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# SHINING BRIGHTLY

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## 2023 Annual Report County of Sullivan, NY

Joshua A. Potosek, MBA  
Sullivan County Manager

March 2024

**Sullivan County  
Government**

845-794-3000 

[www.sullivanny.us](http://www.sullivanny.us) 

100 North Street, Monticello, NY 12701 

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# FROM THE COUNTY MANAGER

## Riding the Wave of Interest

The year 2023 should be remembered as one of both great success and great challenges. We continued to lead the State in job growth, once again collected more sales and room taxes than ever before, expanded public transportation to even more locations, and offered residents and visitors an unprecedented array of greatly needed and valuable services, attractions and activities.

## But Seas Can Still Be Rough

We also dealt with a housing crisis, the resultant increase in homelessness, the ever-present scourge of substance use, and the pressures of development. Sullivan County is in a state of major transition, and this government's ongoing task is to shape and shepherd that transition so that change is truly for the public good.

## A Year of Growth and Progress

The year 2023 also saw us finally fully emerge from the pandemic's shadow, with busy downtowns and tourist attractions, strong entrepreneurial growth, and a rising employment pool. Sullivan County government did its part by holding the line on property taxes, developing a much-needed Housing Study, increasing valuable (and free) training opportunities for employees and residents, allocating significant funds to address the opioid crisis, and investing in roadwork, bridgework and public transportation.

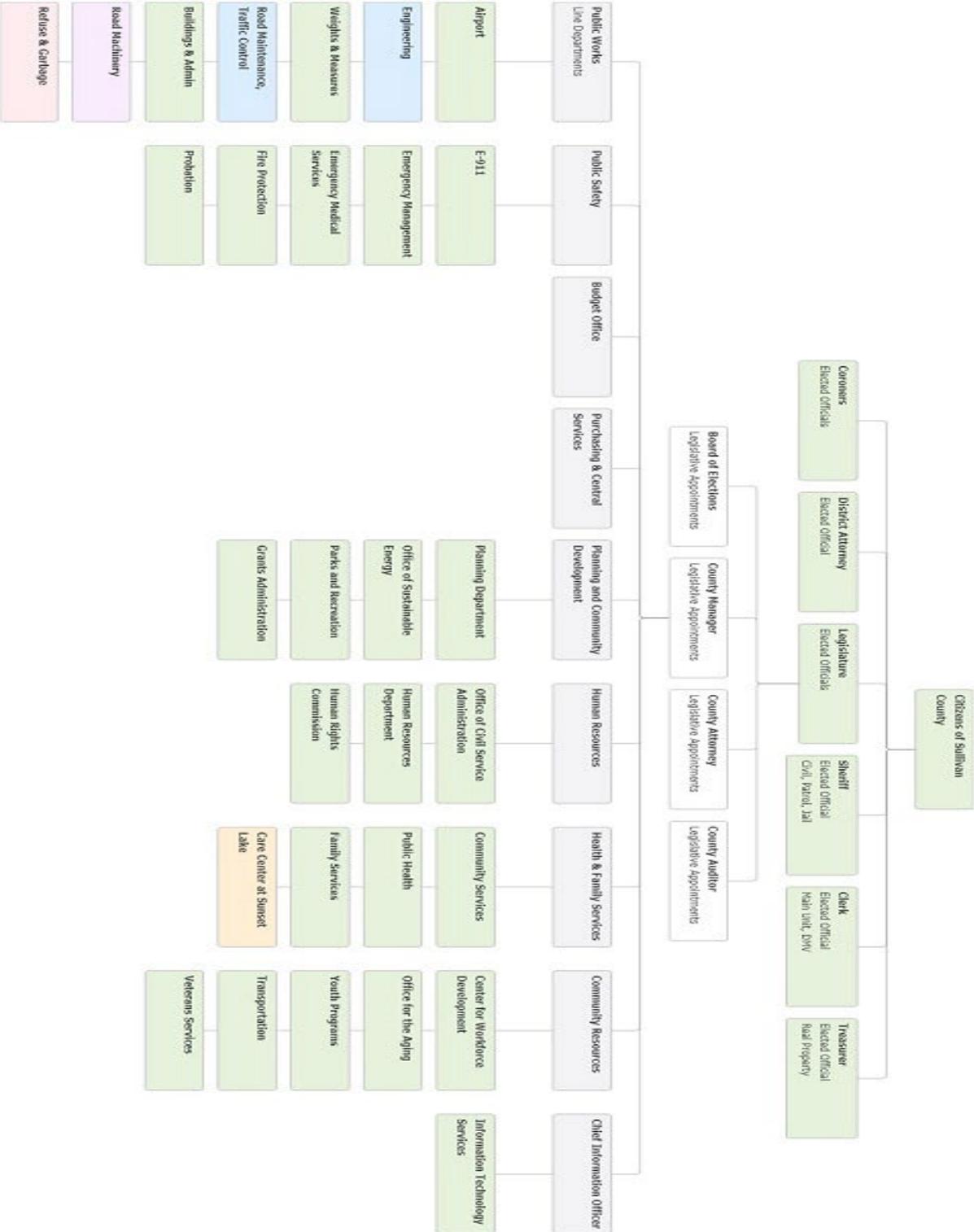
## What's Next for a Growing County

Sullivan County is poised to realize even greater accomplishments in 2024. We'll be expanding our popular Move Sullivan bus service to more far-flung areas of the County. We'll devote funding to the housing crisis, study solid waste options, and focus on emergency medical services. We'll rebuild the demolished terminal at our County Airport, with leasable space for merchants, back offices, even a restaurant. We'll also continue to directly invest in our residents, from the Sullivan Promise scholarship program (now offering local high school grads two full years of paid tuition at SUNY Sullivan) to adult education in the vocational trades via our partner, Sullivan BOCES. We are indeed living up to the ideal expressed in our logo: Mountains of Opportunities.



Joshua A. Potosek, MBA  
Sullivan County Manager  
February 2023

# ORGANIZATIONAL CHART



# DIVISION, DEPARTMENT AND UNIT REPORTS

Note that the following reports are presented as submitted to the County Manager’s Office. They have been modified only where page formatting requires it.

Unless otherwise noted, statistics and accomplishments relate solely to calendar year 2023. Listed goals represent those goals set for calendar year 2023 and may or may not reflect whether the goals were achieved or remain to be accomplished.

The 2023 Annual Report is available in its entirety at [www.sullivanyny.us](http://www.sullivanyny.us). If a printed copy is desired, contact Director of Communications Dan Hust at 845-807-0450 or [dan.hust@sullivanyny.us](mailto:dan.hust@sullivanyny.us).

*Note: Any department not appearing in this report did not submit data in time to be included. Those offices should be contacted directly if a report is sought.*

## Acknowledgments

The County Manager thanks each office, department and division for submitting data to be included in this Annual Report, which was compiled and created by the Office of Communications.

# COUNTY MANAGER

Joshua Potosek, Sullivan County Manager

## Accomplishments

- Proposed a 2024 County Budget that kept property taxes flat, expanded programs and services, added to the fund balance and continued reducing debt load
- Maintained stable and accountable finances
  - No fiscal stress on the County, as designated by New York State's Comptroller's Office
  - Very high bond rating
  - For the first time in my administration, we have the appropriate, best-practices level of fund balance
  - County continues to earn national budget awards
- Requested proposals for Employee Salary Study, which has begun
- Requested proposals and engaged a vendor for a comprehensive review of child welfare services
- Analyzed existing County-owned building stock and formulated options for renovations and/or new construction
- Began review of all legislatively-adopted policies, with the goal of updating where necessary and having them located in one central repository on the County's website
- Allocated resources and priority to cybersecurity
- Worked with Social Services and Planning divisions to address the ongoing housing crisis
- Recruited and appointed dynamic leadership in Planning, Public Safety and Public Health
- Continued efforts to deploy wireless and hardwired broadband expansion throughout County
- Focused on public safety communications and cell coverage concerns by utilizing existing towers and constructing new ones across the County

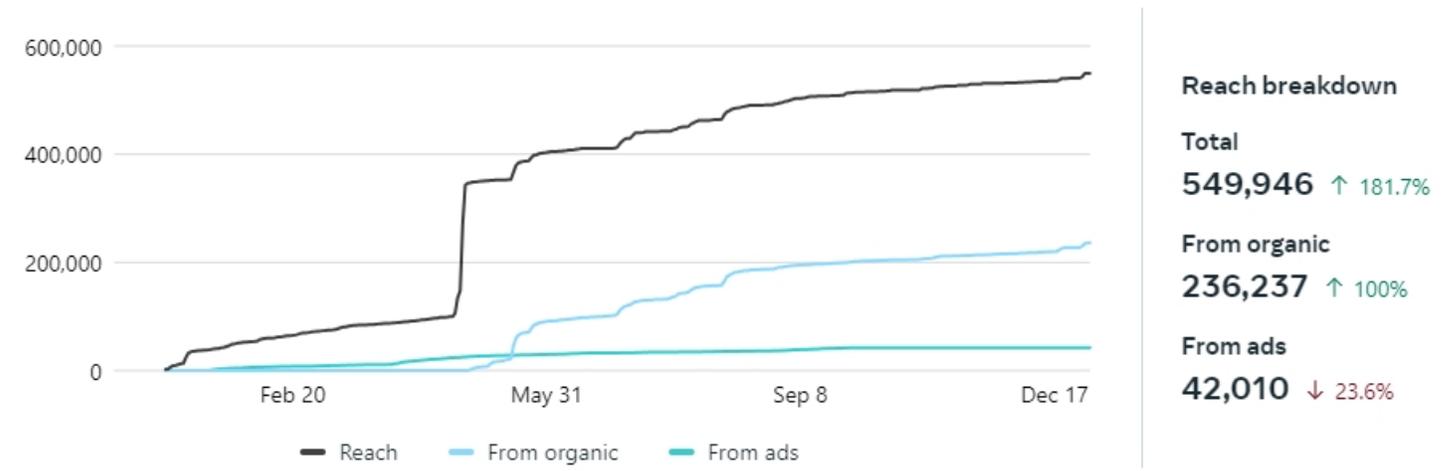
# Communications

Dan Hust, Director

## Accomplishments

The Office of Communications continued to provide critical services to virtually every County department and office in 2023. Highlights included:

- Hundreds of mentions and full stories about County government in local, regional, online and national news outlets - newspapers, radio, TV, online-only
- Coordinated multiple advertising campaigns to increase awareness of County services and personnel, with billboards, radio spots and newspaper ads across the County, promoting DMV, Veterans Service Agency, County Clerk’s Office, Move Sullivan and Board of Elections
- More than 130 press releases issued to approximately 100 media outlets, State and Federal officials, and interested individuals
- Expanded weekly radio interviews from Bold Gold (Catskills News Talk, 10-minute update every Tuesday, two-hour “co-host” first Tuesday of every month) to WJFF Radio Catskill as well (20-minute update every Friday), promoting the latest County news and offerings
- Reached nearly 550,000 viewers on main Facebook page, a 181.7% increase over 2022



- Added over 1,100 new Facebook followers and more than 200 new Instagram followers

- Administered/oversaw 21 social media channels (12 Facebook, 4 Instagram, 2 LinkedIn, 1 Twitter (X), 1 Threads, and 1 YouTube)
- Nearly 380 YouTube subscribers viewed videos more than 31,200 times
- At present, the County has 10,835 Facebook followers (just counting the main page), 2,676 Instagram followers (again, just counting the main page), 1,074 Twitter (X) followers, 518 LinkedIn followers (all double- and triple-digit increases over 2022) and 383 Threads followers (a brand new platform the County joined in 2023)
- Maintained primary content creation on and oversight of County website
- As part of two-person team, developed, implemented and now oversee first-in-the-nation implementation of Google's new Vertex AI to power chatbot on County website
- Continued to serve as Public Information Officer for contagious disease updates
- Maintained frequent contact with press, public and outside politicians to ensure County's message is emphasized and well-understood
- Coordinated and filmed major HIDTA announcement at County Courthouse with Senator Chuck Schumer, District Attorney Brian Conaty and a host of Federal, State and County officials
- Facilitated increased internal communications, particularly with County Manager's staff newsletter
- Continued to regularly produce County Manager's external newsletter, "Inside Insights," published every other month
- Served as Communications Champion and lead for social media awareness campaign regarding opioid abuse, part of HEALing Communities Study grant in association with Public Health, Community Services and Columbia University
- Routinely provided communications strategy advice to staff and officials, including a monthly meeting with Public Health outreach educators
- Successfully created, filmed and launched effective, accessible video campaign to recruit social workers to the County's team
- Collaborated with Human Resources and Public Safety to film videos of how to safely exit the Government Center in an emergency, which are now part of every orientation of new employees
- Created orientation guide for new legislators

- Scheduled, coordinated and filmed ever-popular Holiday Concert Series, where local school groups (vocalists, instrumentalists, dancers, band members) publicly perform at the Government Center

## **Goals Yet to Be Realized**

- TV ad campaigns (launching in 2024)
- Full utilization of audiovisual studio and video editing capabilities
- Revamp of County website (long-term)

# Compliance

Michelle Huck, Corporate Compliance Officer



## Sullivan County Corporate Compliance Program 2023 Annual Report

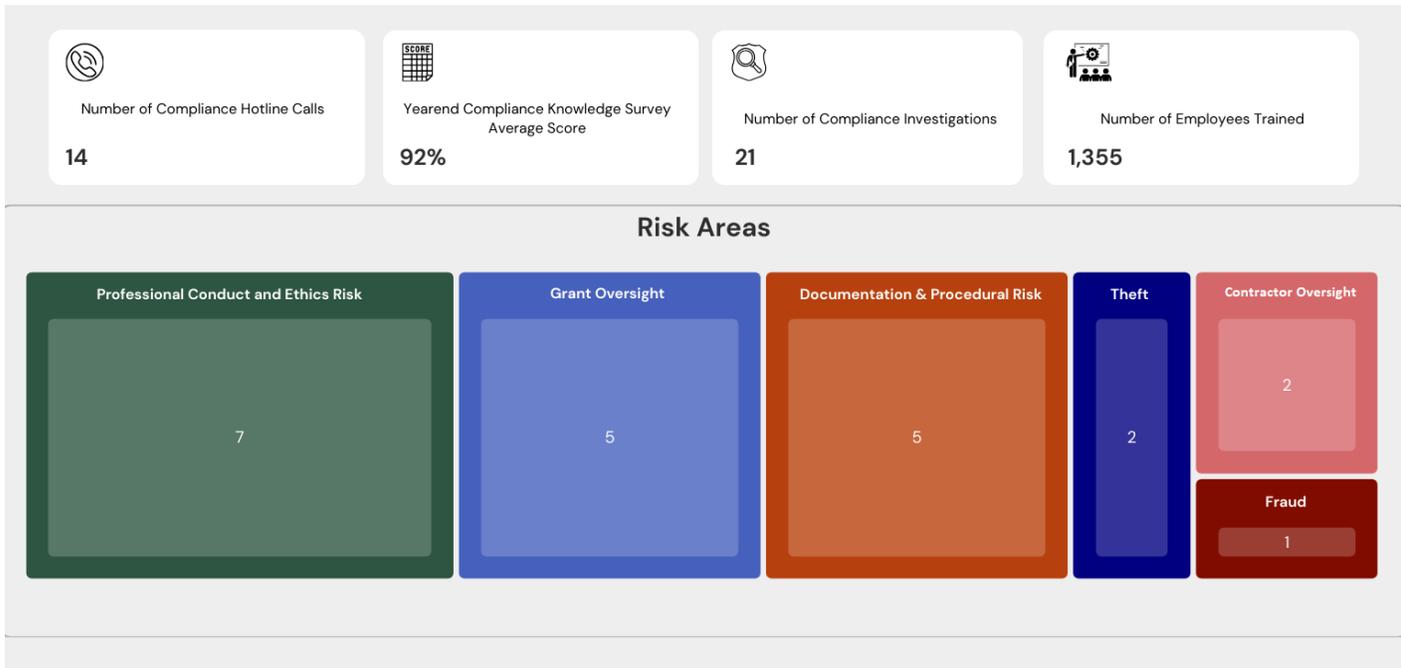
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In 2023, our Corporate Compliance program successfully navigated the complexities of NYCRR Title 18 Part 521, achieving significant milestones and reinforcing our commitment to ethical standards and legal compliance. The following section highlights our key accomplishments and the proactive steps taken to uphold these vital principles in Sullivan County

### Annual Corporate Compliance Overview: Metrics and Insights

The chart below provides a visual summary of the diligent efforts undertaken by the Corporate Compliance Programs to ensure compliance over the past year. At a glance, we can see the robust activity across various risk areas. The chart commendably highlights a strong culture of integrity and awareness, reflected in the year-end Compliance Knowledge Survey that boasts an impressive 92% average score. Training initiatives have been extensive and effective, with 1,355 employees educated in compliance standards. Additionally, the chart indicates that we received 5 hotline calls over the year. This number, while modest, demonstrates the functionality and necessity of our anonymous reporting mechanisms. By providing these channels, we not only comply with regulatory mandates but also reinforce our commitment to transparency and accountability.

The risk areas are categorized, showcasing the number of incidents in each domain: Professional Conduct & Ethics Risk (7), Grant Oversight (5), Documentation & Procedural Risk (5), Theft (2), Contractor Oversight (2), and Fraud (1). This data visualization encapsulates our proactive stance on identifying and mitigating risks, ensuring that ethical conduct and rigorous compliance protocols remain at the forefront of our operational priorities.



## 2023 Strategic Enhancements in Corporate Compliance

- ### Compliance Leadership Framework

Established comprehensive roles and responsibilities for pivotal positions within our Corporate Compliance framework, including the Corporate Compliance Officer, Compliance Program Coordinator, and the Corporate Compliance Committee. These structures are fortified by the appointment of management-level staff by the County Manager, ensuring robust governance and oversight.

- ### Policy and Procedure Innovations

Significantly revised the County’s Corporate Compliance/False Claims Act Policy, incorporating enhancements to the Whistleblower Policy, refined reporting channels for compliance issues, and bolstered Corporate Compliance Training and Education. This revision also emphasizes our commitment to non-retaliation, confidentiality, and anonymity principles.

- ### Investigation and Reporting Enhancements

Introduced and enacted the Corporate Compliance Investigations: Detection, Response, and Resolution Procedure. This initiative included the launch of a Confidential Reporting: Compliance Hotline Procedure and the creation of a Compliance Incident Form, facilitating streamlined reporting and resolution processes.

- **Risk Management Advancements**

Implemented comprehensive risk assessment questionnaires, designed to evaluate and mitigate potential risks across the organization, ensuring a proactive approach to risk management.

- **Committee Engagement and Leadership**

Reinvigorated the Corporate Compliance Committee, reinstating its presence in critical departments such as Public Health, Social Services, and Community Services, and conducted regular meetings led by senior-level leadership to underscore our compliance commitment.

- **Contractual Compliance Integration**

Enhanced the County's Contract Template in collaboration with the County Attorney's Office, integrating critical Corporate Compliance language, procedures, and educational elements into contracts with relevant contractors and vendors, aligning them with our compliance standards.

- **Compliance Culture and Awareness**

Launched a comprehensive Corporate Compliance and Ethics week, fostering a culture of compliance and ethics across the organization. This initiative included the introduction of a Compliance Champions Framework and the recognition of employees exemplifying outstanding compliance and ethics.

- **Forward-Looking Compliance Strategy**

Developed the "Sullivan County 2024 - Comprehensive Work Plan for Corporate Compliance Effectiveness," aligning closely with NYCRR Title 18 Part 52. This strategic plan outlines initiatives aimed at bolstering compliance effectiveness, addressing new challenges, and reinforcing our ethical commitment.

- **Responsive Compliance Operations**

Conducted thorough reviews of compliance reports and undertook necessary investigations, applying consistent and effective recommendations in response to findings.

- **Education and Proficiency**

Achieved significant milestones in training, educating over 95% of our workforce and implementing a Corporate Compliance Knowledge Survey, which yielded an impressive average score of 92%, demonstrating the high level of compliance awareness and understanding across the organization.

# Wellness

Christine Panos, Wellness Coordinator

The County is committed to promoting a healthy place to work and a worksite culture that supports employees' desire to make healthy lifestyle choices. Overall health depends on a variety of factors, so our efforts to bring health and wellness to staff focus on holistic approaches to well-being.

## Key Accomplishments and Initiatives made available to staff:

- Coordinated with the Red Cross and the New York Blood Center to host four blood drives in Monticello and Liberty. In total, we collected over 70 pints of blood which has the potential to save over 200 lives;
- Worked in partnership with Garnet Health's Healthy Heart/Know Your Numbers Program and coordinated four heart health screenings for employees;
- Registered 44 employees and their loved ones for the Monster 5k/10k Classic. The County is a sponsor of this event that benefits local veterans;
- Engaged in Two Litter Plucks on our Liberty and Monticello campuses with our Parks, Recreation, and Beautification Department;
- Partnered with Ulster County Community Action and the Department of Public Health to bring a Mobile Food Pantry and free health resources to our Monticello and Liberty locations;
- Collaborated with the Office for the Aging to host a Cookie and Cocoa Drive that benefitted our local, homebound residents;
- Worked with the Division of Community Resources to host a Food Drive that benefitted local families in need;
- Coordinated with the Department of Public Health to host two Flu Shot Clinics for staff;
- Promoted a variety of resources and local events including Wear Red in support of American Heart Month, the Fresh Market on the Move and other Farmer's Markets, local 5k walks/runs, our Cancer Screening Policy, Out of the Darkness Walk for suicide prevention, Employee Assistance Program and health insurance services and more!

## Goals:

### Met

- Bring back the Know Your Numbers program

### Continuing

- Improve water access for staff
- Implement healthy options in our vending machines
- Host a wellness challenge

Below are some of the photos of our 2023 efforts. On behalf of the County, thank you to all of those who helped us along the way!



The County Clerk's Office proudly wearing red in recognition of American Heart Month in February.



The Child Support Enforcement Unit raising awareness for heart disease and stroke by wearing red.



Our litter pluck crew on the Liberty campus.



**Our litter pluck crew on the Monticello campus.**



**Items collected from our Food Drive with the Division of Community Resources held in November. All items benefited local families. Our staff and community members are truly generous!**



**OFA staff packaged all items donated to the Cookie and Cocoa Drive and made a holiday gift tray for each client in the Home Delivered Meal Program.**

# HISTORIAN

John Conway, County Historian

**This report is submitted in accordance with the New York State “Historians’ Law” as originally passed in 1919 and amended in 1921 and 1933, which requires the County Historian to keep the governing body of the jurisdiction advised of local historical activities by filing an annual report.**

In February of 2023, the Historian marked the 30th anniversary of his initial appointment to the position by the Sullivan County Board of Supervisors in 1993.

As compiled by this Historian several years ago, the previous County Historians and their terms in office have been: Adelbert M. Scriber (1933-1948); James W. Burbank (1948-1954); Charles S. Hick (1954-1959); Nathan Weiss (1959-1960); Manville B. Wakefield (1961-1973); and William G. Smith (1974-1992).

As usual, in addition to fairly regular collaborations with local media, including broadcast and print, the Historian was consulted by numerous other media outlets, national and international, to provide information and perspective on a wide range of stories. The Historian continued his work with the United Kingdom-based Like a Shot Productions, on a segment of the Discovery Channel television series, “Mysteries of the Abandoned: Hidden America,” which aired in the U.S as Season 2, Episode 6, in November 2023.

The segment dealt with the White Lake Mansion House, Sullivan County’s oldest surviving summer hotel structure, and included several interior and exterior shots of the long-abandoned hotel, and a number of aerial shots of White Lake itself. The Historian was one of a number of historians interviewed on camera for the segment; the only one with local ties.

The Historian also worked with Bungalow Productions on their upcoming documentary on Grossinger’s and the Sullivan County Borscht Belt, providing guidance and background, as well as two lengthy videotaped interviews. No release date has yet been announced for the documentary.

The Historian continued his collaboration with the Borscht Belt Historical Marker Project, editing all of the marker text for historical accuracy and speaking at several of the marker reveals, including one in Monticello, one in Swan Lake, and one in Fallsburg. Additional markers are scheduled to be unveiled in 2024, including one in Bethel and one in Hurleyville, plans for both of which are already underway. There are more than 20 markers scheduled to be included in the project, which is being funded by The Jewish American Society for Historic Preservation, and is being spearheaded locally by photographer and author Marisa Scheinfeld.

The Historian completed 50 speaking engagements and interviews in 2024, a full listing of which is provided at the end of this report. These programs were conducted both in-person and via Zoom, and included a

presentation for the Jewish Study Center in Washington, D.C. on the history of entertainment at the Sullivan County hotels. He also presented a program on German immigration to the Upper Delaware River valley in Shohola, Pa., which was attended by an overflow crowd and was extremely well-received.

In May, the Historian provided the narration of historical landmarks along the Upper Delaware Scenic Byway for a bus trip from Port Jervis to Hancock to close out the second annual Festival of the Founding Fish and celebrate the 20th anniversary of the Byway. More than 45 participants took part, including two sitting County Legislators and Assemblywoman Aileen Gunther.

Although continued concerns about the COVID pandemic kept the Historian from offering his six-week long History of Sullivan County courses in 2023, he did begin planning a return of the popular course in 2024. The courses were offered in April and September for a few years prior to the pandemic in 2020. The annual Magical History Tour bus trip the Historian had narrated for 24 years immediately prior to the pandemic is also planned to resume in 2024.

As stated numerous times in the past, the Historian has spent a good deal of his 30 years in office trying to demonstrate that a municipal historian should not be looked upon simply as the old guy who walks around talking about how things used to be. A municipal historian should be much more than a compiler of facts and figures and dates. An effective historian is a useful marketing tool who can serve as a powerful and persuasive communicator to prospective tourists, as well as businesses considering relocating here. Yesterday's accomplishments and lessons, the events that define a region, the moments of motivation, inspiration, and perseverance, can provide a competitive advantage for the County, today and in the future.

Through the construction of historical models and timelines, a historian can demonstrate strategies that have worked and failed in the past, and project the likely effectiveness of those strategies for the future. This is the legacy the current Sullivan County Historian has tried to build for himself. As in past years, much of his activity during 2023 was motivated by this approach. Under the Historian's leadership, The Delaware Company, the non-profit history education group he helped form in 2012, has worked to increase attendance and visitation to the Upper Delaware's tourism businesses, to create and promote the Upper Delaware's brand image to tourists and residents, has solicited funding for new and innovative marketing initiatives, and helped to extend limited public and private sector resources by encouraging partnerships, focusing public and private sector marketing efforts through shared objectives and strategies, and leveraged tourism as a contributor to the economic development of the Upper Delaware and beyond.

Toward furthering that end, the Historian was instrumental in helping The Delaware Company procure a registered trademark for their unique concept of heritage tourism termed Revolution to Revolution™ which is designed to market the County's role in the American Revolution as told at Fort Delaware and the Minisink

Battleground and juxtapose that with its role in the cultural revolution of the 1960s, as told at the Museum at Bethel Woods.

The Historian worked closely with Sullivan County’s O&W Railway Alliance to promote the rail trail, and conducted three narrated hikes during the year along sections of the trail. The Historian also narrated several hikes at the Minisink Battleground, including two in May for nearly 200 students, parents, and teachers from the Delaware Valley school district in Pennsylvania.

The Historian continued to work with The Delaware Company to provide historical programming at Fort Delaware Museum of Colonial History in Narrowsburg and at the Minisink Battleground.

The Historian and the committee organized specifically for the purpose began the initial planning of events to commemorate the Semiquincentennial of the American Revolution. The Historian and his wife, Debra, the Executive Director of The Delaware Company, were appointed co-chairs of Sullivan County’s Rev War 250 Commission by the Sullivan County Legislature in 2022, and a committee of 12 local residents has come together to carry out the project. The commemoration is expected to take place nationwide, and be ongoing from 2025 through 2033. Although no local events have been finalized as yet, there are a number of suggestions being pursued, including a re-enactment of the Battle of Minisink at the Battleground Park.

In 2023, the Historian spent 804 hours on the job, not including the many hours spent at Fort Delaware in his capacity as president of The Delaware Company. He travelled 4,301 miles in performance of his duties, the most since 2018. A table showing these yearly totals follows:

<u>Year</u>	<u>Speaking Engagements</u>	<u>Hours</u>	<u>Mileage</u>
2023	50	804	4301
2022	48	907	3685
2021	50	760	1845
2020	17	620	1305
2019	58	663	3298
2018	50	724	4336

2017	50	649	3682
2016	51	721	4177
2015	39	719	5313
2014	28	610	4601
2013	28	566	4294
2012	22	423	3764
2011	22	479	3675

## 2023 SPEAKING ENGAGEMENTS (50)

1. **Friday, January 6, 2023** Like a Shot Productions Follow Up Interview about White Lake Mansion House *Mysteries of the Abandoned: Hidden America* (television series)
2. **Friday February 10, 2023** Bungalow Productions ZOOM Interview *Grossinger's Documentary*
3. **Friday, February 24, 2023** Monticello Central School District Cooke School 2nd Grade *Monticello Through the Years*
4. **Monday, March 6, 2023** Borscht Belt Marker Project Interview with Isaac Jeffries *Dean Martin and Jerry Lewis*
5. **Wednesday, March 8, 2023** Borscht Belt Marker Project Telephone Interview w. Jerry Klinger *Additional Marker Locations in Sullivan County*
6. **Tuesday, March 21, 2023** Mamakating Public Library Wurtsboro, NY - 6 p.m. *Outstanding Sullivan County Women*
7. **Monday, March 27, 2023** Roscoe Elementary School Roscoe, NY - 1 p.m. *Colonial History of Sullivan County*
8. **Tuesday, April 18, 2023** Ethelbert B. Crawford Public Library Monticello, NY - 6 p.m. *Laughter is the Best Medicine*
9. **Saturday, April 22, 2023** National Celebrate Trails Day, Milk Train Trail, Hurleyville, NY - 2 p.m. *Hurleyville History Hike*
10. **Sunday, April 23, 2023** National Celebrate Trails Day, Minisink Battleground, Barryville, NY - 2 p.m. *Highland History Hike*
11. **Wednesday, May 10, 2023** Western Sullivan Public Library Jeffersonville, NY - 6 p.m. *Famous Sullivan County Murder Trials*
12. **Sunday, May 21, 2023** Seminary Hill Orchard & Cidery Callicoon, NY - 3 p.m. *The Railroads and Sullivan County Tourism*
13. **Monday, May 22, 2023** Thunder Country Radio - Ciliberto & Friends Monticello, NY - 7 a.m. *Opening Day at Fort Delaware, etc.*
14. **Thursday, May 25, 2023** Borscht Belt Marker Project Monticello, NY - 4:30 p.m. *Borscht Belt Marker Dedication Keynote Address*

15. **Saturday, May 27, 2023** Fort Delaware Museum of Colonial History Narrowsburg, NY - 2 p.m. (Bold Gold Media Speaker Series) *The Godfather of American Intelligence*
16. **Sunday, May 28, 2023** 2nd Annual Festival of the Founding Fish Bus Trip, Port Jervis to Hancock *Historical Narration*
17. **Saturday, June 17, 2023** Fort Delaware Museum of Colonial History Narrowsburg, NY - 2 p.m. (Bold Gold Media Speaker Series) *The Other Fort Delaware Story*
18. **Monday, June 26, 2023** Thunder Country Radio - Ciliberto & Friends Monticello, NY - 7 a.m. *Patriots & Loyalists Weekend*
19. **Monday, June 26, 2023** Bungalow Productions, Hudson Valley Resort, Kerhonkson, NY 3 p.m. *Grossinger's Documentary.*
20. **Saturday, July 1, 2023** Barryville Farmer's Market Back to the Garden - 11 a.m. *The Declaration of Independence in the Upper Delaware*
21. **Thursday, July 6, 2023** WALL Radio Middletown, NY (Telephone Interview w/ Kate Brannon) - 8 a.m. *Patriots and Loyalists Weekend at Fort Delaware*
22. **Saturday, July 8, 2023** Fort Delaware Museum of Colonial History Narrowsburg, NY (Patriots and Loyalists Weekend) *The Declaration of Independence*
23. **Monday, July 10, 2023** Catskill Classic Car Club Liberty, NY - 6 p.m. *Theme Parks, Amusement Parks, and Roadside Attractions*
24. **Thursday, July 13, 2023** Jewish Study Center Washington, DC - 7 p.m. (Zoom presentation) *Laughter is the Best Medicine*
25. **Saturday, July 22, 2023** Minisink Battleground Minisink Ford, NY (Master of Ceremonies) *Commemoration of Battle of Minisink*
26. **Wednesday, July 26, 2023** Bold Gold Radio News Monticello, NY - Telephone Interview w/ Mike Sakell *Fort Delaware Programming*
27. **Sunday, July 30, 2023** Burn Brae Mansion Glen Spey, NY - 12 p.m. (Keynote Address) *Dove Unveiling*
28. **Wednesday, August 2, 2023** Town of Bethel Seniors Kauneonga Lake, NY - 1 p.m. (Live) *Bethel History Overview*
29. **Wednesday, August 2, 2023** Shohola (PA) Historical Society Shohola, PA - 7 p.m. *German Immigration into the Upper Delaware*

30. **Tuesday, August 8, 2023** Mid-Hudson News Telephone Interview w/ Jim Sebastian *Borscht Belt Marker Project*
31. **Wednesday, August 9, 2023** Jewish Forward Telephone Interview *Borscht Belt Marker Project*
32. **Saturday, August 12, 2023** Smallwood Civic Association Smallwood, NY - 7:30 p.m. *Second Home Industry in S.C.*
33. **Sunday, August 20, 2023** Borscht Belt Marker Project Swan Lake, NY *Swan Lake Marker Dedication Keynote Address*
34. **Saturday, August 26, 2023** Club at Smallwood Smallwood, NY - 7:30 p.m. *Second Home Industry in S.C.*
35. **Saturday, September 2, 2023** Fort Delaware Museum of Colonial History Narrowsburg, NY - 1 p.m. (Bold Gold Media Speaker Series) *The Cushetunk Spy*
36. **Thursday, September 7, 2023** Mamakating Historical Society Summitville, NY - 7 p.m. *The Liberty Highway*
37. **Saturday, September 30, 2023** Fallsburg High School Class of 1963 Hurleyville, NY - 11 a.m. *History Hike on the Milk Train Trail*
38. **Saturday, September 30, 2023** O&W Railway Historical Society (Annual Dinner) Campbell Hall, NY - 3 p.m.) *Doctors Say, "Go to the Mountains!"*
39. **Tuesday, October 3, 2023** Mysteries of the Abandoned: Hidden America Discovery Channel -11 p.m. *White Lake Mansion House*
40. **Thursday, October 12, 2023** Marist College Project Neversink, NY - 2 p.m. (Videotape interview for Documentary) *The NYC Water Supply*
41. **Sunday, October 15, 2023** Borscht Belt Marker Project Fallsburg, NY - 1 p.m. (Keynote Address) *Historic Marker Dedication for Hotel Row*
42. **Wednesday, October 18, 2023** Sullivan County Business & Professional Women Monticello, NY - 6 p.m. *Ghost Stories from Sullivan County History*
43. **Thursday, October 19, 2023** Manor Ink Livingston Manor, NY - (Telephone Interview with Rebecca Goshinsky) *The Lenape in Sullivan County*
44. **Thursday, October 26, 2023** Liberty Public Library Liberty, NY - 6 p.m. *Ghost Stories from Sullivan County History*

45. **Friday, November 3, 2023** Monticello High School Hall of Distinction Monticello, NY - 4 p.m. *Nominating Speech for Dr. Ralph S. Breakey*
46. **Saturday, November 11, 2023** Minisink Battleground Barryville, NY - 2 p.m. *Veterans Day History Hike*
47. **Sunday, November 12, 2023** Ethelbert B. Crawford Public Library Monticello, NY - 1 p.m. (Zoom Interview w/ Marvin Rappaport, et al) *Sullivan County History Part 1*
48. **Tuesday, November 21, 2023** Collaborative College High School Hurleyville, NY - 10 a.m. *From Abandonment to Accessibility: Treating Disability in America*
49. **Sunday, November 26, 2023** Ethelbert B. Crawford Public Library Monticello, NY - Zoom Interview w/ Marvin Rappaport, et al *Sullivan County History Part 2*
50. **Saturday, December 2, 2023** Holiday in Hurleyville, Hurleyville, NY - 1 p.m. *Hurleyville History Hike*

# OFFICE OF PUBLIC DEFENSE

Lynda Levine, Administrator of Assigned Counsel

## OVERVIEW

Pursuant to State and Federal Constitutions and laws, county government is tasked with providing quality free legal services to indigent individuals accused of a crime and/or to indigent adults in specified family court proceedings. The County of Sullivan fulfills this obligation by contracting with two providers, the Sullivan Legal Aid Panel, Inc. and the Sullivan County Conflict Legal Aid, Inc. and coordinating an 18B panel of private attorneys who are willing to take on court assignments in the event that both providers are unable to represent an individual as a result of a conflict of interest.

Furthermore, the US Supreme Court found that the right to counsel attaches at the first appearance before a judge at which a defendant is told of the formal accusations against him/her and restrictions could be imposed on his/her liberty, otherwise known as arraignment. As a result, the County has created a Counsel at First Appearance Program which consists of a number of private attorneys who are contracted to be scheduled “on-call” for arraignments that could be held at any one of the 15 town/village courts at any time of day or night.

### *Assigned Counsel Program*

Sullivan County maintains a list of private attorneys who are willing to accept court assignments for pursuant to article 18B of the New York State Court Law. Effective April 1, 2023, the compensation for 18B attorneys was increased to \$158/hour for all criminal and family court matters. The State has authorized reimbursement of half the increase in all matters. In order to seek reimbursement, an Excel spread sheet has been developed and copies of vouchers are kept to submit to the State on a quarterly basis. So far, the County has received \$17,067.15 in reimbursements. Daily activities include but are not limited to:

- Monitor and report on 18B Attorney activities

- Review all 18B vouchers submitted to the County

- Prepared lists of 18B attorneys - provided 18b attorney information to courts upon request

- Communicate regularly with 18B attorneys

- Recruit new attorneys and 18B attorneys outside of Sullivan County for specified cases (at Court’s request)

- Input attorney activities and expenditure into case management software

- Keep track of all vouchers with new 18B rates; add to Excel spreadsheet

- Submit quarterly for reimbursement

## Drafted formal Assigned Counsel Plan - established a committee to work on finalizing Assigned Counsel Plan

The total cost to the County for 18B attorneys in 2023 was \$257,833.12.

### *Counsel at First Appearance (CAFA)*

The CAFA Panel currently consists of 8 panel attorneys (including the Administrator). Last year we had lost some members and were down to 6 panel attorneys (including the Administrator), who handled 759 arraignments in 2023. Panel attorneys are periodically scheduled for on-call coverage 24hours/7days. Attorneys can be called out any time of day or night to any of the 15 justice courts throughout Sullivan County. These attorneys provide much-needed representation at a critical stage in a criminal proceeding.

This program is fully funded by the New York State Office of Indigent Legal Services under the Statewide Expansion of Hurrell-Harring Settlement Reform funding.

Daily activities include but are not limited to:

- Continuous recruitment for new Panel Attorneys is on-going. RFP for new CAFA panel members issued in May, 2023.

- Work on strategies to aid in recruitment efforts and alleviate attorney burnout on CAFA panel

- Prepared Memorandum of Agreements for Panel Attorneys

- Prepared, monitored and distributed schedules of Attorneys on-call

- Communicated regularly with court personnel and panel attorneys to ensure 24 hours, 7 days/week coverage

- Entered all CAFA information into Case Management Software for reporting

### *Grants*

This office submitted claims totaling \$1,517,620.99 to the State of New York for reimbursement for services provided in calendar year 2023.

Activities include but are not limited to:

- Prepared and submitted proposals to extend Contract No. CSTWIDEHH45 (Hurrell-Harring Settlement Reform Expansion Grant) for one year through March 31, 2024;

- Prepared and secured grant for contract with the State of New York under the Fourth Upstate Quality Improvement and Caseload Reduction (Contract No. CSTWIDEHH45) for a total of \$300,000 over three years.

Successfully participated in competitive RFP for grant funding pursuant to the Third Family Defense (Child Welfare) Quality Improvement and Caseload Reduction Grant for a total of \$500,000 over three years.

Prepared and submitted resolutions to accept grants and authorize payments to providers

Prepared Memorandum of Agreements for providers and CAFA Panel attorneys to authorize payments

Monitored all services provided under State grant funding

Worked with Audit to ensure timely payment to all providers of indigent legal services

Continue to work with the New York State Office of Indigent Legal Services to improve mandated legal services in Sullivan County and reduce the cost, by increased funding for ancillary mandated services such as expert witness costs.

#### *Liaison to providers of mandated services*

Maintain weekly contact with principals of both Sullivan Legal Aid Panel, Inc. and Sullivan County Conflict Legal Aid, Inc.

Provider contracts expired December 31, 2023 - issued RFP for provider services on October 20, 2023 - only current providers responded to RFP

Drafted resolutions and new contracts for provider services effective for four years commencing on January 1, 2024

#### *Reports*

Tracked all activities performed under 18B and grant funding as required in order to prepare reports for the State

Prepared and timely submitted Annual Expenditure Report to the State

Prepared and timely submitted ILS 195 Report to the State

Prepared and timely submitted biannual Performance Measures Report to the State

#### *Vouchers*

Review and approve vouchers for providers of mandated representation

Review and approve vouchers for 18b attorneys; compile information for increase in 18B rate reimbursement

Review and approve vouchers for CAFA Panel Attorneys

Review and approve vouchers for 18B attorney travel stipend

## *Claims*

Timely submission of all claims and supporting documentation for reimbursement for all grants

Timely submission of all claims and supporting documentation for reimbursement for partial increase of 18B rates

## *Goals for 2024*

Finalize and adopt formal Assigned Counsel Plan

Once ACP plan adopted - draft Attorney Handbook

Negotiate the successor agreement for the Hurrell-Harring Settlement Reform Expansion funding with the State of New York to commence on April 1, 2024

Continue recruitment efforts for new 18B attorneys and new CAFA panel members

Work on establishing a centralized arraignment program

Kickoff activities under Third Family Defense (Child Welfare) Quality Improvement and Caseload Reduction Grant

# Legal Aid Panel

Tim Havas, Executive Director

## 2023 Overview

### 1. Mission Statement

Pursuant to federal and state law, county municipalities are mandated to provide free legal assistance for indigent people who are accused of crimes and for indigent people in specified family court cases including, but not limited to, neglect and custody proceedings. The Sullivan Legal Aid Panel, Inc. is a not-for-profit corporation that has existed since 2003 and has served as the primary indigent defense provider on behalf of Sullivan County in conformity with federal and state mandate.

