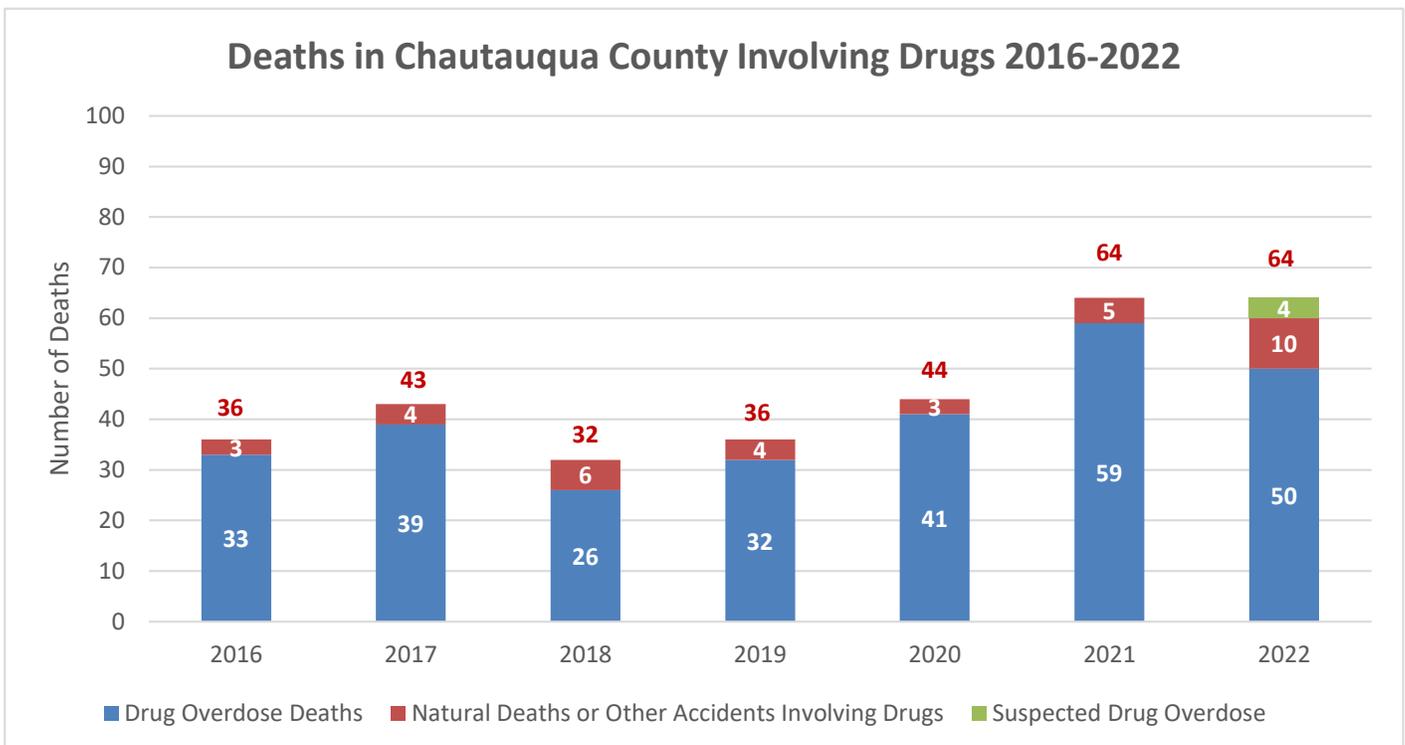
Departmental program experts participate in educational events across the County as appropriate, with a goal of reaching a diverse population of County residents. Use of virtual technologies (Zoom, Microsoft Teams, Skype) and social media tools continued to be crucial for reaching community members, in addition to traditional media sources.

Overdose Data 2 Action (OD2A)

In 2019, NYSDOH awarded funds to HHS for the Overdose Data to Action (OD2A) program. This is a four-year grant which aims to support counties in enhancing current and proposed activities to respond to the opioid crisis by improving the quality and timeliness of overdose and drug-related data, rolling out evidence-based strategies at the local level, improving support to medical providers and health systems, and improving linkages to care for people who use drugs. Grant activities and evidence-based interventions take a harm reduction and trauma-informed care approach, encouraging the use of people-first language.

In Chautauqua County these funds are used to help support naloxone trainings in a variety of settings including community, public safety, and jail; expand access to Medication Assisted Treatment (MAT) into new and various medical settings; sustain a real-time overdose mapping program (ODMAP), connect people who use drugs with peer services in the jail and community; and facilitate better data sharing with hospitals and the Coroner Program.

In 2022, Chautauqua County continued to see a significant number of fatal overdoses. This trend is Preliminary figures for the year indicate that there were 48 confirmed fatal overdoses, and additional 6 suspected overdoses, as well as 10 natural deaths or other accidents involving drugs. In total, there were 64 confirmed or suspected fatal overdoses, which was a 7% increase over 2021, and a 78% increase over 2019 overdose figures. Data are preliminary and subject to change.



