



# LIVINGSTON COUNTY BOARD OF SUPERVISORS' MEETING NOTICE

Livingston County Government Center, Geneseo, New York 14454 585.243.7030

COMMITTEE: HUMAN SERVICES

DATE: JULY 7, 2020

TIME: 9:00 A.M

Committee Members

- M. Walker, Chairman
- M. Falk, Vice Chairman
- D. Babbitt Henry
- I. Davis
- D. Wester
- D. LeFeber
- D. Mahus

**PLEDGE OF ALLEGIANCE:**

**9:00 DEPARTMENT OF HEALTH – JENNIFER RODRIGUEZ**

**Action Item(s) To Be Reported**

**1. AUTHORIZING THE CHAIRMAN OF THE LIVINGSTON COUNTY BOARD OF SUPERVISORS TO SIGN THE FOLLOWING GRANT AWARD CONTRACT FOR THE LIVINGSTON COUNTY DEPARTMENT OF HEALTH: NEW YORK STATE DEPARTMENT OF HEALTH**

RESOLVED, that the Chairman of the Livingston County Board of Supervisors is hereby authorized to sign the following contract for the Livingston County Department of Health, and any future amendments to said contract, according to the term designated, subject to review by the County Attorney and County Administrator:

<u>Contractor</u>	<u>Term</u>	<u>Amount</u>
<b>New York State Department of Health</b> Corning Tower Empire State Plaza Albany, NY 12237 For: Family Planning Grant	7/01/20-6/30/21	\$347,622.00

<i>Funding Source</i>	<i>Local Share</i>	<i>Budgeted?</i>
New York State Department of Health	0%	<b>Yes X</b> No

Director's Comments: This grant provides for the Reproductive Health Center's Family Planning Grant.

**2. PROCLAIMING WORLD BREASTFEEDING WEEK 2020, AUGUST 1-7, 2020**

WHEREAS, the health and well-being of Livingston County residents are of utmost importance to the prosperity and livelihood of our local communities; and

WHEREAS, the United States Breastfeeding Committee declared August National Breastfeeding Month, and the World Alliance for Breastfeeding Action declared August 1-7, 2020, as World Breastfeeding Week to promote breastfeeding as a key to sustainable development; and

WHEREAS, the Livingston County Department of Health and community partners are coordinating World Breastfeeding Week events to include Virtual Celebration on August 4; and

WHEREAS, exclusively breastfeeding infants for the first six months after birth with continued breastfeeding for at least twelve months ensures that both mothers and infants receive maximum health benefits; and

WHEREAS, breast milk is physiologically tailored to meet the needs of infants' maturing digestive systems, which ensures proper growth and development, helps prevent a variety of acute and chronic diseases, reduces childhood obesity, and improves a child's neurodevelopment; and

WHEREAS, breastfeeding provides women with health benefits such as reduced risk of ovarian, uterine, and breast cancer, osteoporosis, and high blood pressure; and

WHEREAS, breastfeeding enriches the bond between a mother and her baby; and

WHEREAS, comprehensive lactation support programs increase employee retention rates, decrease absenteeism, decrease health care costs, improve employee productivity, and support family-friendly communities; and



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WHEREAS, all Livingston County employers are encouraged to accommodate the breastfeeding needs of mothers and their children; and

WHEREAS, as of March 23, 2010 Section 7 of the Fair Labor Standards Act (FLSA) (P.L.111-148); Employers are required to provide “reasonable break time for an employee to express breast milk for her nursing child for 1 year after the child’s birth each time such employee has need to express the milk” in addition to providing “a place, other than a bathroom, that is shielded from view and free from intrusion from coworkers and the public, which may be used by an employee to express breast milk.”; and

WHEREAS, keeping breastfeeding high on the public health agenda is critical in improving the health and well-being of mothers and babies; now, therefore, be it

RESOLVED, that the Livingston County Board of Supervisors supports the World Breastfeeding Week 2020 and the Livingston County Department of Health in their efforts, and commands all who participate in such a worthy cause, and proclaims the first week in the month of August, as World Breastfeeding Week 2020.

### Informational Item(s) Written Only

- *Be Well in Livingston* (Nunda) - informational social media posts only due to COVID-19 pandemic, new sidewalk was put in which provide greater and safer access to the Kiwanis Park, 86 participated in the Marathon Walk Challenge.
- The GVHP received grant funding from the Greater Rochester Health Foundation to support *Be Well* efforts. A portion of the total requested was received. We are proposing to build a *Be Well in Livingston* website, to purchase sanitation stations for Kiwanis Park, incentives and place paid media upon approval from the funder.
- Conducting strategic planning process to develop plan for LCDOH for 2021-2023.
- Completing Emergency Preparedness Deliverables.
- Coordinating Medical Reserve Core NACCHO grant funding regarding recruitment and retention of volunteers - MRC volunteers to assist with rabies clinics.
- Media and outreach efforts: Men's Health Week, Summer Safety, Heat Safety X2, Lyme Disease, National HIV Testing Day, Rabies Clinics, and Virtual BFF.
- Environmental Health has taken several complaints on PAUSE violations.
- Hospice had an all-time census of 32.

### **9:05 DEPARTMENT OF SOCIAL SERVICES – DIANE DEANE (Attachment)**

#### Action Item(s) To Be Reported

#### **1. AUTHORIZING THE CHAIRMAN OF THE LIVINGSTON COUNTY BOARD OF SUPERVISORS TO SIGN THE FOLLOWING CONTRACTS FOR THE LIVINGSTON COUNTY DEPARTMENT OF SOCIAL SERVICES: ENCOMPASS RESOURCES FOR LEARNING, INC., GENESEE COMMUNITY COLLEGE, HILLSIDE CHILDREN’S CENTER & VARIOUS RESIDENTIAL TREATMENT CENTERS**

RESOLVED, that the Chairman of the Livingston County Board of Supervisors is hereby authorized to sign the following contracts for the Livingston County Department of Social Services, and any future amendments to said contracts, according to the terms designated, subject to review by the County Attorney and County Administrator:

<u>Contractor</u>	<u>Term</u>	<u>Amount</u>
<b>Encompass Resources for Learning, Inc.</b> 275 Pinnacle Rd. Rochester NY 14623	7/1/20-6/30/21	\$143,928.00

For: Educational Support Preventive Services Program – Dansville & Wayland-Cohocton School Dist.

<i>Funding Source</i>	<i>Local Share</i>	<i>Budgeted?</i>
Preventive	0%	Yes X No



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**Genesee Community College**  
One College Road  
Batavia NY 14020

8/1/20-7/31/21

\$306,861.00

For: Staff Development training for staff, including training provided by the County ITS Department.

<i>Funding Source</i>	<i>Local Share</i>	<i>Budgeted?</i>
State Training Cap	0-5%	Yes X No

**Hillside Children's Center**

6/1/20-5/31/21

\$27,500.00

1183 Monroe Ave.  
Rochester NY 14620

For: Youth Court Preventive Services Program

<i>Funding Source</i>	<i>Local Share</i>	<i>Budgeted?</i>
Preventive	0%	Yes X No

**Various Residential Treatment Centers**

7/1/20-6/30/21

Various Rates

For: Specialized level of care placement for children in the custody of the Commissioner.

<i>Funding Source</i>	<i>Local Share</i>	<i>Budgeted?</i>
State Foster Care Block Grant, Fed IV-E if Eligible	24%	Yes X No

## 2. AUTHORIZING THE COMMISSIONER OF THE LIVINGSTON COUNTY DEPARTMENT OF SOCIAL SERVICES TO SIGN THE FOLLOWING CONTRACTS: DONATED FUNDS AGREEMENTS

RESOLVED, that the Commissioner of Social Services is hereby authorized to sign the following contracts for the Livingston County Department of Social Services, and any future amendments to said contracts, according to the terms designated, subject to review by the County Attorney and County Administrator:

<u>Contractor</u>	<u>Term</u>	<u>Amount</u>
<b>Donated Funds Agreement</b>		\$54,142.00

For: Agreement authorizing DSS to accept donated funds from private sources to provide the local share of Preventive Services.