### 2. Day-to-Day Operation

- On a daily and nightly basis, our attorneys appear in front of three Superior Court judges in criminal matters, three Superior Court judges in Family Court, and one support magistrate. Additionally, we appear regularly in approximately 25 town courts which meet at different times during business hours and, in many instances, during the evening. Many of these courts meet at the same time and on the same evening, requiring sufficient staff to ensure coverage is available pursuant to federal and state mandate. Many of the town courts exist on the outskirts of Sullivan County, and some do not convene until 7:30 p.m. and oftentimes conclude in the very late evening.
- In order to provide competent representation, we have a dedicated staff of attorneys, all of whom have substantial experience handling complicated litigation in criminal and family court. Tim Havas, the present Executive Director of the Sullivan Legal Aid Panel, Inc., has 35 years of indigent criminal defense experience. Almost all attorneys on staff have at least 15 years of criminal defense experience.
- Additionally, our agency exists with highly experienced support staff handling secretarial work, state data collection, reception work, intake work, and investigation.

### 3. Responsibilities

- This agency zealously defends those accused of serious violent felonies, non-violent felony offenses, misdemeanors, and in some instances, violations.
- Our entity has handled in the range of 3,000 cases annually since its inception.

- We are presently handling a substantial caseload of alleged violent felony and felony offenses, including two homicide cases.
- We are presently handling four Class A-I felonies.
- We handle administrative proceedings in front of parole magistrates at least twice a month.
- We handle parole recognizance hearings under the “less is more law.”
- Our agency provides legal representation for the indigent in family court cases, including but not limited to custody, visitation, neglect, paternity, and violations of support.
- Our agency participates as a member of the Sullivan County Drug Court Team, which meets for several hours once a week.
- On a daily basis, we provide pre-arrest legal advice to those potentially accused of crimes.
- We handle counsel at first appearance assignments (CAFA) during regular court appearances.
- Our agency participates as a member of the Sullivan County Vettrack Team.
- Our agency participates in the newly formulated DWI Court.
- Our agency participates in the newly formulated Opioid Court and attended training earlier this year for that court.

#### **4. Caseloads**

- In 2023, the Sullivan Legal Aid Panel, Inc. opened approximately 3,005 files. Of that number, 2,601 were criminal cases.
- This office handled approximately 442 felonies.
- This office handled approximately 1,555 misdemeanor cases.
- This office handled approximately 190 non-criminal offenses.
- Our agency also handled approximately 414 administrative proceedings relating to probation matters, parole matters, proceedings under the Corrections Law, and general advice.
- Our agency handled approximately 404 family court-related and other civil matters.

#### **5. Budget/Indigent Legal Services/State Grants**

- The Sullivan Legal Aid Panel, Inc. has operated under the same county budgetary disbursement without increase for the last 12 years.
- This agency recently renewed its contract for a period of four years without an increase in the County budgetary disbursement.
- Indigent Legal Services (ILS) is an entity dedicated to the improvement of legal representation for the indigent. ILS is funded by the state and has provided this agency with grant opportunities for purposes of supplementing and enhancing the level of service that is already provided.

- In a collaborative effort between Assigned Counsel Administrator, Lynda Levine, the County Manager's office, and the Sullivan Legal Aid Panel, Inc., we have been able to obtain state grants from ILS which allow us to continue, supplement, and enhance the level of legal service in conformity with federal and state guidelines without increased costs to the local taxpaying constituency.
- In a collaborative effort between Assigned Counsel Administrator, Lynda Levine, the County Manager's office, and the Sullivan Legal Aid Panel, Inc., our agency earned funding through a request for proposal through Indigent Legal Services for money earmarked for parental representation in Family Court.
- ILS and the Sullivan Legal Aid Panel, Inc. are united in lobbying for legislation which, if passed, will result in the state taking over the responsibility for the entire expense associated with free legal assistance. If that legislation is passed, the taxpayer responsibility in Sullivan County would be drastically reduced, if not eliminated.
- The Executive Director participated in the Gideon's Project Conference in February 2023. This event was a two-day virtual event and attended by Chief Defenders throughout the country.

## **6. Future Goals**

- This agency will continue to strive to provide zealous representation pursuant to state and federal mandate.
- We will continue to work diligently to obtain state grants in order to minimize the County's responsibility for funding as much as possible.

# Conflict Legal Aid

Joel Project, President

## Salient Accomplishments and Initiatives:

- Providing extraordinary legal services to indigent defendants and parties while overcoming unavoidable and unpredictable turnover in attorneys.
- This was in the context of unexpectedly losing the backbone of our agency to his being appointed to be Law Secretary to Supreme Court Justice Galligan near the end of 2022.
- We also, within the same budget, expanded the number of attorneys representing defendants accused of committing felonies.
- We have expanded the types of services we are providing by including extra-contractual representation to defendants accused of violating conditions of probation and acting as legal advisers to defendants choosing to defend themselves pro se.
- Utilizing experts in serious felony cases that resulted in successful results for our clients.
- Complied with difficult and complicated New York State grant requirements, thereby enabling our agency to provide these expanded services consistent with the funds we receive under the County of Sullivan budget.
- Purchased upgraded technological resources and trained personnel in the use thereof, thereby enabling our agency to promptly report required statistics to the State of New York and the County of Sullivan.
- Worked with the Sullivan County Sheriff's Office to provide copies of evidence in digital form to our clients who are incarcerated at the Sullivan County Jail.

## Data Relevant to 2023:

- Representation to approximately 529 defendants accused of serious crimes and some 160 petitioners and respondents in Family Court.
- Includes no less than seven A-1 felonies.

# COUNTY CLERK

Russell H. Reeves, County Clerk

As the Sullivan County Clerk, I am honored to present the annual report for 2023. The duties of the County Clerk are mandated by the New York State Constitution and by federal, state, and local law. These duties are carried out by a dedicated staff which are here to serve and protect the public's trust in their records.

I am pleased to report that the Sullivan County Clerk's Office has seen a 50% increase in revenue since 2019. In 2023, The Clerk's Office collected \$12,328,480 in revenue, of which \$2,716,189 was retained by Sullivan County to be used by the General Fund and \$2,954,862 was retained by the Towns.

The Department of Motor Vehicles collected \$7,042,778,58 in revenue, of which \$1,114,617.70 was put into the General Fund. Approximately 78% of the Clerk's office revenue and 84% of the DMV's office revenue collected is passed on to numerous local, state and federal agencies.

The services provided include:

- Supreme Court records
- Divorce Records
- Filing of Criminal Court Papers
- Small Claims Assessment Review Petitions
- DBA (Doing business as), business certificates and partnership certificate filings
- Money Judgements
- Indexing of Judgements, Liens, Court Minutes, Federal Tax Liens, Lis Pendens, UCC's
- Federal and State tax liens
- Certified Copies of all Filed and Recorded Documents
- Domestic Partnerships Registry
- E-Recording of Mortgages, Satisfactions and Assignments
- Filing of all Subdivision Maps
- Passport Services
- Naturalization Ceremonies
- Pistol Permit Services
- Notary Public Services
- Veterans Discount and DD-214 services
- DMV Services
- Filing of Oaths of Office
- Issuance of Veterans Peddlers Permits
- Issuance of Precious Metal and Gems licenses
- Management and Storage of documents for 34 County offices
- Document shredding

The goal of my office is to provide the highest level of customer service to the residents of Sullivan County. In many cases, a resident's entire experience with county government happens in our office, and we want to ensure that people leave the Government Center knowing that we did everything we could to help.

## 2023 By the Numbers

**12,713** Cubic Feet of Records Stored  
**34** Departments records stored  
**1,340** Cubic Feet of paper destroyed  
**108,888** DMV Transactions  
**22,382** Documents processed by Civil Court Office  
**508** Passports Issued  
**2033** Civil Court Index numbers issued  
**464** E-Z-Passes Sold  
**7,410** Fraud Letters Sent  
**100,954** Documents processed by Land office

## 2023 Highlights

- Established a free online Fraud Alert service that helps the public protect their property from fraud by monitoring the documents being recorded in the Clerk's office. The service is accessible on the Clerk's webpage.
- Awarded \$67,508 grant for the digitization of 18,558 deteriorating highway maps and associated records. The records are now available on our IQS search system.
- Launched online appointment scheduling for passport and pistol appointments, accessible on the Clerk's webpage.
- Two employees successfully passed the Notary exam, bringing our office notary count up to 9, enabling us to better serve the public.
- Administered the Oath of Citizenship and welcomed 70 new U.S. citizens.
- Organized and hosted a Notary Exam for 80 applicants.
- DMV scheduling feedback option initiated to help in improving customer service
- Installed new DMV Queueing system, allowing staff to streamline appointment types

**CLERK'S REPORT TO THE LEGISLATURE OF THE COUNTY**

<b>2023</b>	<b>State Revenue</b>	<b>County Revenue</b>	<b>Town Revenue</b>
<b>MORTGAGE TAX</b>			
<b>Mortgages Recorded-2063</b>			
<b>Town Mortgage Tax</b>			\$2,954,861.53
<b>County Mortgage tax</b>		\$1,476,685.15	
<b>SONYMA Mortgage Tax</b>	\$1,405,715.91		
<b>Total</b>	\$1,405,715.91	\$1,476,685.15	\$2,954,861.53
<b>CLERK FFES</b>			
<b>Documents Recorded-10578</b>			
<b>Clerks Fees</b>		\$1,170,620.52	
<b>Passports</b>		\$23,705.00	
<b>Pistol Permits</b>		\$29,803.00	
<b>County Court Fines</b>		\$3,545.86	
<b>County Court Stop DWI Fines</b>		\$11,830.00	
<b>Total</b>		\$1,239,504.38	
<b>STATE TAXES/FEES</b>			
<b>Deeds Recorded-4785</b>			
<b>NYSDTF-Real Estate Transfer Tax Unit</b>	\$3,798,384.00		
<b>NYS Unified Court System</b>	\$476,840.68		
<b>NYS Education Dept.</b>	\$233,520.75		
<b>NYSDTF-Office of Real Property Tax Services</b>	\$737,378.00		
<b>NYS Department of State (Notary fees)</b>	\$5,840.00		
<b>Total</b>	\$5,251,963.43		

**CLERK'S OFFICE REVENUE TOTAL: \$2,716,189.50**

**DMV REPORT TO THE COUNTY LEGISLATURE**

<b>2023</b>		
<b>REVENUE</b>		
County Bad Check Fees	\$300.00	
Voluntary Surrenders	\$9,310.00	
EZ Pass	\$7,250.00	
ONLINE/PARTNER REVENUE SHARING	\$50,602.33	
Sales Tax	\$2,902,864.00	
Terminal Issuance	\$4,072,452.25	
<b>Total Revenue</b>	<b>\$7,042,778.58</b>	
<b>DISBURSEMENTS</b>		
NYS DMV COMMISSIONER		3,584,282.76
COUNTY CLERK		562,714.16
CASHIER OVERAGE		-78.09

NYS TAX/FINANCE		2,895,859.75
		7,042,778.58
<b>COUNTY REVENUE SHARE</b>		
ONLINE/PARTNER REVENUE SHARING	\$50,602.33	
DMV FEES	\$512,111.83	
Sales Tax	\$551,903.54	
Total County Revenue	\$1,114,617.70	
<b>DMV REVENUE TOTAL: \$1,114,617.70</b>		

# COUNTY TREASURER

Nancy Buck, Treasurer

Kathleen Lara, Deputy Treasurer

The Sullivan County Treasurer is the Chief Financial Officer of the County. As such, the powers and duties of the County Treasurer include, but are not limited to, the following:

- Collect, receive, have custody of, deposit and disburse all fees, revenues and other funds of the county.
- Perform all aspects relating to the collection of taxes.
- Borrow money in the name of the County as authorized by the County Legislature.
- Act as an escrow depository for court funds, and funds and personal belongings of deceased persons from the Sullivan County Coroners.
- Maintain complete accounting records of all receipts and disbursements of the county and procure and reconcile all bank accounts with county funds.
- Have all other duties conferred or imposed by law on a County Treasurer including, without limitation, acting as a Public Administrator.
- Collaborate with the County Manager and the Commissioner of Management and Budget regarding the annual estimate of revenues available in developing the succeeding fiscal year budget.

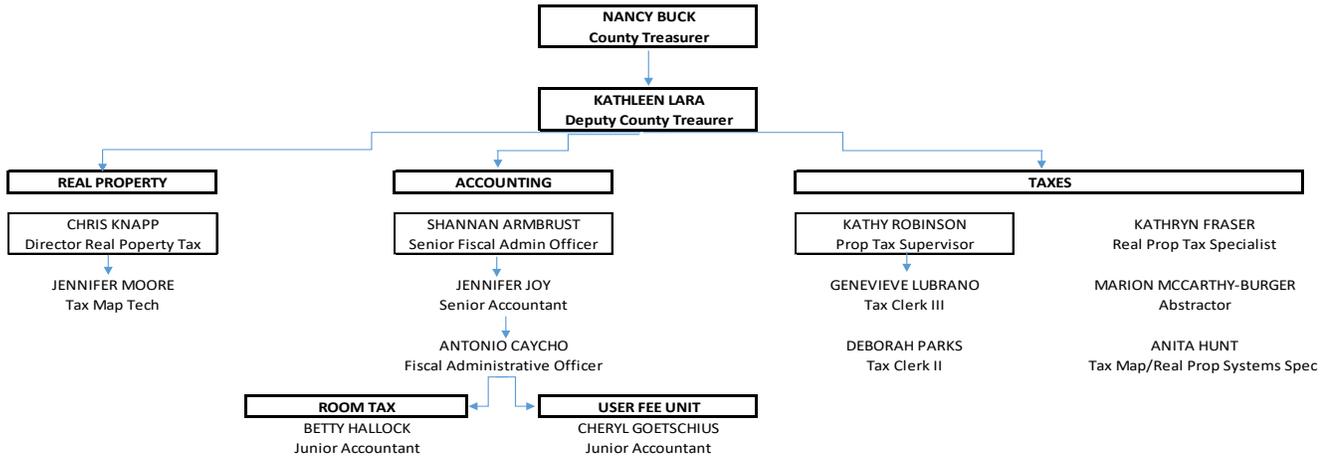
Over the past three decades, the County Treasurer's Office has evolved and adapted to the ever-changing times. The Office is currently made up of five different divisions, with Real Property Tax Map Services being the newest addition to our organizational chart in late 2020:

- Accounting
- Room Tax Collection
- Property Tax Collection
- User Fee Unit
- Real Property Tax Map Services



**Sullivan County Treasurer**  
 100 NORTH STREET  
 MONTICELLO, NY 12701

**County Treasurer Organizational Chart**



**Accounting**

**Goals:** The Accounting Department is responsible for the accounting of all of the County Departments. Our goal every year is to compile and complete all of the County’s fiscal transactions in order to file all required State/Federal Reports in a timely manner. Some of the major filings and their dates are listed below:

- Constitutional Tax Limit – Filed 1/5/23
- Annual Update Document – Filed 4/30/23
- Comprehensive Annual Financial Report – Filed 6/30/23
- Federal Single Audit – Filed 9/30/23
- DOT Audit – Filed 9/30/23

Timely, transparent, accurate filings of the County’s financials assist in the County being awarded and maintaining Federal and State funding, grants, and excellent credit ratings for lower interest rates. This, in turn, allows for the County to continue providing services and completing needed capital projects throughout the County.

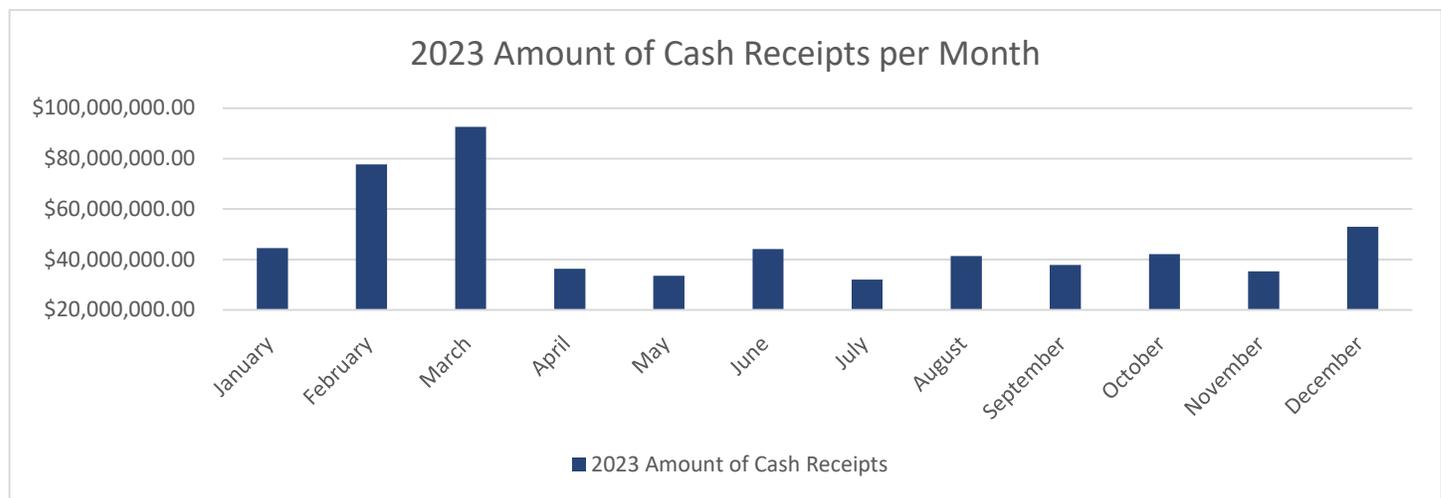
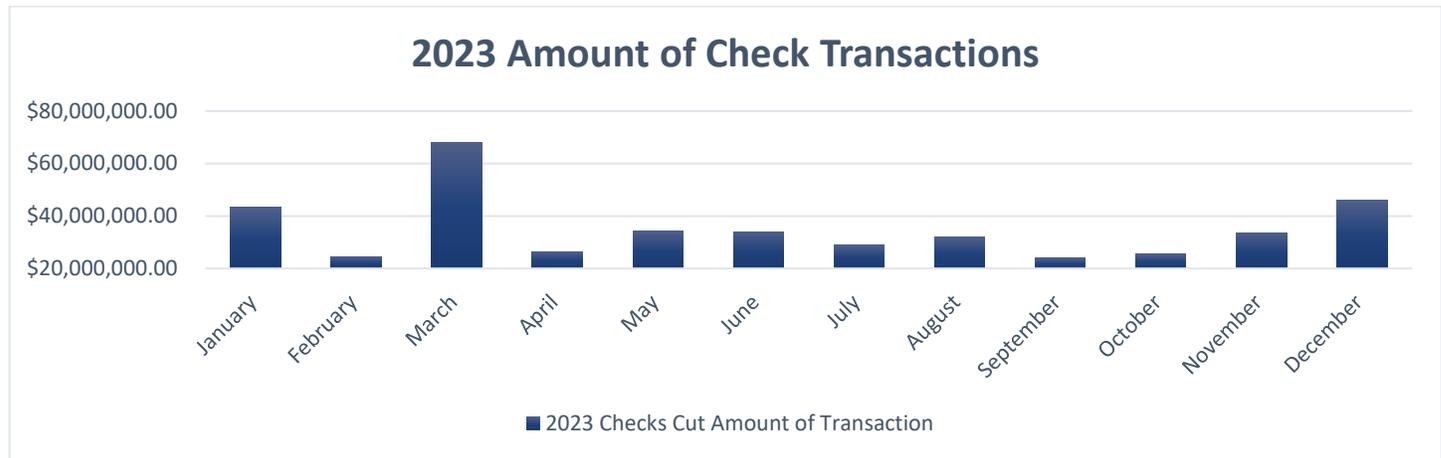
For the 32<sup>nd</sup> consecutive year, the Sullivan County Treasurer’s Office has been awarded the Certificate of Achievement for Excellence in Financial Reporting from the GFOA. This prestigious award is a

testament to the Treasurer’s Accounting Office’s dedication to assist other Departments within the County as well as preparation and fair presentation of accurate financial statements using generally accepted accounting principles (GAAP). This includes the design, implementation and maintenance of internal controls relevant to the preparation and fair presentation of financial statements that are free from material misstatement whether due to fraud or error

The Accounting Department continues to significantly reduce the amount of paper being used. We now store all backup to transactions within our financial software, making it paperless and much more efficient to find information. We continue to find new ways to reduce waste.

Our main goal is to always provide excellent support to all County Departments. We have an open-door policy and love to help any department that needs assistance. We are available to help with New World support, Project Accounting, budget questions, accounting principles and policies, banking, and department procedures regarding any financial transactions.

**Accounting Statistics:**



## **Room Tax Collection**

### **Room Tax Statistics:**

The Treasurer's Office is responsible for the administration, collection and enforcement of operators who collect Room Tax on behalf of the County of Sullivan. We currently have 465 active registered rental properties. In 2023 we registered 119 new rental properties but closed 36 accounts. As of 12/31/2023, we have collected \$3.7M in Room Tax Revenue. This is not the final figure for 2023, as the quarterly return which includes December 2023 is not due to be filed by operators until February 2024. However, we estimate that the total collection for 2023 should reach approximately \$3.8 Million.

### **Goals:**

The Treasurer's Office continues to seek out short-term rental property owners and advise them of our Room Tax Law, register them and have them submit returns per the requirements of the Law.

Sullivan County was the first municipality in the State to contract with Airbnb to voluntarily collect and submit Room Tax on behalf of their clients. This led to this office working with the County Attorney's Office to seek out additional short-term rental platforms to voluntarily collect Room Tax, which now include: VRBO/HomeAway, HIPCAMP Inc. and Evolve Vacation Rental Network, Inc. We continue to actively seek out other platforms to contract with.

## **Property Tax Collection/Real Property**

### **Property Tax Statistics and Goals:**

In April of each year, each of the fifteen Town Tax Collectors turn over their unpaid property taxes to our office, which average over \$21.6 million each year. Our office first reconciles their amounts for accuracy and thereafter begins processing payments on those unpaid taxes. Our office then sends two letters to taxpayers with the current year's delinquent taxes in May and September to make sure they are aware of the process. In 2023 our office collected \$10,739,549 in 2023 taxes alone and collected a total of \$21,189,143 in taxes which included the years 2011 through 2023.

The Sullivan County Treasurer, as the Enforcing Officer for the County of Sullivan, has the authority to prepare and execute agreements with eligible owners for the payment of eligible delinquent taxes over an extended period (24 months) in accordance with §1184 of the Real Property Tax Law and Local Law No. 3-2005 of the County of Sullivan. In the year 2023, our office collected \$2,356,535 in monthly tax installment payments.

The Treasurer's Office took great efforts to ensure that addresses for taxpayers were updated and that statements forwarded to those taxpayers with delinquent taxes. Our office worked with all Town Assessors to request that we be provided with updated address information as their office receives the same. In addition, extensive research is done for taxpayers whose mail is continually returned by the Post Office. This has reduced costs, including copying and postage. In addition, our efforts have provided many taxpayers whose mail was continually returned by USPS with an opportunity to pay their delinquent taxes prior to being served in our foreclosure proceedings.

In the year 2023, the Treasurer's Office finally implemented new tax collection software with Systems East, which replaced our prior tax collection software which was over 20 years old. The Treasurer's Office worked extensively with the County's IT Department for its implementation. In addition, the County offered the new software to all of the Towns within the County, and 14 out of 15 Towns have agreed to move forward with the new software.

## **Solid Waste User Fee Unit**

### **User Fee Unit Statistics:**

The Solid Waste User Fee Unit is responsible for maintaining the integrity of the Solid Waste customer account database in the Waste Works system. Once all Hauler Applications are submitted, reviewed, and approved, the User Fee Unit is responsible for creating, updating, and activating all customer accounts in the Waste Works system. In addition to maintaining all customer accounts in Waste Works, the User Fee Unit is responsible for recording and reconciling all revenue and deposits for all the transfer stations and processing monthly billing statements for the charge customer accounts.

In 2023, the County of Sullivan User Fee Unit processed 99 Hauler Permit Account annual permit renewals and 11 new applications, for a total of 110 accounts. These permit accounts allow both

Hauler's and Commercial Users to access the Landfill quickly and efficiently. Once these accounts are established, the User Fee Unit is responsible for monitoring and collecting valid Certificates of Insurance and Bonds if they become expired. The User Fee Unit also assists both the transfer station personnel and Hauler Permit holders with questions concerning account status, daily landfill tickets, billing, and other financial matters.

The User Fee Unit recorded \$11.5M in revenue for 2023.

**Goals:**

In 2023, we revised the Revenue Collection Process to streamline the collection, recording, posting, and reconciliation process. We also continue to cross-train employees on the daily, weekly, and monthly processes to ensure that transactions and customer accounts are updated efficiently and accurately within Waste Works.

# Real Property Tax Department

Christopher Knapp, Director

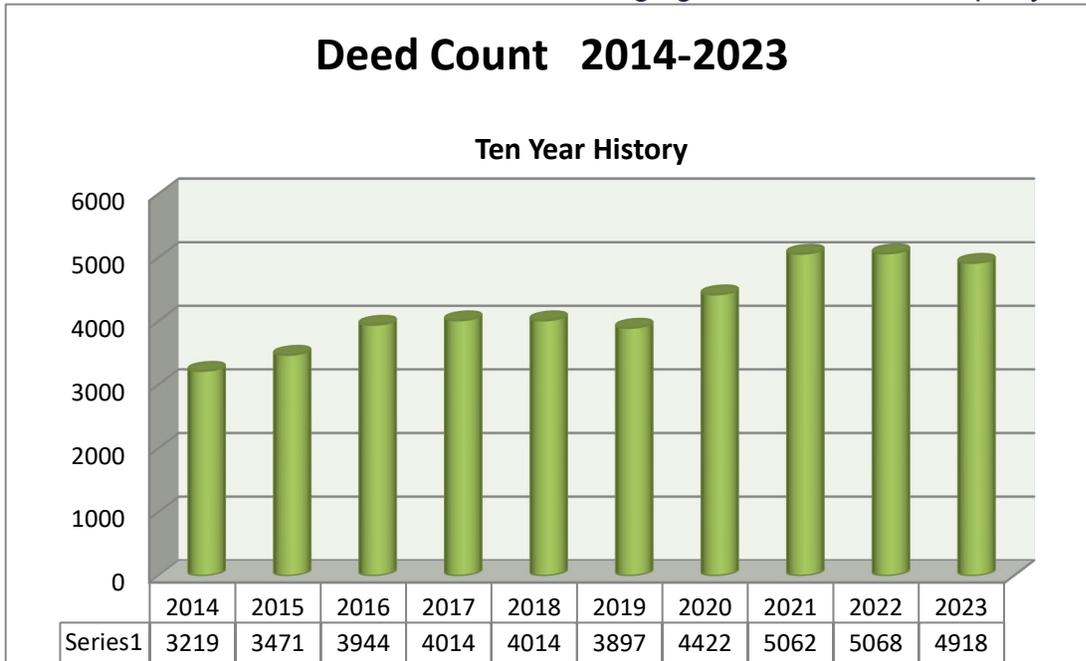
The Sullivan County Department of Real Property Tax Services functions in conformance with the New York State Real Property Tax Law and the Rules and Regulations of the New York State Department of Taxation and Finance, Office of Real Property Tax Services.

This Department maintains a close working relationship with the county's 15 assessing units, local title companies, surveyors, attorneys, and other local governments to ensure that our real property records and tax maps are accurate and up to date.

## 2023 Statistics:

- **Sullivan County parcels:** 67,000 +/-
  - **Deeds:** 4990
  - **Subdivisions:** 78
  - **Parcels conveyed:** 6457
  - **Subdivision Lots created:** 478
  - **Parcel combinations:** 380 parcels combined

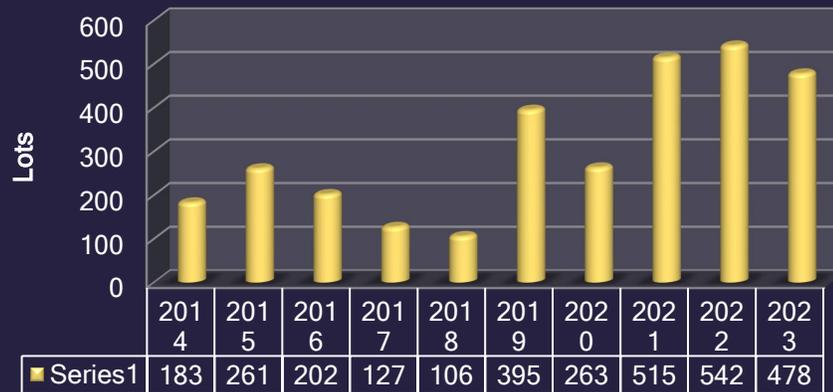
The ten-year history as depicted below reveals that the amount of deeds recorded for processing in our office had been steadily increasing over the past several years. Over the last 3 years, the number of deeds recorded have leveled off and have been averaging about 5,000 deeds per year.



## Total Parcels Conveyed 2014-2023



## Subdivision Lots Created 2014-2023



### Additional Duties - 911 Addressing Program

- ***New Site Address Points added:*** 647
- ***Other issues resolved:*** 134
- ***New Roads created:*** 15

The office maintains the 911 addressing database and provides addressing services as part of the 911 Addressing Program. The 911 addressing program is co-administered with the help of the GIS Coordinator who is housed in the ITS department. The GIS Coordinator assists with addressing larger developments along with providing technical assistance and database updates to the E-911 center.

The office also maintains zoning maps for some of the towns and villages in the county. This responsibility is currently handled by the Director.

## **Departmental Goals - 2023**

### **GOALS REALIZED**

- Maintained tax maps and property ownership records in accordance with Real Property Tax Law.
- Provided new 911 addresses and resolved addressing concerns.
- Learned how to use new ARC PRO mapping software and how to work within the new Parcel Fabric environment.
- Finalized work with the Board of Elections on legislative and election district boundary updates.
- Worked with the county's Agricultural Planner on the Agricultural District 4 eight-year review.
- Printed new tax maps for the town assessors and our office.
- Organized the office's historic tax maps into a new closet space.
- Organized our new office space.

### **GOALS YET TO BE REALIZED**

- Work with and meet with towns regarding zoning maps.
- Acquire grant funding for the scanning of the county's historic tax maps.
- Improve workflows with respect to the preparation of assessment rolls, tax rolls and tax bills between the assessors, the county and the county's vendor.
- Digitize resolutions and develop a spreadsheet pertaining to county, town, school, village and fire district real property tax exemptions.

# AUDIT AND CONTROL

Angela Chevalier, County Auditor

## MISSION

The mission of the Office of Audit and Control is to audit and process all lawful claims or charges against the County or against funds for which the County is responsible. Our office promotes accountability throughout the County government, and serves the public interest by providing the Legislature, County Manager and other County management with reliable information, unbiased analysis and objective recommendations. We will continue to provide services in a timely manner, as we strive to be as efficient as possible.

## ACCOUNTS PAYABLE

During 2023, the Office of Audit & Control (“Audit Department”) worked diligently to process over 46,000 invoices for payment. My office has procedures in place which segregate duties amongst staff. This is an important administrative control to prevent fraud and abuse of taxpayers’ dollars.

In 2023, vouchers totaling just under \$696,197 were removed from processing after having been submitted without a fully executed contract on file. The Department was also able to save the County just over \$2,204,667 through voucher corrections and the removal of duplicate submissions from processing. We report the duplicate submissions to the County Manager as well as to each Department who submitted a duplicate payment request.

## VENDOR CREATION

The Audit Department continued to process new vendor creation and maintenance in the financial software which included requesting I.R.S. Form W-9 from vendors for proper business entity information. This access is extremely limited for internal control purposes.

## NEC & MISC 1099 REPORTING REQUIREMENT

The Audit Department complied with IRS regulations and issued Form Misc-1099 and NEC-1099 to all applicable County vendors for the fiscal year. Each year, regardless of the form, this process has included manual entry of Care Center at Sunset Lake data and importation of State BICS system data to properly issue 1099s Countywide.

## CONTRACTS

The Audit Department is the repository for all County contracts. As such, all contracts were analyzed to ensure they were fully and properly executed, i.e. signatures, insurance, legislative authority and attachments/exhibits, etc. Once reviewed for completeness, each contract was entered into the County’s contract database, scanned and attached. This information is made available to the public on the County’s website.

## COUNTY SURPLUS AUCTION

We coordinated the County’s Surplus Auction as it related to physically inventorying the items for sale, photographing, authorizing titles (when necessary), ensuring each Bill of Sale was signed as received from buyer, as well as signing on behalf of the County on the Bill of Sale for the buyer. This year’s auction was relatively small, consisting of only 21 lots.

## **ASSETS and LEASE REPORTING**

On a regular basis, Audit compiled source documents for the recording of and/or tracking of Fixed Assets (including tagging and photographing). At year-end, my office completed the asset reporting in accordance with GASB reporting requirements.

## **CONSULTING for COUNTY CLERK'S OFFICE**

On a quarterly basis, my office recalculates the Mortgage Tax apportionments to verify the Department's calculations prior to checks being issued to insure accuracy.

## **TAX LEVY**

The County Auditor prepared the County and Town Tax Levy and confirmed calculations for the Budget Office. The County utilizes each of the town's budgets, associated information on special districts, equalization rates from NYS Office of Real Property along with Prorates/Omits, chargebacks to calculate each corresponding tax rate. Each town's re-levies are also included in this calculation to create each town's tax abstract.

## **OTHER ACTIVITY (NOT ALL-INCLUSIVE)**

- Reviewed and approved loan packets and amortization schedules for Planning.
- Reviewed draft resolutions and/or contracts as well as meetings/phone calls/communications with key departments and personnel regarding daily operations, contract balances and general ledger.
- Staff completed all County-required trainings in 2023.
- County Auditor is a member of the Corporate Compliance Committee
- County Auditor is a hearing officer upon request.

# BOARD OF ELECTIONS

Lori Benjamin and Deanna Senyk, Commissioners

## 2023 Accomplishments

2023 was a very busy year for the Sullivan County Board of Elections, as it was a big local election year.

There were also several changes, most notably:

- We opened a second Early Voting Poll Site at Public Health Services in Liberty;
- We redistricted pursuant to the new Legislative Maps which were approved in 2022, which resulted in the creation of twenty (20) new Election Districts within our County.
  - We worked with Communications Director Dan Hust for the Primary and General Elections to help spread the word about these changes to Sullivan County Voters, as in some instances Poll Sites also changed for voters.
- # of New Registrations Processed between January - December 2023: **3,616**
- Enrollment Statistics as of 11/07/2023: **48,136**
- Administered Primary Election
  - Number of days of Early Voting = 9 (including two weekends)
  - Number of hours of Early Voting = 72
  - Total Number of Voters = 2,237
  - Number of Early Voters = 245
  - Number of Candidates = 32
- Administered General Election
  - Days of Early Voting = 9 (including two weekends)
  - Number of Hours of Early Voting = 72
  - Total Number of Voters = 15,485
  - Number of Early Voters = 1,811
  - Number of Candidates = 128
  - Number of Write-in Campaigns = 4
  - Statewide Propositions = 2
  - Town Propositions = 0
- Additional Election Statistics
  - Number of polling places on Election Day = 37
  - Miles travelled for the Primary Election by the BOE staff = 545 miles
  - Miles travelled for the General Election by the BOE staff = 803 miles
  - Number of Write-in Candidates who won in the General Election: 2

- Mock Election held for local school during “Government Days”: A voting machine was made available in the lobby of the Sullivan County Government Center for Sullivan West students during “Government Days” on November 16<sup>th</sup>, where students could vote for their favorite ice cream flavor or day of the week.

# DIVISION OF PLANNING, COMMUNITY DEVELOPMENT & ENVIRONMENTAL MANAGEMENT

Heather Brown, Commissioner

## Division Shifts

2023 was marked by considerable changes in leadership and staffing for the Division. A new Commissioner was appointed in July, having acted in that role for the previous 4 months. In addition to this change in leadership, 2023 also saw the departure of a long-time Deputy Commissioner as well as a veteran Senior Planner. The four offices of the Division were co-located in the main Planning office suite on the second floor of the Sullivan County Government Center. These offices include the Department of Planning, Sustainable Energy, Department of Parks, Recreation and Beautification, and Department of Grants Administration.

Fortunately, 2023 also saw the hiring of new dynamic staff who have stepped into their roles seamlessly; one new Planner, a Research Analyst and a Grant Writer. The Division is actively seeking to fill two vacancies: one Director of Planning and one Planner.

## Department of Planning

### County-wide Planning Efforts

#### Resilient Sullivan

Sullivan County worked with Metropolitan Urban Design (MUD) Workshop, a multidisciplinary team based in Brooklyn, to develop a Countywide plan that identified strengths and vulnerabilities through multiple perspectives to improve the County's ability to withstand and recover from damaging economic, environmental and climate events. The MUD Workshop team analyzed the County's physical, economic, social and institutional infrastructure; identified local threats and challenges; and developed key actions in the categories of Housing; Farms and Farmland; Natural Resources; Food, Jobs, Health and Services; and Utilities.

Working with our consultants, two online tools were established to enable County residents to participate and share their views. The digital Resilient Sullivan Vision Board explained the draft goals that have been formulated by the project's Advisory Board, and invited residents to share initiatives, strategies, and projects to support each goal. The Resilient Sullivan Mapping Tool allowed visitors to tag specific places with comments and recommendations regarding economic, social or environmental resilience, hydrology, flooding, open space, or other issues that need attention. These links were shared through press releases and e-blasts to municipal officials, as well as asking municipalities to post on their social media pages to encourage broad participation by the general public.

The plan is set to be finalized in 2024 after a presentation of the Plan to the Legislative Executive Committee in January. The presentation is available at [www.resilientsullivan.com](http://www.resilientsullivan.com), which is a website dedicated to the plan and its development. This plan was 100% funded by a grant via the NYS Department of State in the amount of \$250,000. Considerable support was provided by the Office of Sustainable Energy, which took a lead role in the development of this plan.

### Neversink Watershed Management Plan

In partnership with Friends of the Upper Delaware, Trout Unlimited, and other conservation partners, the Neversink Watershed Management Plan (NWMP) focuses on the Neversink River and its adjacent watershed. The NWMP will profile the Neversink watershed and outline goals for management, with recommendations being developed to successfully implement the plan. The NWMP will be available as a tool for key stakeholders including municipalities within the watershed, as well as conservation organizations, community members, and other partners to develop and work towards a shared vision. In addition, the NWMP includes assessments of over 1,000 culverts within the watershed. Upon completion municipalities will be able to utilize the plan to apply for funding for future culvert replacement.

### **Municipal Assistance**

Providing assistance to Sullivan County's 21 municipalities is a critical part of the mission of the Department of Planning. Whether providing technical assistance, training, or conducting state-mandated reviews, our dedicated staff make every effort to support our towns and villages toward a sustainable future.

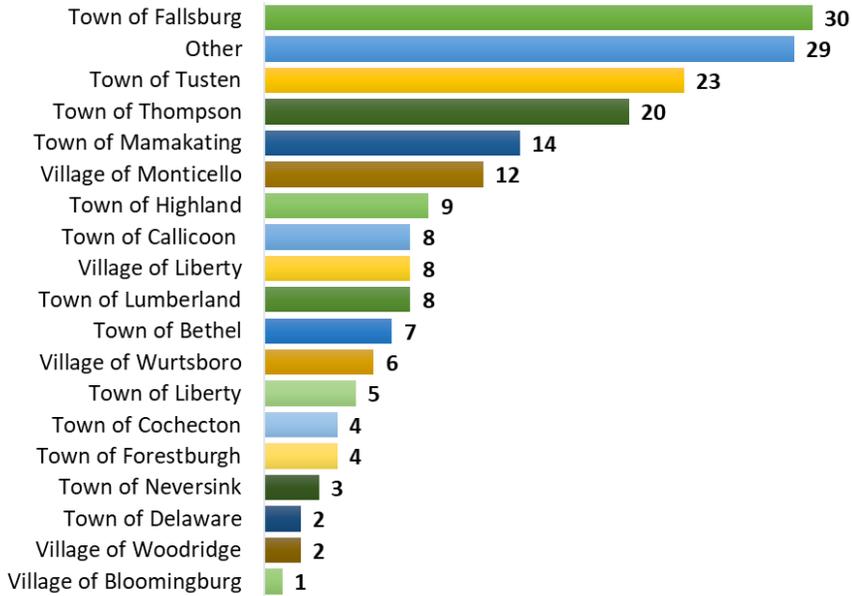
### Municipal Trainings

In 2023, Planning provided a variety of trainings geared toward important issues in our communities. These trainings provide required credits toward local planning and zoning board members.

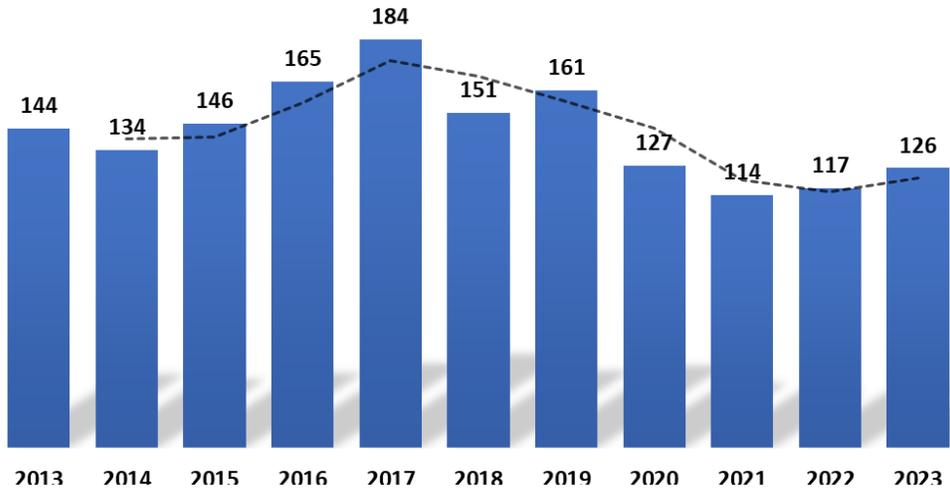


In 2023, 13 of Sullivan County's 15 Towns, and 5 of its 6 Villages, were represented at least once during training events held by the Department of Planning. Attendance for all 6 events totaled 195.

### Trainings per Municipality, 2023



### GML-239: Referrals by Year (2013-2023)

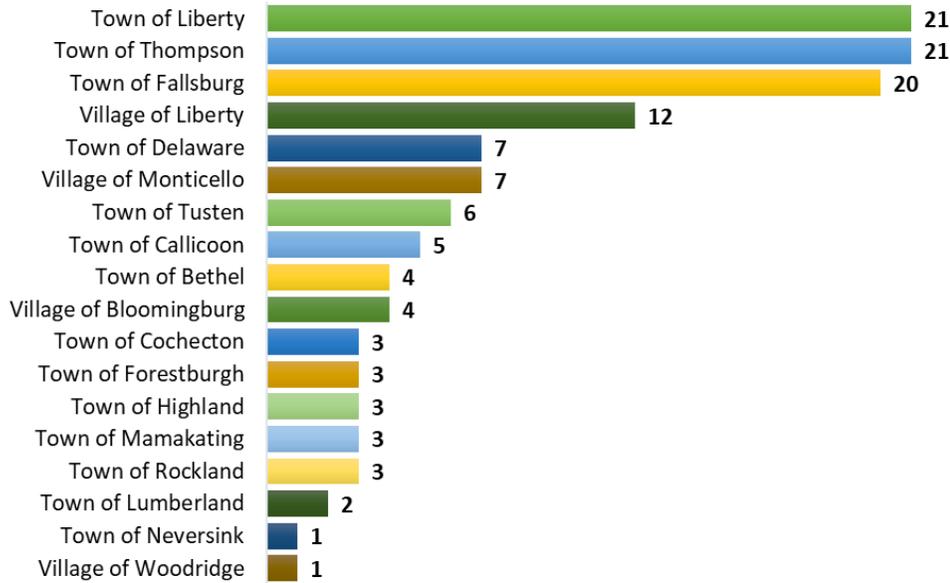


### General Municipal Law 239

General Municipal Law 239 requires that certain projects be referred to the Planning Department for review. This occurs when an application with a town/village board, planning board or zoning board triggers a review due to the nature of the application or its proximity to County, State or municipal infrastructure and/or boundaries. In 2023 the Department of Planning conducted 126 of these reviews, and increase of 9 from last year.

