

**County of Jefferson**  
**Office of the County Administrator**



**Historic Courthouse**  
195 Arsenal Street, 2<sup>nd</sup> Floor  
Watertown, NY 13601-2567  
Phone: (315) 785-3075 Fax: (315) 785-5070

November 27, 2019

**TO:** Members of Health & Human Services  
**FROM:** Robert F. Hagemann, III, County Administrator *R.F.H.*  
**SUBJECT:** Health & Human Services Committee Agenda

Please let this correspondence serve as notification that the Health & Human Services Committee will meet on ***Tuesday, December 3, 2019 at 6:00 p.m.*** in the Board of Legislators' Chambers. Following is a list of agenda items for the meeting:

**Presentation:**

Overdose Status Update Jefferson County, NY - Stephen Jennings, Public Health Planner

**Resolutions:**

1. Amending the 2019 County Budget to Allocate Additional State Aid from NYS OMH for the Community Services Department
2. Amending 2019 County Budget Relative to Mental Health Programs and Authorizing Amended Agreements in Relation Thereto
3. Amending the 2019 County Budget to Recognize Federal Medicaid Administration Reimbursement for the Community Services Department
4. Amending the 2019 County Budget Relative to Veterans Peer Support (P2P) Program and Authorizing Agreements in Relation Thereto
5. Authorizing Agreement for Provision of Related Services in Connection with the program for Preschool Children with Disabilities
6. Authorizing the Jefferson County Medical Examiner's Office to Accept Computers from the NYS DOH

7. Authorizing Agreement for Provision of Certain Professional Services to the Medical Examiner's Office

**Informational Items:**

1. Monthly Departmental Reports:
  - Community Services
  - Public Health
  - Social Services
  - Veterans Service Agency

If any Committee Member has inquiries regarding agenda items, please do not hesitate to contact me.

RFH:jdj

cc: Office for Aging  
Community Services  
Public Health  
Social Services

Veterans Service Agency  
County Attorney  
County Treasurer

**JEFFERSON COUNTY BOARD OF LEGISLATORS**  
**Resolution No. \_\_\_\_\_**

Amending the 2019 County Budget to Allocate Additional State Aid from  
NYS OMH for the Community Services Department

By Legislator: \_\_\_\_\_

Whereas, The New York State Office of Mental Health (NYS OMH) has approved additional State Aid funding for an increase in the bed stipend for the North Country Transitional Living Services Supported Housing Program, and

Whereas, The 2019 County Budget needs to be amended to reflect the additional funds, and an amended agreement authorized for the local provider.

Now, Therefore, Be It Resolved, That the 2019 County Budget is amended as follows:

**Increase:**

Revenue

01431000 93490	State Aid - Mental Health	\$6,450
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Expenditure:

01432000 04714	NCTLS Reinvestment	\$6,450
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and be it further

Resolved, That the Community Services Board is hereby authorized to executed any necessary amended agreements related to these additional funds.

Seconded by Legislator: \_\_\_\_\_

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State of New York    )  
                                  ) ss.:  
County of Jefferson )

I, the undersigned, Clerk of the Board of Legislators of the County of Jefferson, New York, do hereby certify that I have compared the foregoing copy of Resolution No. \_\_\_\_\_ of the Board of Legislators of said County of Jefferson with the original thereof on file in my office and duly adopted by said Board at a meeting of said Board on the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_ and that the same is a true and correct copy of such Resolution and the whole thereof.

In testimony whereof, I have hereunto set my hand and affixed the seal of said County this \_\_\_\_\_ day of \_\_\_\_\_, 20 \_\_\_\_.

\_\_\_\_\_  
Clerk of the Board of Legislators

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**JEFFERSON COUNTY BOARD OF LEGISLATORS**  
**Resolution No. \_\_\_\_\_**

Amending 2019 County Budget Relative to Mental Health Programs  
and Authorizing Amended Agreements in Relation Thereto

By Legislator: \_\_\_\_\_

Whereas, It is necessary to reallocate excess State Aid and County funds to better align with County mental hygiene priorities within mental health agency programs to ensure the quality of existing mental health services, and

Whereas, The 2019 County Budget needs to be amended to reflect these changes and local contracts need to be amended accordingly.

Now, Therefore, Be It Resolved, That the 2019 County Budget is hereby amended as follows:

**Increase:**

01432000 04707	CMHC Outpatient	\$ 3,683
01432000 04708	NRCIL FSS RIV	25,000
01432000 04721	Mental Health Assn	4,137
01432000 04728	Samaritan Medical Center	3,107
01432000 04732	Children's Home - Jefferson County	32,675

**Decrease:**

01432000 04718	JRC Employment	\$68,602
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and be it further

Resolved, That the Chairman of the Board of Legislators and the Community Services Board are hereby authorized and directed to execute any necessary amended agreements relative to these changes, with the approval of the County Attorney as to form and content.