<i>Funding Source</i>	<i>Local Share</i>	<i>Budgeted?</i>
Education Success Foundation	0%	Yes X No

**Donated Funds Agreement**

\$11,000.00

For: Agreement authorizing DSS to accept donated funds from private sources to provide the local share of Preventive Services.

<i>Funding Source</i>	<i>Local Share</i>	<i>Budgeted?</i>
Hillside Children's Foundation	0%	Yes X No

### Informational Item(s) Written Only

1. Statement of Appropriations (Monthly) (May) - Attached
2. Statistics (Monthly) (May)

%  
Change  
from Jan  
1

May

**Temporary Assistance Cases (TA):**

Family Assistance 196 **0.00%**



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Safety Net	249	5.51%
<b>Total</b>	<b>445</b>	<b>3.01%</b>

### Medicaid Cases (MA):

Community	1951	16.62%
Chronic Care	248	6.90%
Foster Care	163	3.16%
SSI	1288	3.29%
<b>Total</b>	<b>3650</b>	<b>10.27%</b>

### Livingston County Citizens receiving some form of Medicaid service:

Cases In Transit	0
<b>NYSOH</b>	
Livingston County DSS	4594
<b>Total</b>	<b>4594</b>

<b>Food Stamp Only Cases:</b>	2308	5.34%
<b>SSI Food Stamp Cases:</b>	791	-0.38%
<b>Child Care Cases:</b>	101	-16.53%

### Fraud:

Front End Detection (FEDS) - During Applicant Status	0
Fraud Referrals Received - Anonymous/Other	3
Fraud Referrals Received - Internal/DSS	0
Referrals sent to Sheriff & DA	0
Pending with DA/Awaiting Disposition	8

<b>Clients thru the lobby (Unduplicated #):</b>	208
<b>Total # of individuals served by reception staff:</b>	336

### Housing - Homeless Caseload:

Diversions	9
Housed	37
<b>Total</b>	<b>46</b>

<b>Total Nights</b>	<b>464</b>
Singles	292
2 Adults	55
Families	117

Total Clients in Temp. Housing at end of month	17
Clients entering Temp. Housing & remaining in the month	13

Code Blue - Below 32 Degrees Cases	0
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Nights 0

**Section 8 Vouchers Leased Up:** 511

**Child Support:**

Caseload Count	2,922	-3.05%
Dollars Collected	\$578,208	

**Child Protective Services (CPS): Ongoing**

New Primary Investigation Assignments	39
Secondary Assignments from Other Counties	19
Petitions Filed	0
1034 Court Ordered Investigations Completed	3

**CPS Ongoing Case Management/Preventive Services:**

	82	17.14%
CPS Ongoing Management Cases	52	
Article 10 Placement/Non-DSS Custody Cases (Out of Home)	19	
*Distinct Children	33	
Supervision Cases Remaining in Home	26	
*Distinct Children	69	
Supervision Cases on Behalf of Another County-Secondary	7	
*Distinct Children	9	
Probation Based # of Children Referred	28	
School Based Consults (Avon, Dansville, Livonia)	134	
TASA (Case Management for Pregnant/Parenting Teens) Active	1	

**Foster Care** 57

**Foster Children - DSS Custody** 46 6.98%

**OCFS State Custody** 3

**Levels of Care:**

Foster Boarding Home	37
Approved Relative Foster Home	0
Institution	5
Group Home	4
Supervised Independent Living	0
Other	0

**Other Case Processing** 11

ICPC Requests	2
Supervision - Post Discharged - Court Ordered	4
Supervision on behalf of another county	0
Aftercare Services	1
Children on Trial Discharge	3
Children Discharged to Parent or other resource	1

**Adoptions** 0

**Protective Services for Adults (PSA):** 37 -22.92%



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PSA Referrals Received	7
Active Financial Mgmt. Cases	46
Active Home Mgmt. Cases	45
Personal Care Aide Cases	<b>33</b>
Level I	5
Level II	27
Level I pending	1
Cases waiting for an assigned Aide	6
Guardianship Cases	3
Awaiting discharge	6
Pending	0
Assessment Contacts	56

3. Employees hired, resigned or retired in May/June:

Paula Christiano	Retirement – 25 yrs.	Social Welfare Examiner	5/15/20	Retsof
Nickie LoVerde	Reinstatement	Caseworker	6/8/20	Lakeville
Marianne Hilderbrant	End of Temp. position	Staff Development Coor.	6/11/20	Dansville
Barbara Dutton	Retirement – 30 yrs.	Sr. Social Welfare Examiner	6/11/20	Leicester
John Sylvester	End of Temp. position	Social Services Attorney	6/19/20	Lima
Cassandra Lauko	Hired	Eligibility Clerk	6/22/20	Geneseo
Jo Beach	Hired	Eligibility Clerk	6/22/20	Livonia
Nina Shelton	Hired – Currently a Sr. Typist	Eligibility Clerk	6/21/20	Caledonia
Donna Rivers	Resignation	Caseworker	6/30/20	Grovelan d

4. The Department has worked to restructure service delivery methods to reduce in person contact as well as increase efficiency. The COVID experience has afforded us the opportunity to test remote access and technological strategies to the financial assistance programs. The Temporary Assistance Unit is restructuring to an Intake/Maintenance task-based organization.

Three new positions were created, Eligibility Clerks, copying a model we saw in Chemung County. These positions will assist in the clerical functions of eligibility, leaving the eligibility determinations to the examiners, processing applications in a more efficient way.

Intake staff will now have same day eligibility appointments, removing the need for applicants to return multiple times when they are applying for a benefit. The Eligibility Clerks will prepare the documents needed for the eligibility interview. The Intake staff will also be handling all emergency needs and housing needs. This will be a dedicated consistent number of staff, which will increase the processing based on knowledge of familiar circumstances and regulations that apply. This will also decrease errors that affect an applicant’s eligibility, and errors in calculations. Increasing timely and accurate benefits being issued.

The Maintenance staff will be managing all open/on-going cases. The Eligibility Clerks will be assisting them in document gathering and management to assist with recertifications. This will allow the Maintenance staff larger capacity for ensuring the recipient is meeting all of the regulatory requirements related to continued eligibility, such as Employment and Training and Substance Use Treatment. This will also allow them to better manage their caseload with fewer unexpected emergencies to manage. Increasing efficiency and service provision.



# LIVINGSTON COUNTY BOARD OF SUPERVISORS' MEETING NOTICE

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We have also increased the use of technology to assist our clients. We have 2 computers available in the lobby to allow clients to apply online which will expedite their application. Clients can also use these to search for employment and housing. We have created and installed a public facing scanning device for clients to upload required documents for eligibility directly into the work system so their information is immediately available to assist in processing their application.

- 5. Preparations have all been made to office space for staff and clients. Clients will now be limited to the North wing interview room space to limit exposure risk.
- 6. Staffing: Remote Temporary Assistance staff returned to the Agency on June 29, 2020. Caseworkers continue to utilize mobile technology successfully, a project that was begun back in 2017 which has paid off in spades during this pandemic. The Department continues to have eight staff on furlough.