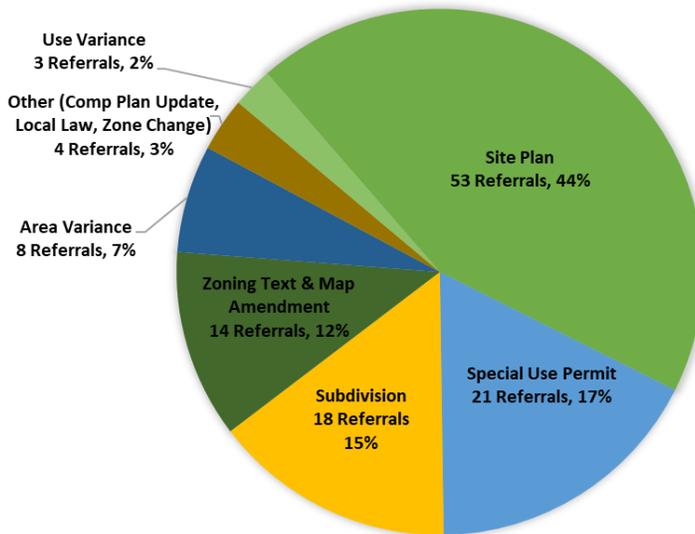
As expected, the majority of these reviews were conducted by three of the County’s most populated towns. These towns include the Towns of Fallsburg, Liberty and Thompson.

## GML-239: Referrals by Municipality, 2023



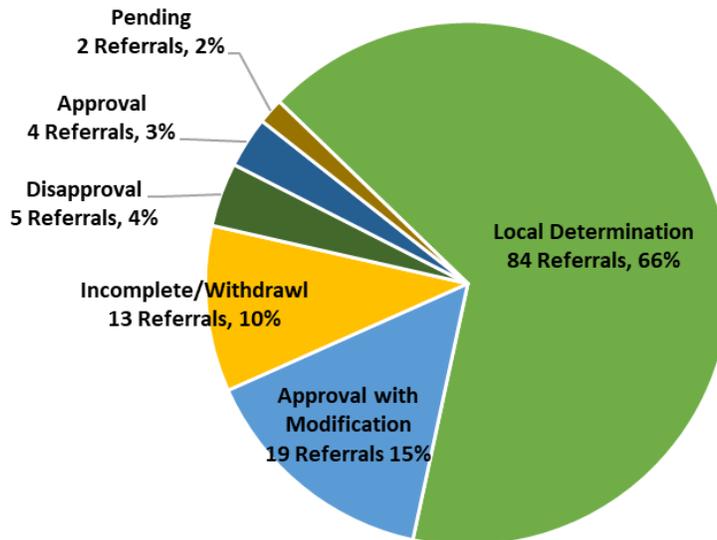
Site plan referrals were by far the most common action referred for a review under GML-239, with special use permits, subdivisions, and zoning amendments following as the most frequent actions reviewed.

## GML-239: REFERRAL ACTION CATEGORIES, 2023



The most common recommendation for a review is a local determination. This is recommended when it is determined that the action will have no significant county-wide impacts and the action is consistent with locally adopted zoning and comprehensive plans. The Department of Planning will still provide technical comments with these recommendations which could improve a project and/or provide useful insight for the referring body. Approvals, modifications, and disapprovals are recommended when it is determined that the action is likely to impact a jurisdiction other than the referring municipality.

## GML-239: Referral Action Recommendations, 2023



### Recreation and Quality of Life

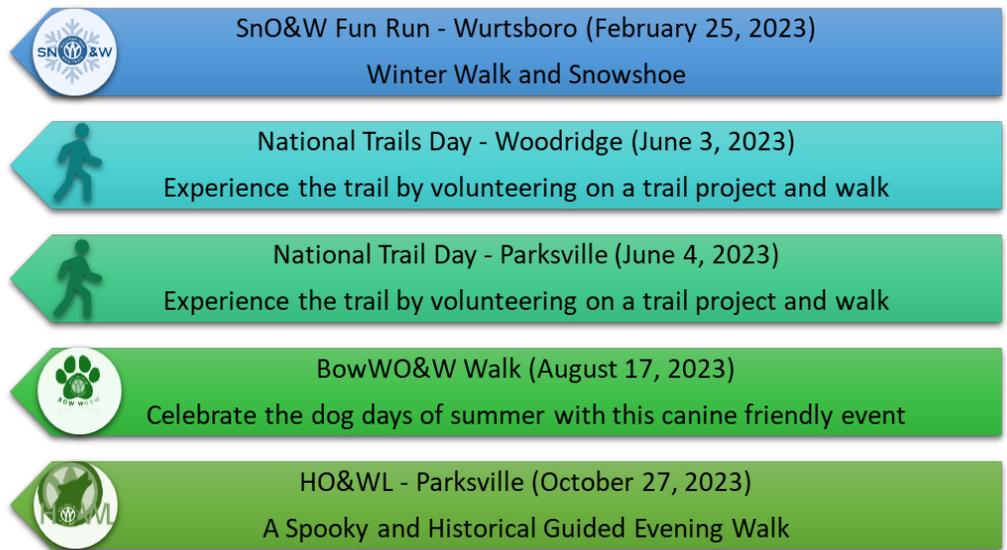
#### O&W Rail Trail

Design and engineering continued on the Neversink Crossing bridge project which will connect two segments of trail in the Town of Fallsburg. Due to the presence of federal funding, which is being funneled through the NYSDOT, additional engineering studies were required and slowed progress on this project. A full hydraulic study was completed as well as a study on the potential presence of dwarf wedge mussels at the project site (no mussels were detected). It is anticipated that this project will be bid in the 4<sup>th</sup> quarter of 2024 and begin construction in Spring of 2025.

Design and engineering efforts were initiated on the Parksville segment of the trail, with the most significant portion of this work focusing on bringing the trail up to grade by Fox Mountain Road. The Town of Liberty hopes to begin construction in 2024. Planning staff assisted the Town of Liberty with an application for funding via the Consolidated Funding Application process. This effort resulted in the award of \$750,000 for improvements to the Parksville section of the Sullivan County O&W Rail Trail.

Trail Town assessments were conducted for Hurleyville and Mountindale. The assessment is a tool that helps a community look at their built environment from the perspective of a trail user, in order to leverage

the economic potential associated with the trail. O&W Rail Trail Events were held throughout the year, including the SnO&W (February), National Trails Day (June), BoWO&W (August), and HO&WI (October). These events are annual and will be held again in 2024.



### Highland River Access

The Highland River Access, located along the New York State Route 97 Upper Delaware Scenic Byway between Barryville and Minisink Ford, benefited from a \$600,000+ upgrade after a complicated navigation through funding, contracting, and labor issues, exacerbated by pandemic delays. A new parking area and paved boat ramp (kayaks/canoes) were major features of this upgrade. The project received the Partnership Award from the Upper Delaware Council in 2023, accepted by Chief Planner Heather Jacksy.

The river access in the Town of Highland is owned by the New York State Department of Transportation, leased by the NYS Department of Environmental Conservation, and co-managed by the National Park Service. It was identified as a key location for improvement of traffic flow, aesthetics, accessibility, and amenities in a 2015 River Access Points Study developed by Sullivan County and consultants as part of an overall Local Waterfront Revitalization Program for the Upper Delaware River Corridor program. Sullivan County took the lead in fulfilling the vision for improved functionality and in 2023 the project was completed. Installation of signage will be done in 2024.

## **Community & Economic Development and Revitalization**

### Housing

Administration of the 2021 Community Development Block Grant housing fund continued in 2023. Following a devastating tornado in the Towns of Callicoon, Fremont and Rockland, the County secured a modification to its contract with the NYS Office of Community Renewal to move funding from a first-time home buyer program, which had not been successful due to limited availability of housing stock, into the more successful home repair program. Applicants who meet income eligibility requirements were able to receive assistance to make repairs to their homes. CDBG funding was also made available for manufactured home replacement. As of the end of 2023, the programs' enrollment and progress was as follows:

- Manufactured Home Replacement
  - 4 applications are fully subscribed with signed formal funding awards.
  - \$625,000 total committed funding are fully subscribed with signed and completed contracts
  - Foundations have been poured and the units have been delivered.
  - Estimated time for final expenditure of funds is estimated in January 2024.
- Home Repair
  - \$250,000 of work over 9 projects are currently under repair and/or finished
  - 10 Projects were added to the program due to RUPCO's Contractor Outreach and new media campaign to push the information out to homeowners and local agencies. An extension through May 31, 2024 was secured to accommodate the increase in interest.

A contract with Hudson Valley Pattern for Progress was authorized to address initial steps towards implementation of the 2022 Housing Plan, including development and structuring of a County housing fund, outreach and training to municipal boards with an emphasis on housing friendly strategies, and addressing fair housing requirements as per CDBG/HUD funding sources. Work on these initiatives will continue in 2024.

### Sullivan County Land Bank

The Black Library Project, sponsored by the Hurleyville Performing Arts Center, entered into a lease agreement with the Sullivan County Land Bank (SCLB) and now occupies the ground floor space of the Key Bank building on Broadway, Monticello.

Following the departure of the Deputy Commissioner of Planning, who also acted in the role of Executive Director of the SCLB, the County provided an additional \$35,000 to the SCLB for the purpose of contracting with a third party to handle the duties of the Executive Director position. A Request for Proposals was issued and a contract was eventually awarded to RUPCO, which now maintains staff in the Village of Monticello. The Commissioner of Planning maintains a seat of the SCLB Board of Directors. County support for the SCLB in 2023 is broken down as follows:

- \$200,000 to support RUST program
- \$100,000 base support from the County of Sullivan
- \$35,000 for administrative support: The Land Bank will contract directly with a third party for administrative items including board support, fiscal activities, monitoring of properties, community outreach, and other activities previously performed by Planning staff.

The Bailey Commons project was completed. This project was funded by a grant from the Laura Jane Musser Fund. The project involved turning a vacant lot in Monticello into an area for outdoor educational opportunities. Planning staff worked with Sullivan 180, St. John's School and Rutherford School (Monticello CSD) to identify and invite students to participate in programming this spring. Standing People Together facilitated the "Forest Exploratorium," a series of educational opportunities at the project location.

### Community Development Block Grant: Center for Discovery

Sullivan County successfully administered and closed out a \$2,000,000 Community Development Block Grant on behalf of the Center for Discovery to secure air purification equipment for installation in their facilities. Funding had been made available through the 2020 Coronavirus Aid, Relief and Economic Security Act (CARES) through CDBG-CV program.

### Brownfields Assessment Grant Close Out

Sullivan County engaged Brownfield Redevelopment Solutions, Inc. to assist with the closeout of the grant which had been secured in 2016. BRS engaged Tectonic, the vendor selected to perform testing and reporting, and worked with County staff to organize documents and identify remaining work to be completed by the end of the grant term of September 2023, as well as to ensure all aspects of the project remained in compliance with grant requirements. Tectonic completed testing and reports for all three sites - Broadway Theater, Strong Building, and Key Bank. All final reporting and disbursement requests were submitted to the EPA by the deadline of December 31, 2023.

### Revolving Loan Fund

The decision was made to transfer remaining Revolving Loan Funds to the Sullivan County Industrial Development Administration (SCIDA), due to the capacity of that organization to properly administer the program.

### Emerald Corporate Center

The Emerald Corporate Economic Development Corporation voted to dispose of the Emerald Springs Water Company to the Town of Thompson. The municipality will have the ability to expand the water infrastructure beyond the boundaries of Emerald Corporate Center to the benefit of Rock Hill residents and businesses.

# Office of Sustainable Energy

## Renewable Energy

### Hydroelectric

Sullivan County is finally reaping the benefits of a hydroelectric initiative that began in 2015. On May 31, 2022, the hydroelectric facility (operated on behalf of the County by Gravity Renewables, Inc.) located on Goodyear Lake received approval for interconnection. In 2022 the facility generated 1,275,690 kWh of electricity, for which the County received monetary credits on our NYSEG bills. The County's cost of generated electricity was approximately \$110,000, and the monetary value of credits received was approximately \$127,500 representing a savings of \$17,500. In addition, the County retains ownership of the Renewable Energy Credits (RECs), which bolsters our portfolio of clean energy resources and reduces overall emissions for County operations.

Unfortunately, due to a clerical error, credits were not applied to County electric bills in 2022. Working with NYSEG, the Office of Sustainable Energy (OSE) resolved this issue in January 2023, with credits accrued to that point resulting in a \$0 balance due to the utility and a credit of over \$96,000. This credit was eventually returned to the County as a refund.

In 2023, the hydroelectric plant generated 2,667,007 kWh at a cost of \$232,575.31 to the County. This generation was used to offset \$344,311.59 in utility bills for the same time period, representing a savings of \$111,736.28.

### Solar

In 2017 the County completed a 2.4MW PV system at the Liberty campus. This project, financed under a power purchase agreement with Solar City (now Tesla), powers various County facilities and provides substantial cost savings each year. In 2023, the solar array in Liberty generated 2,356,811 kWh at a cost of \$167,333.58 to the County. This generation was used to offset \$222,129.41 in utility bills for the same time period, representing a savings of \$54,795.83.

Note: NYSEG Reconciliation Reports were used as source of data for hydro and solar generation and credits.

## Energy Efficiency and Infrastructure

### Clean Path, NY

An application was filed by Clean Path, NY for construction of a 1500kV high voltage transmission line. Clean Path is primarily an underground high voltage transmission line proposed to be co-located along the Marcy South transmission line/right-of-way. There is an opportunity to participate in the development of projects eligible for host community benefit funds. The Sullivan County Legislature successfully

lobbied for an additional public hearing on this project to be held at SUNY Sullivan in Loch Sheldrake, which was well attended.

### Benchmarking

Benchmarking helps the County measure our progress in improving energy efficiency, deploying renewable energy resources, reducing GHG emissions, and reducing energy costs in County facilities. Requirements for benchmarking set forth by the EPA's Portfolio Manager benchmarking software include buildings that are larger than 1,000 square feet and use energy to heat or cool the occupied space. For 2022, Sullivan County benchmarked 19 County owned or leased buildings. Unless otherwise noted, the County uses benchmarking data from 2016 as the baseline year against which year-to-year changes in energy use and GHG emissions are measured. For buildings that were constructed or acquired after 2016, the baseline year starts one full year after the date of the building's full occupancy by the County. 2022 is the most recent year for which a full year of data is available and has been analyzed. OSE staff are in the process of compiling and analyzing data for 2023. The full 2022 Benchmarking Report may be found on the OSE's website:

<https://sullivanny.us/Departments/SustainableEnergy/BenchmarkingData>

### **Community Outreach**

Throughout the year, staff provided information to members of the public with inquiries pertaining to available incentives for energy efficiency and on-site renewable energy projects. Participation in the Earth Day event at SUNY Sullivan was a success, with remarks provided by the Acting Commissioner and information for the Division of Planning provided to participating students and visitors. A heavy focus was placed on workforce development. The OSE website was updated to reflect current helpful links and information, as well as to provide information on the County's most current benchmarking data. The OSE web pages include new reporting on the County's cost savings from energy efficiency and renewable initiatives; the most recent data on benchmarking of County facilities; and new fact sheets with information and resources that can help residents, business owners and municipalities save money on their energy bills.

As mentioned earlier in this report, OSE staff provided considerable assistance to complete the county-wide resiliency plan, Resilient Sullivan. Bi-weekly meetings with the NYSDOS (funding agency) and the consultant were held to keep the project on track, and coordination of outreach, review of documents and web content and communication with the State were managed by OSE.

# Parks, Recreation, and Beautification

## Overview

Sullivan County Parks, Recreation and Beautification Department provides a wide variety of recreational and historical opportunities through its parks and facilities, along with beautification programs, such as the annual Roadside and Trail Litter Pluck event.

### County Operated Parks

- Delaware and Hudson Canal Linear Park
- Livingston Manor Covered Bridge Park
- Minisink Battleground Park
- Stone Arch Bridge Historical Park
- The future Callicoon Park
- Lake Superior State Park
  - Operated by the County of Sullivan pursuant to a twenty-five-year Cooperative Agreement with the Palisades Interstate Park Commission.



### County Operated Facilities

- Delaware and Hudson Canal Interpretive Center
- Sullivan County Cultural Center
- Fort Delaware Museum of Colonial History
  - Operated by The Delaware Company through a Cooperative Agreement.

## Planning and Capital Improvements

### Park Master Plan

In 2023 the County contracted with a consultant firm to develop a Parks Master Plan. The objective of this plan is to develop a clear set of goals, standards, and policies for our parks, facilities and programming for the next 10 years, as well as to provide a county-wide assessment, to identify locations where expansion of public park and recreational opportunities are needed. Plan development will commence in 2024.



well

### Lake Superior State Park Beach Area

A major goal of the 2023 season at Lake Superior was to increase the number of days that the beach was open. In 2022, the beach had experienced a series of harmful algal blooms (HABs) which had forced the closer of the swimming area during some of the hottest days of the year. The Parks department worked with NYS Parks Water Quality Unit to track algae blooms in the lake. Fortunately, only one bloom occurred during the 2023 season, on the last weekend of the that the beach was open, and it did not

spread into the swimming area. The beach remained open. Parks staff have maintained communication with the Palisades Interstate Parks Commission, our Cooperative Partner, to continue monitoring the lake and to identify potential proactive solutions for future use.

In order to address lifeguard and staff shortages, in 2023 the Parks Department hired a Park Manager who was qualified to certify lifeguarding staff. This resulted in additional staff trained as lifeguards, and alleviated pressure during August when a number of staff must return to college. Because of this, the beach area was able to stay open daily throughout the season.

The County is in the process of developing and rehabilitating trails at Lake Superior. In 2023 A two-mile hiking trail loop was completed. The Parks Department contracted with a design and engineering firm to develop the design and waste water management plan for phase I (2.8 miles) out of approximately 6 miles of planned hiking trails on the westside property of Lake Superior State Park. Designs will be finalized and trails developed in 2024.

### Callicoon Park Property

The County has contracted with Fisher Associates, a design and engineering firm, to develop key aspects of the park. The County authorized \$75,000 in funding for services associated with the parking lot, entryway, driveway and the first trail loop. Wetland delineation and survey work is set to commence in Spring 2024.

## **Park Operations and Programs**

### Roadside and Trail Litter Pluck

A successful Countywide Roadside and Public Trail Litter Pluck event was held April 1st - October 31st.

Total litter removed from the roadsides and trails are as follows

- 300+ filled garbage bags
- 200 tires
- 1 Ton of Loose material
- 25 freon items (examples refrigerators/ dehumidifiers/ air-conditioners)

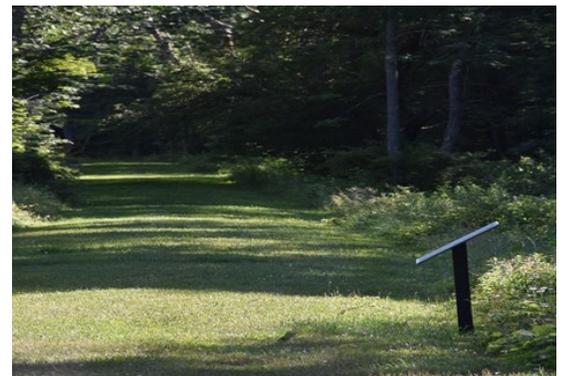
### Lake Superior Beach Operation

During the summer season of 2023 Lake Superior State Park so saw significant use. This included:

- 12,240 visitors
- 830 boat rentals
- 229 Season Passes purchased

### Miscellaneous

A total of 56 Group Picnic Permits were administered for all County parks. Approximately two miles of the D&H Canal trail were cleared of brush along the canal.



# Grants Administration

## Overview

The Department of Grants Administration (DGA) continued its mission of facilitating access to discretionary external funding for Sullivan County Government divisions / departments, while improving the administration and management of existing grant resources.

DGA has met a majority portion of and continued collaborative efforts with others towards meeting the established 2023 Goals:

- Continue to provide grant research services to County Government divisions / departments so they may pursue funding for priority projects, which in turn reduces the County share and funding required from property tax dollars;
- Continue to provide technical assistance services to County Government divisions / departments to coordinate the decision-making process and secure necessary approvals prior to the expenditure of resources, which in turn ensures efficient deployment of County resources. In addition, provide funding administration assistance for awarded grant applications, which in turn minimizes / eliminates deficient audit findings and the return of funds;
- Continue to evaluate declined grant applications with funding source, we request feedback from the source representatives concerning the strengths and weaknesses of a declined application, which in turn improves the success rate of securing grant funding in the future;
- Continue to recoup County taxpayer dollars by collaborating with County Government division / department staff in the securing and/or recording of Federal and / or State funds for various needs within Sullivan Co. - i.e. - public safety, public works, community planning/ development, sustainable energy, transportation, etc.;
- Route various funding opportunity notifications (as identified) to County Government divisions / departments, County not-for-profit organizations, businesses and County municipalities for needs related to Public Works, Public Safety, Public Health, Planning, Environmental Management & Community Development, etc. In 2023, DGA received fifty-seven (57) funding resource requests to address;
- Continue to collaborate with our local representatives, Senators and Assemblywoman Staff in the development, securing and administration of funding resources / programs as nominated by each respective office, addressing funding requests from not-for-profits organizations, businesses and municipalities the local representative office is unable to serve / address.
- Continue to take in workshops, webinars, informational sessions as they are made available by funding sources and County Government.

## Long Term Goals (Ongoing)

DGA ensured continued efficiency and effectiveness of the department operations in the acquisition of funding resources for County Government needs and services. Planning continues for the future operation of the department to ensure continuation of services to County Government. Long Term Goals / Performance Elements that were met in 2023 include the following:

- Updated the DGA Grants Administration Manual, as necessary, for policy and procedure amendments;

- Conducted regular reviews of the DGA grant filing cabinets to determine records eligible for shredding, thereby freeing up filing cabinet space. This is part of an overall effort to eliminate the purchase of additional filing cabinets, paper files/folders, and reduce budget expenditures; and
- In line with County Goal to promote community and economic development, DGA continues to support capital and other projects related to tourism, community and economic development, public works, public safety and other priority projects as identified by County Management in the provision of DGA professional support services.

In addition, relative to 2023 Key Initiatives established by the DGA, action was taken to identify and acquire a Funding Management Software for use by County Government to continue the effective and efficient administration of discretionary and allocated funding secured by the County Government divisions and departments. However, during the system implementation work sessions with the vendor it was discovered the vendor and software was not able to deliver expected outcomes in system services. As such, the County opted out of the vendor agreement. As an alternative, Grants Department staff has re-worked their grants manual into a Grants Best Practice Guide and will work with County staff and participate in grants administration and compliance training efforts.

## **Internal Initiatives**

The mission of the Department of Grants Administration is to facilitate access to discretionary, external funding for divisions, departments, agencies and other units of the Sullivan County government while improving the administration of existing funding/grant resources. This aspect of DGA's mission constitutes a significant majority of how staff time and resources are allocated on a daily basis. DGA is tasked with the role of tracking and monitoring all discretionary grants and allocations requiring execution. This endeavor, while ambitious, plays a critical role in supporting Sullivan County Government staff, securing and maintaining funding for important projects benefitting the public well-being, and protecting the interests of County residents.

In 2023, DGA provided support to the following County Divisions: Public Works, Public Safety, Planning, Health and Human Services (in particular the Department of Public Health), Community Resources, and ITS. DGA also provided assistance to the Board of Elections, County Clerk, Coroner's Office, Sheriff's Office, and District Attorney's Office. Of note, DGA worked closely with the County Government staff in addressing the COVID-19 pandemic emergency protective measures projects for submission and subsequent reimbursement under the FEMA COVID-19 (Category B) Public Assistance Program for emergency protective measures in response to the COVID-19 Pandemic within the County. A total of five (5) projects were submitted, reviewed, approved, reimbursed and closed out by both Federal Emergency Management Agency (FEMA) and NYS Department of Homeland Security and Emergency Services (NYS DHSES). The overall total funding reimbursement received on the COVID-19 Emergency Protective Measures projects was \$611,742.71. The County is in the process of submitting a Category

Z - Management Costs funding application seeking a total maximum reimbursement of 5% of the total of Category B projects. County anticipates a reimbursement of \$30,587.13

The DGA is in a unique position of identifying strengths related to grant management and areas related to capacity and compliance that could be further enhanced. Toward that end, in 2023, DGA staff began the process of developing a Grants Best Practices Guide to be utilized as a future training modality for all County staff involved in grant-related projects. DGA also developed some project planning resources to better equip departments to prepare for future funding opportunities. DGA staff provides ongoing guidance related to a variety of work tasks, including drafting of resolutions, tracking the execution of contracts, following up on reporting requirements, claims submissions, etc.

## **Community Facing Initiatives**

While the Department of Grants Administration primarily focuses on County departments and internal initiatives, it is always the aim of the County to respond to community needs. Operating with the understanding that the grant landscape might seem confusing or overwhelming to members of the public novel to the process, the Department of Grants Administration engaged in an initiative to enhance community-facing resources.

### Consolidated Funding Application (CFA) Supplement

DGA staff created supplement guides to the Regional Economic Development Council's Consolidated Funding Application (CFA); guides were developed for both community members and County staff. The CFA is a web-based application designed to streamline the application process for grants available through New York State agencies and authorities. The resources available from the Regional Economic Development Council are wonderfully comprehensive, but can appear overwhelming at first. The CFA Supplement guide created by DGA staff orients readers to the program, presents the information in an accessible way, and directs interest parties to appropriate resources.

### "How to Do Grants" Resources

With the assistance of the Director of Communications, DGA made some organizational changes to their website to facilitate navigation and improve access to resources. The Department of Grants Administration compiled a list of local foundations, grant clearinghouses, and funding sources organized by category; created several specialized grant-related resources; and updated the County's "Help for Your Small Business Guide." All of the aforementioned tools are available via the DGA website or by contacting the office directly. Grant-related Resources available include:

- Questions to Ask Before Seeking Grants
- Grant Readiness Checklist

- Grant Process Workflow
- Preparing a Winning Grant Proposal Guide
- Help for Your Small Business Guide

### Water Infrastructure Workshop and Funding Resource Guide

In September of 2023, the Department of Grants Administration hosted a Water Infrastructure and Grant Readiness Workshop. The workshop was open to municipal leadership and included a general overview of grants, best practices, workflow processes, and a Water Infrastructure Funding and Grant Resource Guide booklet, created especially by DGA staff to best serve local municipalities as they endeavor to navigate a complex infrastructure landscape. The slide presentation and aforementioned Resource Guide booklet are both available on the Department of Grants Administration website. The Resource Guide was also made available to Planning staff to share with interested stakeholders after their recent Water Workshop.

### Community Collaborator Intake

Sullivan County is sometimes approached to serve as a lead grant applicant on behalf of an outside agency or to participate as a collaborating partner. The Grant process requires a significant allocation of time and resources. Procurement and reporting processes involve exacting attention to detail and substantial administrative commitment. While there are many endeavors worthy of consideration, the County must discern with the utmost of care its role related to pursuing funding initiatives. In the interest of assessing a potential collaborating partner's grant readiness, DGA developed a Community Collaborator Intake Form. The form assesses an outside agency's project readiness, capacity to manage the administration of the grant, thorough planning and budget preparation, and alignment with County goals that will benefit local residents and businesses.

### Funding Resource Requests

The DGA seeks to be a part of the County's' overall effort to enhance the economic and community development within the County. Serving as a type of "reference librarian," the DGA may be of assistance by supplying funding resource information to individuals seeking to establish a business in the County of Sullivan; not-for-profit organizations seeking to expand programs or services within the County of Sullivan; and the County' respective municipalities.

In 2023, the DGA processed 57 funding resource request inquiries related to the following project areas:

- Arts Program Funding
- Business Start Up or Expansion
- Housing/Housing Rehab
- Community Gardens

- Infrastructure
- Law Enforcement Equipment
- Records Management
- Solar Energy
- Veterans Programming
- Childcare



# DIVISION OF PUBLIC WORKS

Edward McAndrew, Commissioner

## Overview

The Division of Public Works and Solid Waste provides a variety of technical services to the residents and visitors of Sullivan County. Engineering, repairing and maintaining the bridges and roadways, performing snow and ice control, maintenance and operation of county facilities and parks, maintaining fueling stations for county vehicles, maintaining the fleet of county vehicles and equipment are the main tasks for our dedicated staff. The division operates six (6) transfer stations, manages the county recycling program, maintains the closed capped sanitary landfill as well as sponsoring the County clean up initiatives and hazardous waste day. The division is actively developing, maintaining and operating the Sullivan County International Airport and provides Weights and Measures services in compliance with NYS Ag and Markets, both of which directly contribute to the economic growth of the county.

## Facilities and Bridges

The Sullivan County Division of Public Works Facilities and Bridge Operations unit is the go-to for every office/department of the County and even other municipalities, always fulfilling requests or lending a hand with projects to keep the departments running. From receiving to making deliveries, renovating, cabling, furniture moving and removing, garbage removal or event set up and clean up, on top of our day to day maintenance and custodial work, this unit is always relied upon to get things done. With just fifty (50) employees, scheduling, planning and flexibility are key to accomplishing our goals.

- Assisted in snow and ice control operation for the County roads
- Performed snow and ice control operation at the Government Center, Courthouse, DA's office, Jail, Human Services Complex, Fire Training Center, Transportation, 911, Hurleyville Cultural Center and 911 Radio Tower sites
- Completed several parking lot repairs at the Landfill, Airport and Liberty Complex
- Replaced one hundred and fifty feet (150) of sewer main beneath Unit one of the Care Center, repaired and retiled the hallway floor
- Replaced blower motor and controls in the RTU for units 4 & 2 of the Care Center that were damaged as result of a power failure
- Continued routine maintenance and housekeeping responsibilities at the Care Center in addition to office moves, resident room changes, HVAC maintenance/ repairs and Kitchen equipment/ repairs
- Performed general maintenance and housekeeping for the Human Services Complex
- Stripped carpeting, cove base and damaged sheet rock in response to a flood in the GOB caused by a faulty relief valve. Assisted in the installation of LVP flooring, repaired walls and installed new cove base in the EPI wing, waiting room, conference room, offices, hallway and foyer
- Cared for and maintained the Veteran's Cemetery including grave mark outs, marker installation and prep / setup for the Memorial Day ceremony

- Operated two public water systems requiring major repairs, fire hydrant replacements and alterations on top of daily maintenance and monitoring
- Replaced two well pumps at the Airport, one for fire suppression and one for ground water testing
- Repaired several watermain breaks and replaced / repaired fire hydrants in the Landfill water system
- Performed routine maintenance and Daily monitoring of the Waste Water Treatment plant and collection system at the Landfill
- Repaired the retaining wall, siding, overhead doors, load out scale and floor drains on the working floor of the Export building at the Landfill
- Performed general maintenance for the County's five (5) transfer stations
- Improved the Western Transfer Station with a new layout, construction of a retaining wall and utilizing reclaimed asphalt millings to pave the parking lot
- Demolition and full replacement of CB 216 on Cr156 in Grahamsville and CB 272 on Denman road in Liberty
- Repaired and expanded the deck on CB10 on CR92 in Tennenah Lake, widening the lane and installed a new guide rail system
- Removed asphalt from CB185 on East Mongaup road in the Town of Thompson replaced the membrane and repaved the bridge to prolong the life of the deck
- Demolished the original Airport Terminal Building and made major alterations to the underground utility infrastructure at the Airport in preparation for the new Terminal Construction
- Made ongoing repairs and equipment replacement to the HVAC systems in the Travis building, Community Services Building, Courthouse and Bushnell buildings
- Replaced several blower motors in the RTU's of the Jail and Sheriff's Patrol Facility
- Completed major office renovations in the Real Property, Veteran's and OFA offices of the Government Center
- Painted the Family Court offices and hallways at the request of the NYSUCS
- Performed numerous small office renovations such as in DFS legal in the Government Center, Lexington Health in the Bushnell building, the Judge's chambers for Courtroom two at the Courthouse and the DOH space in the GOB
- Pressure washed and sealed the exterior of the Government Center
- Pressure washed the exterior of the windows of the Travis Building
- Assisted ITS with cabling needs in several County offices as well as equipment moves
- Assisted OGS with furniture replacement in several County offices
- Opened and closed the various County parks, including required water system startups and dock installation, as well as routine facility maintenance throughout the summer season and assisting the parks department with various projects
- Constructed a concrete foundation and erected a Clearspan building for plow trucks at the Callicoon Storm station
- Performed routine nonstructural bridge maintenance and repairs
- Repaired DI's throughout the various County Facilities and road drainage systems
- Delivered and retrieved voting machines and supplies for the BOE for every election throughout the year
- Assisted OGS with deliveries and logistics
- Performed seasonal facility maintenance on the shelter HVAC equipment, access roads and sites for the 911 Radio towers
- Upgraded two traffic lights on CR52 in the Town of Fallsburg with the installation of new control cabinets, controls and sensors

## **BUILDINGS & ENVIRONMENTAL COMPLIANCE**

The Buildings and Environmental Compliance Unit has an extremely broad scope of work, varying from day to day administrative tasks such as writing resolutions and reports and approving payment applications to performing code enforcement and building and environmental inspection programs. Some highlighted projects of 2023 were the completion of the Energy Efficiency Project at Sullivan County Community College, which replaced the boilers, heat pumps, controls, lighting, and windows throughout the campus, and the on-going Airport Terminal Project, which is slated to be complete in May of 2025.

Environmental Compliance is difficult, and staff are constantly seeking education to keep current with the always changing regulations to keep the County in compliance.

### *Fiscal/Budgeting*

- Worked with DPW FAO on year end close outs and new annual Purchase Orders
- Prepared Facilities Capital Plan and provided assistance with Airport Capital Plan
- Provided DPW FAO MILOR reports for 2022 and prepared updated Chargeback plans in CAD reflecting office moves
- Provided information to DPW FAO for development of 2024 Buildings / Environmental Compliance Budget
- Participated in annual meeting with County Auditor concerning County Facilities, updating information pertaining to recent projects
- Reviewed and approved various invoices and vouchers for payment as needed
- Participated in meeting concerning funding for SCCC Building H Reroof project
- Researched and requisitioned items such as signage for incoming Judges, flooring for Public Health Lobby, new water fountains

### *Administration*

- Prepared resolutions as needed for items such as Elevator Service & Maintenance contract, Countywide Extermination Services contract, etc.
- Participated in meeting with various County offices as required
- Coordinated and participated in FM Global risk assessment tour of Jail
- Met with outside agencies as needed/required, such as NYS Unified Court System representatives, Lexington Center for Recovery management, Village of Monticello Wastewater representatives, HVAC Contractor leadership,
- Prepared monthly and annual reports
- Participated in mandatory OneGroup training and other County provided opportunities
- Coordinated Sullivan 180's Opioid Outreach Event on Courthouse Lawn
- Participated in Eagle View informational session offered by County GIS
- Coordinated with Office of Sustainable Energy on various initiative

### *Code Enforcement / Building Inspection Programs*

- Calculated Occupancy Loads for GC lobby and provided legal table layouts
- Prepared GC Legislative Hearing Room code compliant table layout CAD plan for Human Resources testing
- Provided Building Permit, Inspections, and Certificate of Occupancy for DPW Callicoon Storm Station Membrane Structure Erection
- Provided Building Permit, Inspections, and Certificate of Compliance for SCCC Reroof of Building H

- Provided Code Enforcement services for illegal structures built on SCCC property
- Provided facility access for Building Code required Sprinkler Inspections at various buildings and reviewed subsequent reports
- Provided facility access for Boiler Inspections and compiled reports
- Participated in and completed mandated NYSDOS Building Code training hours
- Prepared and submitted mandatory NYSDOS Annual Building Inspection Report

### *Design/CAD Work*

- Provided field measuring and plans for various office renovations/relocations including Division of Community Resources, Emergency Management Conference/Office, Public Health workstation layouts, and District Attorney Mock Courtroom
- Updated existing building plans to reflect recent Department of Social Services office moves
- Updated Evacuation Plans
- Updated Government Center HVAC plans to correctly reflect zones, valves, baseboard and sensor locations

### *Housing Gateway Project*

- Participated in meetings with the Housing Gateway Project design consultant, County staff, and HONOR EHG representatives
- Reviewed NYS HHAP Funding application sections with design consultant to determine their required input

### *Energy Efficiency Capital Project at Sullivan County Community College*

- Participated in virtual and live meetings with NYPA representatives, SCCC Maintenance staff, and equipment contractors concerning energy efficiency project progress, issues, and commissioning
- Issued Certificates of Compliance closing out Energy Efficiency Project Building Permits
- Provided feedback to County staff concerning project progress as it relates to payment requirements

### *Airport Terminal Project*

- Developed solicitations, reviewed proposals, wrote resolutions, held pre-bid meetings, and negotiated/edited contracts for Architectural and Engineering Design Services, Geotechnical Engineering, Asbestos Abatement, Glued Laminated Timber Components, and General Construction Contractor
- Developed task order with current Airport Engineering firm for them to provide Construction Administration and Observation services during new Terminal build
- Conducted the required administrative activities, including the completion of the Full EAF, due diligence letters to interested parties, writing resolutions, etc., to be in compliance with NY SEQRA for the new terminal building project
- Worked with DPW Operations overseeing the demolition of the original terminal building, preserving the bluestone for reuse in the new building
- Provided engineering assistance to DPW operations in the upgrades to underground utilities in preparation for the new terminal building
- Coordinated and held a successful Diversity Outreach Event, as required by the NYSDOT, for MWBE certified entities who were potential contractors for the construction of the new terminal, looping in local training program Delaware Valley Job Corps Center building trade students
- Coordinated and participated in virtual meetings with the FAA, monthly virtual meetings with NYSDOT, and weekly virtual meetings with the Design Team and Subconsultants, concerning various aspects of the site/grant administration/design/construction of the new terminal building

- Participated in live meetings with Design Team concerning various aspects of the design, including the legislative requested modification and interior selections
- Reviewed and approved applications for payment from various vendors related to the new terminal building project

### *Public Water Supply Operation*

- Coordinated NYSDOH Required Sampling program with contracted laboratory vendor and prepared and submitted all sampling results to NYSDOH
- Provided administrative support for water operations, including preparing and submitting required Daily Operation Reports and Annual Water Quality Report to NYSDOH, distribution of Annual Water Quality Report and completion and submittal of related Certification Form, submission of updated Lead & Copper Rule Monitoring Plan, and PFOS, PFOA & 1,4 Dioxane reports
- Prepared and submitted the triennial Lead & Copper 90<sup>th</sup> percentile results package
- Provided support to DPW operations during boil water notices by grabbing the required samples and communicating with the NYSDOH
- Began preparation of the NYSDOH required Service Line Inventory Guidance Document and Template
- Participated in the NYSDOH mandated Sanitary Survey of the Human Service Complex Public Water Supply operation
- Updated and distributed the Water Chlorination System O&M Manuals to both systems

### *Redundant Potable Water Tank at Human Service Complex Water Supply*

- Provided research for Potable Water Tank design engineer
- Reviewed Redundant Water Tank Draft Basis of Design Report & Specifications
- Reviewed and commented on Redundant Water Tank final plans & specifications prior to being sent on to NYSDOH for review
- Reviewed and approved invoices for Tank Design Engineer Consultant

### *Environmental Compliance*

- Coordinated sampling contractor, reviewed, and reported laboratory results to NYSDEC for required monthly rinse rack outfall sampling at Maplewood
- Continued work with Engineering Consultant on environmental issue at SCIA
- Coordinated with operations and NYSDEC for upcoming PBS tank installs & updates/changes at various County facilities
- Assisted Engineering Consultant with preparation and submission of DEC Change of Use document for Airport Terminal Project
- Worked with Purchasing and Operations to prepare Q-23-05 for PBS Tank Testing & Inspection services, as required by NYSDEC & EPA regulations
- Coordinated with operations and NYSDEC for CBS Tank 002A installation & associated registration updates at Landfill
- Coordinated and documented responses to minor petroleum spills Countywide
- Prepared NYSDEC 2-year CBS registration renewal documents for Landfill Facility
- Coordinated and documented responses to minor petroleum spills
- Prepared & Submitted Annual MS4 Report to NYSDEC
- Coordinated public notice & review of Annual MS4 Report
- Assisted Purchasing with preparation of B-23-48 for rinse rack and wash bay system cleaning services at Maplewood and Barryville facilities, reviewed bid proposals and prepared resolution recommending award to qualified vendor
- Prepared RFP for new Emergency Spill Response and General Environmental Services contract, reviewed RFP proposals, and prepared resolution recommending award to qualified vendor

- Prepared NYSDEC 5-year PBS registration renewal for Maplewood facility
- Performed 5-year review of SPCC Plans for various County facilities
- Coordinated with operations and NYSDEC for upcoming PBS tank installations/changes at Human Services Complex
- Performed MS4 Inspection along regulated areas of County Roads 64 & 65
- Performed inspections of Micropool Extended Detention Basins at Maplewood and Transportation Facilities and coordinated necessary maintenance activities with operations
- Updated spill documents/forms with new Emergency Spill Response and General Environmental Services Contractor
- Attended webinar on overview of new NYSDEC MS4 general permit changes/requirements
- Coordinated with operations for necessary maintenance activities at Maplewood Micropool Extended Detention Basin



Diversity Outreach Event for Airport Terminal Project



DPW Operations beginning demolition of Airport Terminal Building



**Membrane Structure Erection at DPW Callicoon Storm Station**



**Division of Community Resources office renovation**

## **ROAD MACHINERY**

Road Machinery provides support for fifteen (15) County Departments, which includes fleet purchasing and maintenance. They oversee bid purchases on heavy equipment and manage the approximate one hundred and twenty (120) vehicle Enterprise fleet. The seventeen (17) employees in the department make sure that all equipment and vehicles are well maintained and all of the work is performed in house in a full repair shop located at the Maplewood facility. Body damages are sent to an autobody paint shop that is located at the Barryville facility. The Autobody Shop has sand blasting equipment and a paint booth which allows for the removing of rust and repainting in one stop. Fueling stations located throughout the County are managed by

the Facility Superintendent to make sure that there is always a supply of fuel for the Departments it supports. The management of the fuel includes following strict PBS guidelines in compliance with the DEC. The Traffic Control Department is responsible for the approximate eleven thousand (11,000) County Road signs along with various parking lots signs and they additionally assist the Towns and Villages with their road signs. In 2023 they striped two hundred and forty-five (245) miles of County Roads, striped eighteen (18) miles for Town and Village roads and painted one hundred (100) stops & bars at various intersections. This department contains five (5) employees that are located at our Barryville facility.