Mobile Dental Van (S-Miles To Go)

For more than 15 years, children in rural areas have received care through The University at Buffalo School of Dental Medicine state-of-the-art mobile dental unit. The S-Miles To Go program services more than 3,500 patients each year throughout Chautauqua County. The HHS Public Health Division continues to partner with the S-miles To Go program, assisting with referrals to the dental van, which operates with Article 28 status, and accepts Medicaid, Child Health Plus, or collects fees on a sliding scale.

The van is typically staffed by pediatric and general dentists from the School of Dental Medicine, as well as a dental hygienist and a dental assistant. Students at the School of Dental Medicine gain firsthand experience working with patients in rural Chautauqua County.

Inside the van, children can get a variety of dental care including: exams, cleanings, fillings, extractions, crowns, oral health screenings, sealants, and fluoride treatments. Approximately the size of a school bus, the van contains a state-of-the-art dental clinic including three dental chairs, a panoramic X-ray machine, a sanitization center and a patient waiting area. There is also a powered chair lift for disabled patients.

Tobacco Use Prevention

Tobacco use is the leading cause of preventable disease and death in the United States; nearly all tobacco product use begins during youth and young adulthood.

HHS collaborates with the Tobacco-Free Chautauqua, Cattaraugus, Allegany (Tobacco-Free CCA) Program administered by the Roswell Park Cancer Institute to carry out tobacco prevention efforts. Tobacco-Free CCA receives funds from NYSDOH to complete their work plan, which aims to:

- Reduce the impact of retail tobacco marketing on youth by educating communities about the manipulative marketing tactics of the tobacco industry.
- Establish tobacco-free-community norms through clean outdoor air policies by working with communities to create more smoke-free parks, playgrounds, and beaches.
- Lessen secondhand smoke exposure by working with landlords and tenants to implement smoke-free housing policies in multiunit dwellings.
- Diminish tobacco imagery in youth-rated movies by working for change in the rating system to require an R rating for movies that contain smoking imagery.
- Decrease tobacco-industry presence on social media by working with stakeholders and internet sites to enact and adhere to policies that protect youth-from tobacco imagery.



Wegmans Hit the Trail Passport

Since 2005, Wegmans has partnered with town and city recreation programs and park conservancy groups to encourage communities to live healthier, better lives by taking advantage of the trails in their area.

Chautauqua County, in collaboration with Wegmans, announced in 2021 The Discovering the Trails of Chautauqua County Hit the Trail Passport. This FREE Passport makes getting active even more fun!

Are you ready to experience outdoor adventure in Chautauqua County for yourself? Pick up a Trail Passport at Wegmans, Customer Service Desk, 945 Fairmount Avenue, Jamestown; the Chautauqua County Health Department, HRC Building, 7 North Erie Street, Mayville; or online at <https://www.wegmans.com/wp-content/uploads/Chautauqua-passport.pdf>.

Explore our rural county on the County Trails and unused rail corridors winding through picturesque countryside. Our trails give you access to some of the most stunning natural beauty and enjoyable wildlife areas in western New York. Trail maps are divided into segments; you can complete a trail over the course of multiple days or months, and in any sequence, as long as you capture the distinctive seal for each trail segment in the frames indicated in the passport.

When you complete one of the three trails (in whole), you will receive a reusable Wegmans shopping bag. When you complete all three trails, you will be entered in a drawing to win a \$250 Wegmans gift card. Gift card drawings take place in November.

Photo: Martha Anderson, Chautauqua County *Hit the Trail* \$250 gift card winner





Chautauqua County
Department of Health and Human Services
7 North Erie Street
Mayville, New York 14757
716-753-4998 . CHQGOV.com



Become a Chautauqua County
Foster/Adoptive Parent
Call: 716-661-8212

OFFICE LOCATIONS

South County Office Building

Main Assistance Office and
Children & Family Services
110 East Fourth Street
Jamestown, New York 14701

Hall R. Clothier Building

Health Clinic, Environmental Health,
Child Support, and Administration
7 North Erie Street
Mayville, New York 14757

North County Office Building

Emergency Assistance and
Children & Family Services
319 Central Avenue
Dunkirk, New York 14048

CONNECT

Chautauqua County

Online: chqgov.com

Apply for and track SNAP/HEAP benefits:

Online: mybenefits.ny.gov

Apply for Medicaid

Online: nystateofhealth.ny.gov
(855) 355-5777

HOTLINE NUMBERS

Report alleged Elder Abuse or Neglect

716-753-4447

Report alleged Child Abuse or Neglect

General Public Hotline: 800-342-3720
Mandated Reporter Hotline: 800-635-1522

Report Welfare Fraud: 800-388-5365