## 9:15 CENTER FOR NURSING & REHABILITATION – STEPHEN WOODRUFF (Attachment)

### Action Item(s) To Be Reported

1. **AUTHORIZING THE CHAIRMAN OF THE LIVINGSTON COUNTY BOARD OF SUPERVISORS TO SIGN THE FOLLOWING CONTRACTS FOR THE LIVINGSTON COUNTY CENTER FOR NURSING AND REHABILITATION: THE NURSING CONNECTION STAFFING, INC. & FAVORITE HEALTHCARE STAFFING, INC.**

RESOLVED, that the Chairman of the Livingston County Board of Supervisors is hereby authorized to sign the following contract for the Livingston County Department of the Livingston County Center for Nursing and Rehabilitation and any future amendments to said contract, according to the term(s) designated, subject to review by the County Attorney and County Administrator:

<u>Contractor</u>	<u>Term</u>	<u>Amount</u>
<b>The Nurse Connection Staffing, Inc.</b>	8/1/20-7/31/21	Fee Schedule

1 Computer Drive South  
Albany, NY 12205  
For: Supplemental Staffing Contract, RN, LPN, CNA

<i>Funding Source</i>	<i>Local Share</i>	<i>Budgeted?</i>
Operating Budget	N/A	Yes

<i>Funding Source</i>	<i>Local Share</i>	<i>Budgeted?</i>
Operating Budget	N/A	X Yes No

<b>Favorite Healthcare Staffing, Inc.</b>	8/1/20-7/31/21	Fee Schedule
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7255 W. 98<sup>th</sup> Terrace  
Building 5 – Suite 150  
Overland Park, KS 66212-2215  
For: Supplemental Staffing Contract, RN, LPN, CNA

<i>Funding Source</i>	<i>Local Share</i>	<i>Budgeted?</i>
Operating Budget	N/A	Yes

<i>Funding Source</i>	<i>Local Share</i>	<i>Budgeted?</i>
Operating Budget	N/A	X Yes No

### Director's Comments:

Staffing agencies have had limited personnel available and are experiencing the same recruiting difficulties as the CNR and other providers. This contract will enable the select and limited use of agency personnel to meet staffing needs.

### Pre-approved Informational Item(s) To Be Reported

FINANCIAL/OPERATIONAL UPDATES:

cc: BOS, Administration, Shannon Hillier, Stephen Woodruff, Jennifer Rodriguez, Diane Deane, Sue Carlock, Jason Skinner, Ryan Snyder



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- a) Occupancy – As of June 29, 2020 occupancy was 83.56% for the month, YTD 89.07%.  
Cash Flow - The CNR's Cash Flow Report as of June 30, 2020, \$17,076,986 in Reserves. Budget Variance - The March 2020 budget variance report will be distributed and discussed at the committee meeting.

### Informational Item(s) Written Only

- 1) Reports - Absenteeism, Mandation, FMLA, Payroll Performance, Work Related Injuries, Report Card
- 2) Current FT Nursing Assistant vacancies are: Night Shift –18, Evening Shift –24, Day Shift –17
- 3) Nurse Recruitment – The CNR is actively recruiting qualified applicants.
  - a) There are currently 0 day shift LPN, 8 Full Time and 4 Part Time evening shift LPN and 6 Full Time and 2 Part Time LPN night shift vacancies.
  - b) There are currently 2 Full Time day shift RN, 3 Full Time evening shift RN, & 2 Full Time night shift RN vacancies.
- 4) There are currently 1 Part time day shift, & 6 Part Time evening shift PCA vacancies at this time
- 5) There are currently Part time day shift & Part Time Uncertified Nursing Assistant vacancies at this time.  
The Center continues to utilize agency staffing solutions in the interim to augment these vacancies.
- 6) Beacon Solutions Monthly Report – to be distributed.
- 7) The immunization acceptance rates for the Residents this season is 91% and the rate for Staff is 98%.

#### CNR Influenza Report-

	Influenza A	Influenza B
October	0	0
November	0	0
December	0	0
January	0	0
February	4	0
March	0	0
April	0	0
May	0	0
June	0	0

#### 8) CNR COVID-19 Test Results

	Employee	Contract Staff	Resident / Patient
May	1	0	0
June	2	2	0

Note: The facility self-initiated voluntary testing of CNR employees, (prior to the E.O. mandate issued in May) on 04/22/20; the testing was facilitated by URMN Noyes personnel.

Pursuant to Executive Order 202.30; Full time employees or employees working more than 3 shifts per week were required to test 2 times per week. Employees who work 3 shifts per week or less were required to test 1 time per week. Staff testing was initiated on 05/19/20, through the end of the E.O.: 06/09/20.

Pursuant to Executive Order 202.40, the Center continues to complete weekly testing of all employees, contract and medical staff, until 07/09/2020.

Resident / Family Communication continues to occur on a weekly basis. Pursuant to regulatory guidelines, Staff will not be eligible to return to work until 14 days after the onset of symptoms,





# LIVINGSTON COUNTY BOARD OF SUPERVISORS' MEETING NOTICE

Livingston County Government Center, Geneseo, New York 14454 585.243.7030

provided at least 3 days (72 hours) have passed since resolution of fever without the use of a fever-reducing medication and respiratory symptoms are improving and they have a (negative) COVID-19 test.

- 9) The Adult Day Health Program services remain suspended until further notice. The GOL Program Coordinator continues to connect telephonically on a weekly basis with program Registrants in the community.
- 10) NYS-DOH reporting continues on a daily basis, 7 days per week, via the HERDS survey in the Health Commerce System.
- 11) The CNR continues to submit survey data to the CDC, via the National Healthcare Safety Network, twice per week.
- 12) PPE
- 13) Family Visitation continues to be restricted within skilled nursing facilities
- 14) On 06/16/2020, the NYS-DOH survey team conducted the "NYS-DOH COVID-19" infection control survey in the CNR, resulting in a deficiency free survey.
- 15) The Center wishes to formally recognize Dansville Strong, the local not-for-profit organization that raised funds to purchase meals for the essential employees of the CNR. On behalf of the staff, we thank you for your generosity.

## 9:30 ADJOURNMENT

### OFFICE FOR THE AGING – SUE CARLOCK

#### Informational Item(s) Written Only

Served Client Summary

Livingston

01/01/2020 and 05/31/2020

Report Run Date: 06/23/2020

State Service Type Summary

State Service Type	Total Units
Case Management	771 hours/281 people
Congregate Meals (closed since 3/16)	4,753 meals/182 people
Home Delivered Meals	27,460 meals/422 people
In-Home Contact and Support	3,081 contacts/453 people
Information & Assistance	1,563 calls
Nutrition Education	3,988 contacts
Personal Care (In-Home)	2,591 hours/32 people
Personal Emergency Response System	2,128 service months
Transportation	1,490 one-way trips

COVID Response – 3/16 – 5/31/2020

Home Delivered Meals	18,390 meals	407 participants
In-Home Contact and Support	3,061 contacts	451 older adults

In-Home Contact and Support includes well check calls, delivery of masks, paper products, sanitizer, food boxes, etc.



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## **Program Updates:**

### **Senior Nutrition:**

Have not missed a delivery day throughout the COVID-19 pandemic.

Continue to use Personal Protective Equipment and deliver to coolers with very few exceptions.

Shelf stable meals were purchased with stimulus grant funds and delivered to clients in case we could not deliver.

Congregate sites remain closed at this time.

We will be issuing Farmer's Market Vouchers to participating older adults in Livingston County beginning in July but in new ways to allow for distancing, etc. It looks like there will be limited markets in Livingston County this year. Mount Morris does not intend to operate its Farmer's Market.

### **Staffing:**

One staff remains furloughed.

On any given day, 30% - 50% of staff are in-office. Planning for 50% in July.

### **Virtual Education:**

Collaborating with Lifespan to offer on-line Medicare 101 and Tai Chi for Wellness.

No in-person health education currently. Planning Tai Chi in parks for July-August.

### **Support for Older Adults at Home:**

Masks and sanitizer received from the New York State Office for the Aging were delivered to all clients and additional older adults who called and/or were referred.

## **VETERAN'S SERVICES AGENCY – JASON SKINNER**

### **Informational Item(s) Written Only**

#### **VA Expenditure Data**

Each year the VA puts out an expenditures report. It differs from my report I provide yearly. The VA is reporting what is expended in a federal fiscal year starting in October every year. My reports project the veterans benefit forward as a yearly salary would be calculated. These numbers are also in a Calendar year. I also do not account for the appeals that we win that on average are \$150,000.00 lump sum payments. Keeping in mind that appeals can take 5 years an initial claims can take a year or longer to get a decision, our efforts are really reflected in my reports because it is more real time. It takes more than a year for the VA's data to reflect funds that have been actually expended. This year's report minus the 1.4% COLA show an increase in veterans claims of 2.2 million dollars.

#### **Customer service**

Since March of this year we have seen a sharp decline in face-to-face meetings. We have however; still have been serving veteran's needs over the phone and through electronic means. During the Covid pandemic we have created a list of individuals wishing to have appointments. We have commenced face-to-face appointments June 15<sup>th</sup>. We find that most of our veteran are 70 and above are apprehensive about face to face visits.