### *Autobody*

- Repaired accident damages on thirty-eight (38) County owned vehicles
- Sandblasted and refinished truck frames
- Sandblasted, repaired and refinished snow plow equipment for the 2023/2024 snow season
- Prepped new vehicles for service
- Performed routine maintenance and rust repair on County Vehicles
- Sandblasted and painted bridge parts and railings
- Prepped and painted replacement doors for facilities
- Replaced broken glass in County Equipment
- Prepared estimates on damaged vehicles



### *Vehicle Repair*

- Perform services & New York State Inspections
- Perform repairs on solid waste roll-off trucks and containers
- Manage vehicles and repair for fifteen (15) different County Agencies
- Prepared new vehicles and equipment for service
- Managed one hundred and forty-two (142) Enterprise lease vehicles
- Work on bids for medium and heavy-duty trucks and equipment
- Hold the annual County surplus auction during the fall season
- Keep underground storage tanks inspection and log books up to date
- Keep Auto and Truck lifts and overhead crane inspections up to date at the Maplewood and Barryville Facilities

## Traffic Control

- Performed Annual sign inspections on eleven thousand, seven hundred and ninety-six (11,796) signs
- Fabricated one thousand, two hundred (1200) new signs
- Replaced and upgraded five hundred and thirty-nine (539) new signs
- Installed forty-seven (47) signs in new locations
- Repaired thirty-nine (39) signs caused by accident damage
- Took out of service ninety-three (93) signs that were no longer needed or out of date



- Bridge detours installed on County Bridges 10, 115, 198, 216, 272, & 304
- Stripped two hundred and forty-five (245) miles of County Roads and eighteen (18) miles of Town & Village Roads
- Painted one hundred (100) stops & bars at intersections
- Painted crosswalks for the Village of Wurtsboro



- Stripped a parking lot for the Town of Tusten
- Installed fifty (50) parking signs at the Liberty Complex
- Updated signage at five (5) transfer stations
- Installed new signage at the District Attorney's office
- Printed and installed 1<sup>st</sup> amendment decals at all facilities
- Fabricated and installed decals and numbers on all new vehicles and equipment received in 2023
- Continue training and inputting data into an asset management software called Cartegraph
- Put in service a new sign truck to aid in safety and efficiency



## ROAD MAINTENANCE

Road Maintenance is staffed by thirty-seven (37) highly talented employees that maintain nearly three hundred and eighty-five (385) miles of County Roads for both Summer and Winter operations. While we don't do as much paving as in years past, this crew is busy prepping and finalizing work zones for the contract pavers who upgrade approx. forty (40) miles of roads annually. This includes ditching, tree clearing, drainage improvements, final grading, installing shoulders, installing guiderail, upgrading catch basins, and repairs to driveways. In conjunction with main line paving, this team supports the bridge crew in the completion of the bridge approaches and guiderail installation. Summer work also includes sweeping roads, mowing each highway twice annually and responding to public maintenance requests. Winter work consists of maintaining all of the plow equipment and making sure that the roads are safe. Some of the County roads are contracted to the Towns to maintain while the County provides service to the State where it makes sense. County forces are responsible for maintaining two hundred and sixty-eight (268) centerline miles of roads in the winter on a 24/7 basis. There are twenty (20) plow routes maintained along with the parking lots for the Sullivan County Community College. In 2023 there were forty-eight (48) after hour callouts.

- Road Maintenance supports contract paving prior to contractor mobilization and demobilization that included seventeen thousand, six hundred and twenty (17,620) feet of drainage improvements and final grading on CR 17, 61, 104, 143, & 161
- Installed twenty-one and twenty-eight hundredths (21.28) miles of shoulders on CR 47, 103, & 107 that had full depth repairs with millings that were repurposed from ground up County Roads



- Installed two thousand, eight hundred (2,800) feet of Guiderail on CR 161. Old rail was replaced as well as new sections added for the safety of the traveling public



- Installed fourteen (14) new catch basins with ten (10) of them on CR 61 and four (4) at various locations
- Repaired seventy-four (74) catch basins and twenty-five (25) new lids on CR 17, 61, 104, 114, & 161
- Installed eight hundred (800) feet of drainage pipes on CR 61 drainage system
- Installed eight hundred (800) feet of drainage pipes on CR 17, 104, 114, & 161



- Replaced forty (40) driveway pipes on CR 17, 61, 104, 114, & 161

- Completed forty-two and fifty-two hundredths (42.52) miles of ditching on contract paved roads, namely CR 17, 61, 104, 114, & 161
- Completed forty-two and fifty-two hundredths (42.52) miles of cutting trees and brush work on contract paved roads
- Prepped South Hill bridge for pavement and guiderail
- Guiderail installed on two (2) new bridges that were built by County Forces
- Large diameter pipe upgrade and drainage improvement on CR 131
- Fifteen (15) miles of ditching on roads in which complaints were received or where improvements couldn't wait
- Five (5) miles of cutting trees and brush work on various roads
- Three hundred eighty-five (385) centerline miles of road swept off; assisted various hamlets with both sweeping and pickup of debris
- Three hundred and eighty-five (385) centerline miles of roads were mowed two (2) times for a total of one thousand, five hundred and forty (1,540) miles of vegetation control
- Performed pipe inspections of forty (40) miles of County roads
- Responded to two hundred and six (206) of maintenance requests called in by the public
- Responded to forty-eight (48) after hour callouts for the 2022/2023 snow season while using twelve thousand (12,000) tons of salt
- Prompt guiderail repairs from damage to ten (10) different locations caused by motor vehicle accidents

## BRIDGES

The Bridge Unit has leveraged State and Federal funds and County forces to cost-effectively replace and rehabilitate several bridges. Over \$9.5 million of BridgeNY funds were awarded to Sullivan County for BridgeNY2021 and \$5.5 million BridgeNY2022 where these projects are in the design phase. Applications for \$6.9 million to replace two (2) bridges have been submitted for BridgeNY2023.



Bridge 272 Shown on Town Highway 21, Liberty  
(Typical Example of New Bridge Construction by DPW)



Embankment Restoration at Bridge 115 on CR 123, Rockla  
(Typical Example-Repair Work Designed/Constructed by DPW)

Using State funds, the Kohlertown Flood Reduction Project was completed to mitigate consistent flooding in the Hamlet of Kohlertown and Bridge 198 was re-waterproofed completing that project. Federal funds were used to blast and paint three (3) bridges extending their service life. County forces replaced two (2) bridges,

rehabilitated two (2) others and performed several other repair projects. Utilizing County forces saves 80% versus the cost to replace bridges using outside contractors.

### *Accomplishments and Initiatives*

- The construction of the Kohlertown Flood Risk Reduction Project was completed providing flood protection for County Road 164, State Route 52 and the residents of Kohlertown in the Town of Delaware
- The waterproofing of County Bridge 198 on County Road 33 was completed thereby completing the project to replace County Bridge 198 that serves the heart of the Hamlet of Eldred in the Town of Highland
- The improvement of the Sunset Lake Dam downstream dam face was completed which fortified the dam face and improves dam safety
- The planning and design work for the replacement of County Bridge 77 and the replacement of the Toasperm Dam spillway along County Road 22 over the Beaver Brook, Town of Highland was completed which will reduce flood impacts through the protection of the dam during severe storm events
- Provided project management and grant administration of the contract work to replace Bridge 82 on CR 49 (Forestburgh) that will improve safety by eliminating structural problems
- Inspection work and the updating of the emergency action plan for the Toasperm Dam was completed in compliance with dam safety permit requirements of its NYSDEC permit
- Inspection work for the Sunset Lake Dam was completed to meet the dam safety requirements of its NYSDEC permit
- Inspection work was completed for the County's waste materials receiving facility in accord with NYSDEC permit requirements
- A grant application was completed and awarded by NYSDOT to provide 95% funding of the \$5.5 million-dollar project to replace Bridge 301 on Board of Water Supply Road below the Neversink Dam, Town of Neversink
- Completed engineering, permit procurement, materials procurement, utilities and property owner coordination and inspection work for the construction of new Bridges: 272 on TH 21, (Liberty); 216 on CR 156 (Neversink) which improved the County transportation system by eliminating two (2) posted bridges that restricted travel
- Completed engineering, permit procurement, utilities and property owner coordination, construction contractor and consultant inspector procurement and management, and grant procurement/administration work for the painting of Bridges: 28 on TH 18 (Delaware), 246 on CR 83 (Rockland) and 450 on TH 60 (Callicoon); which protects the bridges from rusting and extends their useful lives, saving the County the cost to have to replace these bridges
- Completed planning for the elimination of County Bridge 277 on Benton Hollow Road, Liberty and started design work for the elimination of the bridge which will save the County the cost of maintaining and replacing a bridge in the future
- Completed grant procurement to fund the replacement of the joints for Bridge 5 on CR 32, procured a design consultant and provided contract management and quality control of the contract design work that will eliminate joint leakage to extend the bridge life
- Reviewed 105 notifications from NYSDOT with respect to issues at bridges inspected by NYSDOT's consultant inspectors and coordinated maintenance scheduling and planning with DPW operations

- Closed out construction and grant administration work for installing membranes on thirteen (13) bridges which will extend the useful life of the bridges saving the cost for having to replace the bridges prematurely
- Reviewed and responded to sixteen (16) Red Flags and five (5) Yellow Flags issued by NYSDOT for structural deficiencies concerning twenty (20) bridges and provided action and maintenance scheduling where needed
- Completed engineering, permit procurement, materials procurement for the rehabilitation of Bridges: 10 on CR 96 (Fremont) and 115 on CR 123 (Rockland)
- Submitted two (2) applications towards obtaining 95% BridgeNY funding of the \$6.5 million dollars needed to replace Bridges: 51 on CR 142 (Liberty) and 283 on CR 149 (Rockland)
- Completed the annual bridge inspection of two hundred and seven (207) bridges
- Completed professional engineering guidance and quality control inspections of various DPW and contract projects

## **SULLIVAN COUNTY INTERNATIONAL AIRPORT (MSV)**

- Demolition of the Terminal Building completed by DPW staff
- Received an FAA ACIP Grant to acquire an Aqueous Film Forming Foam testing apparatus. NoFoam Systems delivered and setup the foam testing apparatus Minor modifications to the (Airport Rescue and Fire Fighting) ARFF Truck were completed for proper function of the device
- Received an FAA ACIP grant to Rehabilitate Existing General Aviation Apron Pavement - Design, Surveying and Geotechnical Services completed for the GA Apron Rehabilitation - Design project in 2023
- Moved Automated Weather Observing Station (AWOS) system from the Terminal Building to the ARFF Building. Infrastructure for telecommunication lines was installed by Sullivan County DPW staff. Verizon reconnected the call-in line to the AWOS for obtainable up-to-date weather information for pilots
- Created a new office for airport operations in the ARFF Building. The office has new furniture, multiple new computers, a new security monitor, and relocation of weather observing equipment
- Airport staff attended an in-person incident training conducted by NYS Homeland Security at the Sullivan County International Airport. NYS Homeland Security assisted in strengthening security procedures at the Sullivan County International Airport
- Removed refuse from Snow Removal Equipment Building, ARFF Building, Terminal Building, Hangar 4 - Bay 3, Hangar 4 - Bay 7, and Hangar 4 - Bay 9
- Created a temporary pilot lounge in Hangar 7 to be used during the construction period of building the new terminal building. This room provides a conference area, a lounge area, a refrigerator, and a Keurig for pilots and passengers
- Constructed an Excel Workbook for tracking tenant leases, tenant contact information, annual/monthly rent charges, annual/monthly maintenance charges, and pertinent hangar information
- Acquired a new zero turn mower and weed trimmer for grounds maintenance
- Received a 2023 New York State Department of Environmental Conservation Air Strike Permit
- Required improvements made to the current Fuel Farm - replacing expired hoses, price topper for AVGAS Pump, Octane sticker for AVGAS Pump, repaired sump for Jet-A tank, replaced spill kit, and replaced broken Jet-A pump motor
- Updated the Sullivan County International Airport webpage on the County of Sullivan website
- Hosted SCIA Terminal Construction Diversity Outreach Event at Hangar 7
- Edge markings of runway 15/33 painted by Hi-Lite Airfield Services
- Filled the open full-time Airport Attendant position
- Rented a skid steer with a mower attachment to address mowing hard to maintain areas of the airport property

- Collected illegally dumped tires ninety-nine (99) and garbage on airport property and properly disposed of the items
- Tested in storage aqueous film forming foam and water mixture on the ARFF Truck. Passing results were sent to the FAA
- Maintenance repairs completed in T-Hangars
- Established new record keeping procedures approved by the FAA for Self-Inspection Records
- Replaced the wind cone and fuel farm placards
- EnSafe Inc. conducted multiple sampling events of groundwater for required monitoring of previous groundwater contamination
- Properly disposed of approximately one hundred and seventy (170) old fluorescent light bulbs
- Herbicide application completed along fence areas
- Wildlife Management Training completed by airport staff
- Annual Life Fire ARFF Training completed by airport staff
- Submitted an Aeronautical Chart Change to the FAA to show the present location of the Wind Cone serving runway 33. This submittal was later approved by FAA
- Fuel services provided to Jet traffic by airport staff
- Number of gallons of AvGas sold: ten thousand thirteen and four tenths (10,013.40)
- Number of gallons of Jet-A sold: sixty-six thousand and fifty-nine (66,059.00)



## **SOLID WASTE AND RECYCLING**

The Department of Solid Waste runs five (5) remote residential transfer stations and one (1) Commercial/Residential transfer station area at Monticello location along with a Cardboard recycling facility and a tip floor for Garbage, C&D and Single Stream Recycling. This is a seven (7) day a week operation that operates with sixteen (16) employees and had a revenue of \$12,219,272 in 2023 with an annual tonnage of Solid Waste and C&D of ninety-five thousand, eight hundred and ten (95,810) tons. When compared to five (5) years prior, this represents a 230% increase in volume. Single Stream Recycling in 2022 was three thousand and five (3,005) tons and has increased to six thousand, nine hundred and twenty (6,920) tons for 2023 which

represents a 70% increase. 2023 has brought many improvements to the operation. NY State has indicated a desire to achieve zero waste and to further this goal has provided a grant to the County to come up with an Organics Management Plan that was completed in 2023. Food Scrap collection has begun at all facilities with the exception of the Western Transfer station. The DEC Required Local Solid Waste Management plan was drafted and presented to the DEC and is still pending approval. Solid Waste has changed to a manufacture funded program in which e-waste has become free for Sullivan County. The Western Transfer station has had a much-needed facelift and soon will have the addition of power and internet. Each Scale at Monticello has a Kiosk that allows account holder to enter their information and receive their ticket at the scale, this eliminates the need to walk into the scale house which allows the attendant to continue working with cash customers. This will translate for less waiting time during the summer months. Large bulky equipment has been removed from the Pretreatment Plant which allows for valuable space to be repurposed.



*Education & Outreach*

- Vacant Recycling Coordinator position filled and outreach programs have been reinstated
- Outreach visits to local libraries as well as organized information sessions for the Food Scrap Recycling Program
- The Recycling Coordinator held weekly information sessions at each of the county transfer stations to promote the Food Scrap Recycling Program as well as the Single Stream Recycling program

*Accounts*

- Continue to address any delinquent accounts so they remain current with payment and provide electronic communication for customers
- Municipal Cleanup letters sent out in March 2023 and events held in the spring and fall for one thousand (1,000) tons of free waste for Towns and Villages
- Solid waste application updated and sent out to all accounts for 2024
- Met with Forte on June 22<sup>nd</sup> for an integrated credit card solution

*DEC Related*

- DEC Annual Reports Submitted for 2022 by March of 2023 as well as HHW Grant for 2022 events

- Cornerstone is proceeding with updating the SWMP as of January 2023 in accordance with NYSDEC Part 360 regulations
- Review of the draft Solid Waste Management Plan with the Solid Waste Committee presented in May 2023
- Resolution passed on April 23, 2023 and the contract was approved to form by the County Attorney on June 16, 2023 to enter into an agreement for free paint drop off with Paintcare
- Cornerstone has provided a second draft of the SWMP in June 2023 which is required to be updated to the County of NYSDEC Part 360 regulations
- Review the draft Solid Waste Management Plan in August 2023 with the Solid Waste Committee
- Draft Solid Waste Management Plan sent to the NYSDEC in September 2023 and the plan is pending a DEC review
- Entered into a new water sampling contract with Zion and new water analysis contract with ALS Limited in September 2023
- Continuous tracking of data for NYSDEC and EPA reporting and starting to compile all of the Data for 2024 report
- The Municipal Waste Reduction and Recycling Program - Recycling Coordination and Education Projects (MWRC) Grant paper was submitted on October 25, 2023

### *Organics Management*

- Organics Management Plan review completed in February, 2023
- Acquired totes to be used for compost collection
- Discussed with Cornerstone to include the Organics Management Plan into our Solid Waste Management Plan (SWMP)
- Met with the NYSDEC in March 2023 and have prepared a Public Participation Plan and Environmental Assessment form required by the NYSDEC and Environmental Justice (EJ)
- Received May 2023 and responded to comments from DEC on Public Participation Plan
- Updated registrations and permits were received in August 2023 with an amendment allowing the collection of food scraps at transfer stations
- Staff training for Composting conducted with SCS Engineers in August 2023
- Established account in August 2023 with UCRRA to bring our collected food scraps
- Public announcement was made August 25, 2023 to launch Food Scraps Pilot program on October 2, 2023
- Recycling Coordinator started registering participants in August. One hundred and thirty-five (135) residents enrolled in September, two hundred and forty (240) by November and three hundred (300) by December
- Public Education meetings on Composting held on September 21, 22, 26, 28, and 30, 2023
- New Compost signage added to participating transfer stations at the end of September
- Weekly trips have been made to deliver compost to UCCRA
- Virtual meeting held with DEC in December to discuss closing of our CSC grant for our Pilot Food Scrap Recycling Program. Estimated completion March 2024

We're excited to announce our

# FOOD SCRAP RECYCLING PROGRAM

LET'S KEEP FOOD OUT OF A LANDFILL AND TURN IT INTO USEFUL COMPOST!

The first 400 registrants get a FREE kitchen collection bin and a larger, 5-gallon exterior collection bin!

Register to try out this pilot program by contacting Recycling Coordinator Kassie Thelma at 845-807-0291 or [recycling@sullivanny.us](mailto:recycling@sullivanny.us). (Pre-registration is required.)

## FOOD SCRAP DROP-OFF SITE

- Compostable bags and other compostable packaging including plates, cup, take out containers, etc. are **NOT** accepted.
- Plastic bags, packaging, stickers, rubber bands, twist ties are **NOT** accepted
- Pet waste, spent flowers, soiled paper (napkins/paper products) are **NOT** accepted

### ACCEPTED ITEMS

<ul style="list-style-type: none"> <li>Fruits and Vegetables (remove type stickers, bands and ties)</li> <li>Meat and Poultry (bones ok)</li> <li>Fish and Shellfish (shells ok)</li> <li>Dairy Products</li> <li>Bread and Pasta</li> <li>Rice and Grains</li> </ul>	<ul style="list-style-type: none"> <li>Egg Shells</li> <li>Chips and Snacks</li> <li>Nuts and Seeds</li> <li>Leftover or Spoiled Food</li> <li>Coffee Grounds &amp; Paper Filters</li> <li>Tea Bags (no staples)</li> </ul>
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Questions? Contact: [recycling@sullivanny.us](mailto:recycling@sullivanny.us)

### Household Hazardous Waste

- Prepared documentation in May 2023 to proceed with a Household Hazardous Waste Collection event
- Received authorization from the NYSDEC in June 2023 to proceed with two (2) Household Hazardous Waste Collection events. One event held in Jun and the 2nd event was in October
- New HHW bids rewritten and sent out for competitive pricing for 2024 events and beyond

### Operational Accomplishments

- Modification of our scrap electronics contract to begin a no cost program to both the County and Residences for electronics scrap. An amendment of the Solid Waste Rules dated April 2023 made electronics free for the public. Free e-waste to the County started as of September 1, 2023 as per the modified contract.
- Demolition of the pre-treatment plant tanks that are no longer in use completed in August 2023
- Bio tank removed from the Pretreatment plant completed in August 2023
- Sulfuric acid tank repair completed in September 2023
- County forces installed new pavement behind the Blue MRF and on driveway into the Pretreatment plant
- Waste Works Kiosks installed for efficient data entry which will improve customer waiting times. Trials with County staff/trucks conducted and determined that an update to Wasteworks was needed. Update to take October 30, 2023. Accounts added by December with full implementation by early 2024
- New compactors for MSW installed at Highland and Rockland Transfer stations completed on October 25, 2023
- Compactor for SSR set up at Highland Transfer station in October
- Major Scale Repair in red transfer building in Monticello completed on October 25, 2023



the  
place  
2023

<b>Tonnages</b>	<b>2021 MSW/CD</b>	<b>2022 MSW/CD</b>	<b>2023 MSW/CD</b>
January	4290	4423	5500
February	3401	4256	5103
March	5491	6163	5907
April	7116	5935	6220
May	7259	7392	8631
June	9209	9323	9778
July	12816	12137	13396
August	11507	13021	14405
September	6562	8903	7293
October	6185	6106	7043
November	6039	5972	5985
December	5475	4968	5497
<b>TOTAL</b>	<b>85353</b>	<b>88599</b>	<b>95603</b>

- Don Hamilton retired on November 2, 2023 with nearly 30 years of service
- Interviews for a new Solid Waste Operator began in December 2023
- Worked together with Parks to provide a Litter Pluck Program that allows residence to clean up roads and parks with free drop off from April 1, 2024 to October 31, 2024
- Revised Western Transfer station brought on big improvements for 2023. We are close to having power and internet at this station

## **HIGHWAY ENGINEERING**

In 2023 the Highway Engineering Unit continued to work closely and cooperatively with the other DPW Engineering Units and field operations by providing surveying and engineering design work, construction support services, inspection work and related project management. The Highway Unit also oversees the County's annual highway rehabilitation and preservation, paving programs (County Road jurisdiction is currently 385 centerline miles). Furthermore, the unit is tasked with reviewing Traffic Safety concerns, including sign installation compliance with the MUTCD, speed zone requests, roadside development (239 reviews), safe highway access (permitting unit) and the re-striping of our higher volume County Roads (75 miles). In addition, the unit continues to provide right-of-way and historical mapping research assistance to the public, surveyors, engineers, developers and other departments as needed.

As with most infrastructure improvement, consistent funding of capital programs like road paving is critical to the health of the overall network. For the last nine (9) years and this coming year (2024) the County, in addition to State Chip's allocations has funded our paving and preservation programs at consistently acceptable levels (+/- \$8M) to continue to maintain the network's current condition.



County Road 104 Paving



County Road 161 Paving



County Road 61 Drainage Repair—No Dig Cure-In-Place Slip Lining



County Road 61 Embankment Repair—GRSS Geo-cell Retaining Wall



PROGRAM	KEY STATISTICS	OUTCOME
<p><b>Pavement Reconstruction / Rehabilitation (Rehab.):</b> a combination of partial depth repairs, T &amp; L (1.25”) and asphalt overlays (3.5”) along with replacement of all pavement markings (striping)</p>	<p>County Roads (CR’s): 21.1 Mi. (\$ 5.982 M)</p> <p>County Roads (CR’s): 6.1 Mi. (\$ 1.641 M) (Repairs Only)</p> <p>Sub-Total (Rehab.): 27.2 Miles Contractor: Sullivan County Paving Inc.</p>	<p><u>Extended</u> the pavement life of; CR’s 13, 17, 61, 66, 104, 114, 143, 145 and 161 by 10 to 12 years.</p> <p><u>Extended</u> the pavement life of portions of CR’s 47, 103 and 107 by 8 years. (Partial Depth Repairs only).</p> <p>Actual Repair Sections Length: 6.1 Mi. Overall Length Repair Roads: 10.6 Mi.</p>
<p><b>Pavement Preservation (Preserv.):</b> a combination of crack sealing, asphalt shimming and double chip sealing (oil &amp; stone &amp; fog seal) along with replacement of all pavement markings (striping)</p>	<p>County Roads (CR’s): 25.6 Mi. (\$ 1.129 M) (Chip Seal &amp; Fog Seal)</p> <p>County Roads (CR’s): 31.4 Mi. (\$ 0.104 M) (Crack Seal Only) Contractor: Gorman Brothers, Inc.</p>	<p><u>Extended</u> the pavement life of portions of; CR’s 81, 95, 108, 116, 123, 131 and 132 by 3 to 5 years (Double Chip Seal).</p> <p><u>Extended</u> the pavement life of an additional (31) miles by 1 year (Crack Seal Only).</p>
<p><b>Pavement Program Management &amp; Oversight (Rehab. &amp; Preserv.):</b> preparation of detailed bid specifications (specs.), provide daily contractor inspection, quantity tracking, materials testing, billing review and CHIP’s reimbursements.</p>	<p>Rehab.: 85,838 Tons of Asphalt Placed</p> <p>10,219 Tons Shldr. Bkup. Placed</p> <p>35,856 Gals. of Tack Coat Used</p> <ul style="list-style-type: none"> <li>• (116) days of Contractor Inspection</li> </ul> <p>Preserv: 128,338 Gals. of CRS2P Oil Placed</p> <p>28,769 Gals. of Fog Seal Used</p>	<p>Contractor compliance to County and NYSDOT specifications.</p> <p>Ensure proper construction practices to gain maximum life expectancy of finished product.</p> <p>Effective funding utilization.</p> <p>RSMS: Road Surface Management System - Annual survey of all 385 mi. - Vehicle Mounted Laser Scanning</p>

	<p align="center"><b>341,315 S.Y. of Aggregate Placed</b></p> <p align="center"><b>62.7 Lane Miles of Crack Filling Performed</b></p> <ul style="list-style-type: none"> <li><i>(24) days of Contractor Inspection</i></li> </ul> <p><b>Bid Specs.: (6-8 weeks) - RSMS (2 weeks)</b></p>	Survey using International Roughness Index (IRI).
<b>Total 2023 Resurfacing Programs</b>	<b>84 Mi. of Co. Rds. Improved (\$ 8.856 M)</b>	<b>(Both Rehabilitation &amp; Preservation)</b>
<p><b>Pavement Marking &amp; Striping:</b></p> <p>Annual re-striping of long lines (yellow centerline and white edge lines) in addition to re-marking of stop bars, symbols and words</p>	<p>County Roads (CR's): 75 Mi. (\$ 0.225 M)</p> <ul style="list-style-type: none"> <li><i>(6) days of Contractor Inspection</i></li> </ul> <p><b>Contractor: K5-Corp.</b></p>	Refreshed road striping and markings on approximately 75 miles of our higher volume roads - work is completed annually before July 4 <sup>th</sup> holiday in advance of summer traffic volume increases.
<p><b>Project Oversight and Consultant Management:</b></p> <p>Manage Construction Inspection (CI) and Contractor on federal-aid project - Coordinated weekly with NYSDOT, Stantec Engineering and Argenio Bros.</p>	<p><b>CR 173 / East Broadway (PIN: 975291):</b></p> <p>Town of Thompson/Village of Monticello, NY</p> <p><b>Consultant: Stantec Engineering (Construction Inspection) (0.680 M)</b></p> <p><b>Contractor: Argenio Bros., Inc. (\$ 6.013 M)</b></p>	<p>Construction began August 2022 and was completed in June of 2023.</p> <p>Drainage Upgrades, New Curbs, Sidewalks, Signage and Paving.</p> <p>Attended bi-weekly construction meetings - approved change orders and invoicing</p>
<b>PROGRAM</b>	<b>KEY STATISTICS</b>	<b>OUTCOME</b>
<p><b>Traffic Safety:</b></p> <p>review and processing of speed zone (S/Z) requests to DOT - review and</p>	<p><b>S/Z Requests: 8</b> (4 on Town Highways &amp; 4 on County Roads)</p>	<p><b>S/Z</b> requests on multiple Town and County Roads - NYSDOT performs the speed studies through the Co.</p>

<p>coordination of installation with sign shop</p>	<p>Assist sign shop with layout and determinations of speed zone signs and warning signs</p>	<p><b>Sign</b> requests on various Co. Rds. - Ensured compliance to the MUTCD.</p>
<p><b>Survey Support &amp; Design:</b></p> <ul style="list-style-type: none"> <li>- Detailed topographic (topo.) field surveys and as-built surveys for bridge replacement and repair/improvement projects</li> <li>- Base Cadd mapping of bridge projects</li> <li>- Construction layout services in support of bridge and highway reconstruction projects</li> <li>- Design for drainage improvement projects</li> <li>- Survey, design and layout at County facilities</li> </ul>	<p><b>County Bridges (CB's): CB's 216 (NEV) &amp; 272 (LIB);</b> (Finite survey layout of piling, forms, abutments, beams &amp; final road grading as needed); <b>CB 296 (LIB);</b> (GPS, detailed topo. survey for 2024 bridge program)</p> <p><b>County Roads (CR's) CR's 61 &amp; 131;</b> (Topo., ROW survey &amp; cadd mapping for drainage design - catch basin staking and grading layout)</p> <p><b>CR 61 Embankment Repair;</b> (GRSS Geo-cell Retaining Wall &amp; Drainage Cure-in-place Slip-Lining) (<b>\$ 0.508M</b>) Sull. Co. Paving thru' JOC</p> <p><b>Facilities: SCIA;</b> (Topo. and Utility survey and mapping for new Terminal)</p>	<p>Provided cost-effective, professional, in-house survey and construction layout and design services.</p> <p>Responsive and timely data collection, design, survey support &amp; field layout.</p> <p><b>Job Order Contract (JOC)</b> - provides a mechanism to deal with repairs and improvements that SCDPW is not equipped to handle.</p> <p><i><b>SCIA: Sullivan. County International Airport</b></i></p>
<p><b>Provide record ROW &amp; mapping research services and respond to FOIL requests:</b> deed and right-of-way mapping along with historical Co. H'way. construction plans and Town H'way record data - highway boundary determinations</p>	<p>County &amp; State Road Requests: 66  Town Road Requests: 23  <b>Total No. of Requests: 89 *</b></p> <p><b>FOIL Requests: 7</b>  <i>* (mainly by surveyors and engineers in addition to Co. Real Property and other scdpw personnel and local town officials)</i></p>	<p>SCDPW maintains an extensive record ROW mapping and construction plan set for our Co. Rd. system &amp; old state highways.</p> <p>SCDPW also is the "keeper" of town highway historical records and inventories.</p>

<p><b>Review of Roadside Development &amp; Highway Work Permitting:</b> site plan and subdivision review, highway access, sight distance (S/D) measurements, drainage inspections and utility work Limit impacts to infrastructure from proposed development</p>	<p><b>239 Reviews;</b>                      <b>71</b></p> <p><b>Permits Issued;</b>                <b>56</b> (D-Dig, M-Misc./Access, O-Oversize &amp; U-Utility)</p> <p><b>Field Inspections related to Permits &amp; 239's;</b>                                <b>132</b></p> <p><b>S/D Measurements;</b>    <b>45</b></p>	<p>Provided for safe ingress and egress to and from the county highway system for the benefit of the travelling public.</p> <p>Ensured burden is borne by the developer or mitigated during the review process.</p>
<p><b>Annual Local Highway Inventory:</b> NYSDOT requires annual reporting of all municipalities local roads mileage for certification as part of the Consolidated Local Street and H'way. Improvement Program</p>	<p>Review and assist towns and GIS with additions and subtractions to their highway inventories - Review County Highway mileage inventory and submit 2023 certification to NYSDOT; <b>384.5 Centerline Miles</b></p>	<p>Accurate and up-to-date mileages are used by NYSDOT annually to calculate and determine CHIP's funding amounts for each municipality the following year.</p>
<p><b>Annual Reporting:</b></p>	<p>Road Network Repair Summaries Network Health / Roughness Indices Lane Mile Year Indices &amp; Graphs GASB Capital Improvements (Highways) County Highway Mileage Certification Snow and Ice Contract Miles &amp; CAD Maps (6) Yr. Capital Plan</p>	<p>Annual internal county auditing and reporting of capital expenditures are required for good fiscal responsibility.</p> <p>Historical tracking and evaluation of overall road network health.</p>



DPW Administration/Engineering Office 2023 Holiday Door Decorating Contest Winner

# DIVISION OF PUBLIC SAFETY

Scott Schulte, Commissioner

## Accomplishments

- Filled Commissioner, Deputy Commissioner, Confidential Secretary and Emergency Services Training Center Coordinator positions;
- Improved Division of Public Safety branding to represent all branches of Public Safety (OEM, Fire, EMS, 911, Law Enforcement, Probation, and the DA's Office);
- Completed phase I renovations at the Emergency Services Training Center to transform a conference room into two offices; phase II is scheduled for 2024 where an existing janitor's closet will be converted into an additional office, as will one apparatus bay;
- Expanded STAC/TAM Team to include representatives from Federal, State, County, Local, and private stakeholder. Committee received training from the Federal Bureau of Investigation on threat assessment and management and are now prepared to begin receiving referrals in 2024;
- Partnered with SC BOCES for EMT Program to be held at the Emergency Services Training Center during the 2023-2024 school year; this was a 2023 goal that was realized. We plan to continue into the 2024-2025 school year, and seek to offer the Fire Science Program in addition to the EMT Program. In 2023, there was not enough interest in the Fire Science Program to offer a class. We also partnered with SC BOCES Carpentry Program for construction of new training props at the Emergency Services Training Center; this project was completed in the Fall of 2023;
- Through NYS DHSES Grant Funding, we were able to procure a Forcible Entry Door Simulator for the Emergency Services Training Center; this was a 2023 goal that was realized. The equipment is available for use by all Emergency Services Personnel.

# Bureau of Fire

John Hauschild, Fire Coordinator

## 2023 Activities

### Fire Departments were dispatched to 6406 calls:

1537 Activated Alarms  
0 Aircraft Emergency  
98 Brush Fires  
40 Cellar pump outs  
218 Carbon Monoxide Alarms  
15 Drownings/Water Rescue  
16 Dumpster/Trash  
1 Explosion  
9 Haz-Mat  
173 Investigations  
61 Landing Zones  
1047 Medical Calls  
96 Miscellaneous  
743 Motor Vehicle Accidents  
1050 Mutual Aid Calls  
129 Odor of gas  
196 Public Service Calls  
33 Rescue  
17 Search for Lost Person  
321 Structure Fires  
15 Traffic/Fire Police  
497 Tree/ Wires Down  
94 Vehicle Fires

Fire Coordinator and Deputy Fire Coordinator Response: Dispatched 964 times

Fire Investigator Response: Dispatched 57 times for Investigations

50 - Structure Fires  
6 - Vehicle Fires  
1 - Others  
4 - Incendiary Fires (4 Structures)  
31 - Accidental (24 Structures, 6 vehicles, 1 other)  
22 - Undetermined (22 Structures)  
1 - Fatal Fires  
2 - Serious Injury  
1 - Police Department Arrest 0 - Juvenile Fire

## 2023 Accomplishments

- Worked with Fire Chiefs of our 40 Fire Departments on updates on laws and policies
- The Recruitment and Retention Task Force “Join Sullivan Fire” received over 20 new inquires and participated in many community events
- Recruitment & Retention Task Force at the Little World’s Fair in Grahamsville, August 2023:



**Figure 1: RECRUITMENT & RETENTION TASK FORCE “JOIN SULLIVAN FIRE”**

“Join Sullivan Fire” attended a total of (12) events throughout the County in 2023, including: The 2023 Bagel Festival in Monticello, the 143<sup>rd</sup> Annual Grahamsville Little World’s Fair (pictured above), The Wurtsboro Street Fair, Kauneonga Lake Farmer’s Market, the 2023 National Night Out in Fallsburg, The Narrowsburg Union, Highland Lake Fire Department’s Open House, and events at local schools.

**Figure 2: REHABILITATION TEAM**

Rehabilitation Team at work at a search for a missing person:



In 2023, The Rehabilitation Team was deployed on multiple occasions to support Fire and Law Enforcement activities including: drownings, missing person searches, and brush fires. In addition to these deployments, members of the Team participated in (4) drills throughout the year.

## 2023 Goals and Objectives

### Bureau of Fire

Rehabilitation Team and Response Unit Support Start - 1/2019  
In Service - 2022 Completion - On Going

Recruitment and Retention Task Force Support Start - 1/2019  
Completion - On Going

Review and Update Plans Start - 1/2022  
Completion - Anticipated 12/2024

### Emergency Services Training Center

Upgrade of Burn Building Start - 1/2022  
Completion - Anticipated 12/2024

Work with Sullivan County BOCES for a Career and Tech Firefighter Program Start -  
1/2023  
Completion - On Going

Work on with Sullivan County BOCES on Training Props Start - 9/2023  
Completion - 12/2023

Purchase New Training Prop (Forcible Entry Door) Start - 1/2023  
Completion - 12/2023

# Emergency Services Training Center

Joseph Mall, Training Coordinator

## 2023 Offerings

TOTAL COURSES OFFERED 29  
COMPLETED COURSES 28  
FIREFIGHTERS COMPLETING COURSES 596  
FIREFIGHTER TRAINING HOURS 8906  
FIRE TRAINING COURSE CANCELLED 1  
FIRE TRAINING COURSE POSTPONED 0  
FIRE DEPARTMENTS TRAINING 39  
AVERAGE FIREFIGHTERS PER COURSE 20  
AVERAGE FIREFIGHTERS HOURS PER COURSE 15

## 2023 Activities

CLASSROOM (327): FIRE 158, EMS 14, EMERGENCY MANAGEMENT 16, PUBLIC HEALTH 17, NYS PARKS 1, DPW 1, NYS DOT 2, BOCES 72

TOWER & GROUNDS (27): FIRE 26, Sherriff's Dept. 1

OUTREACH: 5

CLASSROOM BY MONTH (327): JANUARY 13, FEBRUARY 16, MARCH 37, APRIL 34, MAY 31, JUNE 18, JULY 16, AUGUST 13, SEPTEMBER 41, OCTOBER 45, NOVEMBER 44, DECEMBER 19

# E-911

Alex Rau, E-911 Coordinator

Sullivan County 911 is happy to report another productive year of accomplishments within the department. We were fortunate to welcome Commissioner Schulte to our Public Safety division and share with him the inner working of our 911 operation, and thank him for his support. Our 911 Center also filled two key positions in 2023 through the promotion of Charlie Rampe to Chief Dispatcher and Tim Morey to Senior Emergency Services Dispatcher.

Our greatest asset in the 911 Center remains our committed 911 dispatch team. Unfortunately many challenges exist, not only locally but statewide, in the recruitment and retention of qualified candidates who are willing to work night and overnight shifts, weekends, and holidays. Due to these challenges and the vacancies that it creates, our 911 team is often subject to overtime and mandates. Despite these strains it's imperative that we recognize the essential services these first responders provide to our community.

In terms of technology, as you will see below, our department has made significant investments in the upgrade and expansion of our public safety systems during 2023. Due to the mission-critical nature of our communications systems and IT infrastructure that power the 911 system, we continue to keep up on preventive upgrades in hardware and software in order to reduce the chance of a catastrophic failure.

Below is a list of the goals our department set for 2023 along with the associated accomplishments that were realized in 2023:

## 2023 Goals

- Planning, procuring, installing, testing and deploying public safety communications equipment on the Rock Hill & Graham towers.
- Procure and upgrade E911 phone system equipment at both 911 and backup 911 Center
- Complete replacement of Verizon legacy copper supply lines to the 911 Center, with fiber connections improve call clarity and reliability. (Install completed, awaiting provisioning - anticipated Q3 2024)

## 2023 Achievements

- Having the best and most dedicated team of 911 dispatchers:
  - Despite (3) ongoing vacancies in 2023 our team endured overtime and mandated shifts to keep the people of Sullivan County safe.
  - Completed over 300 hours of continuing education
- Completed deployment of public safety communications equipment on the new Rock Hill communications tower in order to improve communications for first responders.
- Needs assessment performed to determine need for additional public safety communications facility in the Jeffersonville area. Planning initiated.

- Completed installation of public safety communications equipment on the Graham tower in order to permanently improve communications in the southeastern portion of Sullivan County.
- Completed several DHSES grant contracts together with our grants department.
- Performed in-building communication analysis in Sullivan West School district which identified improved communications methods for first responders' response.
- Performed a complete upgrade to E911 telephone system with minimal impact to operations.
- Completed major upgrade to public safety radio system and network hardware and software with no impact to communications system.
- Participated in numerous tabletop exercises, school safety planning meetings and operational meetings with all 911 communications stakeholders.
- Initiated a 988 diversion program for 911 callers meeting certain criteria in need of mental health assistance. This included training for 911 dispatchers in new diversion policy.
- Dispatchers completed hands-on training in use of mobile communications vehicle and assets to aid in future deployments.
- Participated in local career day opportunities in order to recruit 911 dispatch team members.

## 2023 Year End Statistics Summary

<b>OPERATIONAL STATISTICS</b>		
	Year 2023	
Fire dispatches	6,406	
EMS dispatches	16,708	
Police dispatches	20,202	
Incidents Reported	35,742	
Telephone: Wireless 911	32,410	
Telephone: Wireline 911	45,482	
Telephone: 10-digit calls	40,219	
Total Phone Calls Processed	118,111	
<b>LANGUAGE LINE UTILIZATION 2023 (minutes)</b>		
Spanish: 2,733	Portuguese: 6	Mandarin: 49
Uzbek: 6	Arabic: 10	Bengali: 15
	Korean: 7	Haitian/Creole: 18



911 Dispatchers participating in career day at an area high school. We anticipate attending more of these moving into 2024 along with our public safety division partners



The completed Rock Hill communications tower which is now "on air" serving the first responders in the Town of Thompson



A team of 911 dispatchers along with Deputy Public Safety Commissioner Hauschild performing communications testing in and near the Sullivan West school building. The data derived from this type of testing allows first responders to be better prepared for in-building communications and in this case demonstrated the need for an additional communications facility in the Jeffersonville area.

# Bureau of EMS

Alex Rau, EMS Coordinator

The Sullivan County Bureau of Emergency Medical Services (EMS) has continued in its mission to promote EMS educational opportunities, ensure a mutual aid plan is in place and collaborate with EMS leaders to support their efforts to provide EMS services to their communities.

Our County's EMS, much like EMS statewide and nationwide, is struggling and becoming more fatigued. The rate of EMS providers entering the field of EMS is not keeping pace with the number of providers leaving or retiring, both volunteer and career. At the same time the need for EMS services are growing, the public demand is increasing, the need for EMS transports from our local hospitals to tertiary facilities is greater than ever which takes EMS units away from being available for 911 emergency calls. This results in greater need for mutual aid and longer response times to those in need.

Sullivan County has seen an increase of 12% in call volume over the past 2 years. The sole commercial provider which handles the largest populous of 911 Emergency calls has seen a 250% increase in need for mutual aid over the previous year. Our non-profit/volunteer in many parts of the County have stepped up to fill some of those voids and in some cases have seen a resurgence in their membership.

The Bureau of EMS has been reporting to our legislature throughout the year on these challenges, while at the same time we continue to collaborate with all EMS agencies in the county to share ideas, resources and work in the best interest of serving our community.

Despite the challenges in EMS, there are many successes which took place in 2023 worth noting. Nearly 60 students completed EMT training through SUNY Sullivan's three EMT classes held this year. Coupled with the first ever BOCES EMT vocational training course which began in Fall of 2022, this opportunity gives young high school students a career path to an EMS career upon graduation.

In the meantime the Bureau of EMS continues to implement recommendations provided by the The Benjamin Center of SUNY New Paltz to begin to improve our EMS system:

- EMS provider recognition & public education
  - Recognize EMS volunteers: Hosted the 2<sup>nd</sup> annual EMS BBQ and family day awarding plaques to EMS providers who garnered the nominations of their peers.
  - Diminish ambulance abuse: The Bureau of EMS has identified (4) frequent EMS callers in the 2023 calendar year and working with other County agencies such as APS or OFA have been able to find more appropriate services for these individuals, reducing the calls to 911 for EMS services.

- Training:
  - The Bureau continues promote EMS courses both locally and virtually. Leveraging our social media pages and email lists we shared well over 40 course announcements with EMS providers.
  - Assisted BOCES in the launch of their vo-tech EMT class the County Emergency Services Training Center. Assisted with equipment logistics and aided with an ambulance donation for the program.

## 2023 Accomplishments

- Deputy EMS Coordinators have visited each ambulance squad meeting at least 1 time, and met with captains on a regular basis to maintain communication.
- Promoted and organized an EMS award program to recognize our providers and agencies of excellence. In fact one of our local EMT provider of the year winners was forwarded for regional award and won the regional award for EMT provider of the year.
- Provided Narcan training to (6) EMS agencies and 4 Fire Departments in the County
- Attended the NYS FF memorial service in Albany in support of our local fire service
- Provided EMS leadership training relative to billing and revenue recovery. This training also provided valuable information to FD based EMS services on new legislation which allows them to bill
- Completed a surge capacity exercise with Garnet Health Catskills in support of their ability handle large scale incidents.
- Improved capabilities of the REHAB team to be able monitor CO levels in first responders as well as capnography to provide better diagnostic capabilities and treatment.
- Hosted ongoing EMS captains' meetings as well as attended all EMS Advisory Board meetings on behalf of the Bureau of EMS
- Bureau staff responded to several MCI incidents including (5) vehicle crashes with more than 8 patients including (2) school buses, smoke condition at County care center, and several structure fires involving apartment buildings.
- Completed (5) deployments of the County REHAB team in support of Fire and Law Enforcement activities.
- Provided CPR training to (17) members of the County's building safety committee

Bureau Staff Incident Responses 2023	
EMS - 1	21
EMS - 2	16
EMS - 3	1



Members of the Sullivan County Rehabilitation team providing REHAB during fire training programs at the emergency services training center. This same team was deployed to several emergency responses during the 2023 calendar year.



Mock victims prepare for surge capacity training at Garnet Health Catskills.



CPR training provided at the Government Center for building safety committee members

# Probation

Pennie Huber, Director of Probation

## Accomplishments

- Completion of the annual State Aid Plan
- Validation of Peace Officer Registry and Certification
- 100% compliance with annual training requirements
  - Minimum 21 hours of continuing education hours annually
- 100% compliance of quarterly sex offender residence checks
- Exceeded state established milestones for Alternative to Incarceration/ Pre-Trial Release programs
- Participation on multiple committees
  - Public Safety - Law Enforcement Committee
  - Sullivan County Drug Treatment Court
  - Sullivan County Youth Board
  - Sullivan County Substance Use Task Force
  - Participation in STOP DWI-Victim Impact Panel
  - Mid-Hudson Regional Youth Justice Team
  - Wellness Committee
  - STAC Committee
- Polygraph examination of sex offenders completed in 2023: 13
- Continuation of home contacts during non-traditional work hours
- DWI enforcement during non-traditional work hours
- Attended law enforcement career fair at local high school
- Created/updated policies per state directive
- Provide PTR with cell phones for communication with defendants
- Equipment enhancements
- Laptop / tablet for field work

## Goals

- Completion of the annual State Aid Plan
- Annual validation of Peace Officer Registry and Certification
- 100% compliance with annual training requirements
- 100% compliance of quarterly sex offender residence checks
- 100% compliance with DNA collection
- Create and update policy within the department as necessary

- Exceed state established milestones for the Alternatives to Incarceration, and Pre-Trial Release programs
- Attend Community Events as we have done in past years to enhance community relations
- Offer Probation Assistant exam and hire eligible candidate
- Fill two vacant Probation Officer Trainee position

## Investigations

The Sullivan County Probation Department services 20 Courts, including the Sullivan County Court, the Sullivan County Family Court and various Justice Courts. Pre-Sentence and Pre- Dispositional Reports are comprehensive documents which include demographic information on a face sheet, a defendant's legal history with an analysis of that legal history, the defendant's statements of the present offense, the police version and victim information and statements, the defendant's family life from birth to the present, education, employment, financial information, military service, physical and mental health issues, addictions and treatment, etc. The information is evaluated and recommendations consistent with state laws are made to the court.

Each report is from 10 to 15 pages, with as much information as possible being verified.

### Pre-sentence Investigations:

- Felony Investigations ordered by the courts: 104
- |                    |        |
|--------------------|--------|
| Misdemeanor        | Total: |
| Investigations: 15 | 119    |
| Other: 0           |        |

### Pre-Dispositional Investigations:

- Juvenile Delinquency: 11
- |                   |           |
|-------------------|-----------|
| Person in Need of | Total: 11 |
| Supervision: 0    |           |
| Other: 0          |           |

## Telephone Interviews

Defendants were released to Pre-Trial Release supervision directly from the Court and the interviews were conducted by telephone, or they were interviewed via telephone at the SCJ to determine PTR eligibility.

### Total number interviews conducted:

- Pre-Sentence Investigations: 76 telephone interviews, 40 in-person interviews
- ATI/Pre-Trial Release: 88 telephone interviews
- Supervision related: 0

## Alternatives to Incarceration

### Pre-Trial Release

The Pre-Trial Release program allows detained persons who have been accused of a crime but not convicted to be released back into the community under supervision. This represents a savings to the county in that it costs approximately \$200 per day to house one person in jail per day. It allows the offender the opportunity to remain employed, support his/her family, seek treatment, etc. There are offenders who are ordered to perform community service, (work for the public good) as a condition of their sentence.

- Total number of persons released under Pre-Trial Release supervision during 2023-90
- There were 64 active Pre-Trial Release cases at the end of 2023.

### Community Service

- Number of community service hours ordered in 2023 - 4,085 hours ordered
- Number of community service hours completed in 2023- 2,207.75
- Number of persons ordered to perform community service during 2023 - 59
- There were 34 active community service cases at the end of 2023.
- *Note: Offenders may have several years to complete the community service obligation*

## Supervision of Offenders

Number of Adult Offenders on Probation at the end of each month:

Month	Felony	Misd.	Totals		Interim Felony	Interim Misd	Total
January	196	153	349		14	1	15
February	198	151	349		13	1	14
March	200	145	345		9	1	10
April	196	149	345		10	1	11
May	193	150	343		11	1	12
June	197	154	351		10	1	11
July	195	155	350		8	0	8
August	198	149	347		9	0	9
September	195	141	336		10	0	10
October	194	137	331		10	1	11
November	200	141	341		10	1	11
December	197	146	343		10	1	11

Month	Discharges			Return for Sentencing		TOTALS
	Early	Max	Revoked	Interim	Death	
January	3	10	5	2	0	20
February	2	5	3	5	0	15
March	4	2	6	1	1	14
April	4	3	1	4	2	14
May	3	4	6	0	0	13
June	1	3	3	4	0	11
July	5	3	4	0	0	12
August	4	5	7	1	0	17
September	0	1	7	4	1	13
October	0	3	9	3	0	15

November	0	4	0	3	0	7
December	1	7	1	2	0	11
Totals	27	50	52	29	4	162

## Specialized caseloads

### Sex Offenders:

Each quarter the Sullivan County Probation Department is required to report to the NYS Division of Criminal Justice Services (DCJS) and Office of Probation and Correctional Alternatives, a Sex Offender Registry confirmation summary form. The Sullivan County Probation Department has had and maintains a 100% compliance rate for confirming addresses. We do not release these offenders from supervision early.

Number of sex offenders/SORA level (Average caseload is 40-50 offenders - includes those who are not required to register). Level 3 are considered the highest risk population.

Quarter	Level 3	Level 2	Level 1	Pending	Total
1 <sup>st</sup> Jan-Mar	5	10	26	0	41
2 <sup>nd</sup> Apr-Jun	5	9	28	0	42
3 <sup>rd</sup> Jul- Sep	7	9	23	0	39
4 <sup>th</sup> Oct-Dec	6	7	22	0	35

### DWI:

Each quarter the Sullivan County Probation Department is required to report to the NYS Division of Criminal Justice Services (DCJS) and Office of Probation and Correctional Alternatives, the number of offenders sentenced to Probation that require an ignition interlock device. Staff are required to enter these offenders into a DMV system known as LENS. A PO is then notified by DMV of any changes to that offender's license. Probation Officer must also run registration checks every 3 months to ensure the offender does not have any vehicles registered/titled to them that are not equipped with an Ignition Interlock Device. (Average- 120 offenders under supervision)

Probation also monitors DWI offenders who receive a Conditional Discharge with an ignition interlock requirement. The Probation Officer must perform the same functions to monitor the IID as they would a probation supervision case. Any positive readings for alcohol or failure to comply with testing, is reported to the Court which may result in a new sentence. We have an average of 90 offenders.

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DWI stats for 2023:

Interlock Quarter	Number ordered	LENS Registration	Vehicle Registration checks
1 <sup>st</sup> Jan-Mar	21	12	112
2 <sup>nd</sup> Apr-Jun	22	16	97
3 <sup>rd</sup> Jul- Sep	24	23	96
4 <sup>th</sup> Oct-Dec	17	21	92

### **Domestic Violence:**

The department supervises offenders convicted of domestic violence related offenses where there is generally an active Order of Protection. These offenders are not released from supervision early. We supervised approximately 30 individuals in 2023.

### **DWI Court/ Drug Treatment Court/ Vettrak Court:**

We have one Probation Officer who is a member of the treatment team that covers all of the above Courts. This officer attends a team meeting with the other members once per week. One officer supervises Drug Court cases and another officer supervises the DWI Court/ Vettrak cases. We supervise on average 10 Drug Court cases and 15 DWI Court/Vettrak cases at any given time. These participants are in outpatient treatment and under interim supervision. Treatment Court is also utilized for individuals under supervision who have a pending probation violation and would benefit from the added oversight. There is also an Opiate Court planned for early 2024.

### **Restitution, Fines, Fees**

**987 payment(s) received in 2023: Total \$115,329.97**

#### **By Obligation Type:**

Administrative Supervision Fee - (292)- \$22,489  
DWI Supervision Fee - (283) - \$18,798  
Fines/Court Fees - (30) - \$5,360  
Restitution- 10%- (275) - \$44,018.84  
Restitution - 5%- (95) - \$17,910.99  
Restitution - Family Court - (6) - \$321  
Restitution - Non-Probation - (1)- \$50  
Surcharge - (370) - \$5,332.86

Unallocated - (5)- \$1,029.28

Misc Fee - (1) - \$20

## **Family Court Supervision**

- Supervised 10 Juvenile Delinquent on Probation
- Supervised 0 Persons in Need of Supervision on Probation
- Supervised 5 Adults for Non-payment of Child Support
- Conducted Youth Assessment and Screening instruments on all juveniles
- Processed 212 Family Offenses/ requests for Orders of Protection
- Processed 34 Juvenile Delinquency Appearance tickets

## **Miscellaneous Information**

- The department executes many of our own warrants for probation offenders
- Average 2 times a month evening home contacts

## **Training/ Continuing Education:**

- New Probation Officer Trainees are required to complete 160 hours of Fundamentals of Probation Practice (Fundamentals of Probation Practice, Officer Safety and Survival, Peace Officer qualification) in their first year of employment. They must then undergo 47 hours of firearms/Aerosol Subject Restraint training plus an additional 11 hours of Peace Officer/Use of Force training.
- Thereafter, all Probation Officers, Senior Probation Officers, Probation Supervisors, Deputy Director and Director, are required to complete 21 hours of continuing education annually, which may include 8 hours of mandatory firearm recertification, 2 hours of ASR, 1 hour Use of Force, 2 hours of Taser Recertification.
- During 2023, 18 different staff members attended a total of 221 trainings for a grand total of 963 hours of training attended.

# DIVISION OF MANAGEMENT & BUDGET

## Budget Office

Janet Young, Budget Officer

### 2023

Developed and crafted the 2024 Operating Budget and 2024-2029 Capital Plan in conjunction with the County Manager, including input from departments. This budget stayed within the Tax Cap as defined by the NYS Office of the State Comptroller. This budget consists of two separate books. The detail book includes each individual line item for each of the County's organization codes; detailed position listing by department including position number, title and budget dollar amount; and the 2024-2029 Capital Plan. The Executive Summary is designed to provide the average taxpayer a more transparent and easy-to-understand version of the budget. Included in the Executive Summary is a budget overview, revenue and expense discussions, various fiscal summaries and department summaries. An interactive, digital budget book was developed for the 2024 Operating Budget, complete with drop down menus and filterable graphing so that interested parties can dive into budget information in a new and innovative manner.

Sullivan County received the Distinguished Budget Presentation Award from the National Government Finance Officers Association (GFOA) for the 2023 budget. This is the eighth consecutive year the county received this award. This award is based upon certain criteria outlined by the GFOA with the goal of providing the citizens of Sullivan County a document that is easy to read and understand where their tax dollars are being spent. Each year the Budget Office strives to make improvements to the document by following GFOA guidelines.

The Budget Office has worked to maintain the finances of the Adult Care Center. The finance office at the facility has several vacant positions and with the assistance of the staff at the facility, we have been able to keep things going. Effective October 1, 2021, Infinite Care has taken over managing the facility, however, the County still maintains the entire procurement process, manages the bank accounts, resident savings accounts and the payroll for County employees working at the facility. Communication with the management company regarding the financial standing of the office is also, a large part of our ongoing participation.

Staff from the Budget Office have been active in Public Health and Community Services to get a better understanding of their claiming and revenue process. This will assist in understanding the figures budgeted within those departments and the feasibility of what is being entered. It will also

enhance fiscal efficiency and the timely reporting of revenues. The Budget Office staff stationed at Public Health and Community Services also supervise the health finance staff in those departments to ensure the integrity and timeliness of all fiscal operations.

We continued to assist with some of the fiscal aspects of the Grants and Planning departments.

Quarterly reporting for the American Rescue Plan Act as required by the US Treasury was filed timely. The deadline for filing the initial interim report was August 31, 2021. Sullivan County's total allocation of funding is \$14,651,782 of which \$14,470,635 is attributable to revenue loss and can therefore be used to fund general government services such as the construction and reconstruction of roads, sponsorship of energy efficient capital improvements at our local community college and funding of public safety salaries and benefits. These obligations and expenditures are reported under Expenditure Code 6 - Revenue Replacement. As of December 31, 2023, the County has obligated a total of \$14,470,635 and expended a total of \$13,544,969. Of these total expenditures \$1,102,392.50 was reported in 2023 for the energy efficient capital improvement project at the community college. There remains an obligated balance of \$925,666 to be expended for the community college project and a balance of \$181,147 which is yet to be obligated.

In conjunction with the Purchasing Department, this office continues to review and modify our County's Purchasing Card (P-Card) Policy. The Purchasing office has taken on the overall management of the P-Card countywide.

Worked actively on the maintenance, security and functionality of New World ERP, the countywide financial and human resources system, and the countywide Kronos timekeeping system.

The payroll department processed 26 regular pay cycles, 38 special pay events, compiled all state and federal reporting in relation to the County's payroll and worked towards the impending enhanced reporting requirements for the New York State Retirement System.

# **PURCHASING AND CENTRAL SERVICES**

Allyson Lewis, Director

## **Overview**

The Sullivan County Purchasing Department has the responsibility of purchasing all goods and services for all Sullivan County departments. This includes all bids, requests for proposals, quotes and purchase orders.

This office executes all contracts for bids and services procured through this office.

Purchasing has the responsibility of obtaining the best quality products and services for the best price, in a fair, open, and competitive manner.

## **2023 Accomplishments and Goals**

For the 2023 year, the Purchasing Department accomplished the following:

Processed 2840 Purchase Orders

Issued 24 Formal Quotes

Issued 50 Request for Proposals

Issued 70 Bids

Executed 148 Contracts for Services

Completed approximately 834 Change Orders

Provides New World Training for all new employees assigned to requisition entry and provides training updates and refresher training for employees that request it

Administers the P-Card Program

Provides P-Card training for all users

Utilized municipal piggybacking contracts

Utilized NYS OGS Contracts and Vehicle Marketplace Purchasing options

Oversight of Resolutions for departments for procurement

Trouble shooting all vendor issues pertaining to bids, orders and deliveries

Assisting all departments with BID/RFP research, preparation and planning

Processing Accounts Payable batches for both Purchasing & Central Services

Assists vendors with payments issues and discrepancies

Processes monthly Central Services chargebacks

Answers all incoming telephone calls for the Government Center main line

Distribute PPE supplies as needed to all county departments

Inventory management for PPE supplies

P-Card usage with 1589 transactions for 2023

Provided assistance with departments for grants, verifying procurement requirements for all department projects, commodities and services

Provided assistance and guidance to Sullivan County municipalities in NYS OGS contract opportunities (fuels, road salt, services, etc.)

In addition to the above listed accomplishments, the P-Card Program continues to be a large success with providing flexibility for departments for travel expenses when conducting County business, as a payment mechanism for prompt payments to vendors as well as increasing our vendor base.

Sullivan County received the largest NYSAC P-Card rebate payment for the 2022-2023 program year. County officials were presented with a rebate check in the amount of \$63,232, which reflects a 237% increase in usage over last year.

This office is very proud of the success of the P-Card program. We work very closely with the Treasurer's Office, Audit Department and Management & Budget to ensure efficiency and productivity and we work with all users to ensure effectiveness through the purchasing process.

The Purchasing Department continues to provide customer service to all departments and the public and assists local political subdivisions (towns, villages, fire departments, libraries, etc.) in procurement options, piggybacking opportunities and guidance on how to utilize the NYS OGS website contracts for commodities.

The Purchasing Department provides the foundation for all departments to realize their goals. Whether it be that they need this office to issue a bid for food, medical supplies, construction, paving,

parts or commodities, or they may need a study completed for one of their programs or to procure specialized services for their clientele, this office is involved in helping them achieve their goals.

### **Central Services Department (Mailroom):**

The Central Services Department provides mail services for all departments and outside agencies. This includes processing incoming and outgoing mail daily, delivering to all departments at the Government Center and delivering to outside agencies. This office also provides incoming and outgoing service for UPS, Fed Ex, overnight service and certified mailing for all departments.

For the 2023 year, the Central Services Department accomplished the following:

Processed 158,054 pieces of outgoing mail

Processed all incoming mail for all agencies

Provided mail courier services twice a day for the Jail, Courthouse, Legal Aid and all State Agencies

Assisted multiple departments on large bulk mailings

# **DIVISION OF INFORMATION TECHNOLOGY SERVICES**

Lorne Green, Commissioner/Chief Information Officer

## **2023 Accomplishments**

The mission of the Information Technology Services (ITS) is to be a leader in providing government services through innovative, reliable, and responsive information technology solutions, as well as to affect fundamental rethinking and redesign of business processes and support functions to achieve dramatic improvements in critical modern measures of performance such as cost, quality, service and speed.

The Division of Information Technology Services (ITS) is a business process service bureau that provides IT services and information to all County Divisions, several local governmental units (Towns, assessors, law enforcement, etc.), internal customers (users), vendor and service accounts and computer and server accounts. ITS is responsible for over 430 applications, copy/print/scan services, all fax and VoIP/legacy phones, and provides systems support, maintenance, enhancements and new development for all major systems applications. ITS is under the administration of the Office of the County Manager is comprised of four organizational disciplines, including Administration - Internal Services, Application Services, Technical Systems and Networking. There are a little over 65 unique job classifications within the ITS Department performed and carried out.

Functions of the Division of Information Technology Services include: Computer support, Network support, Security (protection of the County's electronic infrastructure from attacks both foreign and domestic), Software solutions, Telephone services, Copy & print services, Administrative functions, and Employee training.

## **ITS Operations Staff**

### **Tasks Completed in 2023:**

1. DUO configuration on edge switches
2. SCIA ARFF Building direct fiber connection to Data Center
3. Travis basement APC replacement

4. Separate dedicated Internet access for EOC
5. Direct fiber network connection to Courthouse installed
6. PRI installation for network faxing
7. Livescan RICI system (Sheriff Patrol and Jail) to cloud based interface
8. External penetration test completed
9. Removal of deprecated 5.5 VMWare server environment
10. OFA office renovation - network connection terminations and full PC set ups
11. Installation of security cameras at Monticello Landfill and DPW Callicoon
12. Additional security cameras installed at PHS and DPW Livingston Manor
13. Endpoint software management system implemented
14. Operations monitoring and mapping system implemented
15. Patch management solution installation and configuration
16. Set up wireless access for digital signage in DSS, PHS, DCS
17. NetApp OS upgrades - ransomware mitigation enabled on all shares
18. BOE Network Segmentation go live
19. MYQ printer system upgrades
20. Toshiba PaperCut printing system upgrade
21. Wireless access point replacements at Town of Liberty Gov't Center and Village Hall
22. Legislative Broadcast control room server upgraded to new hardware
23. Updated DNS records for NYS zones
24. Sheriff VoIP phone recording solution move from old Patrol building to new facility

**To Be Completed/In Progress (Operations):**

25. County-wide desktop replacements
26. Data Center Nexus switch replacements
27. VoIP upgrade - County and SHF clusters
28. NetApp storage expansion - GC and SHF
29. Patch management solution implementation for all Servers, desktops and mobile devices
30. Cradlepoint cellular Internet access device deployments - Ferndale TS, Lake Superior Park
31. GC security camera replacements, including Cimarron Rd.
32. EOC security camera replacements
33. RUBRIK DR and backup solution installation, configuration and go-live
34. NYSOC implementation
35. Paging system SW upgrade
36. E911 Center Battery backup unit complete replacement
37. Data Center APC unit battery replacement
38. NetApp OS upgrade to version 9.14
39. VMWare ESXi upgrade to version 7
40. Town of Liberty production firewall replacement
41. MS Office 365 mailbox migration
42. Barracuda web filtering implementation
43. Security cameras and door access control system expansion to DSS Travis building.

## ITS Applications Staff

### Tasks Completed in 2023:

1. Software installations and upgrades in support of the BOE Segmentation project.
2. Support Audit Department in creation of 2022's 1099s for DFS BICS vendors.
3. Waste Works application for DPW upgraded (Server and both physical and virtual desktops).
4. Software migration for current year tax bills from ATC (Allen Tunnel) Taxes to Systems East.
5. Migrated O&W website to county ITS controlled hosting package.
6. ITS Assets Database expanded to include Mobile Device Management data from MAAS 360. Database Inventory reports updated for chargebacks to state funded departments.
7. DFS Heap app - benefit letter template updated covering new state requirements.
8. DFS Fraud user interface design and reports updates as requested by DFS staff.
9. PHS Death Certificate tracking webapp developed and deployed.
10. Audit Enterprise lease system updates and new reports.
11. County Attorney Case Management System Report updates and migration to new SQL server.
12. Planning - GML 239 database updated to reflect new legislative district boundaries.
13. DFS Heap - Internal application fully reprogramed. Data structure updated and data migrated to new structure. Complete redesign of interface, now running as an internal network webapp.
14. Enhancements and new additions to SSRS Reports for PHS, Payroll, OMB, Veterans, Risk Management, and DSS Heap.
15. Legistar system updates and new workflow sequences added to cover grants approvals for proposed resolutions. Additional training sessions conducted with department users.
16. Legislative Broadcast control room software enhancements deployed.
17. Risknfinity Annual Plan Changes added to production system.
18. PhoneXOne update to latest version including database migration to SQL 2019. Additional maintenance of reports, users, and devices.
19. WASP Asset Cloud on-prem webapp installation and configuration for Audit Department.
20. Kronos updated to reflect addition of employee name suffixes on reports, and import of accruals types from new bargaining unit plans not previously existing in Kronos.
21. Setup and deployment of two instances of Optisigns digital signage platform, covering requests from PHS and the Division of Public safety.
22. Initial Laserfiche implementation for DPW and Treasurers to share provide shared access to contracts.
23. Beaconstac QR code setup and training for CWD.
24. Implementation of new interface with New World to enable reorganization of Personnel Employee folders in Laserfiche to further enable the uploading of performance review and other confidential internal documents by each departments' management.
25. Implemented a nightly syncing interface between VetCop and the Veteran's folder in Laserfiche.

26. "Request to Attend" form: purchasing card request, approval, administrator notifications established as workflow enhancements.
27. "Transfer of Accrued Time" now interfaces with the New World ERP employee list for real-time cross reference.
28. Established DPW and Treasurers share Laserfiche storage of contracts.
29. Personnel Employee Laserfiche folders sync with employee records in New World ERP.
30. "Performance Management Access" and "Performance Document Upload" forms for Personnel.
31. Implementation of Jurisdiction folders for Personnel and Risk Management was accomplished.
32. Implementation of a sealed records process for probation.
33. Implementation of Treasurers kiosk machine access to scanned tax book records completed.
34. Implemented a nightly interface between VetCop and the Veteran's folders in Laserfiche.
35. Completed Laserfiche records management implementation for DFS Accounting.
36. Initial implementation and training were accomplished for Planning, Community Development and Environmental Management.
37. Primary storage disk space for Laserfiche has been expanded utilizing a new, larger virtual disk as a logical, rather than a physical, volume.

#### **To Be Completed (Applications):**

1. Manage engine software deployment testing and implementation.
2. Finish Audit migration of fixed assets from spreadsheets to a WASP database driven webapp.
3. Full Upgrade of TRACS for Sheriff Patrol. New Servers, Updates to all desktops and cars.
4. Migration of Historical data from 2017-2021 from Granicus's IQM/Minutetraq platform into current Granicus solution, Insite/Legistar.
5. PHS Rabies Incident Tracking.
6. Vetapp 2.0 revisions going live in production environment.
7. Beacosntac QR code account setup for Department of Community Services.

#### **Looking ahead in 2024 (Applications):**

1. Conversion of historical tax data from ATC (Allen Tunnel) taxes to Systems East.
2. Windows 11 Physical machine migration and application deployment.
3. Using EMCO tool for MSI packaging for deployment of Applications.
4. Internal Document Portal Replacement.
5. Continuing Migration of existing legacy access-based databases to webapps with sql.
6. Migration of data from Netsmart to New Provider.
7. PHS Rabies vaccination clinic database overhaul.
8. OpenGov Cartegraph implementation for DPW bridges.
9. Laserfiche Scanned court records import for Town of Thompson.
10. Upgrade to Laserfiche version 11, and synchronization of backups.
11. Implementation of records management for Grants.

12. WASP inventory management solution for PHS emergency supplies inventory.
13. Full inventory and cleanup of SQL databases and backup plans.

## **ITS Geographic Information Systems (GIS) Staff**

1. Enterprise GIS Migration
  - a. Includes:
    - i. Emergency Management Suite and Site (training for additional staff requested).
    - ii. SullivanGISRepository master geodatabase development.
    - iii. Branch Versioning.
2. GIS Parcel Fabric Development and Migration.
3. BAS (Boundary Annexation Survey) Update 2023.
4. Mapping in support of County Broadband research and discussion needs.
5. GIS Infrastructure Diagram documentation.
6. EagleView Flyover data import completed.
7. CONNECTAssessment implementation completed and training provided for relevant county, town, and village staff.
8. Condominium Addressing.
9. Delaware River SAR (Search and Rescue) Maps.
10. PRIM (Parks and Rec Inventory Management Solution).
  - a. Includes:
    - i. Parks Web Experience.
    - ii. County Parks Atlas (in progress).
    - iii. PRIM Field Data Collector.
    - iv. PRIM Desktop. MABAS/Hi-Haz Zones.
11. MUD (Metropolitan Urban Design) Workshop County Resiliency Plan.
12. Submission to Google of new/changed roads for Google Maps inclusion.
13. GRIMS (GIS Request Inventory Management System) established.
14. Legislative 2024 maps printed for all county departments with need to display for staff reference and for public view dependent upon department request.
15. GIS Day 2023 held at SUNY Sullivan.
16. Generating maps for nominal charge to address public requests.
17. Additional map requests:
  - a. Boy Scout Conservation Contextualization Map.
  - b. Public map publishing (i.e.: Special Districts, Historical Tax Map Binders, etc...).
  - c. Foreclosed parcels map for 911.
  - d. O & W trail maps updates.
  - e. Parks and Rec trails.
  - f. Snowmobile grant data/maps.
  - g. Natural Lands trust.
  - h. Move Sullivan updated map.
  - i. Special district atlas maps.

- j. Connect explorer user login requests.
  - k. Kiamesha waste water (Public Health).
18. Pop density, infrastructure (Planning).

## ITS Security Staff

There are numerous security implementations and initiatives that for obvious reasons, we cannot outline here. That said, the key focus of our efforts can most accurately be categorized in the following 5 activity groupings:

1. **Identify:** The Identify Function assists in developing an organizational understanding to managing cybersecurity risk to systems, people, assets, data, and capabilities. Understanding the business context, the resources that support critical functions, and the related cybersecurity risks enables us to focus and prioritize our efforts, consistent with our risk management strategy and overall business needs.
2. **Protect:** The Protect Function outlines appropriate safeguards to ensure delivery of critical infrastructure services. The Protect Function supports the ability to limit or contain the impact of a potential cybersecurity event.
3. **Detect:** The Detect Function defines the appropriate activities to identify the occurrence of a cybersecurity event. The Detect Function also enables the timely discovery of cybersecurity events.
4. **Respond:** The Respond Function includes appropriate activities to take action regarding a detected cybersecurity incident. The Respond Function supports the ability to contain the impact of a potential cybersecurity incident.
5. **Recover:** The Recover Function identifies appropriate activities to maintain plans for resilience and to restore any capabilities or services that were impaired due to a cybersecurity incident. The Recover Function supports timely recovery to normal operations to reduce the impact from a cybersecurity incident.

# DIVISION OF HUMAN RESOURCES

Julie Diescher, Commissioner

The Sullivan County Department of Human Resources administers civil service for 41 local jurisdictions, including towns, villages, school districts and libraries. Sullivan County Personnel department hosted 139 CIVIL SERVICE EXAMS and processed 1550 applicants for these exams.

In an effort to recruit and retain a diverse workforce the HR Team attended 22 recruitment events, posted over 100 job openings on various Social Media outlets and assisted in the professional development of 13 Student Interns. Through a variety of social media and other marketing measures we received, reviewed and processed 3490 applications, a slight increase from last year. The office hosted 26 orientations, processed 289 new hires, permanently appointed 123 and (re)classified 31 positions. Sullivan County jurisdictions kept our office busy which is evidenced by the 5628 payroll/position related changes processed through our office - in addition to the 5596 position related changes processed for the County.

Human Resources and Risk Management assisted 39 employees to transition into retirement, processed 105 resignations and 30 unemployment claims for 2023, 3 of which were successfully controverted. The department processed 42 tuition assistance requests for 2023.

In line with our digitized office goal, we continued to streamline and gain efficiency in our processes through a scanning project pertinent Risk Management and Personnel related files. Additionally, the digitized leave accrual donation form resulted in 103 submissions of donated accruals in 2023, a 65% increase from 2022.

County employees successfully completed 10874 state and other County mandated classes, for an overall completion rate of 94.7%. In addition to Leadership Development Classes, the office continues to provide Civil Service related trainings for jurisdictions/departments and in 2023 hosted several such trainings.

Sullivan County recognizes our greatest asset is our workforce. Striving to create and maintain a work environment that is professional and respectful. When an employee takes the time to provide feedback or express concerns about their environment or a potential violation of law or County Policy, we take that seriously. In 2023, the office investigated 39 personnel related complaints, resulting in recommendations for trainings through the Employee Assistance Program (EAP) or counseling/progressive discipline where applicable. This resulted in 586 units of service through the EAP referral/coaching benefit. The year-end report for this benefit also reflects 690 self-help units utilized in addition to 229 employees served through 351 self-initiated professional development classes taken. Utilization is up over 70% from last year.

The office noted a significant increase in the utilization of Family Medical Leaves, ending 2023 with 305 approved, a decrease of approximately 45% compared to 2022. The Risk portion of the Division

processed 69 health insurance buyouts, and processed 26 short term disability claims. Though we have gained some ground streamlining the Family Medical Leave and on-boarding process to digitization, this goal remains incomplete.

## **Risk Management**

The Department of Risk Management and Insurance is responsible for the comprehensive risk management and various insurance programs that are in place to protect and insure the assets of Sullivan County.

Risk Management oversees various employee benefit programs such as: health insurance, dental insurance, vision insurance, Short Term Disability, the administration of COBRA benefits and voluntary (member funded) programs. Benefits are provided to approximately 700 employees and 600 retirees.

The Department of Risk Management continues to reduce the County's total cost of risk. Where appropriate, the responsibility for potential loss is placed on other parties through the purchase of commercial insurance coverage or contractual obligations.

Various types of coverage are provided for the County, the Sullivan County Airport and the Sullivan County Adult Care Center. The Risk Management and Insurance Department administers the Self-Funded Worker's Compensation Program. This includes the County, Sullivan County Community College, Sullivan County Soil & Water, 15 Towns, 5 Villages and 47 Volunteer Fire and Ambulance companies.

The office processed 108 Workman's Compensation Claims, 10 207C and 26 Short Term Disability Claims in 2023. Additionally, the office processed 69 Health Insurance Buyouts to employees that opted out of the health insurance coverage for the entire 2023 plan year.

Our goals continue as they have been; to provide the best customer service to our clients; the County, County employees and Retirees; Participants in our self-funded WC Plan and the Taxpayers of the County.

We continue the process of reviewing targeted loss control for our County staff and our WC Plan Participants. We continue to strive to create safer workplace environments and remain a valuable contributor to the County Safety Plan.

# DIVISION OF COMMUNITY RESOURCES

Laura Quigley, Commissioner

## OFA Org Chart 2023

Laura Quigley, Commissioner of Division of Community Resources

LiseAnne Devall, Director

### Administration

Sherril Roth  
Full Charge Expr

### EISEP

Julie Krip-Blancif  
Case Mgr Spec-EISEP  
Cynthia Briggs  
Case Mgr Spec-EISEP

### Coordination of Services/HICAP/POE

Kelly Siller  
Coordinator of Services for the Aging  
Deborah Barnes  
POE Assistant  
Tana Price-Maxwell  
POE Assistant  
Judy Gerow  
Aging Services Spec.  
Ellen Price  
Aging Services Spec.  
Teresa Bortree  
Aging Services Aide  
Christina Kuberik  
Aging Services Assistant

### Nutrition

Jane Borzan  
Nutrition Services Coordinator  
Diane Faragher  
Aging Services Specialist

### RSVP

Keven Salavaria  
RSVP Coordinator

### Youth Services

Kristen Kison  
Manager of Youth Services  
Catherine Paci  
Internship Coordinator

Albert Palatona  
Aging Services Assistant  
Julie Ryder  
Aging Services Aide  
Nutrition Site Operators  
Marjorie Janowski, PT  
Julia Pisall, RPT  
Jo Anna Larson, RPT  
Madeline Fuller, RPT  
Ruth Ann Ward, PT  
vacant  
vacant

### Childcare

Crystal Argent, RPT  
Deborah Haas, RPT  
Asunda Eposito, RPT  
Jodanne Rivera, RPY  
Michelle Guidera, RPT

PT Director/Coordinator  
Edward Cusack

## Community Assistance Center (CAC)

- ✓ Staffed by Division Administration staff and Office for the Aging staff.
- ✓ Additional support provided by Transportation drivers, Veteran staff, and OFA Nutrition staff.
- ✓ We continued the partnership with Hudson Valley Food Bank (HVFB) that allowed us to provide bi-weekly food distribution to area pantries.
- ✓ Through this partnership with the Hudson Valley Food Bank we distributed 119,656 pounds of food to participating pantries. This equates to 9,932 meals using the industry's formula.
- ✓ Continued to provide support to the HVFB monthly mobile food distributions to the towns of Freemont, Yulan and Fallsburg.
- ✓ There were 68 people who received bags of food from the Salvation Army.
- ✓ The CAC has distributed 63,809 masks and 69,366 test kits since April 2021.
- ✓ The CAC is an active member of the Sullivan Catskills Food Security Coalition.
- ✓ The CAC partnered with the County's Wellness Committee and held a food drive throughout the County buildings. All food was distributed to local pantries.



## Department of Transportation

- ✓ The Transportation Department saw a number of positive changes in 2023 that allowed them to continue and expand delivery of high-quality services.

- ✓ Thanks to former NYS Senator Jen Metzger, a \$50,000 grant was secured that allowed the purchase of a van to transport our Veterans to local medical appointments. This service began on May 8, 2023.
- ✓ A Transportation Dispatcher was hired on June 26, 2023.
- ✓ The shopping routes that had to be modified due to staffing issues were finally brought back to the normal five (5) week starting on September 11, 2023.
- ✓ The year ended with only one (1) open Driver position.
- ✓ Veterans Services:
  - 202 trips to Castle Point VA hospital for 457 veterans representing a 9% increase in trips and a roughly 23% increase in veterans served over 2022.
  - 86 trips to Albany VA hospital for 103 veterans representing a 3% decrease in trips but a 24% increase in veterans served over 2022.
  - Starting May 8, 2023 there 83 trips to local medical providers for 155 Veterans.
- ✓ Medical Transportation for Seniors
  - 1044 trips to healthcare providers within the county. This is just over a 22% increase over trips provided in 2023.
- ✓ Shopping Bus
  - Provided 278 shopping trips for 1,205 shoppers representing a 49% increase in shopping trips and a 29% increase in shoppers over 2023.
  
- ✓ For the 2023 year there were 34 food deliveries made for the Community Assistance Center.

### Move Sullivan Public Transit System

Move Sullivan 2023	Average Daily Ridership	Monthly Ridership	Monthly Paratransit
January	224 (21 days)	4,929	84
February	266 (19 days)	5,057	65
March	286 (22 days)	6,301	85
<b>1<sup>st</sup> Quarter Totals</b>		<b>16,287</b>	<b>234</b>
April	315 (20 days)	6,291	120
May	328 (22 days)	7,221	143
June	362 (22 days)	7,952	110
<b>2<sup>nd</sup> Quarter Totals</b>		<b>21,464</b>	<b>373</b>
July	438 (19 days)	8,321	163
August	450 (23 days)	10,358	198
September	395 (20 days)	7,895	164
<b>3<sup>rd</sup> Quarter Totals</b>		<b>26,154</b>	<b>525</b>
October	426 (21 days)	8,940	154
November	413 (20 days)	8,252	173

December	436	(20 days)	8,717	205
<b>4<sup>th</sup> Quarter Totals</b>			<b>25,909</b>	<b>549</b>
<b>Annual Totals</b>			<b>90,003</b>	<b>1,682</b>

## Office of Veterans' Services

The Office of Veterans' Services served close to 700 Veterans and family members in 2023. This represents a 40% increase in the number of people served in 2022.

Staff conducted home visits to 90 Veteran families in 2023.

Staff conducted multiple in-house appellate briefs and virtual hearings with a 100% success rate.

### Benefits

- Assisted Veterans with new Blue Water eligibility and presumptive disabilities to include asbestos exposure.
- Assisted Veterans with PACT Act key components. The PACT Act expands VA healthcare and benefits for burn pits and other toxic exposures.
- Assisted Veterans with the new TERA Act. TERA (Toxic Exposure Risk Activity) is a type of military activity that may expose the service member to occupational or environmental hazards, and has opened the door for more toxin-related VA claims.
- Assisted Veterans with Camp Lejeune service connected disabilities and advised on current laws, rules, and regulations regarding litigation.
- Administered Sullivan County Veterans Cemetery providing dignified burial for our veterans to include indigent burial services.
- Assisted Veteran's families with burial benefits and VA grave markers.
- Maintained a network of local medical professionals to assist Sullivan County Veterans in obtaining required NEXUS opinion, needed for successful adjudication of their claims.
- Aggressively pursued service-connected death claims (DIC) for the surviving spouses of Sullivan County Veterans.

### Burials

- Total Indigent Burials - 9
- Total burials in the SC Veterans' Cemetery during 2023 - 64
- Total burials in the SC Veterans' Cemetery - 1,914

### Training

- All office staff is compliant with County of Sullivan training requirements.

- New Veterans Service Officer (VSO) completed all Federal, State and County required programs for accreditation.
- New VSO completed the required *Training, Responsibility, Involvement, and Preparation of Claims* (TRIP) program.
- New VSO was issued a (PIV) Federal access card; increasing office efficiency and productivity.
- All of the VSOs achieved accreditation with DAV (Disabled American Veterans).
- All of the VSOs completed the 2023 Advanced Appeals course provided by the National Association of County Veterans Service Officers (NACVSO).
- Attended the NACVSO 2023 Annual Conference virtually, satisfying the required 16 hours of CEU's annually.

### Community

- Worked closely with Sullivan county Transportation on coordination of Veteran medical transports.
- Staff assisted the Community Assistance Center food distribution to local Veterans in need.
- Worked with local organizations, Vet2Vet (ATI), Elks, and the Veterans Coalition to distribute holiday meal boxes.
- Assisted BATS house with homeless Veterans' intake and care.
- Worked with local law enforcement and medical facilities to streamline inpatient intake process for substance use disorder and suicide prevention in the veteran community.
- Actively participated with veteran groups throughout the Hudson Valley to provide seamless services.
- Attended Senior Summit, Job Fair, and other multi-divisional events.
- Participated in multiple ceremonies including Veterans Day, Memorial Day, POW MIA, and Pearl Harbor Observance.
- Distributed over 2,000 Valentines for Vets cards to medical and senior facilities and homebound Veterans.

## **Office for the Aging**

### Mission

Through providing community-based supportive services for older people and their caregivers, empowering informed decisions and effective access to existing health and long-term options, and advocating for the dignity and rights of older people, we work to ensure that older people in Sullivan County receive the care and support they need to live long and well in their community.

### Vision

Wellness and independence in aging through adequate and accessible community-based supports.

## Committees

OFA Advisory Committee

United Sullivan Planning Committee/Unite Us Partner

Sullivan 180 Community Advisory Committee

RSVP (Retired Senior Volunteer Program) Advisory Committee

Long Term Care Council

Rural Health Network

Sullivan County E-MDT

Program Advisory Council- Sullivan County CHHA (Community Home Health Aide)

Sullivan Agencies Leading Together (SALT)

No Wrong Door Implementation Team

Food Security Coalition

Member at Large for Association on Aging NY, Legislative Committee

Member of Alzheimer's Association Hudson Valley PAC

Master Plan on Aging-Long Term Supports subcommittee and Levels of Care workgroup

Workforce Development Summit Planning Committee

## 2023 Highlights

Public Hearing and Senior Resource Day held at Government Center in Monticello. Over 100 people in attendance. Excellent participation from community partners for tabling and providing resources for people aging in our community. Supported by presentations from our Emergency Management Department and Statewide Senior Action.