#### **VA health clinic status**

The VA clinics in Canandaigua, Calkins rd. Rochester, Batavia, and Bath are increasing staffing in all of their clinics 10% next week. Patients must have appointments and in some locations are screened for temperatures in a tent in the parking lot before their appointment.

The Canandaigua VA will be closing its Homeless/Mental health treatment housing facility soon. This move is to accommodate the construction of their new community living centers for their nursing home expansion project. Those currently housed at Canandaigua will be transferred to Bath VA medical center. This ultimately will affect the capacity in the area to serve homeless veterans.

#### **VA benefits regional offices status**

The Buffalo Regional Office is still closed to the public. We have had two Administrative Law Judge Board Hearings canceled.



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We are developing the capacity to do virtual hearings in our office. This is a rare opportunity that allows an appellant to argue a denied issue without traveling to Buffalo or Washington D.C. This new capacity will speed up the appeals process and save the county money.

### **Suicide Prevention**

#### **New York State:**

The Governor's Challenge is an intensive year-long process that takes each state team through the stages of both a Policy Academy model and an Implementation Academy model. These models provide a proven process and foundation for bringing policy-to-practice change in state behavioral health care systems. The Substance Abuse and Mental Health Services Administration (SAMHSA), Service Members Veterans and their Families (SMVF) Technical Center, and the Rand Corporation are assisting many states in a plan to end suicide among Veterans.

Director, Jason Skinner is the veteran in his work team. There are 3 teams and there is only one other veteran that works for (OASAS) New York State Office of Addiction Services and Supports. All other team members are from academia, State and Federal researchers and medical practitioners. The Director's team is focused on lethal means. This generally focuses on firearms, as it is the most common method of suicide among veterans. This topic is one of the hardest to discuss with many stakeholders, as many believe it threatens the Second Amendment.

The overall purpose of participation is to shape policy, legislation and learn how funds will be distributed from the state for suicide prevention efforts in the near future.

#### **Federal:**

President Trump signed an Executive Order on the "President's Roadmap to Empower Veterans and End a National Tragedy of Suicide"—the PREVENTS Initiative March of 2019.

The Executive Order established a task force that includes the Secretaries of Veterans Affairs, Defense, Health and Human Services, and Homeland Security.

The task force developed a comprehensive public health roadmap for helping veterans pursue an improved quality of life and ending the national tragedy of veteran suicide.

The roadmap includes a national research strategy for engaging with public- and-private sector stakeholders to better understand the underlying factors of suicide, and to lead to earlier identification and intervention.

The roadmap will (at some point) include a proposal for equipping State and local governments with the resources and tools they need to empower veteran communities and provide needed services.

To prevent suicide, the Federal Government must work side-by-side with partners across all levels of government and with the private and non-profit sectors.

The Administration's roadmap will help create a national and local ecosystem that cultivates active engagement with each veteran, rather than a passive system wherein the onus for engagement is placed on veterans.

Information on the PREVENTS strategy is available on line as of 6/20/2020. These initiatives take two years to implement in most cases.

#### **Livingston County Suicide Prevention**

We have had success and will continue to partner with GVHP on the Suicide Prevention Taskforce. The Director of the VSA will participate in the state and national initiatives in an effort to fund and establish our own standalone coalition style program. The vision is, many groups spread throughout the county will be able to form and participate in "self-care" activities. Practicing self-care can be participating in activities and feeling welcome in a group setting. All too often "self-care" is misinterpreted as hygiene practices. Our County has much to offer in the area of recreation. Canoeing on Hemlock Lake, Bass fishing in Conesus Lake, ice fishing on Honeoye lake, Trap or target shooting, golf, fitness activities, art at the Arts Council, church groups, and morning coffee clubs. We are in talks with the Veterans Outreach Center to fund raise with a dedicated account to be spent only in Livingston County. They are willing to manage these funds and work with local existing organizations to provide safe environments for these activities.

#### **New York State Division of Veteran Services update**

The New York State Division of Veteran Services director Jim McDonough has resigned his appointed position.



# **LIVINGSTON COUNTY BOARD OF SUPERVISORS' MEETING NOTICE**

Livingston County Government Center, Geneseo, New York 14454 585.243.7030

His leadership will be missed among the County Veterans Service Officer Association. With his help and our advocacy the American Legion Department of New York will be signing a memorandum of understanding for future training needs.

Quality training at no cost is much needed across the state regardless of what accreditation you hold for new generation of veteran service officers statewide this is essential. This initiative was introduced last year and was difficult to get the buy-in from the American Legion. As time had passed this year in the free training being offered to all of the offices statewide has proved beneficial, attitudes were changed. The prevailing belief now is sharing resources builds capacity.

The State Division of Veteran Services has offered to accredit us in addition to our many other accreditations. This will assist us with the technological advances that allow us to save money in the future.

## **Veterans Outreach Center**

The CEO of the VOC Laura Stradley and I have discussed several areas to work together.

Free RTS bus passes for veterans is on target for roll out in September. This new initiative has the VOC coming to our office once a week to process ID cards. This of course is dependent upon the covid situation.

We have discussed the VOC fundraising for a Veterans Mental Health recreation program here in Livingston County. They will agree to set up a separate account to guarantee funds will raised here stay here. "Self-care" is vital to mental health and our county has so much to offer that many take for granted. We have had many conversations about bolstering what we already have and this recreational program may bring revenue to our county as advertising and word travels. My hope is to someday have a bass tournament on Conesus lake to raise funds and awareness for Veteran Suicide prevention. This would be in conjunction with multiple family fun barbeques at all of the public parks on the lake. Marines would say this establishing a Beach Head. Young Veteran Families need to meet others and there are so few spread throughout the county it would be nice to hold a summer event with games for these families.

We are exploring a sharing agreement with 5 counties in the area for potential state revenue. At first glance a \$10,000. Local share may result in a \$60,000 grant from the state per county providing \$50,000 revenue each.

## **Veterans Monument**

Don Higgins is still actively working toward completing the Veteran's monument. Weather dependent we could see completion in August. Diamond grinding by Kircher Construction will take place as soon as possible. Within 48 hours of the grinding the primer coat must be applied. From that point forward we are looking at painting the flag and drilling the holes for permanent installation.

## **WORKFORCE DEVELOPMENT – RYAN SNYDER**

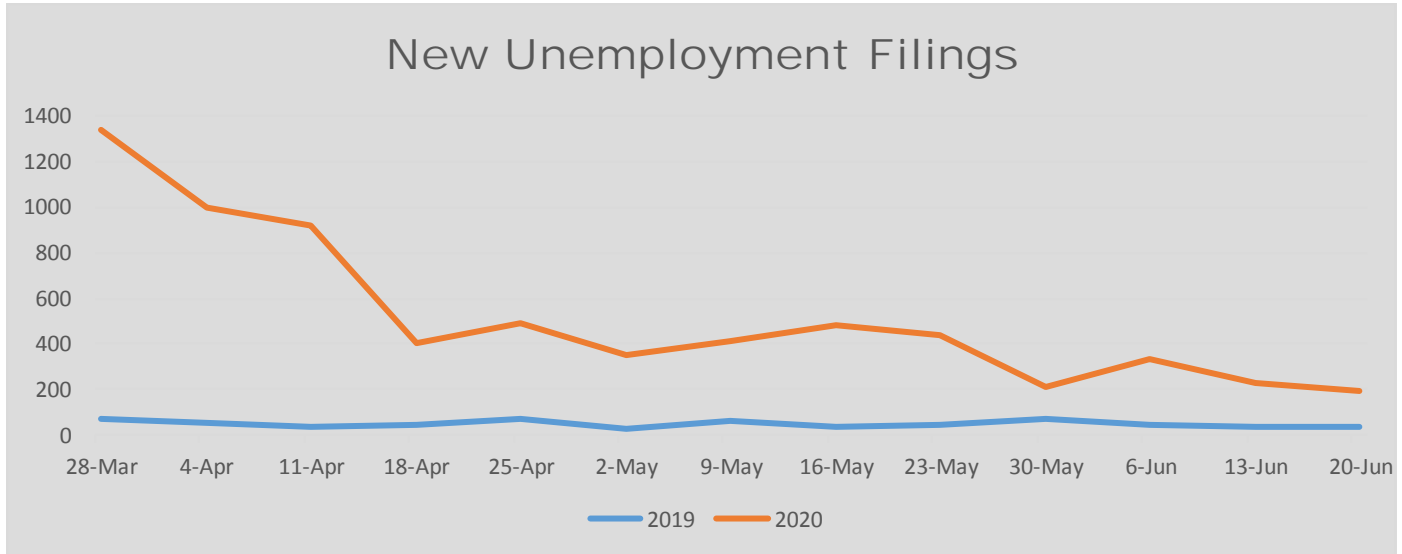
### **Informational Item(s) Written Only**

#### **Livingston County New Unemployment Filings**



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**New Unemployment Filings for Livingston County are up 972% over the same period in the prior year. 6,796 new filings occurred over the past 13 weeks, up from 634 in 2019.**

### Program Report

NYSDOL – New York State Department of Labor employees assigned to Geneseo continue to work from home with no date set to return to the office. County employees continue to handle all Unemployment calls, visitors, complaints, etc.

Grant Funds – The New York State Division of Budget is holding TANF Summer Youth Employment and OCFS Youth Development program allocations and guidance. WIOA (federal grant pass through funds) have been significantly delayed, but are eventually being paid.

U – Livingston County received \$322,000 in CARES Act funding to Prevent, Prepare or Respond to the Corona Virus.

TANF Summer Employment – 60 low-income youth will begin paid summer employment on July 13<sup>th</sup>. With TANF Funding being held by the State, we received permission to use federal CARES Act funding (if necessary) to operate the program.

Zoom Workshops – Jobseeker workshops are now being offered weekly on Zoom.

Unemployment Benefits – The additional \$600 paid each week to UI beneficiaries under the Federal Pandemic Unemployment Insurance Compensation Program is set to expire on 7/31/20, which will likely result in many recipients seeking to return to work.

CNR Employee Recruitment – The new Recruitment Specialist has recruited and hired 38 new employees since the program began on 3/9/20.

# DSS Statement of Appropriations

Date Range 01/01/20 - 05/31/20

Only Show Rollup Account and Rollup to Object Code

Account	Account Description	Adopted Budget	Budget Amendments	Amended Budget	Current Month Transactions	YTD Encumbrances	YTD Transactions	Budget - YTD Transactions	% Used/ Rec'd
<b>Fund A - General Fund</b>									
Org Function <b>122 - Social Services</b>									
Department <b>6010 - Social Services Administration</b>									
<b>EXPENSE</b>									
<i>Pers Services</i>									
1000	Regular Earnings	6,338,600.00	.00	6,338,600.00	641,958.43	.00	2,214,102.60	4,124,497.40	35
1950	Temporary Earnings	35,600.00	.00	35,600.00	1,931.32	.00	39,220.52	(3,620.52)	110
1951	Overtime Earnings	80,000.00	.00	80,000.00	6,108.52	.00	31,710.74	48,289.26	40
<i>Pers Services Totals</i>		<b>\$6,454,200.00</b>	<b>\$0.00</b>	<b>\$6,454,200.00</b>	<b>\$649,998.27</b>	<b>\$0.00</b>	<b>\$2,285,033.86</b>	<b>\$4,169,166.14</b>	<b>35%</b>
<i>Equip &amp; Cap Outlay</i>									
2050	Office Mach Furniture Equip	10,500.00	.00	10,500.00	.00	.00	493.73	10,006.27	5
2100	Automotive Equip	30,000.00	.00	30,000.00	.00	.00	.00	30,000.00	0
2200	Dp Electronic Comm Equip	10,000.00	.00	10,000.00	.00	.00	10,494.22	(494.22)	105
<i>Equip &amp; Cap Outlay Totals</i>		<b>\$50,500.00</b>	<b>\$0.00</b>	<b>\$50,500.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$10,987.95</b>	<b>\$39,512.05</b>	<b>22%</b>
<i>Contractual Expense</i>									
4020	Travel Training Development	301,500.00	.00	301,500.00	2,677.28	.00	51,032.01	250,467.99	17
4045	Maintenance In Lieu Of Rent	1,399,130.00	.00	1,399,130.00	112,758.64	.00	563,875.17	835,254.83	40
4055	Telephone	84,650.00	.00	84,650.00	8,661.94	.00	22,554.03	62,095.97	27
4060	Office Supplies	35,000.00	.00	35,000.00	425.51	1,241.50	5,653.13	28,105.37	20
4070	Service Contracts	114,900.00	.00	114,900.00	265.52	.00	109,482.84	5,417.16	95
4075	Data Processing Chgs Maint	252,696.00	.00	252,696.00	.00	.00	7,830.51	244,865.49	3
4080	Professional Services	194,200.00	.00	194,200.00	29,461.77	4,000.00	36,006.65	154,193.35	21
4100	Postage & Freight	43,000.00	.00	43,000.00	(2,964.05)	.00	22,237.96	20,762.04	52
4124	Gasoline	4,000.00	.00	4,000.00	57.59	.00	229.22	3,770.78	6
4150	Office Equip Rental	20,700.00	.00	20,700.00	1,428.06	.00	7,496.91	13,203.09	36
4190	Agency Contracts	1,375,712.00	73,350.00	1,449,062.00	167,880.32	.00	364,597.70	1,084,464.30	25
4200	Advertising Fees Or Expense	6,000.00	.00	6,000.00	980.36	.00	4,665.56	1,334.44	78
4332	Physicals - Non-County Employ	1,700.00	.00	1,700.00	.00	.00	.00	1,700.00	0
4353	STD or DNA Testing	2,000.00	.00	2,000.00	.00	.00	(586.12)	2,586.12	-29
<i>Contractual Expense Totals</i>		<b>\$3,835,188.00</b>	<b>\$73,350.00</b>	<b>\$3,908,538.00</b>	<b>\$321,632.94</b>	<b>\$5,241.50</b>	<b>\$1,195,075.57</b>	<b>\$2,708,220.93</b>	<b>31%</b>
<i>Employee Benefits</i>									
8100	FICA	493,750.00	.00	493,750.00	47,452.69	.00	163,550.27	330,199.73	33
8200	NYS Retirement	1,051,000.00	.00	1,051,000.00	.00	.00	.00	1,051,000.00	0
8300	Health Insurance	1,660,800.00	.00	1,660,800.00	.00	.00	477,734.80	1,183,065.20	29
8311	Retiree Health Insurance	987,500.00	.00	987,500.00	.00	.00	330,965.24	656,534.76	34
8313	Deferred Compensation Match	30,000.00	.00	30,000.00	3,383.72	.00	12,551.69	17,448.31	42
8314	Voluntary Defined Contribution Match	6,800.00	.00	6,800.00	1,019.84	.00	3,784.48	3,015.52	56
8400	Workers Compensation	132,850.00	.00	132,850.00	.00	.00	75,551.07	57,298.93	57
8500	Unemployment	15,400.00	.00	15,400.00	863.67	.00	863.67	14,536.33	6
<i>Employee Benefits Totals</i>		<b>\$4,378,100.00</b>	<b>\$0.00</b>	<b>\$4,378,100.00</b>	<b>\$52,719.92</b>	<b>\$0.00</b>	<b>\$1,065,001.22</b>	<b>\$3,313,098.78</b>	<b>24%</b>
<b>EXPENSE TOTALS</b>		<b>\$14,717,988.00</b>	<b>\$73,350.00</b>	<b>\$14,791,338.00</b>	<b>\$1,024,351.13</b>	<b>\$5,241.50</b>	<b>\$4,556,098.60</b>	<b>\$10,229,997.90</b>	<b>31%</b>