Participated in hybrid Alzheimer's forum with Alzheimer's Association Hudson Valley Chapter.



Outreach performed by Sullivan NY Connects at every library and many housing complexes in the county, very well received and attended.

Reach Out and Play events held at Tusten Social and Hurleyville Performing Arts Center with innovative updated board games provided by NYSOFA.





The Monthly Hoot, OFA's Newsletter, celebrated one year of publication in August. It has 5,000 paper copies distributed in many community locations, to homebound clients, is available online and via mailing list and e-blast. It is supported by local sponsors and at no cost to the County.



Our OFA Facebook page, the OFA county website and Everbridge Emergency Notification system robocalls are all being utilized regularly to keep the public informed of updates and news that impacts our population.

The OFA is an active partner of the Community Assistance Center (CAC), which has been vital in providing much needed resources including food, test kits, masks and information. OFA staff continue to contribute significant efforts to the functions of the ECAC.

Bi-weekly deliveries provided by the Food Bank of the Hudson Valley have not only supported the food banks around the county, but have provided additional capacity and resources to our Nutrition Program that continues to provide care packages in addition to homebound meal deliveries.

Animatronic pets continued to be distributed to eligible individuals in the community. A large supply was made available from NYSOFA that included cats, dogs and birds.



ELLI-Q devices were also provided at no cost by NYSOFA. There have been three successful implementations in client's homes. These devices are tablet/robot devices that a homebound/isolated senior can use to interact with and assist with daily activities like communication, medication management and socialization.

The OFA office underwent a major expansion and renovation in the Government Center. The new space provides much needed upgrades for the staff and clients that we serve, including a conference room with technical capabilities for hybrid meetings, ADA accessibility throughout, and a much more welcoming lobby area.

Utilized remaining stimulus dollars to embark on a comprehensive needs' assessment. Focus groups, surveys, and interviews were performed by a consultant. Final report will be complete by early 2024. Data will enhance advocacy and strategic planning for aging in place for residents of Sullivan County.

Legal Services RFP successfully responded to by Rural Law Center of NY. Free legal services for Sullivan County older adults available after absence of provider for 2022 and 2023.



## Key 2023 Statistics

- 1,024 “care packages” provided to 164 clients in addition to home delivered meals
- Information and Assistance regarding OFA programs and services provided to approximately 1,500 individuals.

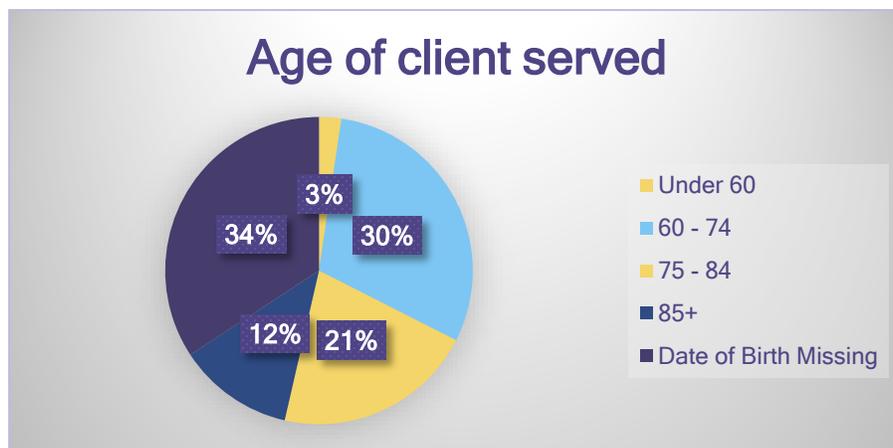
- Personal Emergency Alert Systems provided to 27 individuals.
- 6,761 hours of in-home personal care provided to 21 EISEP clients.
- Approximately 1,478 hours of case management provided to clients.
- HIICAP assisted approximately 547 individuals in obtaining affordable health insurance and prescription plans throughout the year and during Annual Election Period.
- Farmer’s Market coupon distribution, 800 booklets given to eligible Seniors- amazing partnership with Cornell Cooperative Extension to help distribute at farmer’s markets and throughout the community.
- 121 RSVP AmeriCorps Seniors Volunteers dedicated 12,934 hours of time at 50 Volunteer Stations located throughout Sullivan County.
- 109 unduplicated customers utilized the shopping bus for approximately 1,205 rides.
- Sullivan Country Transportation provided 139 clients 1,044 rides to in-county medical appointments.
- RSVP volunteer drivers provided 131 clients 568.5 round trips to medical appointments both in and outside of Sullivan County.

## Aging Services Client Demographics

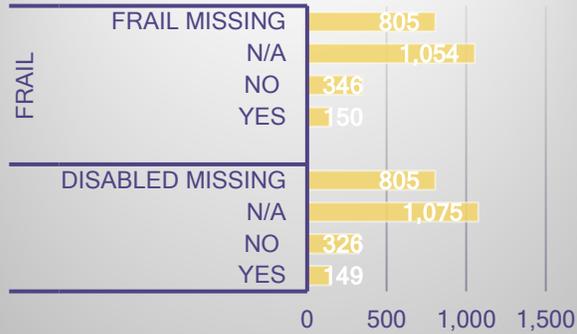
The OFA gives priority for services to the frail, low income, minority, and homebound individuals in the County.

### Demographics (unduplicated client counts)

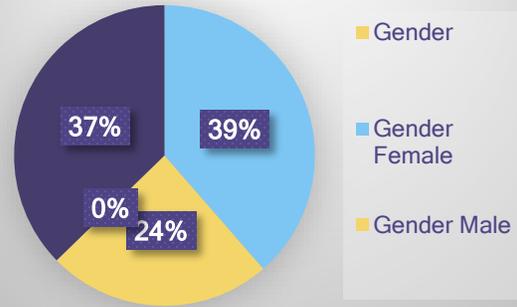
Total Served	2,355
- Total Served via Client	1,555
- Total Served via Aggregate Event	800



## Frail/Disabled



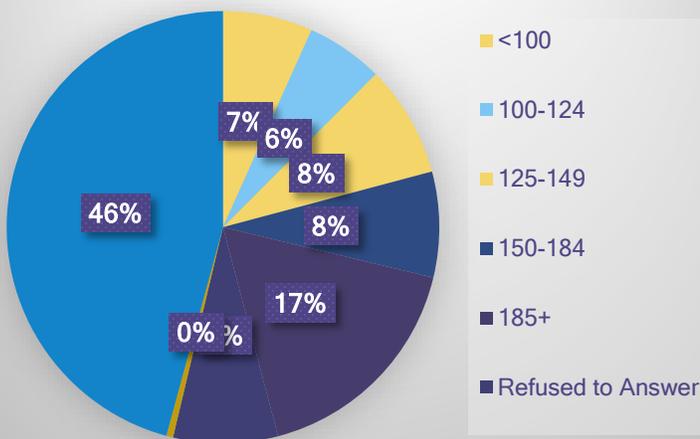
## Gender



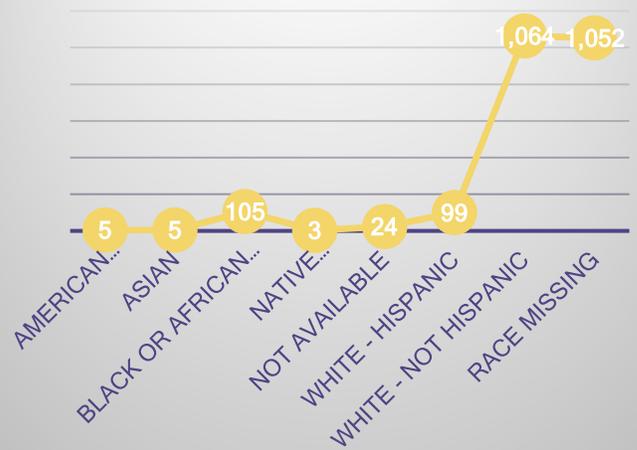
## Lives With

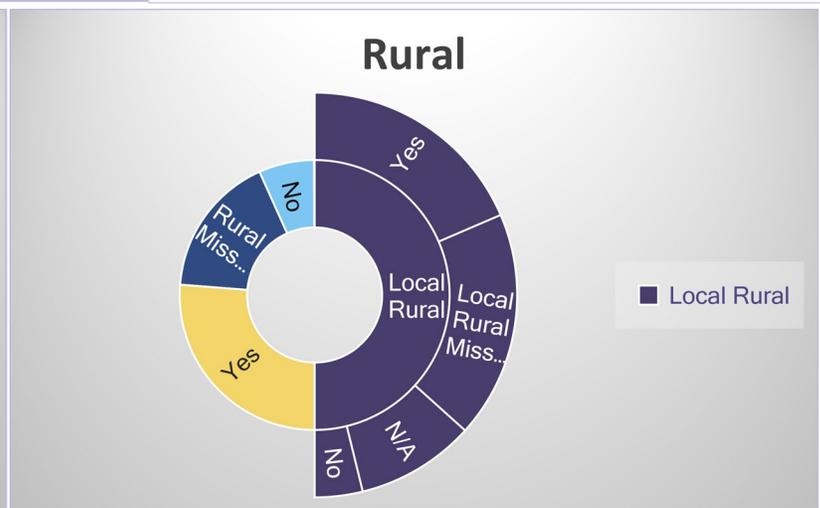
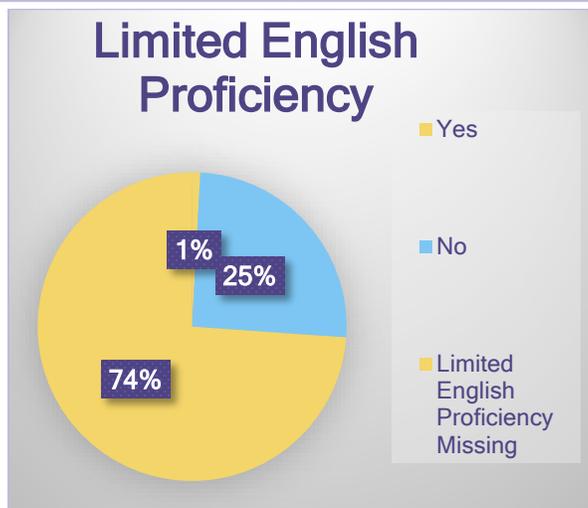
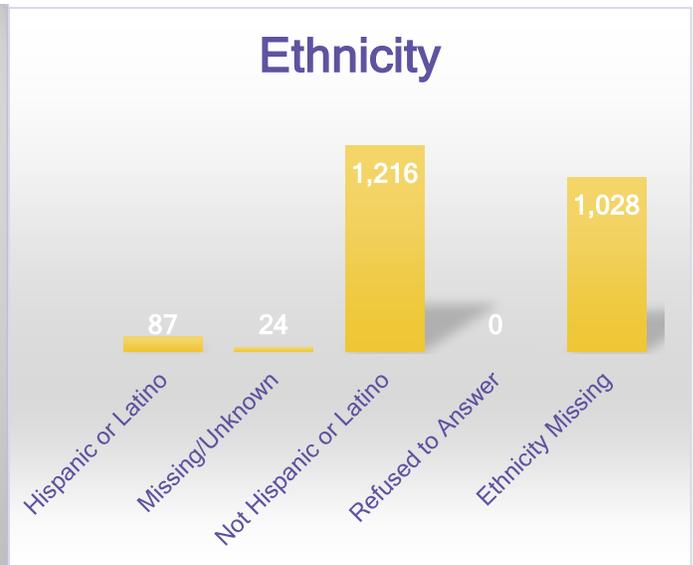
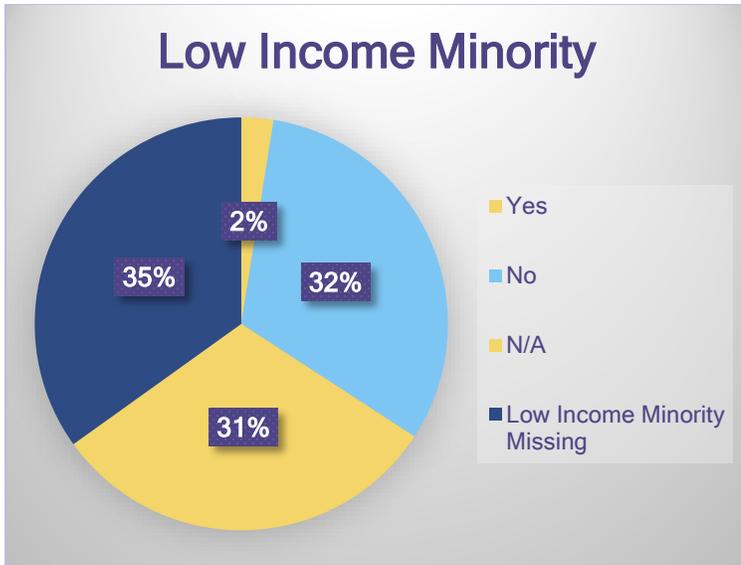


## Poverty Level



## Race





## OFA Core Programs and Services

### Caregiver Resource Center (CRC)

Local CRC's provide caregivers with information, assistance and counseling, support groups, and training, as well as initiatives including specialized training curricula for caregivers of developmentally disabled adults, minority populations, and caregivers of grandchildren.

#### Main Program Objectives

- To provide a single focal point of assistance to family members and other informal caregivers.
- To provide training, support groups, counseling and technical assistance to caregivers so they may continue in their caregiving roles.
- To link caregivers with Area Agencies on Aging (AAA) and other community-based services.

The OFA has a contract with Cornell Cooperative Extension to provide caregiver resources in Sullivan County.

- After being vacant in 2022, a new Coordinator was hired and started mid-late July 2023.
- Reach (direct/indirect contacts): direct (30)/indirect (6,181)
- Listing of programs offered:
  - # programs offered: 23
  - Weekly Family Caregiver Support Group (virtual)
  - Monthly Alzheimer's Caregiver Support Group (virtual)
  - Bimonthly Caregiver Café (in person)
  - Understanding Alzheimer's & Dementia (presentation)-1
  - 10 Warning Signs of Alzheimer's (presentation) - 2
  - Healthy Living for Your Brain & Body (presentation)-2
  - Caregiver Resource Fairs/Tabling Events-3
- # teaching/outreach hours: 28
- Individual 1-1 Caregiver Counseling, Information, Assistance & Referral (29)
- Coordinator became a certified TCARE specialist
- 2 caregiver assessments completed, TCARE went live in September 2023.
- Developed new brochure and branding for the Caregiver Resource Center
- Coordinator became certified to teach Tai Chi for Arthritis & Falls Prevention. Classes will start in 2024, targeted to seniors and caregivers.

### Expanded In-Home Services for the Elderly (EISEP)

The New York State funded Expanded In-home Services for the Elderly Program (EISEP) enables many frail older adults to remain in their homes. The program provides a well-planned, coordinated package of in-home and other supportive services designed to supplement informal care. Core services provided by EISEP are case management, in-home services, non-institutional respite, and ancillary services.

#### Main Program Objectives

- Improve access to and availability of appropriate and cost-effective non-medical support services for functionally-impaired, non-Medicaid older adults.
- Enhance the ability of family members or other informal caregivers to care for an older person in a home environment.
- Improve the planning, accessibility and management of home care services at the community and client levels.
- Expand the availability of non-medical home care services as a cost-effective alternative to more intensive and costly forms of care.

The OFA contracts with home care agencies to provide in-home personal care services. Due to the pandemic, many aides were lost due to jobs that paid the same if not more in less stressful fields. A new rate with contract agencies was negotiated in 2022 so that the aides would be paid a minimum of \$18 hourly, which has made some impact, but still a significant shortage remains. Public Health CHHA has received Legislative support to bring on 2 new HHA positions to support a contract with OFA for EISEP beginning after January 2024. In total for 2023, 21 EISEP clients received approximately 6,761 hours of homemaker/personal care and approximately 1,306 hours of case management.

## Health Insurance Information Counseling and Assistance Program (HIICAP)

New York State's HIICAP is a statewide network of Health Insurance Information, Counseling, and Assistance Programs that is headquartered at Area Agencies on Aging (AAA) such as **Sullivan County Office for the Aging**. HIICAP is the State Health Insurance Assistance Program (SHIP), which receives federal assistance from the Centers for Medicare and Medicaid Services (CMS) and the State of New York to educate the public about Medicare, Medicare Advantage plans, and other health insurance issues. The HIICAP staff provides free, accurate, and objective information, counseling, assistance, and advocacy on Medicare, private health insurance, and related health coverage plans. The HIICAP helps people with Medicare, their representatives, or people soon to be eligible for Medicare.

The HIICAP staff provide information on low income programs such as the Elderly Pharmaceutical Insurance Coverage (EPIC) Program, Medicare savings programs, "Extra Help" prescription assistance, and pharmacy discount programs. New York State has a number of programs for those with lower incomes that make it easier to afford health care. These programs may pay part of a persons' monthly costs, offer discounts or provide full medical coverage.

The HIICAP or SHIP counselors are required to continuously educate themselves and keep up to date on all changes that take place year to year.

During the 2023 calendar year, 547 HIICAP counseling sessions were conducted. Of that, over 200 were during the Medicare Annual Election Period. Sullivan County HIICAP is very fortunate to also have a certified HIICAP volunteer through RSVP.

## Legal Assistance

The OFA contracts with a local attorney to provide legal services to senior residents of Sullivan County.

Scope of legal services include:

- Simple wills, Power of Attorney, living wills and Health Care Proxy
- Deed transfers/life estates
- Advice on: estates, evictions/landlord and tenant problems, selling property, mortgages debts, Medicaid, and divorce
- Referrals for: bankruptcy attorneys, Legal Services of Hudson Valley for Court representations,  
E-MDT for cases where financial exploitation/abuse is suspected.

Legal services RFP responded to and final contract enacted October 2023. Referrals now coming in, services will be reflected in 2024 reporting.

## Personal Emergency Alert System (PERS)

PERS is a service which utilizes an electronic device to alert appropriate people of the need for immediate assistance in the event of an emergency situation in an older person's home. The OFA has a contract with Connect America to provide PERS to eligible residents of Sullivan County. There were 27 individuals who received PERS in 2023.

## **Retired and Senior Volunteer Program (RSVP)**

AmeriCorps Seniors/RSVP is the largest older adult volunteer program in the nation. RSVP recruits, trains, and places older adult volunteers (age 55+) in a host of community-based human service agencies. Service opportunities are as diverse as the communities in which volunteers serve and include areas such as health promotion and wellness; assistance to frail and vulnerable older adults through home visiting, escort, transportation, and home-delivered meals as well as cross-generational efforts in tutoring and mentoring children. RSVP volunteers choose how and where they want to serve, with commitments ranging from a few hours to 40 hours per week.

The goal is to promote and support older adults remaining involved in their community. This can be done by utilizing the skills and talents they have, or they can develop new ones. These opportunities can increase socialization and feelings of purpose.

- 121 Volunteers served 12,934 hours (A \$461,867 value according to IndependentSector.org and up from \$460,971 last year).
- Enhanced quality of friendly visits and telephone reassurance by better informing volunteers of services available to clients and themselves through collaboration with other OFA departments such as in-home services with EISEP or Medicaid/MSP eligibility through HIICAP.
- Embraced a more proactive approach to RSVP with numerous site visits, outreach events, and recognitions in conjunction with local agencies in addition to more frequent communication with AmeriCorps Seniors for improved compliance.
- Enhanced the needlework program by recruiting 6 new volunteers through a collaboration with the Nutrition department to have the Mamakating knitting and crochet group join RSVP. They contributed several hats, gloves, and lap blankets to local organizations including Hospice of Orange & Sullivan, 1<sup>st</sup> Way Life Planning Center, Achieve Rehab and Nursing Facility, and our very own Care Center at Sunset Lake.

## **Senior Nutrition Program**

### **Senior Congregate Meals**

Congregate meals are available for any person aged 60 years or older and their spouse. Participants can share a well-balanced meal with friends and new acquaintances. Participating in the Senior Dining program has helped improve the quality of life for many seniors. Each site also provides social activities, informal nutritional education, and information on other Office for the Aging services provided for our Sullivan County residents. There are currently 2 senior centers in the County that serve as congregate meal sites, providing approximately 2,363 meals to 64 unduplicated clients

### **Senior Home Delivered Meals**

Home delivered meals are hot nutritious meals that are delivered to qualified homebound seniors 60 years or older, who are residents of Sullivan County, have limited support and difficulty preparing their own meals. Frozen meals are provided for qualifying individuals to fill in gaps such as during holidays, bad weather, and long weekends.

Currently providing 5 meals weekly. Hot meals, 3 days a week. M, W & F, along with two frozen are delivered to homebound clients. We will still continue to deliver care packages (produce, butter, cheese, etc.) on a weekly basis. Approximately 34,462 meals were provided to 297 clients for 2023.

## 2023 Program Highlights

- Nutrition Dept. continues to work with the Community Assistance Center (CAC) loading and unloading pallets of food and supplies for local pantries.
- February thru May - Liberty Rotary Club received a grant and partnered to offer our Homebound clients a Community Friend project. This project hoped to eliminate some of the isolation they experience in the winter months through Pen Pals, gifts and poems. Surveys were sent to all clients and those that were interested were matched up with students in the local Boys and Girls club to be Pen Pal recipients.
- March - Re-opened Mamakating and Livingston Manor Congregate meal sites. Response has been overwhelming. Mamakating has had on average 30 - 40 seniors attend, while Livingston Manor has 12 plus some Grab-n-Go lunches.
- April - Signed contract with Caring Therapy and Nutrition Services to provide Registered Dietician (RD) services. Through our referral service clients can now receive Nutrition Counseling upon requests.
- May - Nutrition staff completed the 2023 Food safety course and received their certification from NYSOFA.
- July - Nutrition Dept. participated in the NYS Farmers market Coupon program. We distributed 800 (\$25 booklet value) Farmers Market coupons to eligible seniors for a total of \$19,200 worth of fresh fruits and vegetables.
- July - We received donations of fresh produce from Hope farms to enhance the quality of our care packages we send to our homebound seniors.
- December - Our seniors were acknowledged for the Holiday season.
  1. Action Towards Independence (ATI) Vet to Vet program donated jackets, hats and scarves for our home bound veterans. RSVP knitters crocheted patriotic lap blankets for each of them.
  2. We had a cookie and cocoa drive for the Home Delivered Meals program. There were 157 seniors who received a container of cookies and cocoa for the holiday season. Many staff along with the Fallsburg HS students donated cookies and made the cookie drive a wonderful success.
  3. Liberty Rotarians gave each senior a gift bag with a flashlight and a poem to lighten their way.

## Sullivan NY Connects

NY Connects is a point of entry, No Wrong Door approach, into the long-term care system providing services, supports and resources for people of all ages, any disability, and caregivers. Based out of the Office for the Aging, NY Connects assists individuals, concerned family members or friends or helping professionals find the information, services and supports that they need.

NY Connects staff provide Options Counseling/Person Centered Counseling, as appropriate, to assist consumers and their families/caregivers, to make informed choices based on their wants and needs. To make certain the NY Connects staff remain aware of the latest resources and services, they continue trainings throughout the year.

Long term services and supports can be provided in the home or in other community based or residential settings to assist individuals in maintaining their health and independence. In 2023, NY Connects provided information and assistance to approximately 223 individuals. NY Connects is responsible for conducting meetings of the Long-Term Care Council, which brings together many Community Based Organization's to share information and supports for Sullivan County. NY Connects continues to utilize grant funds to support marketing campaigns that bring awareness to services. In 2023, electronic billboards and mass mailings were amped up in comparison to previous years with particular attention to diversity, equity and inclusion in messaging. NY Connects staff continue to be a critical staff in the day to day operations of the Community Assistance Center.

### Transportation

The OFA offers medical and non-medical transportation for qualifying seniors in the County. The OFA has contracts with Sullivan County Transportation to provide a senior shopping bus, medical appointment transportation, and nutrition program transportation. The RSVP provides volunteers to assist with medical transportation to appointments outside of Sullivan County, as far as Goshen, New York and Honesdale, Pennsylvania. In addition, RSVP drivers are able to pick up appointments Sullivan County Transportation cannot accommodate.

Sullivan County Transportation and RSVP provided over 1,605 medical appointment trips to seniors in 2023.

The Shopping Bus provided 109 unduplicated customers with 1,205 rides in 2023.

Sullivan County Transportation helps distribute The Monthly Hoot to over 100 locations around the county.

15 clients receive pick up/drop off to our Congregate meal sites through Sullivan County Transportation.

## **2023 Youth Services Annual Report**

### **Mission**

To promote the well-being of all youth ages 0-21.

### **Accomplishments, Initiatives & Highlights**

- The Youth Bureau, through rebranding and widespread outreach, has increased the number of programs funded from 25 to 54 in 2023, offering children and youth recreational, educational, and preventive activities.
- The Youth Bureau provided extensive technical support, monitoring, and funding to the youth programs in 2023.



- The Internship Program reached 5 schools and 778 youth.
- The Youth Bureau navigated a difficult transition in the State program year. For 2023 the Youth Bureau was allocated funds from January 1, 2023 through September 30,2023; and then funds from October 1, 2023 through September 30,2024. It took partnership with other County departments to make as smooth of a transition as possible.
- The Youth Bureau continues to grow its outreach via Instagram and Facebook, along with a weekly Youth Bureau Bulletin of events occurring throughout Sullivan County.
- The Youth Bureau has participated in numerous County initiatives and collaborations. Examples include the Sullivan Nutrition Action Coalition (SNAC) committee, Sullivan Allies Leading Together (SALT) committee, the Prevention and Risk Factors (PARFACT) committee, Sullivan 180, Cornell Cooperative Extension Making Healthful Decisions Conference and Youth Mental Health First Aid.
- 9,139 youth were offered the opportunity of programming during the 2023 year.
- The Youth Bureau initiated Government Days. Three schools participated in 2023. There were 95 youth who were afforded the opportunity to partake.
- The Youth Bureau received \$283,689.43 total in funding. The breakdown is as follows:
  - 2023 State \$75,055.00
  - 2023-2024 State \$151,866.00
  - 2023 County Legislature \$116,768.43

### 2023 Goals Achieved

- Expanded community partner relationships.
- Continue mapping of Sullivan County, specifically youth programs and opportunities for gathering and activities.
- Streamlined the voucher process for awardees.
- Conducted a bidder meeting to address the application process, vouchering, and allowable costs to 2023 applicants for Youth Bureau funding. In addition, a video resource guide was created and is embedded on the County's website.

### 2024 Goals

- Expand the Youth Bureau Internship program.

- Increase number of youths served through the Internship program.
- Continue to find ways to streamline the contract and vouchering process for organizations.
- Expand collaboration with outside agencies and providers of youth services.

## Center for Workforce Development

The Center for Workforce Development (CWD) office is located at 50 North Street, Monticello, New York, housed and partnered with the office of the New York State Department of Labor (DOL). The mission of CWD is to be the recognized leader in providing high quality employment related resources and services to our community's individuals and businesses, with overseeing and implementing employment and training related programs. CWD works closely with DOL and other local partners to provide these services to individuals and businesses in Sullivan County. CWD manages the Sullivan County Career Center and the Director is the designated Center Operator. CWD is primarily funded with federal dollars which is passed to the NYS DOL, which in turn passes the funding through to the County.

The Federal Workforce Innovations & Opportunity Act (WIOA) mandates the creation of a local Workforce Development Board (WDB), which is comprised of local area businesses, mandated partners and staff of CWD. One Board for each Workforce Investment Area is required, and Sullivan County remains its own geographical workforce area. WIOA requires the creation of a physical Career Center, with mandated programs under WIOA Title I funding including Adult, Dislocated Worker and Youth Programs.

Other services provided by CWD include employment and training for Temporary Assistance for Needy Families (TANF) and Supplemental Nutrition Assistance Program (SNAP) for individuals on public assistance. This program is run through a Memorandum of Understanding (MOU) with the Department of Social Services (DSS) funded through the Office of Temporary and Disability Assistance (OTDA).

CWD also runs the Summer Youth Employment Program (SYEP) for six weeks during the summer providing local youth with paid work experience and work readiness skills while assisting local businesses with their hiring needs. This program is also funded through OTDA.

Roughly 80% of workers who quit their jobs between 2020-2022, now have regrets and wish they could get a do-over. The year 2023 demonstrated employees had very little loyalty and no leeway, and most companies are not willing to hire back. Gallup research finds that employees now want recognition that is fulfilling, authentic, equitable, embedded in company culture, and personalized to the individual, which is critical for cultivating an environment where both employees and the businesses thrive. Sullivan County saw the largest private employment sector growth rate 9 months out of 12 in 2023, within the Mid-Hudson region. The growth rate is due to an increase in the production of economic goods and services within the year, factored by land, labor, capital and entrepreneurship. The average unemployment rate during the twelve months was 3.21%, with an average of 35,500 - 38,900 people employed and an average of 1,100 - 1,500 unemployed. The year 2023 was the year

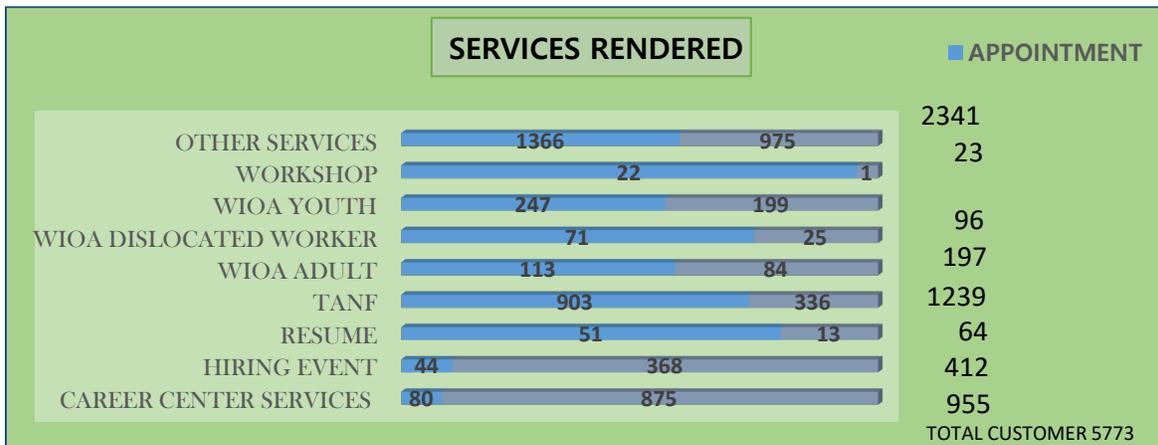
for “Help Wanted” signs, and the job market continues to hum along. Mental health and work-life balance are major factors influencing the working conditions now and into the immediate future. Sullivan County continues to be robust with people going back to work, lower unemployment rates, and businesses growing.

**Key Highlights for 2023:** (Statistics on following pages)

- ✓ With doors fully opened and businesses in full operation for 2023, CWD saw 5,773 customers come through the doors for services.
- ✓ The Sullivan County Legislators approved, funded and backed the start of our local area Trade Programs in conjunction with SC BOCES, administered by CWD. The first pilot started in April of 2023 for the Construction Trade and CWD ended 2023 graduating adults from the Welding Trade program.
- ✓ Our social media has increased year over year and businesses continue to list job posting on CWD’s “Hot Jobs”, \*In-house recruitment events exceeded expectations for 2023 and outnumbered the annual job fair.
- ✓ Continued cross training of all staff members, as knowledgeable staff retired, and a succession plan was put in place.
- ✓ Enrolled youth in paid work experience opportunities and operated the Summer Youth Employment Program (SYEP), with 47 Youth participating for the 2023 season, out of 109 applicants.
- ✓ Started working with HC Staffing to implement a Certified Nursing Assistant and Home Health Aide Program to start in the spring of 2024.
- ✓ Partnership collaboration increased, referrals between partners increased, and CWD started utilizing the Unite Us referral system through DSS.
- ✓ Virtual reality headsets & applications through the Department of Labor made its debut in the 3rd quarter of 2023 in the Sullivan County Career Center.
- ✓ A Disability Resource Coordinator was hired in the 2<sup>nd</sup> quarter of 2023 to support and expand partnerships between businesses and individuals with disabilities and to create sustainable career pathways.
- ✓ CWD’s business services were revamped, and a Job Developer position was put in place to work closely with the businesses of Sullivan County.
- ✓ CWD contracted with Bold Gold Media for youth digital and geocoding advertising.
- ✓ CWD contracted with Work Readiness Training LLC for an In-School Youth program that started in Fallsburg School District and will continue for the 2023-2024 school year.
- ✓ Administered all WIOA grants received and expended monies accordingly.
- ✓ Operated the Welfare to Work Program under the MOU with DSS.

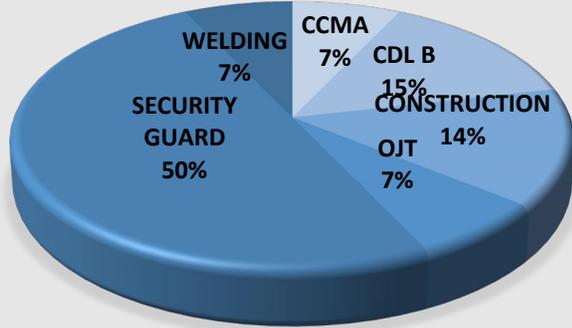
- ✓ CWD experienced three audits during 2023 from DOL and OTDA, all of which had no findings.
- ✓ CWD continues to be dedicated to the residents and businesses of Sullivan County and looks forward too many new initiatives, upcoming grants and innovative services to be provided in 2024.

### CUSTOMER SERVICE-OUR #1 PRIORITY

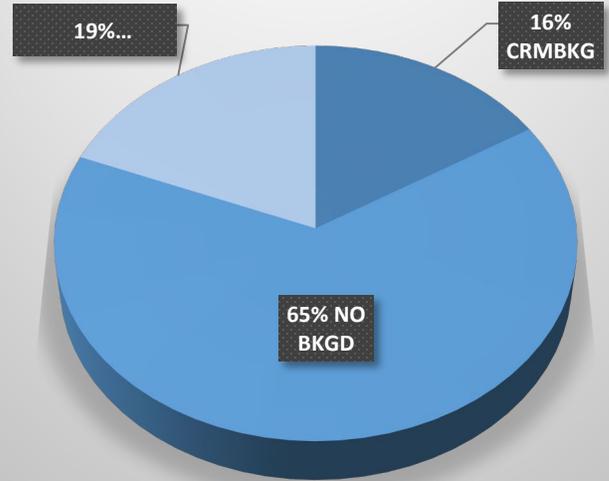


## WIOA ADULT & DISLOCATED WORKER

**2023 WIOA ADULT/DW TRAINING  
CERTIFICATIONS RECEIVED**

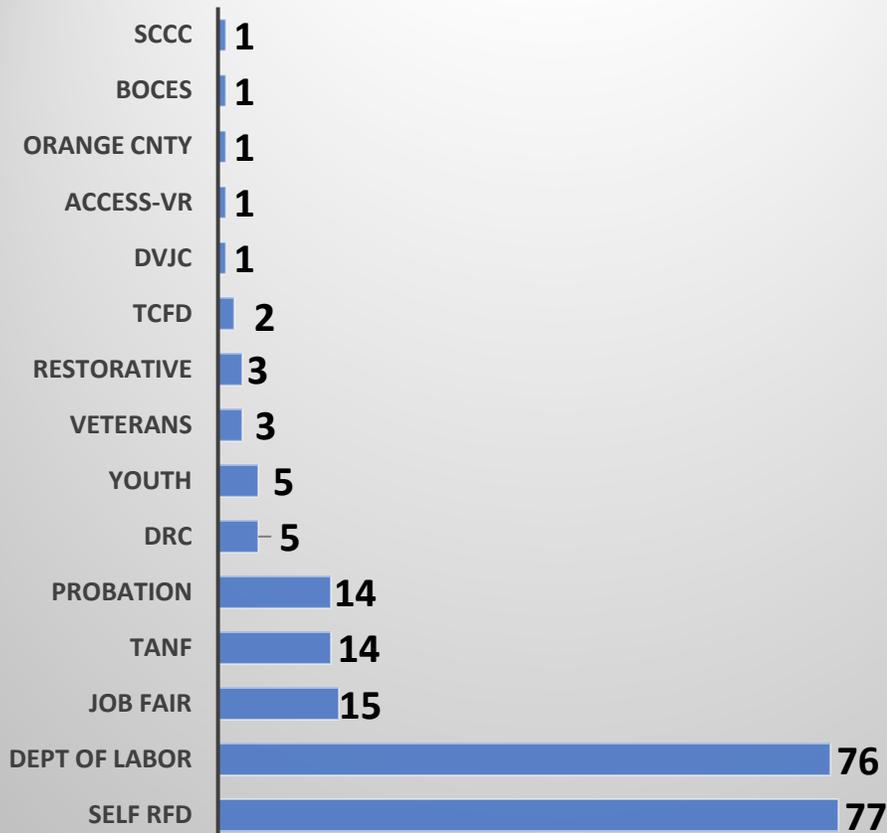


**CUSTOMERS SERVED WITH CRIMINAL  
BACKGROUNDS**

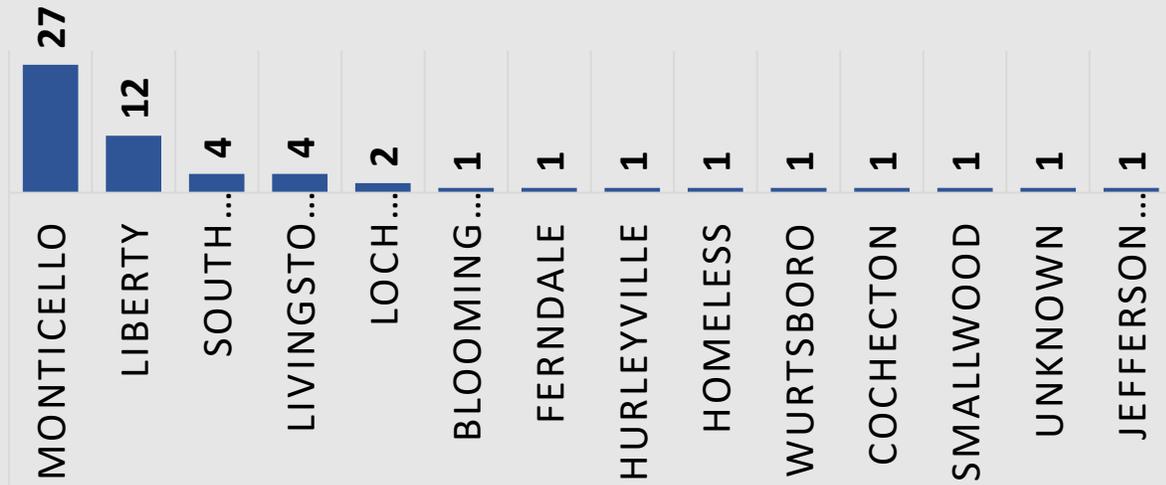


\*Only WIOA funded training

**2023 WIOA ADULT/DW REFERRALS RECEIVED**



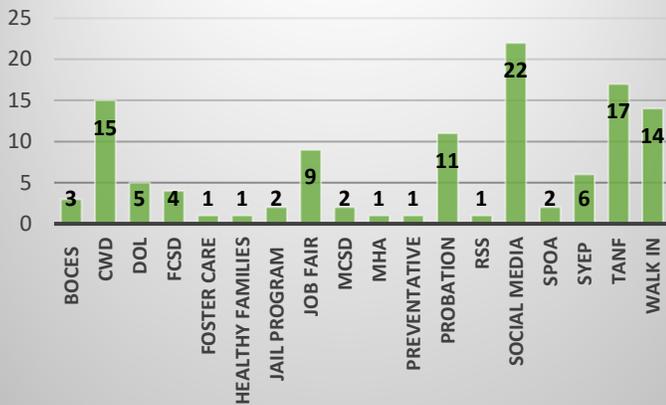
**PY 2023 UNEMPLOYED CUSTOMERS WITH NO TRANSPORTATION BY TOWN**



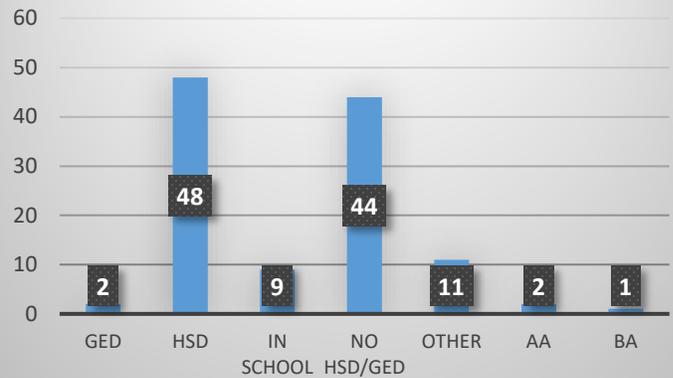
\*Only WIOA funded training

**YOUTH PROGRAM**

**2023 WIOA YOUTH REFERRALS RECEIVED**



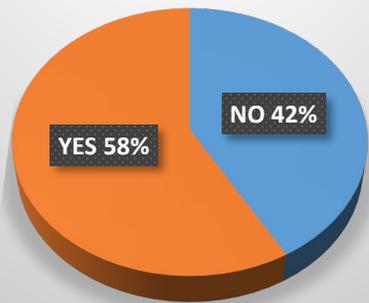
**2023 WIOA YOUTH HIGHEST LEVEL OF EDUCATION**



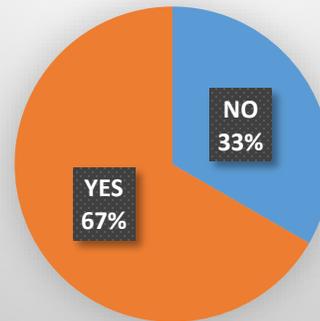
**2023 WIOA YOUTH SERVED BY ZIP CODE**



### 2023 WIOA YOUTH THAT GAINED EMPLOYMENT

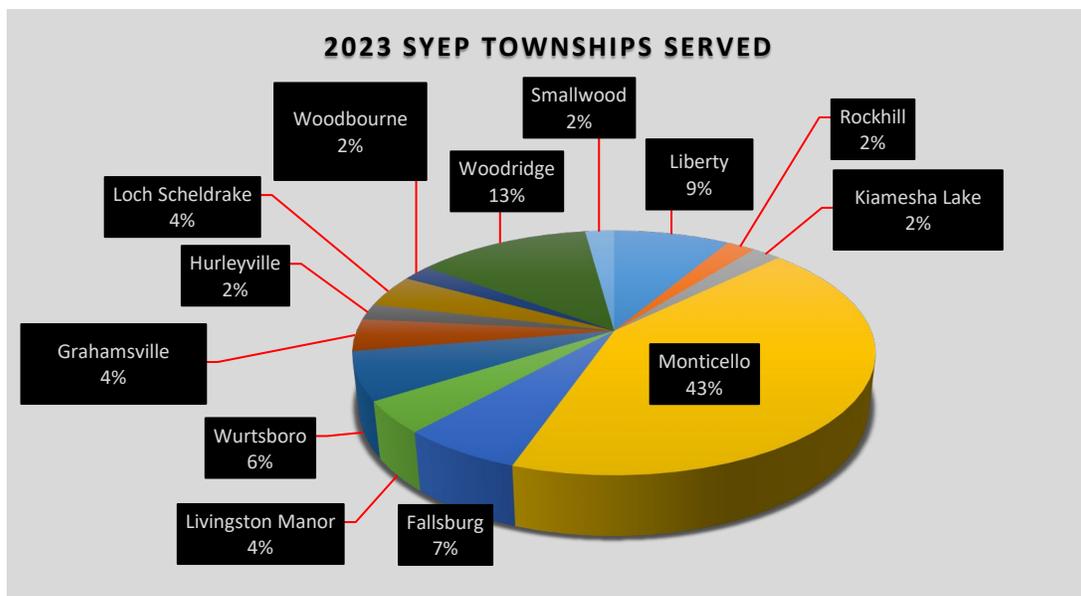


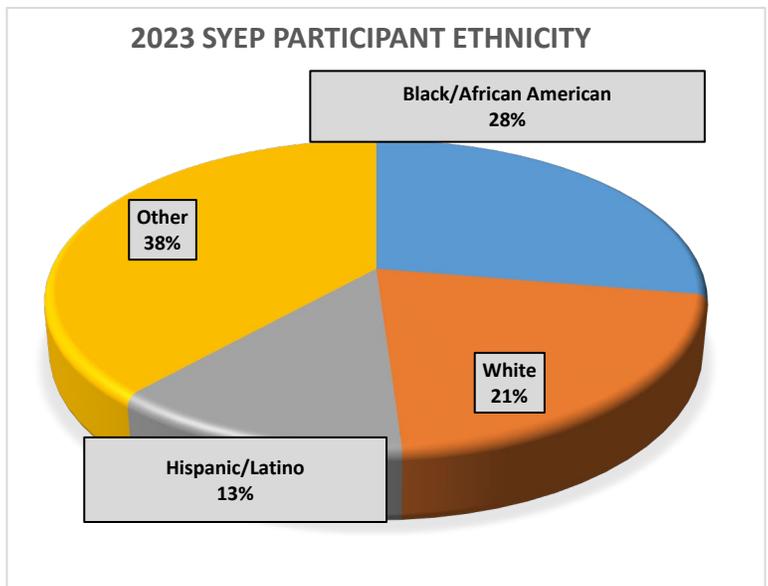
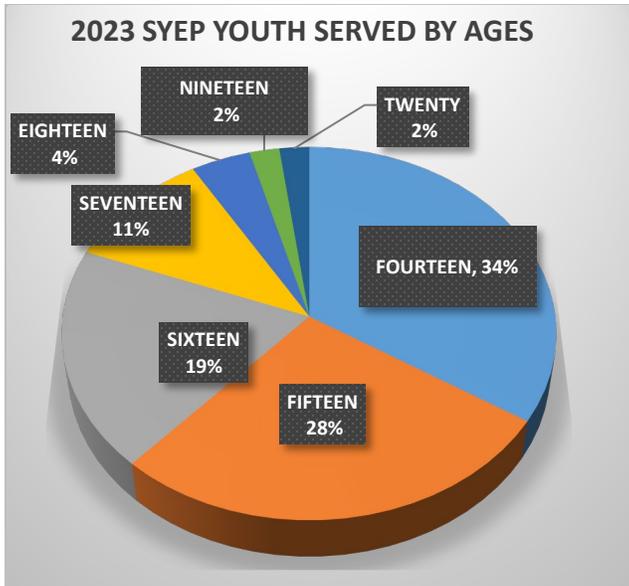
### 2023 WIOA YOUTH ENROLLED IN TRAINING &/OR EDUCATION



\*117 Youth assisted in 2023

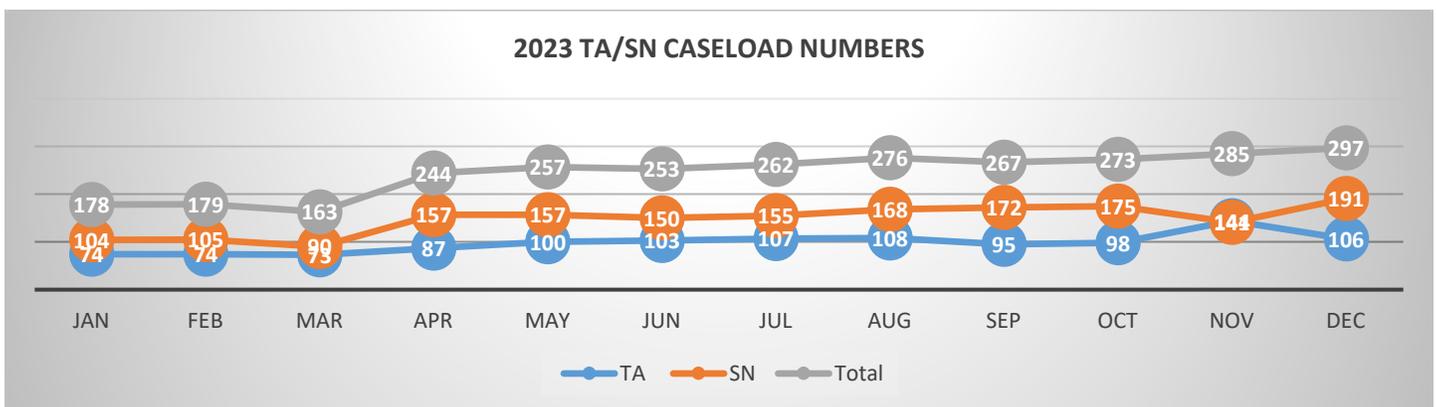
### SUMMER YOUTH EMPLOYMENT PROGRAM (SYEP)



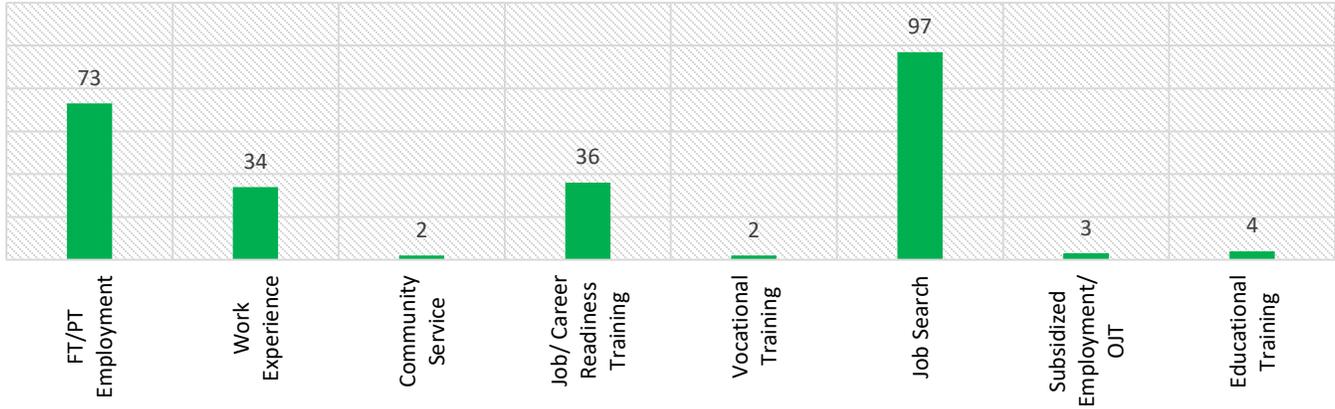


\*CWD received 109 applications and a total of 47 youth were employed for our Summer Youth Employment Program (SYEP). Through cooperative efforts with the Liberty Partnership Program and SUNY Sullivan, all SYEP participants were offered an opportunity to attend a financial literacy seminar. Offerings related to education activities were woven into this paid work experience and education components are topical and worksite specific. Worksites for 2023 included Bold Gold Media, Sullivan County Parks & Rec, United Way, NYS Department of Environmental Protection, Federation for the Homeless, Literacy Volunteers, Monticello High School, and Monticello & Woodridge Housing Authorities. Based upon survey-97% of youth were satisfied with the program and 98% would recommend the program to others.

## WELFARE TO WORK PROGRAM

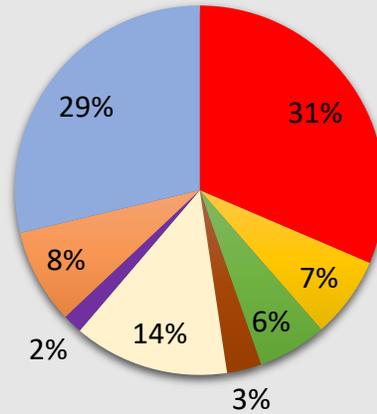


# OF PARTICIPANTS PLACED IN WORK ACTIVITIES-2023

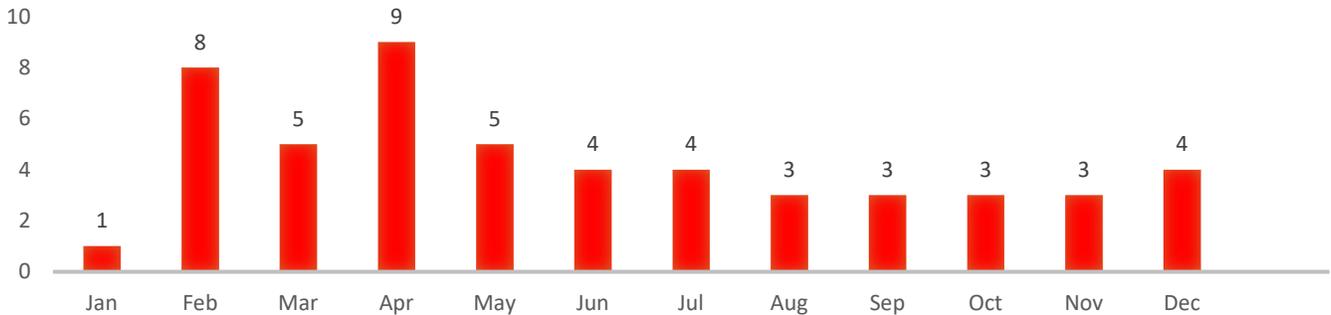


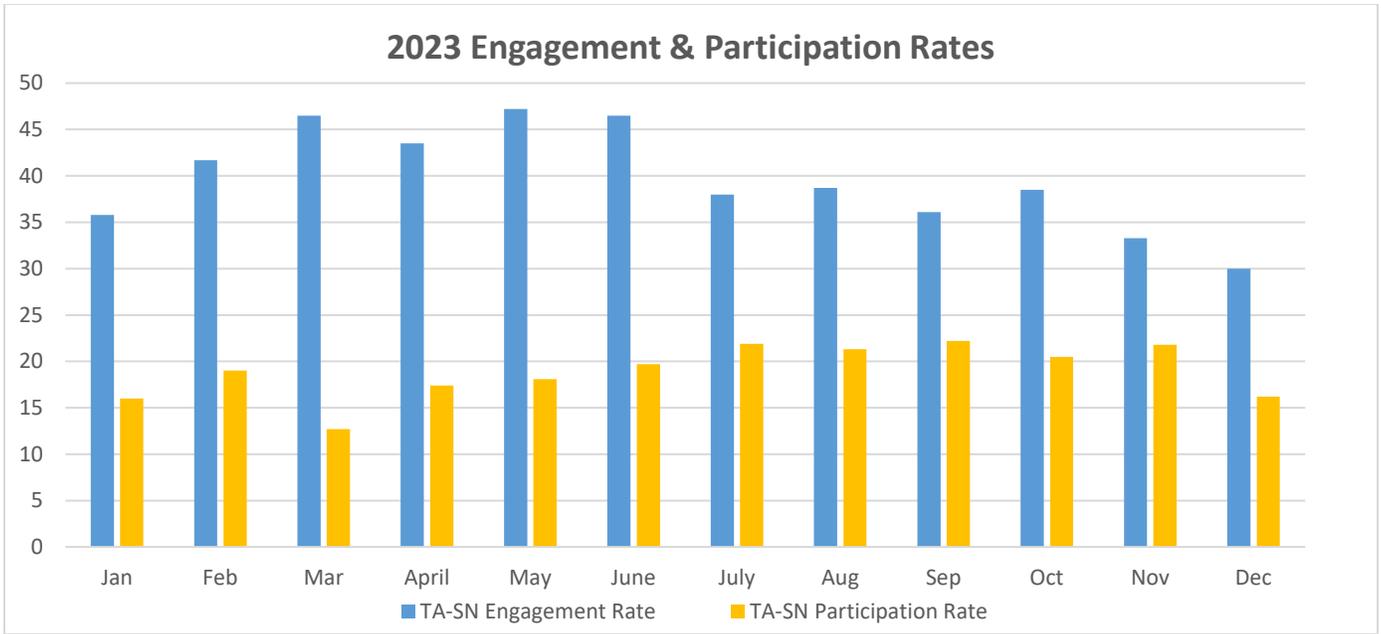
## 2023 TEMPORARY ASSISTANCE LEGAL BARRIERS TO EMPLOYMENT

- Clients with Criminal Background
- Second Chance Job Seekers
- Clients on Parole
- Clients on Probation
- Medical Issues 70, 41, 42
- Drug & Alcohol 63 & 64
- Childcare Issues
- No Barriers



2023 TANF/SN CLOSED CASES DUE TO EMPLOYMENT

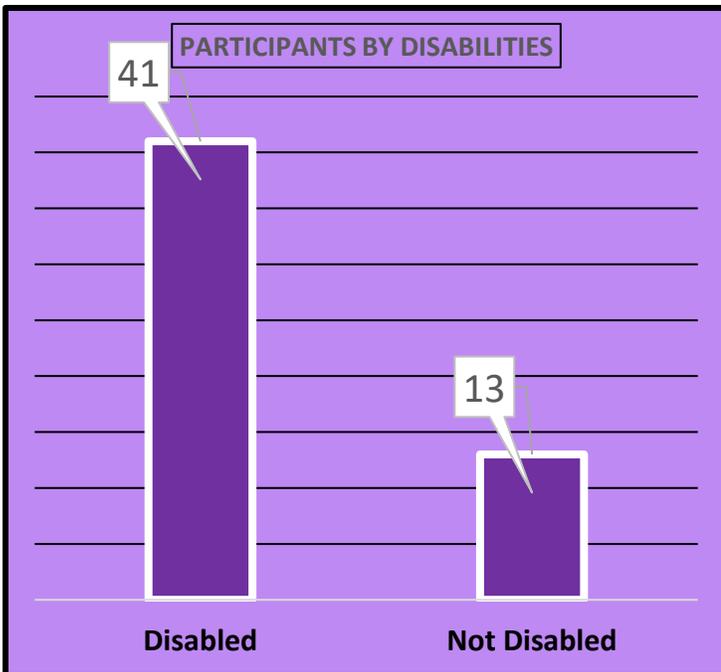




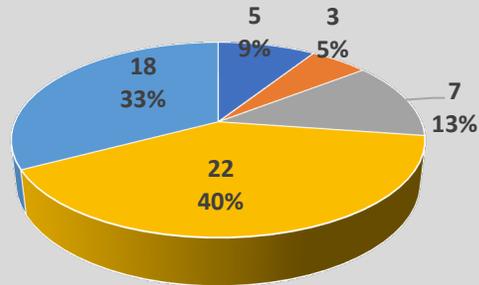
\*TANF=Temporary Assistance for Needy Families

\*SN=Safety Net Assistance

### NEW YORK SYSTEM CHANGE INCLUSIVE OPPORTUNITY NETWORK (NYSCION) GRANT

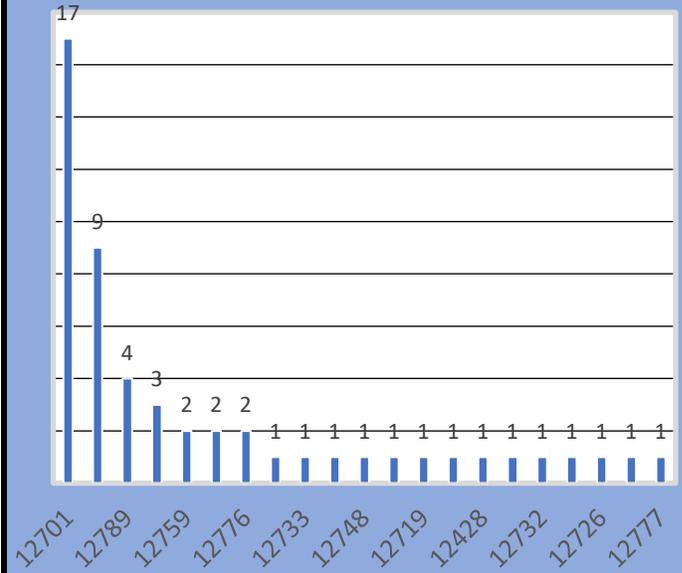


### PARTICIPANTS BY AGE



■ 18-20 ■ 21-24 ■ 25-35 ■ 36-55 ■ 56-75

### PARTICIPANTS BY ZIPCODE



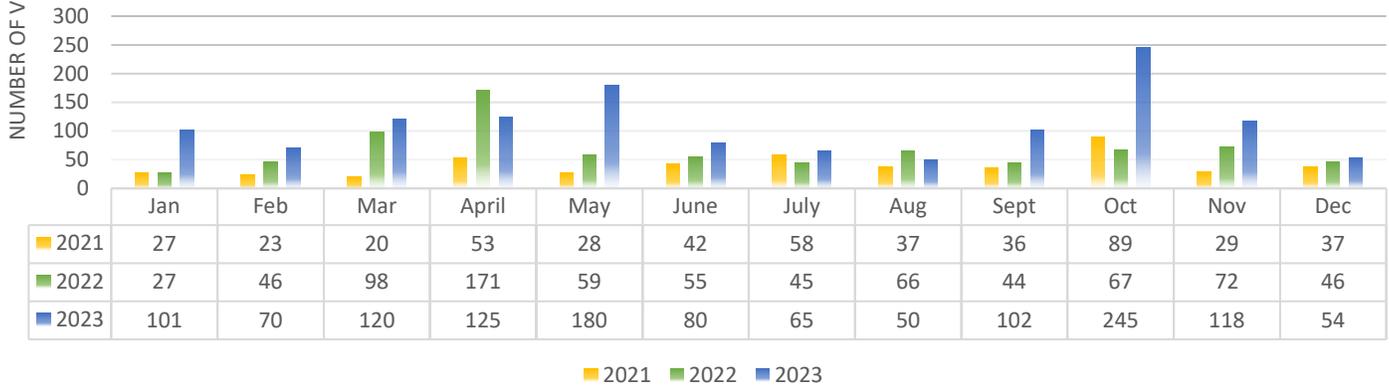
## WEBSITE AND FACEBOOK ANALYTIC REPORT

### UNIQUE WEBSITE TOTAL PAGE VIEWS 2021-2023

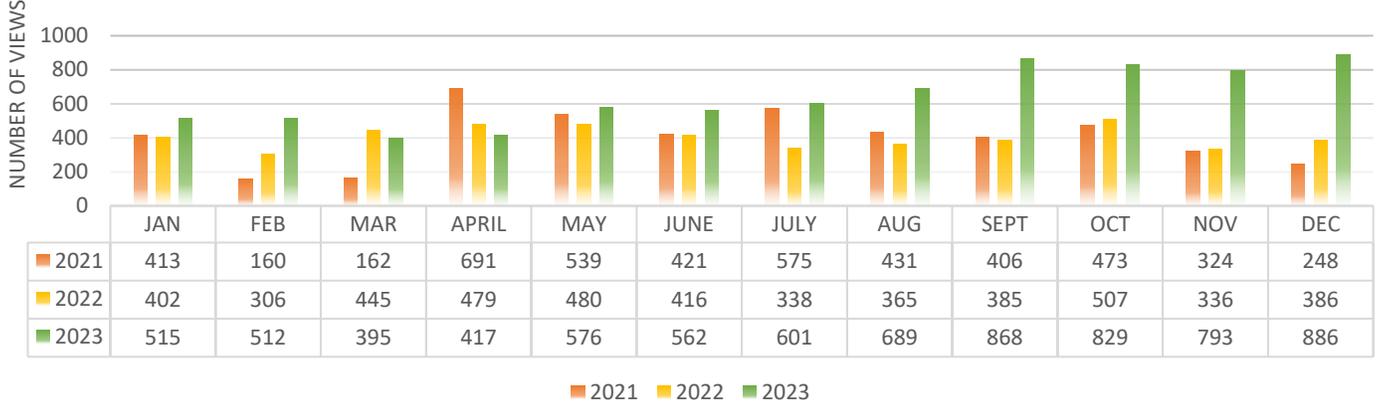


**\*Gained 276 new Facebook followers in 2023**

### UNIQUE EVENTS PAGE VIEWS 2021-2023

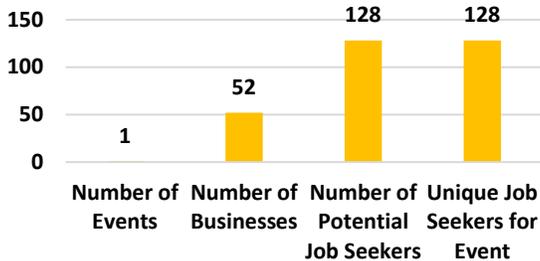


### UNIQUE HOT JOBS PAGE VIEWS 2021 - 2023

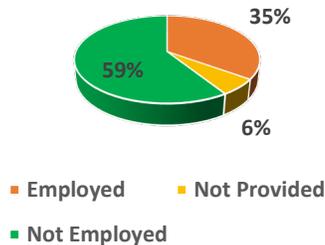


### Annual Job Fair Statistics

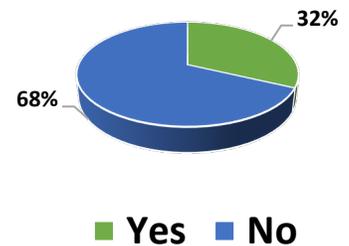
#### Sullivan County May 2023 Job Fair Statistics



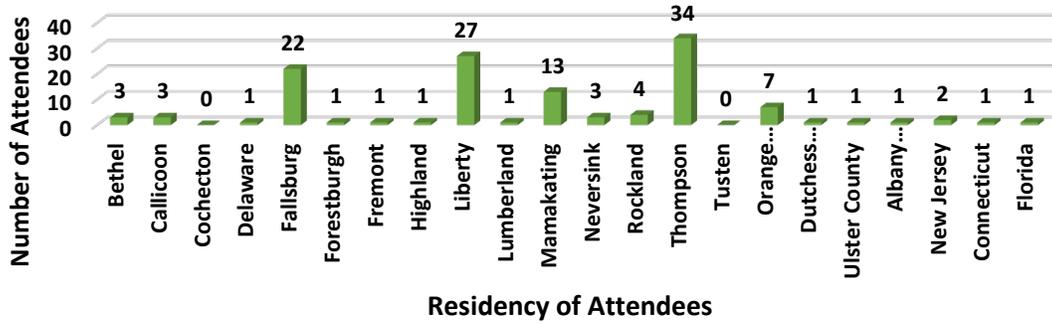
#### Employment Status of Job Seekers



#### Interviews Completed and/or Scheduled at Event

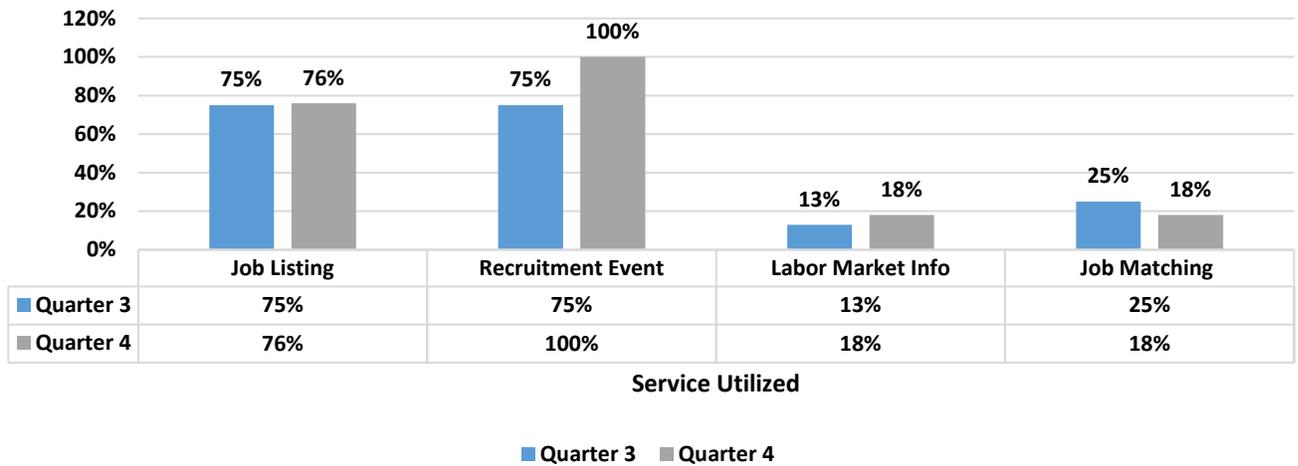


### Attendees of Job Fair by Location

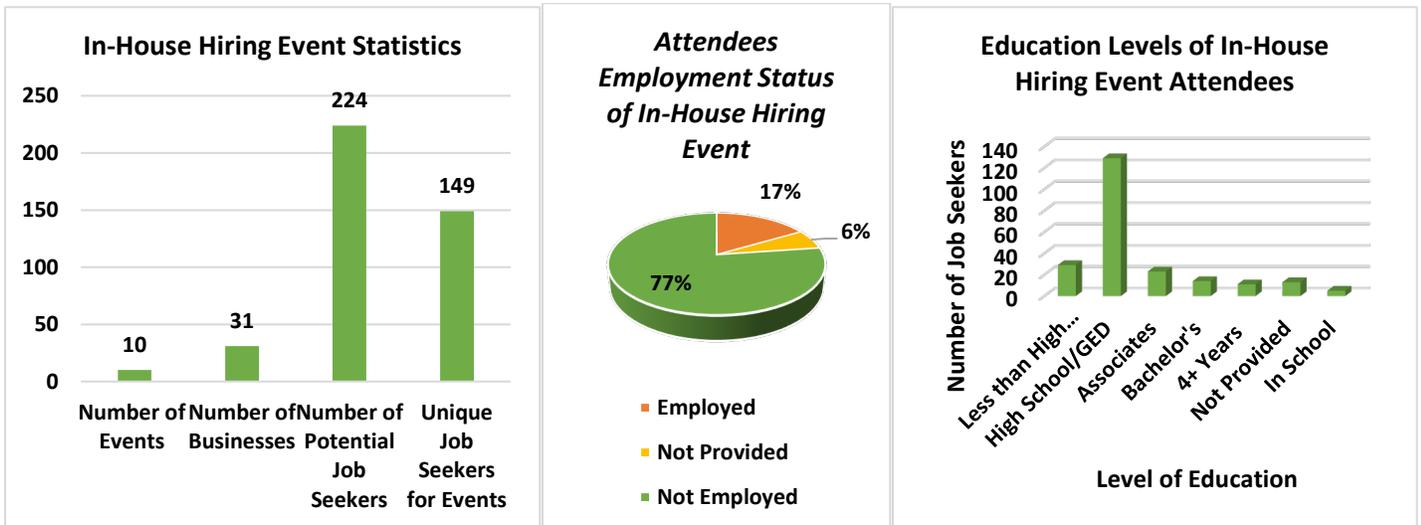


\*Job fair in May, in-house events started in September

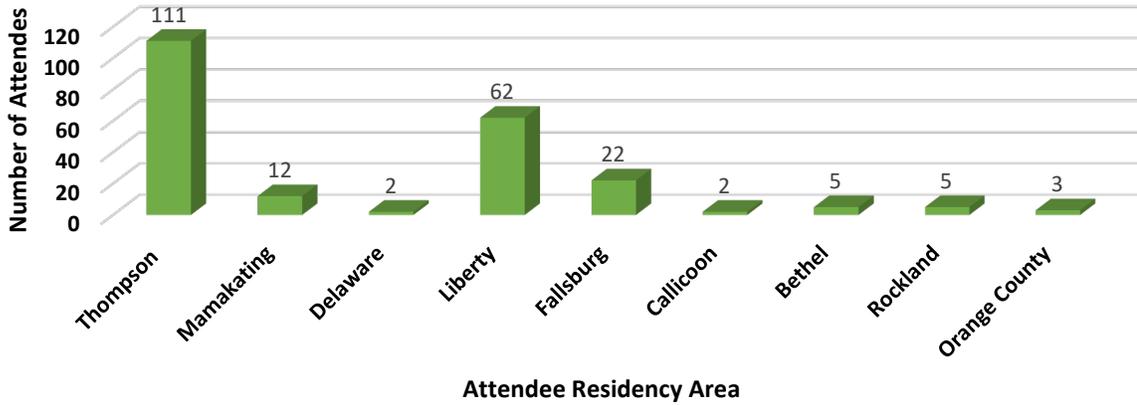
### Business Services Utilized 2023



### IN-HOUSE HIRING EVENTS statistics for 2023

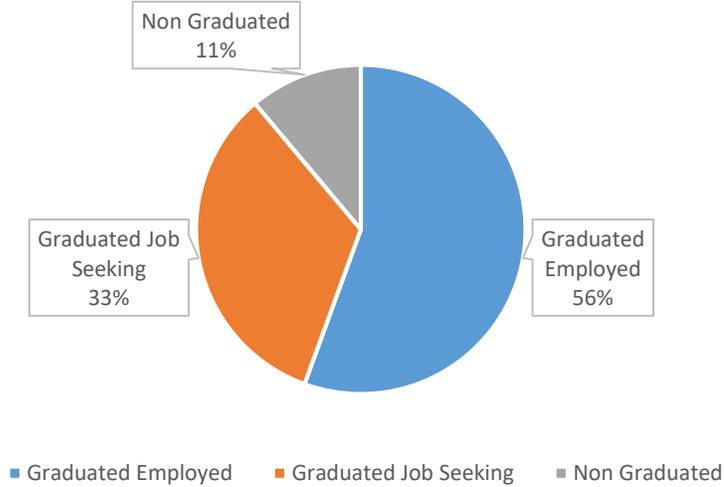


**Attendees of In House Hiring Events by Location**

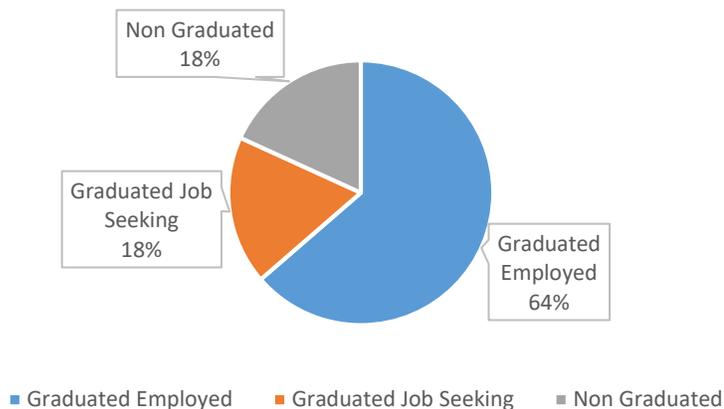


**SULLIVAN COUNTY TRADES PROGRAMS**

**CONSTRUCTION CLASS RESULTS**

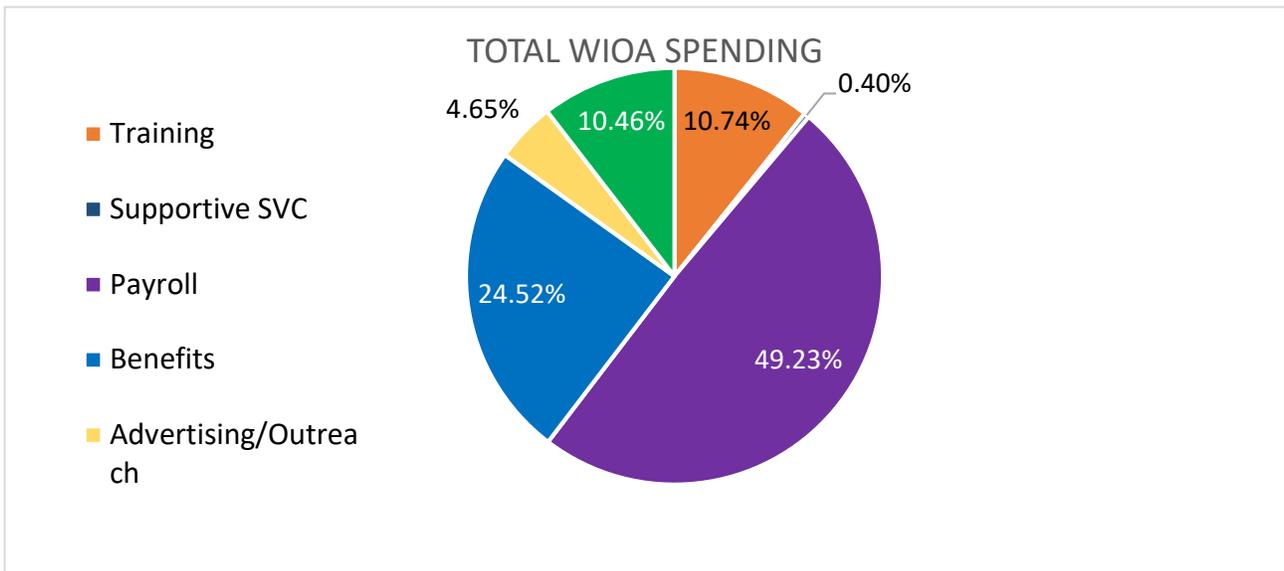


**WELDING CLASS RESULTS**

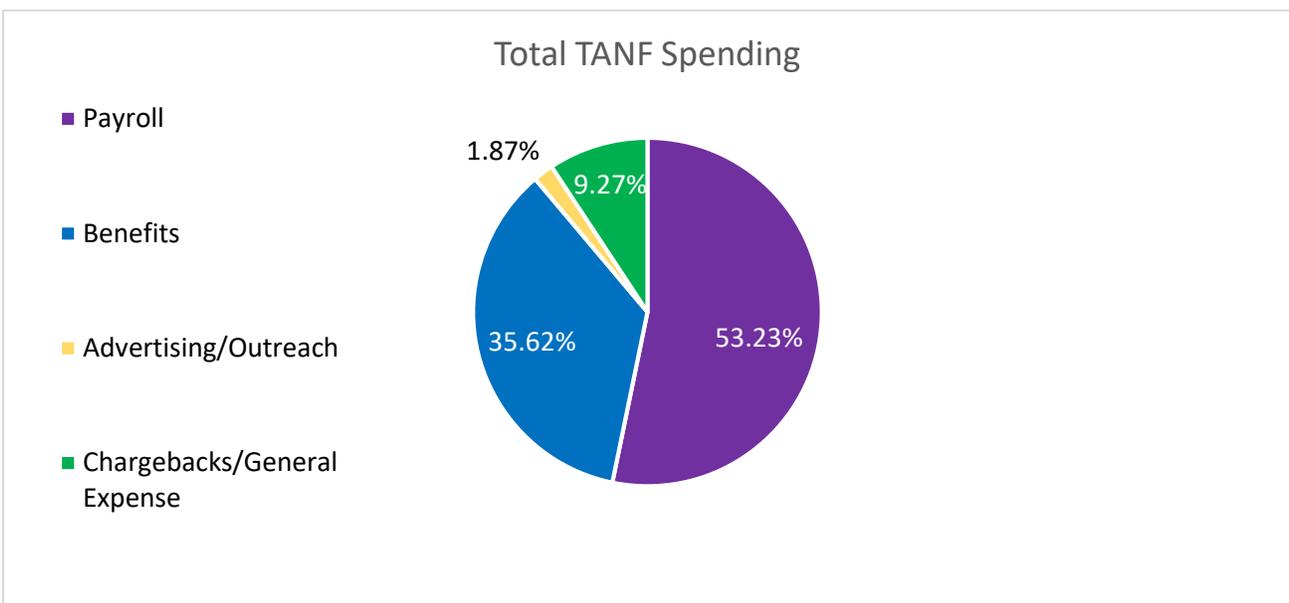


**\*The Sullivan County Legislators approved and backed a construction trade pilot in conjunction with Sullivan County BOCES, administered by the Center for Workforce Development. This funded participants, not eligible under WIOA, to learn a trade, enter the workforce, or increase skills for a better career. The construction pilot was a big success which led to offering training program for Welding. Trades programs will continue in 2024 for in demand jobs.**

### FINANCIAL SPENDING



**\*Total spent for program year 2022 FUNDING JULY 1, 2021 THRU JUNE 30, 2023**



**\*TOTAL SPENT FOR FISCAL YEAR 2023**

# DIVISION OF HEALTH AND FAMILY SERVICES

John Little, Commissioner of Social Services



## From the Commissioner...

The past twelve months have been a period of both tremendous challenges and inspiring growth and development for DHHS. In last year's message, Director of Community Services, Melissa Stickle used the phrase "*we remain here*" to explain to the community that, in spite of the many difficulties of getting past the COVID-19 pandemic with limited staff, DHHS was holding strong in continuous service to our family, friends, and neighbors.

Fortunately, though not without setbacks and ongoing challenges, we are able to share a much brighter outlook as 2024 begins. Staffing levels are improving across most of the Division and employee satisfaction was improved according to our January 2024 employee engagement survey. Targeted assistance from our State agency partners is generating new opportunities to improve social determinants of health and address years of decline in human services dating back to the Great Recession of 2008-09. Joint training and collaboration across Departments and with community organizations is constantly improving quality of service at DHHS. Initial 2023 data from the Sullivan County Drug Task Force indicates that there has been a measurable decline in both fatal and non-fatal overdoses over the past year. Altogether, we are advancing toward our goals of EASING access to care, ENDING the opioid crisis in Sullivan County, ENHANCING our community, and ENCOURAGING healthier behavior.

DHHS is building strength in our service delivery and capitalizing on new opportunities to support residents and visitors to Sullivan County. However, we are also facing serious challenges and threats to our progress. While most staffing problems across DHHS are improving, the demand for nursing staff at all levels (NP, RN, LPN, CNA) is tremendous and, even with some substantial benefits over private sector providers, recruiting nurses to positions in Sullivan County government and at the Care Center at Sunset Lake continues to be especially difficult. We are also facing an extreme shortage of available housing, across the entire socioeconomic spectrum. This has, among other problems, created the highest census of homeless persons receiving support from the Department of Social Services (DSS) in recent memory, perhaps in the County's entire history. Vaccine hesitancy and the ongoing pressures on everyone's mental health after the political and societal upheaval of the COVID-19 pandemic also pose significant risks to our community's progress in health outcomes.

Nevertheless, through constant vigilance, expanding mental health services, ongoing professional development, and innovations in service delivery, DHHS is well positioned to advance Sullivan County's health outcomes in 2024. With the honor of leading this tremendously caring and dedicated staff of professional caregivers, I am proud to submit the 2023 Division of Health and Human Services annual report.

**John R. Liddle, Commissioner**

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<sup>1</sup> Front Cover Photos (Clockwise from top): Division employees gather together to encourage each other and raise awareness of Child Abuse Prevention Month. Members of the Home Energy Assistance Program at their annual luncheon with local vendors to preparing for the winter season. Members of the home health agency's physical therapy team pose for a photo. Service providers and clients enjoy Thanksgiving dinner together. Retired Deputy Commissioner Wendy Brown speaks alongside Senator Charles Schumer at a press conference announcing Sullivan County's inclusion in the federal High Intensity Drug Trafficking Area (HIDTA) initiative. Members of the Department of Community Services gather for a photo. Commissioner Liddle cuts the ribbon alongside local leaders and staff at the grand opening of the Children's Home of the Wyoming Conference (CHOWC) Agency Operated Boarding Home on Main Street in Liberty.

# DIVISION OF HEALTH AND HUMAN SERVICES MANAGEMENT TEAM



## STRATEGIC ROADMAP TO BETTER HEALTH



### Roadmap to Better Health – 2024 Update

RWJF/US News Primary Areas of Concern	Primary Care Providers	Injury Deaths	Post-Secondary Education, Income Inequality, Child Poverty, Housing Access	Adult Smoking, Adult Obesity, Physical Inactivity, Mammogram Screening
<p><b><u>EASE Access to Care</u></b></p> <ul style="list-style-type: none"> <li>• Make it easier to access behavioral and physical healthcare in Sullivan County</li> <li>• 2024 focus: mental health, perinatal care, and social care network development</li> <li>• Long term planning for new local hospital and social care/crisis stabilization center</li> </ul> <p><b>Top 2023 Accomplishments:</b></p> <ul style="list-style-type: none"> <li>• Implemented <i>Unite Us</i> Social Care Network to benefit Sullivan County citizens.</li> <li>• With outside partners, expanded access to outpatient substance use treatment and pediatric mental health services</li> <li>• Opened a therapeutic boarding home for local children needing preventive and foster care respite services</li> </ul>	<p><b><u>END the Opioid Crisis</u></b></p> <ul style="list-style-type: none"> <li>• Remains most urgent issue, but also seeing signs of improvement</li> <li>• 2024 focus: targeting efforts toward those at highest risk</li> </ul> <p><b>Top 2023 Accomplishments:</b></p> <ul style="list-style-type: none"> <li>• ODMAP reports a 21% decrease in overdoses and a 16% decrease in fatalities from 2022</li> <li>• Obtained HIDTA designation after three years of lobbying</li> <li>• Actively utilizing opioid settlement funds</li> <li>• Completed participation in the multi-state Healing Communities Study</li> </ul>	<p><b><u>ENHANCE Communities</u></b></p> <ul style="list-style-type: none"> <li>• Broadest scope, most statistically significant effort</li> <li>• Incorporates ongoing Housing Task Force initiatives and plans</li> </ul> <p><b>2023 Accomplishments:</b></p> <ul style="list-style-type: none"> <li>• Awarded design contract for Gateway Housing Center</li> <li>• Expanded staff and service delivery from DSS Housing Unit</li> </ul> <p><b>More 2023 Good News!</b></p> <ul style="list-style-type: none"> <li>• Low unemployment and expanded use of Center for Workforce Development</li> <li>• Sullivan Promise scholarship expansion</li> <li>• O&amp;W Rail Trail enhancement</li> <li>• Continued growth in childcare services by Healthy Kids and G&amp;D</li> </ul>	<p><b><u>ENCOURAGE Healthy Behaviors</u></b></p> <ul style="list-style-type: none"> <li>• Reduce prevalence and severity of chronic disease through education and community outreach</li> <li>• 2024 focus: Increase chronic disease screenings to reduce hospitalizations</li> <li>• Continue to promote vaccination</li> </ul> <p><b>2023 Accomplishments:</b></p> <ul style="list-style-type: none"> <li>• Exceeded public outreach goals by supporting 40 of 30 planned events</li> <li>• Partnered with Sullivan 180 on Healthiest Fire Department Challenge, Empowering a Healthier Generation, International Opioid Overdose Awareness Day, and many other outreach activities</li> </ul>	

# SULLIVAN COUNTY SUBSTANCE USE TASK FORCE

- The activities of the Sullivan County Substance Use Task Force (SUTF) are supported by organizations across the public and private sector and are coordinated by the Deputy Commissioner of Health and Human Services. Commonly known as the “Drug Task Force,” the SUTF was reorganized late in 2020 and has dramatically improved collaboration across both law enforcement and health and human service disciplines.