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<b>Fund A - General Fund</b>									
Org Function <b>122 - Social Services</b>									
Department <b>6010 - Social Services Administration Totals</b>		(\$14,717,988.00)	(\$73,350.00)	(\$14,791,338.00)	(\$1,024,351.13)	(\$5,241.50)	(\$4,556,098.60)	(\$10,229,997.90)	31%
Department <b>6055 - Day Care</b>									
EXPENSE									
Contractual Expense									
4240	Assistance Payments	1,250,000.00	.00	1,250,000.00	62,065.85	.00	337,650.24	912,349.76	27
	Contractual Expense Totals	\$1,250,000.00	\$0.00	\$1,250,000.00	\$62,065.85	\$0.00	\$337,650.24	\$912,349.76	27%
	EXPENSE TOTALS	\$1,250,000.00	\$0.00	\$1,250,000.00	\$62,065.85	\$0.00	\$337,650.24	\$912,349.76	27%
Department <b>6055 - Day Care Totals</b>		(\$1,250,000.00)	\$0.00	(\$1,250,000.00)	(\$62,065.85)	\$0.00	(\$337,650.24)	(\$912,349.76)	27%
Department <b>6070 - Service For Recipients</b>									
EXPENSE									
Contractual Expense									
4240	Assistance Payments	669,500.00	.00	669,500.00	16,675.66	.00	113,881.70	555,618.30	17
	Contractual Expense Totals	\$669,500.00	\$0.00	\$669,500.00	\$16,675.66	\$0.00	\$113,881.70	\$555,618.30	17%
	EXPENSE TOTALS	\$669,500.00	\$0.00	\$669,500.00	\$16,675.66	\$0.00	\$113,881.70	\$555,618.30	17%
Department <b>6070 - Service For Recipients Totals</b>		(\$669,500.00)	\$0.00	(\$669,500.00)	(\$16,675.66)	\$0.00	(\$113,881.70)	(\$555,618.30)	17%
Department <b>6102 - Medical AssistanceMMIS</b>									
EXPENSE									
Contractual Expense									
4240	Assistance Payments	8,983,400.00	.00	8,983,400.00	691,032.00	.00	5,771,372.50	3,212,027.50	64
	Contractual Expense Totals	\$8,983,400.00	\$0.00	\$8,983,400.00	\$691,032.00	\$0.00	\$5,771,372.50	\$3,212,027.50	64%
	EXPENSE TOTALS	\$8,983,400.00	\$0.00	\$8,983,400.00	\$691,032.00	\$0.00	\$5,771,372.50	\$3,212,027.50	64%
Department <b>6102 - Medical AssistanceMMIS Totals</b>		(\$8,983,400.00)	\$0.00	(\$8,983,400.00)	(\$691,032.00)	\$0.00	(\$5,771,372.50)	(\$3,212,027.50)	64%
Department <b>6109 - Family Assistance</b>									
EXPENSE									
Contractual Expense									
4240	Assistance Payments	3,474,750.00	.00	3,474,750.00	187,344.91	.00	957,143.61	2,517,606.39	28
	Contractual Expense Totals	\$3,474,750.00	\$0.00	\$3,474,750.00	\$187,344.91	\$0.00	\$957,143.61	\$2,517,606.39	28%
	EXPENSE TOTALS	\$3,474,750.00	\$0.00	\$3,474,750.00	\$187,344.91	\$0.00	\$957,143.61	\$2,517,606.39	28%
Department <b>6109 - Family Assistance Totals</b>		(\$3,474,750.00)	\$0.00	(\$3,474,750.00)	(\$187,344.91)	\$0.00	(\$957,143.61)	(\$2,517,606.39)	28%
Department <b>6119 - Child Care</b>									
EXPENSE									
Contractual Expense									
4240	Assistance Payments	1,990,250.00	.00	1,990,250.00	123,176.56	.00	658,350.72	1,331,899.28	33
	Contractual Expense Totals	\$1,990,250.00	\$0.00	\$1,990,250.00	\$123,176.56	\$0.00	\$658,350.72	\$1,331,899.28	33%
	EXPENSE TOTALS	\$1,990,250.00	\$0.00	\$1,990,250.00	\$123,176.56	\$0.00	\$658,350.72	\$1,331,899.28	33%
Department <b>6119 - Child Care Totals</b>		(\$1,990,250.00)	\$0.00	(\$1,990,250.00)	(\$123,176.56)	\$0.00	(\$658,350.72)	(\$1,331,899.28)	33%

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<b>Fund A - General Fund</b>									
Org Function <b>122 - Social Services</b>									
Department <b>6123 - Juvenile Delinquent Care</b>									
<b>EXPENSE</b>									
<i>Contractual Expense</i>									
4240	Assistance Payments	250,000.00	.00	250,000.00	31,179.50	.00	146,034.24	103,965.76	58
	<i>Contractual Expense Totals</i>	\$250,000.00	\$0.00	\$250,000.00	\$31,179.50	\$0.00	\$146,034.24	\$103,965.76	58%
	<b>EXPENSE TOTALS</b>	\$250,000.00	\$0.00	\$250,000.00	\$31,179.50	\$0.00	\$146,034.24	\$103,965.76	58%
	Department <b>6123 - Juvenile Delinquent Care Totals</b>	(\$250,000.00)	\$0.00	(\$250,000.00)	(\$31,179.50)	\$0.00	(\$146,034.24)	(\$103,965.76)	58%
Department <b>6124 - INSTITUTIONAL CARE PHC</b>									
<b>EXPENSE</b>									
<i>Contractual Expense</i>									
4240	Assistance Payments	300,000.00	.00	300,000.00	81,220.67	.00	122,616.57	177,383.43	41
	<i>Contractual Expense Totals</i>	\$300,000.00	\$0.00	\$300,000.00	\$81,220.67	\$0.00	\$122,616.57	\$177,383.43	41%
	<b>EXPENSE TOTALS</b>	\$300,000.00	\$0.00	\$300,000.00	\$81,220.67	\$0.00	\$122,616.57	\$177,383.43	41%
	Department <b>6124 - INSTITUTIONAL CARE PHC Totals</b>	(\$300,000.00)	\$0.00	(\$300,000.00)	(\$81,220.67)	\$0.00	(\$122,616.57)	(\$177,383.43)	41%
Department <b>6129 - State Training School</b>									
<b>EXPENSE</b>									
<i>Contractual Expense</i>									
4240	Assistance Payments	300,000.00	.00	300,000.00	.00	.00	.00	300,000.00	0
	<i>Contractual Expense Totals</i>	\$300,000.00	\$0.00	\$300,000.00	\$0.00	\$0.00	\$0.00	\$300,000.00	0%
	<b>EXPENSE TOTALS</b>	\$300,000.00	\$0.00	\$300,000.00	\$0.00	\$0.00	\$0.00	\$300,000.00	0%
	Department <b>6129 - State Training School Totals</b>	(\$300,000.00)	\$0.00	(\$300,000.00)	\$0.00	\$0.00	\$0.00	(\$300,000.00)	0%
Department <b>6140 - Home Relief</b>									
<b>EXPENSE</b>									
<i>Contractual Expense</i>									
4240	Assistance Payments	2,525,000.00	.00	2,525,000.00	141,626.18	.00	854,153.47	1,670,846.53	34
	<i>Contractual Expense Totals</i>	\$2,525,000.00	\$0.00	\$2,525,000.00	\$141,626.18	\$0.00	\$854,153.47	\$1,670,846.53	34%
	<b>EXPENSE TOTALS</b>	\$2,525,000.00	\$0.00	\$2,525,000.00	\$141,626.18	\$0.00	\$854,153.47	\$1,670,846.53	34%
	Department <b>6140 - Home Relief Totals</b>	(\$2,525,000.00)	\$0.00	(\$2,525,000.00)	(\$141,626.18)	\$0.00	(\$854,153.47)	(\$1,670,846.53)	34%
Department <b>6141 - Social ServicesHEAP</b>									
<b>EXPENSE</b>									
<i>Contractual Expense</i>									
4240	Assistance Payments	5,000.00	.00	5,000.00	(17,567.94)	.00	(26,428.80)	31,428.80	-529
	<i>Contractual Expense Totals</i>	\$5,000.00	\$0.00	\$5,000.00	(\$17,567.94)	\$0.00	(\$26,428.80)	\$31,428.80	-529%
	<b>EXPENSE TOTALS</b>	\$5,000.00	\$0.00	\$5,000.00	(\$17,567.94)	\$0.00	(\$26,428.80)	\$31,428.80	-529%
	Department <b>6141 - Social ServicesHEAP Totals</b>	(\$5,000.00)	\$0.00	(\$5,000.00)	\$17,567.94	\$0.00	\$26,428.80	(\$31,428.80)	-529%
Department <b>6142 - Emergency Aid To Adults</b>									
<b>EXPENSE</b>									
<i>Contractual Expense</i>									



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<b>Fund A - General Fund</b>									
Org Function <b>122 - Social Services</b>									
Department <b>6142 - Emergency Aid To Adults</b>									
<b>EXPENSE</b>									
<i>Contractual Expense</i>									
4240	Assistance Payments	150,000.00	.00	150,000.00	1,442.70	.00	23,478.55	126,521.45	16
	<i>Contractual Expense Totals</i>	\$150,000.00	\$0.00	\$150,000.00	\$1,442.70	\$0.00	\$23,478.55	\$126,521.45	16%
	<b>EXPENSE TOTALS</b>	\$150,000.00	\$0.00	\$150,000.00	\$1,442.70	\$0.00	\$23,478.55	\$126,521.45	16%
	Department <b>6142 - Emergency Aid To Adults</b> Totals	(\$150,000.00)	\$0.00	(\$150,000.00)	(\$1,442.70)	\$0.00	(\$23,478.55)	(\$126,521.45)	16%
	Org Function <b>122 - Social Services</b> Totals	(\$34,615,888.00)	(\$73,350.00)	(\$34,689,238.00)	(\$2,342,547.22)	(\$5,241.50)	(\$13,514,351.40)	(\$21,169,645.10)	39%
	Fund <b>A - General Fund</b> Totals	\$34,615,888.00	\$73,350.00	\$34,689,238.00	\$2,342,547.22	\$5,241.50	\$13,514,351.40	\$21,169,645.10	
	Grand Totals	\$34,615,888.00	\$73,350.00	\$34,689,238.00	\$2,342,547.22	\$5,241.50	\$13,514,351.40	\$21,169,645.10	



**Livingston County Center for Nursing & Rehabilitation  
Financial and Operational Enhancement Services  
Monthly Update - June 2020**

**Section 1: Clinical Operations: monthly summary and next steps**

Summary:

- **MDS focus audits**- At this time focus audits are still suspended. We will resume at the conclusion of the national health emergency.
- **Nurse staffing audit/monitoring**- While under the Public Health Emergency, we remain available to assist Kathy Crye, DON with monitoring our LCCNR Direct Care staffing. Since our last report, E.O. 200.30 has expired and was replaced with the initiation of E.O. 200.40. Most notable to the new E.O. is they have liberated staff testing requirements, eliminating the mandate of twice weekly Covid-19 testing replacing with once weekly requirements in all Phase 2 facilities (Livingston County as part of the Finger Lakes region, is now a “Phase 4” environment.

At the current time, the facility’s systems are stable. Most concerning have been recent vacancies in the RN Nurse compliment related to Admissions and MDS. The Admissions role has been temporarily (pending permanent) filled by an internal candidate then vacating another leadership position (Unit Nurse Manager). This position has since been filled by a staff member who recently graduated and passed her boards to become an RN. The remaining vacancy is the MDS position. Amy Lee, Beacon RN remains able to assist with training when the right person is identified to fill this position and census remains low which helps in compensating for the vacancy with a decreased need for MDS completion.

- **Medicare strategic reimbursement mentoring (previously identified as MDS Department support/ educations/PDPM education and follow through)**- (Ongoing)
  - Amy Lee, RN continues to act as a remote resource to the MDS nurses as questions arise, such as MDS coding guidance, and resident benefit coverage queries.
  - LCCNR Triple Check process: The June Triple Check meeting was held on 6/12. It was intended that the LCCNR team would complete the meeting independently. There were issues that caused the business office staff to be unavailable for the meeting and Tina G and Amy L acted as representatives for the business office staff so the triple check meeting could occur timely and would not need to be postponed. All of the skilled claims, including both Part A and C claims, were reviewed. All parties participated appropriately, with any questions of process being addressed as they arose in the meeting. The plan for Triple Check, moving forward in July, is for the LCCNR team to continue to review the billing monthly for the previous month. This process will occur independently moving forward. Beacon staff will continue to be a resource to this meeting to ensure that the LCCNR staff have a complete understanding and comfort with this process.
  - **PDPM Medicare Audit**- As reported in April, Beacon intends to audit Medicare strategy and assess risk of non-payment associated to documentation and MDS coding error. Due to the National Health Emergency, the starting of audits have been delayed. We expect this audit will commence when LCCNS allows a return to the facility for our Beacon resources. As of the last week in June, Amy checked in with Cindy Canavaris, ADON and Infection Preventionist. As NYS has yet to liberate visitation, it is thought that Beacon support remotely remains the best option for the



**Livingston County Center for Nursing & Rehabilitation**  
**Financial and Operational Enhancement Services**  
**Monthly Update - June 2020**

Health Center. We will continue to work with Cindy to comply to mandates and provide service remotely for the interim

- **Formalize Quality reporting metrics and identify monthly monitoring for QM's/ 5 Star Rating improvements, etc.** - (Ongoing) Monthly QA reviews and evaluation with MDS team- will continue monthly.
- *Weight loss QM initiative - Tabled, revisit after the public health emergency. This will remain an open agenda item for the time being.*
  - VBP 2% reduction- Amy Lee has identified a QAPI PIP to aide in eliminating the 2% reduction in Medicare reimbursement. She is currently working to develop a set of reports to be pulled from Casper Monthly for review by Jackie Smith under her mentoring. This will allow Amy and Jackie to work from common metrics and follow progress to assure the facility can eliminate this reduction. Secondary to the current competing priorities, expect these metrics/reporting to occur late in the second quarter.
  - NHQI results: As previously reported, corrections to improve the current NHQI were made. Final determination was provided 6/23/20 but was unfavorable to the argument. While we did not expect favorable outcome, we felt it appropriate to provide feedback to that effect. The data calculation is based on is approximately a year old at the point in time it is used for measure. This in itself is problematic to measuring and impacting quality. While this has been a long standing argument of many providers, governance has clearly demonstrated unwillingness to adjust. While the data parameters are less than ideal, they remain. As per our plan, the issue is corrected from a "moving forward" perspective and will not have an adverse effect to the future. We will continue to monitor and update as able. This is also being rolled into the PIP Amy is working on.
- **Software Vendor issues-**
  - All issues pertinent to software this month were related to billing issues and are listed below in this report.
- **Liability Notice Delivery Protocol** Training the MDS team for the Part B notices had been planned to transition in May, however, *as a result of the public health emergency, this process has been tabled at this time due to LCCNR staff constraints. This will remain an open agenda item for the time being.* ABN updates were issued by CMS late this month. Amy has updated the LCCNR's required notifications and process to encompass these changes. Amy will educate appropriate staff to these changes and ensure regulatory compliance is maintained.
- **Census process review-** *Tabled, revisit after the public health emergency.*
- **CNA Partner Program-** Training for this program's first group of employees began in June. At the request of Kelly U, Amy L developed an education regarding LCCNR's PPE and transmission-based precautions policies for this training program as well as orientation for new staff and annual re-training for staff.

Next Steps:

- **Continue all "on-going" initiatives**
- **Denial Management Support-** There were a few issues noted this month concerning the change in the admission department staff and their understanding of procedures relating to



## Livingston County Center for Nursing & Rehabilitation Financial and Operational Enhancement Services Monthly Update - June 2020

obtaining prior authorizations for newly admitted or re-admitted residents. While process issues were resolved and Admissions is now on track, Tina G and Amy L are working with MDS nurses and business office staff to monitor the billing cycles of the affected residents and are prepared to manage the denials when the need arises.