## 2023 Key Activities and Accomplishments

Sullivan County completed its participation in the multi-state Healing Communities Study in 2023. Amongst many activities, the Healing Communities Study enabled the installation of 53 emergency naloxone boxes and vending machines across the county. Another impactful effort was a training series provided to various local prescribers, pharmacists and technicians on the dangers of overprescribing opioids. The Drug Task Force has also expanded naloxone leave behind programs at local EMS providers.

### Substance Use Task Force Pillars and Leaders

<b>Medical Provider Pillar</b>	Heather Guinan
<b>Hope and Prevention Pillar</b>	Dawn Wilkin Martin Colavito
<b>United Sullivan Pillar</b>	John Liddle
<b>Financial Pillar</b>	Jared Nash
<b>Perinatal Pillar</b>	Janna Walter
<b>Policy Reform Pillar</b>	Hon. Aileen Gunther
<b>Law Enforcement Pillar</b>	Judy Balaban Sheriff Mike Schiff Chief Steve D’Agata
<b>Treatment Program Pillar</b>	Melissa Stickle



The *Law Enforcement Pillar* continued its affiliation with *Hope Not Handcuffs* (HNN), and established a joint Quick Response Team with Liberty PD in late 2023. This program is already expanding to Fallsburg PD. After obtaining federal recognition and assistance as a High Intensity Drug Trafficking Area, Sullivan County’s District Attorney has hired an analyst that will work out of the Hudson Valley Crime Analysis Center and work on Sullivan County drug trafficking

cases - a huge step forward in our efforts to strangle the illicit drug supply. The District Attorney’s Office also instituted a prosecutorial diversion program through Hope Not Handcuffs to account for changes in Bail Reform Laws. At the Sullivan County Jail, contracted medical providers are issuing prescribed opioid use disorder medications, inmates are receiving pre-release counseling and 39 Narcan kits were provided to inmates upon discharge in 2023.

*Opioid Settlement Fund Progress* - Contract development is complete for Year 2 RFP respondents whose programs were approved for funding. One contract is going through final review for implementation. Catholic Charities has submitted a revised RFP response to request funding for outpatient clinical services. Contract development is now in progress for agencies who responded to the RFP for opioid settlement funding provided to the County by OASAS for specific uses. \$398,000 for Sullivan County Government Law Enforcement Agencies (equal split between Sheriff and DA) were funded by Resolution 353-23. The

following funding was authorized by Resolution 398-23 with all but one initiative active as of February 2024:

Agency	Description (Funds Requested)	Status
Catholic Charities	Too Good for Drugs School-based Prevention (\$25k)	Fully executed contract – program is operating.
Catholic Charities	Services - Psychiatrists, Nursing, Nursing Directors for Drug & Jail Discharge Support (\$334k)	Delayed due to inpatient treatment closure
Bold Gold Media Group	Marketing - Advertising (\$60k-75k)	Contract fully executed - media campaign is underway.
Lamar of Scranton	Marketing - Signage (\$33k)	Fully executed contract – signage posting is underway.
Village of Liberty Police Department	Quick Response Team (QRT) (\$15k)	The EAP contract is fully executed. After resolving final details on training funds, QRT contract is out for signature; in execution using local funds.
	Officer Employee Assistance Program (EAP) (\$11k)	
Sullivan 180	Prevention & School Based Programs (\$89k)	Fully executed contract – program is operating.
Action Towards Independence	Services for individuals with Opioid Use Disorder and co-occurring mental illness. Wrap-around services include: housing supports, transportation assistance, and case management support services (\$85k)	Fully executed contract – program is operating.
Corona Self Help Center	Empowerment Services and Peer Supports. (\$73k)	Fully executed contract – program is operating.

## 2023 Key Statistics

Sullivan County uses Overdose Detection Mapping Application Program (ODMAP) as its primary near-real time tracking tool of drug overdoses. While the quality of our ODMAP data appears to be improving, it is not a fully authoritative data source. ODMAP data will always differ (at least slightly) from vital statistics reported to New York State. Vital statistics include cause of death information that is not available until weeks after a death due to toxicology reviews. Nevertheless, ODMAP reporting gives reason for optimism about the progress we are making in efforts to end the opioid crisis in Sullivan County with a 21% reduction in non-fatal and 16% reduction in fatal overdoses.

Year	Overdoses Reported to ODMAP	ODMAP-reported Fatal Overdoses
2021	149	24
2022	218	25
2023	172	21



# UNITED SULLIVAN CARE NETWORK

Expanding from its origins as a mental health systems of care initiative and similar models such as its neighboring system of care project, “Welcome Orange,” the United Sullivan project now encompasses mental health, social services, and a vast array of other human services that are intended

to improve health outcomes across Sullivan County by making it easier for residents and their families to access care.



United Sullivan came into its current form by merging the mental health system of care concept with the work of the Community Pillar of the Sullivan County Drug Task Force. The Community Pillar of the Task Force was formed with two primary missions. First, to serve as the primary community input into the work of the Drug Task Force; often referred to by pillar co-founder and community organizer, Martin Colavito, as the *conscience* of the Task Force. Second, to act as the planning and organizing body for the various community efforts that were and continue to be undertaken to help persons and families suffering through substance use disorders to get their lives on a better path.

United Sullivan maintains a very active schedule with weekly information sharing and planning sessions for local human service agencies and members of the community. Written updates are provided to a growing partner network of more than 70 members and interested community members are welcome to join at any time. While individual network members and agencies have many efforts to celebrate over the past year, the network as a whole boasted one major accomplishment from 2023 by creating a closed-loop human services referral network powered by Unite Us.

According to their website, Unite Us brings together healthcare providers, payers, governments, nonprofits, private-sector entities, and others who are building a world of connected communities to improve people’s health and well-being. Their cross-sector collaboration software establishes a new standard of care that identifies social needs in communities, manages enrollment of individuals in services, and leverages meaningful outcome data and analytics to drive community investment. The Unite Us Platform makes it easy to screen for social needs, identify best-fit resources, and securely connect people to services that can help. This safety net ensures clients’ needs are addressed, no matter the complexity of the case or the size of the network. Through social care coordination, proactive engagement, and assistance request fulfillment, the Unite Us Care Team responds to and supports customers’ needs in making connections for their members, patients, and clients.

## *Current Sullivan County Unite Us Network Partners*

<b>Action Towards Independence</b>	<b>Astor</b>	<b>Catholic Charities</b>	<b>Choices Mental Health</b>	<b>Ulster Community Action</b>	<b>Cornell Coop Extension</b>	<b>Dispute Resolution Center</b>
<b>Dynamic Youth</b>	Independent Living	HONOR EHG	Lexington Centers	Mobile Mental Health	Restorative Management	Sullivan 180
<b>Sullivan Allies Leading Together Youth Bureau</b>	Community Services	Office for the Aging	Ctr for Workforce Development	Social Services	Village of Liberty PD	Dutchess-Ulster-Sullivan 988
	Probation	Public Health	Hudson Valley Legal Services	Rehab Support Services	Garnet Health	

In the year ahead, United Sullivan will continue to ease access to physical, behavioral and social care needs through expansion and development of the local Unite Us network, a complete build out of the recently created [unitedsullivan.com](http://unitedsullivan.com) website, and integration of the Sullivan County Unite Us network into the developing Hudson Valley Social Care Network to be established this year as part of the New York State Department of Health’s Medicaid Section 1115 waiver.



## **CARE CENTER AT SUNSET LAKE**

### **Overview**

The mission of the Sullivan County Care Center at Sunset Lake is to provide necessary long-term care services to County residents who can no longer stay in the community. The Sullivan County Care Center at Sunset Lake provides residential services for up to 146 individuals who require either long-term care or short-term rehabilitative services. The CCASL strives to assure that the residents are able to maintain the highest quality of life as well as the greatest degree of independence through individualized care plans.

The Care Center at Sunset Lake receives funding by billing Medicare, Medicaid, Private Insurance, and private payees for services rendered. There is a County subsidy associated with providing the services of the nursing home which varies from year to year. Several variables affect this subsidy, including the number of beds filled as well as the source of payment (i.e.: private insurance will cover a greater share of the actual cost of care as opposed to Medicaid).

## **2023 Key Activities and Accomplishments**

- We continue to utilize and promote the bonuses and incentives that were agreed to in 2022 in order to attract and retain staff.
- We have partnered with the CNA program and the Nursing programs at Sullivan BOCES and SUNY Sullivan to offer our facility for students to complete their clinical rotations.
- We have opened up domestic aide positions to the students that attend the CNA clinicals so that they can get familiar with residents and staff at the facility so that once they graduate and become licensed/certified they are already comfortable and ready to switch to their new CNA or nursing roles. This has yielded us multiple new staff members in 2023 who remain with the facility and have fostered a positive relationship with the CNA and nursing programs.
- We have been able to put additional morale boosting activities into place for staff such as activities for nursing home week, recognition days for each department/specific staff members as their recognition days come up throughout the calendar year.
- We continue the employee and resident of the month program to recognize our residents' unique lives and personalities and to showcase our dedicated staff who provide daily care.
- We were able to increase our hours per resident per day to an average of over 4 hours per resident per day in 2023, surpassing the state minimum of 3.5 hours per resident per day.
- We hired or rehired approximately 120 staff over the course of 2023 in all departments, the vast majority in the nursing department (approx. 95) of those 120. We have retained about 73% of the staff we have hired (approx. 85 of the 120). Of the nursing staff hired, we have retained 70% of those hired as of the date of this report.
- We hired a Director of Rehabilitation Services who has a vast wealth of knowledge and experience that she has brought not only to the rehab department but to the management team and facility as a whole. She has continued to expand programming and introduce services to the facility to better our residents' therapeutic outcomes and improve the range of services offered and delivered to residents.
- We have instituted a Restorative Nursing Program 7 days a week, which has been a goal for the last few years. This provides our residents with additional therapeutic interventions in order to maintain their gains and progress they made during therapy.
- We continue to work within the facility as well as with outside resources to provide education and training to all of our staff so that they are better equipped to perform their duties, can learn new skills, and strengthen their existing skills.

# COMMUNITY SERVICES

## Overview

The Department of Community Services is committed to providing integrated care to treat the “whole” individual by merging the behavioral health and physical health needs of our clients. Our goal is to promote health and well-being of the residents of Sullivan County by providing patient-centered, evidenced-based, cost-effective, behavioral health interventions.



A shortage of qualified staff continued to be our primary challenge through most of 2023.

Nevertheless, our staff showed perseverance and commitment to providing behavioral health treatment to those in need. Community Services truly cares for those in need and strives to help our clients remain



resilient through dark times and help them on a path to healing and recovery. Those staffing challenges forced us to cease our Open Access clinic hours, which provided same day access to care for individuals requiring behavioral health interventions. A dedicated core group of employees continued onsite to provide the essential face-to-face patient care that was necessary, and we continued to provide in-person services and tele-health services for initial evaluation, psychiatric evaluations, clinical services, and pharmacotherapy services.

Fortunately, we have successfully recruited new staff and are now focusing on retention, improving communication and support, and working with managers to help prevent burnout. As of the date of this report, we have re-established open access and evening hours, one-day-a-week, and excited to be able to bring this service back to the community.

## 2023 Key Activities and Accomplishments

### Local Government Unit (LGU):

- **Substance Use Services Expansion:** We entered into an agreement with Lexington Center for Recovery to provide substance use disorder-specific services, and they began offering services on Sullivan Avenue, Ferndale in 2023.
- **Pediatric Mental Health Services Expansion:** We also completed an agreement and transition of license for children’s clinical mental health services with Astor Children’s

Services to restore our school-based Treatment Reaching Youth program, which had been a vital service to the majority of Sullivan County school districts prior to the pandemic. This capability has been shut down since the pandemic due to staffing shortages. Astor Children's Services began offering tele-health services late in 2023, began onsite services in early 2024, and looks to provide school-based services starting in the fall of 2024.

- **Dual Diagnosis Services Expansion** We continue to expand our Medication for Opiate Use Disorders (MOUD) services for our dually- diagnosed (mental health/substance use) patients to aid them in their recovery by working with experienced prescribers and with ongoing staff support and education. We also continue to prescribe vivitrol, suboxone, subutex, and naloxone. We also continued to educate and distribute naloxone to individuals and their families to reduce opioid overdose deaths via the Task Force and Clinic.
- **New Director of Community Services:** We hired a new director for the Department of Community Services, Dr. Salif Banse, DSW, MSW. Melissa Stickle, LCSW-R, CASAC has been promoted to the Deputy Commissioner of the Division of Health & Human Services and retains her responsibilities as the lead for the LGU.

#### Clinic:

- **Clinic Redesign for succession planning:** We are reviewing various job duties and roles, looking at the ability to promote internally, etc.
- **NYS OMH Psyckes Opioid Prevention QIC:** Our clinic successfully graduated from the NYS OMH Psyckes Opioid Prevention Quality Improvement Coalition. Our clinic is fully operational in accordance NYS OMH Psyckes Opioid prevention criteria.
  - Our clinic was approved as an Opioid Overdose Provider and we received Naloxone kits for direct distribution to those patients who screen positive for an opioid dependency as well as to any interested family member or identified emergency contact to the patient.
  - Our clinic utilizes an OUD Specific Screening tool: RODS substance use assessment that has been reviewed and approved for this purpose by OMH OUD Project Team.
  - OMH naloxone criteria: Any client with a non-tobacco, non-alcohol SUD; clients who don't meet diagnostic criteria but the clinic discovers the client is using substances socially/occasionally (particularly cocaine, meth and pills); any client who identifies that someone in their household or friend group is using non-tobacco non-alcohol substances.
- **OMH Psyckes High Risk Client Census:** In accordance with NYS OMH mandate, the clinic continues to conduct monthly, high-risk client committee meetings and continues to update a census monthly, specific to patients serviced by Sullivan County Department of Community Services, who are flagged by Medicaid usage data with an identified high-risk indicator for emergency room usage; inpatient hospitalization; co-occurring substance use disorders and mental illness; Assisted Outpatient Treatment Court orders; polypharmacy; cardiometabolic syndrome; opioid use; suicidality;

transition age youth; and foster care youth. 273 total Sullivan County residents who received services in the Behavioral Health Clinic were flagged as High Risk in 2023. The number flagged at the conclusion of December 2023 was 162.

- **OMH CLAS Standards:** All providers that are contracted for services in New York State are required annually to complete cultural competency training. All clinicians, nurses, and prescribers completed the training. The clinic assessed its overall compliance with the CLAS standards and have tasked areas to be addressed to our Clinic Continuous Quality Improvement Committee. Overall clinic compliance ranking for 2023 was 86 out of 100.
- **Optum/United HealthCare Program Audit:** The clinic participated in a monitoring and recertification audit by the Optum/United HealthCare Insurance Company on September 21, 2023. The results of the audit were received on November 2, 2023. The clinic did very well. We received a score of 99% for our building audit and a score of 97% for our chart review. No plan of corrective action was required.
- **Patient Satisfaction Survey:** The Behavioral Health Clinic conducted our annual patient satisfaction survey for 2023. 83% of all sampled patients reported our services as being good to excellent. 90% of all sampled patients reported that our services helped them to deal with their problems better. 79% responded that they would recommend our services to family/friends who needed behavioral health treatment. As we have recently filled three vacant Staff Social Worker I position with individuals who are multicultural, it is anticipated that our overall improvement rating and patient satisfaction will increase in 2024.

Our *Care Management Team* continued to be a life line to our very serious and persistently mentally ill clientele by assisting them with getting to their appointments and medications.

- Supporting medical follow up
- Linking to Social Services
- Providing support with food insecurity
- Providing support with housing needs
- Providing support for prison/jail and hospital discharges

## 2023 Key Statistics

STATISTICAL SUMMARY FOR: Jan 1, 2023 - Dec 31, 2023 (Monthly Average)		2022 Totals
Mental Health Cases	426	436
Health Home Case Management Programs	113	163
Chemical Dependency	59	55
Single Point of Access (complex/dual-diagnosis)	60	63
Total Individuals served on a monthly basis (average)	658	717
Total persons served (duplicative count)	7894	8604

# PUBLIC HEALTH



## Overview

The Public Health Department's overall focus for 2023 was on creating a positive and efficient work environment that promotes staff satisfaction and retention. Remote work was instituted and has been received very positively. Those that qualify can work up to 2 routinely scheduled days from home. Resuming in-person, agency-wide staff conferences have also been noted as a positive, as have annual 1:1 meetings with the Director and Deputy Director. Unfortunately, similar to many other healthcare organizations, we struggle with attracting talent who, due to increasingly competitive labor market conditions can find higher paying jobs in areas with more housing opportunities. In spite of these headwinds, many of our 2023 goals were achieved or saw significant progress over the course of the year. Much of our focus in the year ahead will be on addressing rising concerns with vaccine preventable diseases and continuing to support better health outcomes with an emphasis on perinatal health.

## 2023 Key Activities and Accomplishments

**Public Health Education** - 2023 saw changes and growth in our Education Department. With the promotion of Jill Hubert-Simon to Deputy Director, Ericka Acevedo was hired into the role of Community Health Coordinator. She and Public Health Educators were busy increasing educational outreach on a multitude of Public Health and Social Care issues. Key 2023 activities included:

- Attended various health and employee fairs and conducted presentations throughout Sullivan County. Radio show appearances once a month, various public service announcements.
- Hosted HealthFest in collaboration with ATI, June 2023.

- Collaborated with Substance Use Task Force to install over 50 Naloxboxes throughout the county.
- Partnered with Sullivan 180 to produce the popular Community Resource Guide
  - **Goal:** provide 20 outreach and education opportunities
    - **Goal surpassed:** 2023 saw 40 outreach and education opportunities
  - **Goal:** Community Health will install and maintain 5 digital signage screens to promote a unified health message throughout all county buildings
    - **Goal partially achieved:** 3 of 5 digital signage screens are operational
  - **Goal:** Public Health and Community Health Education will have collaborated with 100% of Public Health staff to attend two community outreach events per person.
    - **Goal partially achieved:** Over 50% of SCDPH employees attended two or more community outreach events.

***Disease Surveillance and Investigation/Emergency Preparedness and Medical Reserve***

***Corps:*** Reportable communicable disease more than doubled in individual disease investigations between 2022 and 2023 (excluding Covid, Flu, and Tick-borne illness). Notably: a doubling of tick-borne illness, continued hesitancy to immunize against Vaccine Preventable disease, and had 4 outbreaks, 2 that were Gastrointestinal in nature (spread by fecal material) [Cryptosporidium and Shigella] and 2 that were Vaccine preventable: Pertussis and Influenza B. We also saw an increase in animal related incidents (bites/exposures) totaling 317 incidents reported to SCDPH in 2023. Sexually transmitted infections continued to rise with 237 cases of chlamydia reported and 57 cases of gonorrhea.

- **Goal:** Update Pandemic Plan and COOP (Continuity of Operation Plan)
  - **Goal achieved**
- Collaborated with NYSDOH Sanitarians to perform joint visits bringing in-person education to families with children with elevated Blood Lead Levels.
- Provided education to providers in the county about EPT (Expedited Partner Therapy) which involves treating the partner of someone who is diagnosed with a Sexually Transmitted Infection without the partner establishing a relationship with the provider
- **Goal:** Have medical providers utilize EPT
  - **Goal achieved:** We have seen nearly 100% of recent infections showing the Provider utilizing EPT.
- Restarted STI Coalition (**Goal/Achieved**)
- Public Health Emergency Preparedness Coordinator hosted first Certified Home Healthcare Agency (CHHA) Table top exercise in Sullivan county which was well attended regionally.

- SCDPH routinely holds fire and safety drills for staff and participates in the SC Safety Committee
- Administered 474 human vaccines, held 7 MPox, 9 Covid and 5 flu vaccination clinics
- Administered 408 rabies vaccines to animals at 5 local clinics
- 1242 lead tests completed / 1722 lead reminders sent to parents of children aged 1-2.
- Distributed over 2000 male and female barrier contraceptives to via county departments. These are also included in harm reduction kits.
- 194 car seats provided to those who qualified for assistance

***Maternal Child Health Programs: MCH/Healthy Families/CYSHCN (Children and Youth with Special HealthCare Needs)***

- Hosted Perinatal Provider mixer, in collaboration with Sullivan 180, providing a relaxed atmosphere in which OB/Gyn and Pediatric Providers and office staff could receive information about ways that SCDPH can assist in caring for mothers and children. This was very successful and will be an annual event.
- Reporting structure of both MCH and Healthy Families reports to the same RN Supervisor, increasing collaboration and decreasing duplication of efforts. Relocated Healthy Families staff to the Gladys Olmsted Building.
- Healthy Families streamlined documentation processes; increased diversity/inclusion.
- CYSHCN established Tri-County meetings for CYSHCN/EI and CPSE programs
- Worked with Dr. Tashman to provide newborn hearing screening follow up in county (and now slightly out of county) rather than families needing to travel to Westchester or Albany.
- CYSHCN Coordinator presented at the Westchester Perinatal conference about the effects of Covid on the Early Intervention Program-a first for Sullivan County!
- **Goal:** Increase Substance Use disorder caseload
  - **Goal achieved:** 27 of 163 new patients, 16% of caseload
- **Goal:** Decreasing stigma associated with NAS/SUD (neo-natal abstinence syndrome, Substance Use Disorder)
  - **Goal partially achieved:** we continue to collaborate with our Community partners to find ways to increase testing without persons feeling stigmatized.
- **Goal:** For Healthy Families to end year with 60 families enrolled
  - **Goal Partially achieved:** Ended 2023 with 51 families enrolled; we had one Family Support Specialist retire and are unable to take more cases until that vacancy is filled.
- **Goal:** For all Healthy Families staff to be cross trained
  - **Goal Achieved**

**Certified Home Healthcare Agency (CHHA):**

- Creation of an Intake Team to address Start of Care and OASIS tool, which affects reimbursement under Value Based Purchasing.
- Added LPN to our staff, added 2 per diems, hired Training and Quality Improvement Coordinator.
- Maintained 4-5 star HHCAPHS rating (Patient Satisfaction)
- Maintained fiscal transparency with staff to promote understanding of why there is a focus on productivity.
- **Goal:** Increase productivity:
  - **Goal accomplished** Productivity has progressed from 2.47 visits per day (2019) to 4.59 visits per day (2023). This is a huge accomplishment and one that our dedicated team of RNs, PTs, OTs, SLP, PTAs, LPNs, HHA, and MSW deserve recognition for!
- **Goal:** Increase SOC (Start of care) timeliness per OASIS documentation guidelines
  - **Goal accomplished:** Timely SOC increased from 71.8% to 99%

SC Department of Public Health CHHA Specific Performance Indicators: 2023																	Current	
Measure/Indicator	2022 YE Score	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Target 2023	Current vs. Goal	Trend	Best Practice	
<b>Admissions (2023)</b>	1285	123	114	128	104	123	113	109	97	91	89	81	82				10%	1254
<b>Prior Year (2022)</b>	1354	115	99	112	108	100	105	109	113	98	113	106	107					
<b>Census (agency) (2022)</b>	3502	298	322	336	291	285	278	294	295	272	284	285	281					3240
<b>Prior Year (2021)</b>	3457	286	287	309	296	283	279	284	319	274	284	295	306					
<b>Productivity</b>	4.48	4.63	4.80	4.65	4.55	4.70	4.30	4.74	4.60	4.76	4.55	4.63	4.23	5.50			7	4.63
<b>NTUC</b>	23.8%	22.4%	32.5%	24.2%	26.4%	23.2%	28.5%	30.1%	25.4%	28.9%	21.7%	26.4%	26.7%	20.0%			15%	26.3%
<b>Sample size</b>		161	169	161	140	159	158	156	130	128	115	110	131					
<b>Prior Year (2021)</b>	24.8%	21.0%	23.3%	25.8%	22.9%	36.9%	17.1%	23.7%	21.2%	29.8%	24.5%	19.4%	20.5%					
<b>Timely SOC</b>	71.80	100.0%	99.1%	98.4%	100.0%	100.0%	100.0%	100.0%	96%	100%	100%	100%	100%	100.0%			100%	99.00%
<b>Sample size</b>		123	114	128	104	123	113	109	97	91	89	81	96					
<b>Overtime: Avg</b>	160.3	89	115	122	122	121	127	129	131	131	134	138	161	85.00				138
<b>OT Totals: (2021)</b>	104.6	89	141.9	136	121	119	155	142	142	139	160.0	171.0						
<b>Lock Rate</b>	79%	84.0%	85.0%	93.0%	92.0%	91.0%	83.0%	88.8%	84.2%	91.5%	93.0%	93.0%	91.2%				100%	89%
<b>Sample size</b>		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%						

## *Fiscal*

- Increased fiscal transparency with staff
- Completed Budget submitted on time
- All Fiscal reports and submissions submitted on time
- Streamlined Grant process; worked collaboratively with Grants Department, Contract Monitors, and Legal.

Department of Public Health					
Summary					
As of 12/15/2023					
	2023 Budget	2023 Actual (1/1-12/15/23)	% of Budget	2022 Actual (1/1-12/15/22)	2022 vs 2023 Variance
Agency Admin	\$ 1,909,939.00	\$ 637,061.67	33.4%	\$ 820,584.54	\$ (183,522.87)
Core Programs*	\$ 450,382.00	\$ 66,225.07	14.7%	\$ 315,758.38	\$ (249,533.31)
Certified Home Health Agency	\$ 4,614,460.00	\$ 3,122,127.25	67.7%	\$ 3,099,094.23	\$ 23,033.02
Long Term Health Care	\$ 144,510.00	\$ 115,922.83	80.2%	\$ 104,346.24	\$ 11,576.59
Child Safety	\$ 14,780.00	\$ 12,703.00	85.9%	\$ 14,220.00	\$ (1,517.00)
Healthy Families	\$ 588,287.00	\$ 381,950.25	64.9%	\$ 366,007.00	\$ 15,943.25
Rural Health Network**	\$ 109,954.00	\$ 53,416.87	48.6%	\$ 63,126.81	\$ (9,709.94)
Physically Handicapped Children	\$ 235.00	\$ -	0.0%	\$ -	\$ -
Diagnostic and Treatment	\$ 3,586,943.00	\$ 910,290.78	25.4%	\$ 815,671.55	\$ 94,619.23
Early Intervention	\$ 6,777,913.00	\$ 5,519,975.06	81.4%	\$ 3,708,502.41	\$ 1,811,472.65
	\$ 18,197,403.00	\$ 10,819,672.78	59.5%	\$ 9,307,311.16	\$ 1,512,361.62

\* - In 2022, we had 4 employees vs 1 employee in 2023  
 \*\*- In 2023, employee started working at end of January

# SOCIAL SERVICES

## Overview

In the Department of Social Services, our mission is to help residents of Sullivan County achieve wellbeing and independence through opportunities that protect, empower, respect choice and preserve dignity. As with our counterparts in other departments, staffing shortages presented our greatest challenges in 2023, especially in the social welfare examiner and child/adult services caseworker series. Fortunately, the Hiring Emergency Limited Placement (HELP) Program allowed us to fill social welfare examiner positions in Childcare, SNAP, Medicaid, Housing and Temporary Assistance, without candidates having to take the civil service exam. The HELP program is expected to continue throughout 2024. We have also recently made gains in caseworker hiring. There are still open positions that are keeping us from realizing our full potential, but we are encouraged by progress made in recent months.



## 2023 Key Activities and Accomplishments

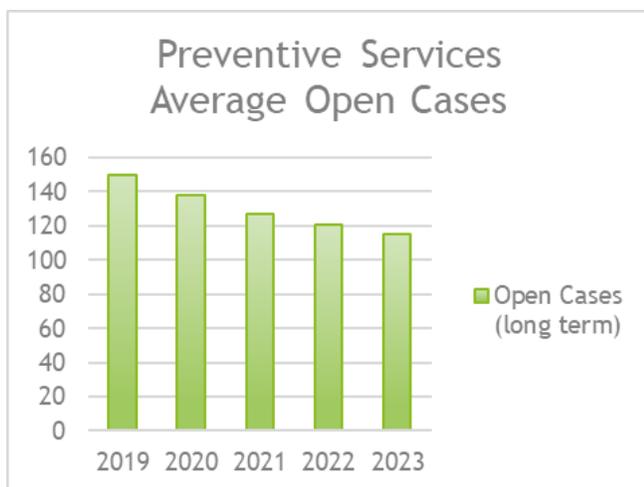
***Administration, Finance and Training*** - The DSS accounting team once again met all state and federal claiming deadlines. We also took significant steps forward in the training and professionalization of our workforce.

- Continued to refine Department of Social Services new employee orientation & onboarding program and the Department of Social Service Annual Training Plan, which incorporates County & State Mandated requirements & platforms, and the Commissioner's Goals for the year.
- Enhancing coordination with local non-profit agencies and other county departments with bi-monthly presentations to raise staff awareness of available services and programming.
- Corporate Compliance training was 100% completed by all DSS staff.

**Child Protective Services (CPS)** is mandated to investigate all reports of alleged child abuse and maltreatment of children under the age of 18. They will make referrals for the appropriate community services and, if necessary, provide for legal intervention. CPS team members responded to 1410 reports last year. In July 2023, CPS added the Family Assessment Response (FAR) Unit approved and supported through OCFS. FAR is a strength-based solution-focused approach to assessing safety. This approach has been used in some other counties in NYS as additional response to SCR reports since 2009. This program has been shown to build safety for children and strengthen families.



**Preventive Services** is responsible for services to children and families to improve behavior and strengthen familial relationships. We provide services to families to preserve the family unit and maintain children at home in a safe environment. Services provided include daycare, parent education, parent aide services, emergency shelter, food, clothing and other essential items needed to avert foster care placement, respite care services for crisis situations, and case management. In 2023 we increased usage of community-based services for children and families Partnered with Access: Supports for Living to provide increased services to clients with urgent needs and reduce need for children to be placed in care.

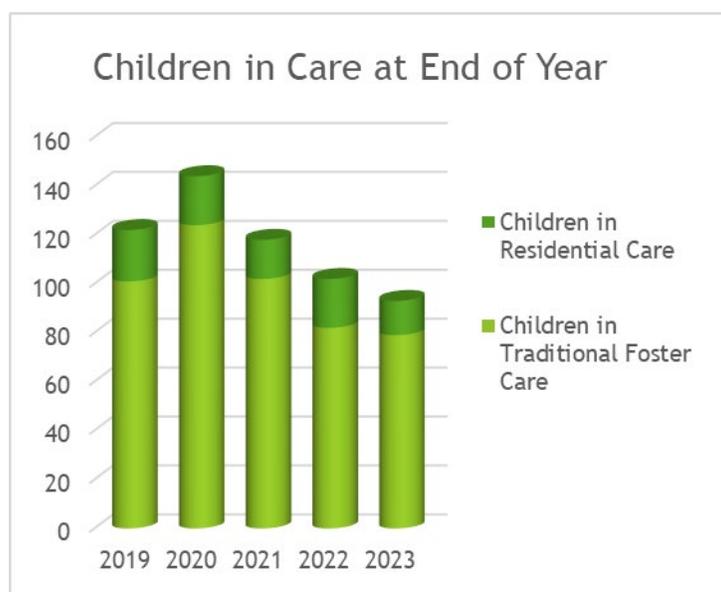


Services provided include daycare, parent education, parent aide services, emergency shelter, food, clothing and other essential items needed to avert foster care placement, respite care services for crisis situations, and case management. In 2023 we increased usage of community-based services for children and families Partnered with Access: Supports for Living to provide increased services to clients with urgent needs and reduce need for children to be placed in care.

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**Foster Care & Adoption Services** develops permanency plans for children in placement, working diligently to return them to their families, or when that is not possible, to work towards adoption or independent living. This unit also recruits and certifies foster and adoptive families. Significant accomplishments in 2023 included:

- On November 17th 2023, the first Sullivan County Family Court National Adoption Day Celebration was held at the Lawrence H. Cooke Sullivan County Courthouse in Monticello.
- 24 children were successfully adopted.



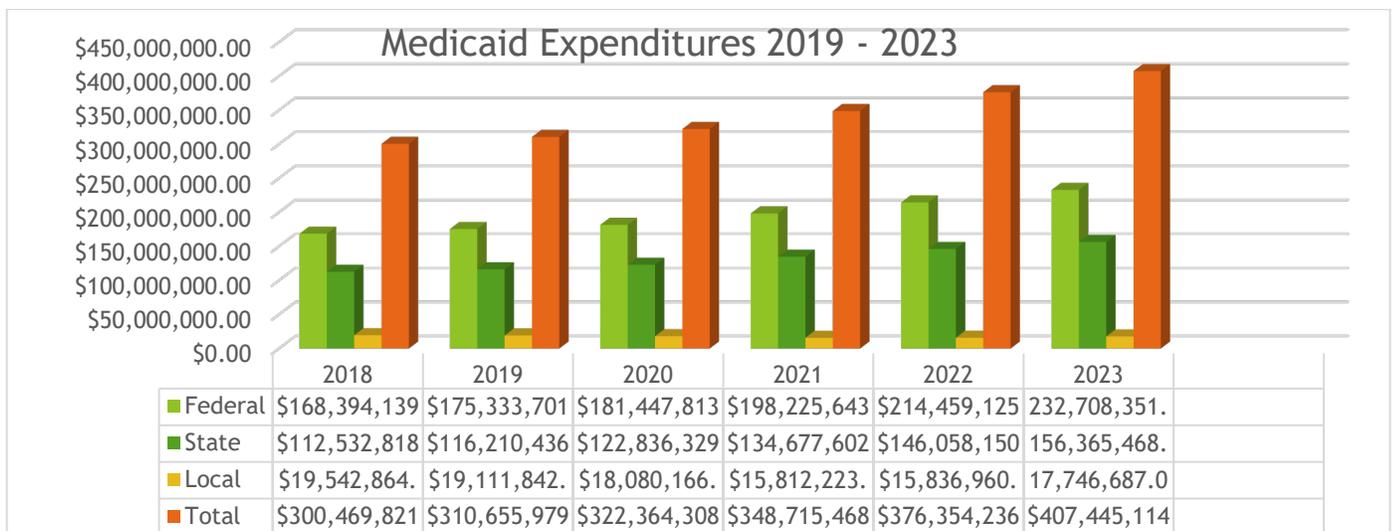
- 32 children were freed for adoption in 2023 all of whom are in pre-adoptive homes.
- 21 new foster, adoptive and kinship homes received certification.
- 4 out of 4 Quarterly Reviews on our Candidacy and Title VI-E cases with our regional office received 100% compliance meaning we have secured the maximum Federal and State aide on these eligible cases reducing the amount of county share to the taxpayer.

The **Family Violence Response Team (FVRT)** is a multidisciplinary unit who coordinates investigations with the District Attorney’s office and forensic experts in the fields of physical and sexual child abuse. The Sullivan County FVRT is in the process of becoming a state certified Child Advocacy Center. FVRT responded to 222 calls leading to 56 indicated reports, 28 arrests, 23 felonies, and 29 misdemeanors.

**Adult Protective Services** assists persons 18 years of age or older who, because of mental or physical impairments, cannot provide for their basic needs for food, clothing, shelter or medical care, or protect themselves from neglect or hazardous situations, and who have no one willing and able to help in a responsible manner. Caseworkers in this unit assess potential adult abuse and neglect as well as financial exploitation. Their needs are identified and the appropriate community services are arranged. When an individual is not capable of taking care of their own finances, APS can become representative payee of their Social Security Administration payments. In 2023 APS was representative payee to 93 individuals and handled their bills and allowances. The Commissioner is assigned guardianship over individuals who are deemed disabled or incapacitated to the point that they are no longer able to safely care for themselves; and have no one who is willing and able to perform this function. The number of persons receiving guardianship services over the last five years is depicted in the chart at right:

2019	27
2020	29
2021	42
2022	38
2023	41

**Public Assistance Programs** consist of Medical Assistance (Medicaid), Childcare, Supplemental Nutrition Assistance (SNAP), Home Energy Assistance (HEAP), Temporary Assistance, and Housing.



The ***Medical Assistance Unit*** is responsible for determining eligibility for several Medicaid programs. These programs allow families and single individuals to obtain medical, dental, and optical care services they may not otherwise be able to afford. There are various eligibility requirements for specialized groups such as pregnant women, children under the age of 19, aged individuals, disabled individuals as well as someone seeking to place a loved one in a Nursing Home all of them are income-based eligibility.

- Able to stay within the state processing guidelines while beginning the Medicaid unwind from COVID -19 eligibility waivers.

***The childcare subsidy program team*** determines eligibility and assists income-eligible parents with childcare cost.

- From 1/1/2023-11/30/2023, approximately 1264 children were provided \$1,514,120.00 in financial assistance under the Child Care Subsidy Program.
- Able to stay within the processing guidelines of new applications and recertifications while updating all active cases to accommodate the major reduction in the percentage amount of how much a family's share is calculated. The implementation took effect October 1, 2023 and the team had them all adjusted by the end of December.

***Supplemental Nutrition Assistance (SNAP)*** (aka Food Stamps) is a food supplement program to help stretch a household's food budget when purchasing groceries, which is operated under the regulations set by the US Department of Agriculture and is 100% federally funded. Only non-taxable food items are allowed for purchase by this program.

***Home Energy Assistance Program (HEAP)*** offsets fuel and utility costs for eligible families or individuals. HEAP funds are usually available mid-November until mid-April, but may end sooner if funds are depleted. The amount of this benefit is based on the type of household, income for the household and the type of fuel or utility. It is supported by a 100% federal block grant.

- Prior to October, 4,471 automatic benefits through SNAP cases were processed
- 1,400 early outreach applications sent with 464 being returned prior to 11/1
- 2271 Regular HEAP applications received
- As of 12/31 6,403 HEAP benefits processed (prior to start of emergency benefit)
- As of 12/31 \$2,877,924.00 in benefits were roughly issued
- 386 new case numbers were assigned as never before served applicants or generational applicants.
- 30 applications processed for Heating Equipment Replacement and Repair (HERR)
- 107 applications processed for Clean and Tune.
- In November the HEAP department was able to successfully see 508 applicants in person and address 2467 phone calls while issuing benefits in a timely fashion.

## Emergency Housing Costs (including Motel Costs)



*The Housing Unit* has expanded to meet skyrocketing need around the County. It now consists of a Senior Housing coordinator, two Housing Coordinators and two social Welfare Examiners. The unit exists to place our local homeless population in emergency housing, monitor code blue and our warming shelters, and process applications.

Temporary Housing costs were impacted by several issues including increased motel placements due to code enforcements and evictions. Lack of friends and families offering support to the

applicants, and one hotel increased its rates in 2023. We have had to place several hard to serve population in Newburg at The Imperial motel as they have exhausted all available temporary housing in Sullivan County. We are seeing longer stays in temporary housing as the inventory for permanent housing is challenging for our population. Rents are higher than our subsidy or locations are not accessible friendly for the employed.

- Emergency Housing Costs (including Motel Cost) = \$1,818,108.85 this is a \$230,638.85 increase from 2022

The *Temporary Assistance Unit* provides programs for needy men, women and children that are unable to work, can't find a job or their job does not pay enough for food, or a place to live; there are several different programs, each of which have specific program requirements and eligibility standards. With many staffing changes and redesigning of each unit under the Temporary Assistance umbrella we managed to pull together and process benefits for the population we are here to serve.

**Emergency Assistance:** available to assist those who meet eligibility criteria for immediate unforeseen emergency needs.

- *Temporary Cash Assistance* is provided to eligible clients through two major entitlement programs. The cash grant for each program includes a basic allowance, a rental allowance and an emergency allowance. The amount of the grant is based on family size and total household income and expenses.
- *Family assistance (FA)* provides financial assistance to families with children deprived of support due to death, absence or incapacity of a parent. This program is governed by a federal and state regulations and is funded 100% by a federal block grant (TANF).
- *Temporary Assistance* for single/childless adults (SN)-This state (29%) and County (71%) funded program provides financial assistance to eligible needy individuals and some families who are not categorically eligible for Family Assistance.
- *Fair Hearing data:* 113 fair hearings called, 66 withdrawn or defaulted, 3 were lost, 19 won, 25 have not been heard yet.

The ***Special Investigations and Resource Recovery Unit*** (SIU) is responsible for fraud referral intake and reporting. We conduct fieldwork, maintain collateral contacts and complete interviews. The unit also receives information through the Criminal Justice, Prison, Lottery, and Public Assistance Recipient Information System Matches.

SIU is a part of the Welfare Fraud Task Force. The Task Force includes the Sullivan County District Attorney's and Sheriff's Offices. Our joint efforts result in arrests and settlements from fraudulently obtained Social Welfare assistance. This can include the arrests of individuals that violate parole or probation, breach sex offender requirements, have outstanding warrants and additional crimes.

SIU continues its efforts for Front End Detection (FEDS) and Eligibility Verification Review (EVR). The FEDS program is designed to prevent fraud at the point of intake, before the dollar loss has occurred. If unresolved indicators are present at application, an Investigator will interview the applicant. This process can lead to the application becoming denied or withdrawn.

SIU recovers money through establishment of accident liens and estate claims. Money is also recovered from bank accounts of deceased recipients and unclaimed funds. In addition, collection of over issued assistance, fraud and misuse claims are established.

Authorization of indigent burial/cremation funds are the responsibility of SIU. Requests are reviewed to determine the applicant's locality, resources and how they should be applied.

- Estate claim/Resource recoveries totaling \$179,251.92
- 81 overpayment calculations totaling \$211,566.35
- Review of 2,601 state reports resulted in 326 cases closed, preventing over issuance of funds
- Review of 71 Law Enforcement investigations that lead to 27 arrests, 4 payments in full prior to arrest, remainder pending, and 22 Intentional Program Violation sanctions
- Completed all backlogged Unclaimed funds for additional recoveries.



The ***Child Support Enforcement Unit*** enhances the lives of children and families by helping parents meet the financial, medical, and emotional needs of children by establishing and enforcing child support orders. Total collections for 2023: \$7,764,139.00 (5.43 % increase from 2022 collections)

- Total distributed collections from 2022 to 2023 increased by 7.25% (#1 ranking in NYS)

- The Child Support Unit continues to exceed federally mandated guidelines for Paternity Establishment Percentage at 97.37% and the Support Establishment Percentage at 93.84%.
- Sullivan County is 1 of 12 pilot counties in New York to receive the SAVES (Safe Access for Victims' Economic Security) grant. The goal of this program is to strengthen safe access to child support services for all families. We are in our second year of this five-year pilot.
- The Child Support Unit hosted an outreach event for Child Support Awareness Month on August 17, 2023.
- The amount of Undistributed Collections from 2022 to 2023 was reduced by almost 45%.