- **Nursing Leadership Conference-** *Tabled, revisit after the public health emergency.*
- **Admissions process-** This admission department process improvement plan has been delayed with the recent resignation of the facility's admissions coordinator. With the filling of the position, Beacon will now initiate this process improvement plan Amy has developed a small project plan aimed to identify the steps and needed areas of improvement. The goal is to create efficiencies that will flow to the billing office, nursing and MDS practices. In turn this will develop procedures that will increase operational productivity throughout all aspects of the admissions process. Amy will set up time immediately after the July holiday to work with our new Coordinator.
- **CMI-** NYS DOH presented updates to the CMI census collection process on June 17, 2020. Amy L has been working with the MDS nurses to compare and match the census data in the Health Commerce System. The final steps to the certification and matching of the data are scheduled to occur in July. Amy L will continue to direct and assist the MDS nurses in this process to ensure timeliness, accuracy, and staff understanding with the updates to the DOH process.

### Section 2: Financial Department Operations: monthly summary and next steps-

Summary:

- **Software Enhancements-**
  - Electronic remittances- We continue to work towards total transition. We will continue to set up new payers with esolutions as needed. **Excellus** – nursing home ERA are still coming in via paper. Tina working with Barb to address. **MVP** (PaySpan)- Tina G called Pay Span about set-up issue with MVP ERA. They stated LCCNR cannot sign up for their own account because the tax id is already set-up for the County. Tina G is working with eSolutions to see if they can pull ERA by NPI only. This is still in process, expecting resolution to be reported by the end of next month. **I-Circle** – process to change clearing house has been completed and first ERA was received in June 2020. **Aetna**-Barb is working on paperwork for electronic remittance. **Independent Health** and **Humana**- Electronic submission payer approved and awaiting first ERA
  - ERA-not balancing for Medicare; Tina G continues working with Barb to identify a new process/ rectify. Tina S also reported that ERA for I-Circle, Fidelis and VNA do not balance. Tina G is researching the issue and will provide more information/possible solutions to address in July.
  - Monthly verification for insurance eligibility: remains completed for Medicaid only. This was tabled under the National health pandemic and expected to continue at its conclusion.



**Livingston County Center for Nursing & Rehabilitation  
Financial and Operational Enhancement Services  
Monthly Update - June 2020**

- Electronic payments to bank: This was tabled under the national health pandemic and expected to continue at its conclusion.
- Process for Medicare Demand bill, Tracking Claim and Informational claim to be exported to eSolutions. Currently the billing office is manually keying claims into DDE system at Medicare. Tina G is working with Reliable and Jenny to have set up completed to eliminate the manual intervention.
- Claims “hold” in eSolutions- Tina G and Jenny currently working with eSolutions to complete set up for claims to be held prior to submission to payer. The purpose of this would be to fix an item on a claim that Reliable is unable to produce for billing. An example of this and current processing issue is the need for more than one authorization on a claim for multiple services. As Part B services can require up to three authorization numbers, currently Jenny needs to change set ups in Reliable and bill each service separately to achieve this requirement. Tina G has worked with Reliable and at this time, they are not able to meet this requirement. As this process will remained unchanged until Reliable is able to update their software to address, “Claims hold” will allow best efficiency and accuracy while working around Reliable’s limitation.
- **Process Enhancements-**
  - Tina and Amy continue to remain available to review MDS PDPM HIPPS modifiers prior to billing. No issues were noted at this time as there was no applicable billing in the month of June.
  - May billings for Part A and Part B: All vendors produced their bills in a timely fashion, staff reviewed and entered charges! All clean claims were successfully billed by 6/15/2020 deadline.
  - Barb asked for a review of claims submission date for MLTC Medicaid claims. Tina G found that all MLTC Medicaid billing were being submitted the third to fourth week of the month. The current process does not allow time to fix claims issues. The current process claims are 50 to 60 days old at the time of billing, take another 30 to 45 days to process, and another week to post. This is not a surfeit amount of time to fix or resubmit claims without risking the chance of denial for timely filing. Barb has worked with Tina S about submitting claims with in the first 5 business days.
  - Tina G found that I-Circle Claims for 12/1-12/10/19 were not paid. Upon review it was found that these dates of service were not sent to the insurance company. Biller did submit the claims, but they were past filing time limit and denied for timely. Tina G contacted I-Circle to see if there was a way to receive payment for these lost days. I-Circle stated to submit adjusted claims for dates of service 12/11-12/31/2019 and to change the date of service and units to reflect the whole month. They supplied best tips document that was forwarded to Barb and Tina S. Tina S expressed that this was going to be time consuming to fix claims because each claim had to be done individually. Tina G contacted Reliable and obtained a process to complete claims correction as a batch with minimal work. Tina S was unaware of this process. Tina G provided training to Tina S on this process and claims were created in Reliable, EFT to eSolutions and forwarded successful to the payer. Tina S



**Livingston County Center for Nursing & Rehabilitation**  
**Financial and Operational Enhancement Services**  
**Monthly Update - June 2020**

- has followed up on these claims and is awaiting an answer from the provider rep at I Circle.
- Tina G found three MLTC Medicaid residents that their claims were not processed for three months. March claims denied on a remit and the April and May were rejected by eSolutions with claims not making it to the payer. Tina S did resubmit the March claims with the correct id but this did not happen until the EOB was received. She also did not update Reliable with the correct information causing the April and May to be rejected. Tina G spoke with Tina S and she was unaware that claims did not make it to the payer for April and May. Tina G reviewed process in eSolutions to ensure that all claims have made it to the payer. Tina G had Tina S update Reliable with the correct information and June claims processed in eSolutions correctly. Barb was made aware.
  - MLTC Medicaid transition to FFS Medicaid 8/1/2020. Tina G is working on process for a successful transition back to FFS Medicaid. Letter prepared to notify residents and responsible party of change and NAMI redirection to LCCNR. Anticipate this will be mailed out early July.
  - Diagnoses entered by neighborhood Nursing staff continues to improve. Where we are still having a few issues with diagnosis, Amy Lee and Tina G are working to resolve with Reliable.
  - Triple Check process: Tina G and Amy L were present and represented the billing department for June. LCCNR will fly solo in July!
  - Liability Notice process: No problems have been reported with transition to date. ABN for Part B insurance cuts are being processed in the billing department. Amy L currently working on implementing the updated (June 2020) ABN and transition of the Part B ABN to MDS in the future.
  - Started process with Barb to streamline procedures for the billing office for monthly claims processing and collection.
  - Telehealth Care for CHE E-Visits: Tina Sullivan now has electronic access to CHE's data. Tina G trained Tina S on electronic process to obtain visits from the CHE website, review of DX codes required, data entry of charges and billing. Tina S successfully billed April and May charges for CHE visits. Payment should be in June and July. Tina G will continue to facilitate due to LCCNR staff time constrains and the national health emergency.
  - Medicare open claims that are denied or returned from Medicare. Tina G review claim with Jenny advising of how to fix and how to avoid errors in the future.

**Next Steps:**

- Work with billing staff on Covid-19 billing requirement.
- Ongoing educations with Wendy on cash posting.
- Working with Barb on process for cash posting.
- VBP (QV) reduction from Medicare Remit. Karen and Amy Lee addressing.
- Follow up with Barb about Sample letter given to her to move forward on process to Private Pay Room and board charges to 18<sup>th</sup> of the month and advance billing for NAMI. At this time



**Livingston County Center for Nursing & Rehabilitation  
Financial and Operational Enhancement Services**

**Monthly Update - June 2020**

Private pay billing is completed the first 10 days of the month and interferes with processing for monthly claims.

- Developing formalized Collection process for outstanding claims.
- Continued review with Jenny on status of demand billing and no pay claims.
- Medical records requests and appeal requests: We will work with Amy Lee to develop a process.
- Admission Process redesign will work with Amy Lee and Karen Donovan.
- Set up of secondary claims automation in eSolutions.
- Tina will continue to work with Chelsey on job duties and stream-lining processes.

***Respectfully submitted, with much appreciation. Please stay safe and healthy!***

***Tina Golhardt, Amy Lee, Karen Donovan, and Andrea Hagen***