Seconded by Legislator: \_\_\_\_\_

**JEFFERSON COUNTY BOARD OF LEGISLATORS**  
**Resolution No. \_\_\_\_\_**

Amending the 2019 County Budget to Recognize Federal Medicaid  
Administration Reimbursement for the Community Services Department

By Legislator: \_\_\_\_\_

Whereas, The Community Services Department is in receipt of Federal Medicaid Administration Reimbursement, (CFDA Number 93.778 formerly Federal Salary Sharing) from the Office of Mental Health, the Office of Alcoholism and Substance Abuse Services, and the Office for People with Developmental Disabilities, and

Whereas, These funds will be used for mental health purposes including administrative costs, clinic deficits and community based services, and

Whereas, The 2019 County Budget needs to be amended to reflect these funds, and local contracts amended for the services provided.

Now, Therefore, Be It Resolved, That the 2019 County Budget is hereby amended as follows:

**Increase:**

Revenue

01431000 94490	Fed Aid Mental Health Admin	\$50,000
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Expenditure

01431000 04713	Contracted Mental Health Admin	\$50,000
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and be it further

Resolved, That the Community Services Director is hereby authorized to execute any necessary amended agreements with local providers relative to these additional funds, with the approval of the County Attorney as to form and content.

Seconded by Legislator: \_\_\_\_\_

State of New York )  
                          ) ss.:  
County of Jefferson )

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In testimony whereof, I have hereunto set my hand and affixed the seal of said County this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

\_\_\_\_\_  
Clerk of the Board of Legislators

**JEFFERSON COUNTY BOARD OF LEGISLATORS**  
**Resolution No. \_\_\_\_\_**

Amending the 2019 County Budget Relative to Veterans Peer Support (P2P)  
Program and Authorizing Agreements in Relation Thereto

By Legislator: \_\_\_\_\_

Whereas, By Resolutions 119 and 231 of 2016, 47 and 260 of 2017, 84 and 201 of 2018 Jefferson County accepted funds from the New York State Office of Mental Health (NYS OMH) as well as from the NYS Senate Initiative, for the Veterans Peer Support (P2P) Program (formerly the PFC Joseph Dwyer Peer to Peer Support Program), for the periods of 7/1/2016 - 12/31/2017, 7/1/2017 - 12/31/2018, 7/1/2018 - 6/30/2019 and modified the 2016, 2017 and 2018 County Budgets to allocate said funds, and authorized agreements with the Jefferson County Mental Health Association, the River Hospital, and the NYS OMH, and

Whereas, Additional state aid in the amount of \$92,500 has been received from the NYS Office of Mental Health, and

Whereas, The funding needs to be recognized and contracts authorized for the 7/1/2019 - 6/30/2020 period.

Now, Therefore, Be It Resolved, That Jefferson County enter into an agreement with the NYS OMH to receive the grant funds, and agreements with the River Hospital and the Mental Health Association for the new funding and to extend the operation of the Veterans Peer Support (P2P) Program, through June 30, 2020, and be it further

Resolved, That the Chairman of the Board of Legislators and the Community Services Director are hereby authorized and directed to execute the above agreements subject to the approval of the County Attorney as to form and content, and be it further

Resolved, that the 2019 County Budget is amended as follows:

**Increase:**

Revenue

01431000 93490	State Aid Mental Health Services	\$92,500
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Expenditure

01432000 04735	Veterans Peer Support	\$92,500
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Seconded by Legislator: \_\_\_\_\_

**JEFFERSON COUNTY BOARD OF LEGISLATORS**  
**Resolution No. \_\_\_\_\_**

Authorizing Agreement for Provision of Related Services  
in Connection with the Program for Preschool Children with Disabilities

By Legislator: \_\_\_\_\_

Whereas, The Program for Preschool Children with Disabilities provides a variety of related services to children aged three to five years with certain disabilities, such services to be provided in the least restrictive environment, be it home or agency based, and

Whereas, Chapter 243 of the Laws of 1989 requires that counties maintain a list of appropriately certified or licensed professionals to deliver related services to preschool children with disabilities and set a reasonable reimbursement rate for such services, subject to the approval of the New York State Education Department, and

Whereas, By Resolution No. 81 of 2019 Jefferson County authorized agreements with providers for the provision of related services and set rates, and an agreement for an additional provider needs to be authorized.

Now, Therefore, Be It Resolved, That, pursuant to Section 4410 of the Education Law, Jefferson County enter into an agreement with the following party for the provision of the indicated service(s). The term of said agreement shall be for the period December 10, 2019 through June 30, 2020 in accordance with the requirements of the State Education Law and regulations:

<u>Provider</u>	<u>Service</u>
Watertown City School District	Speech Therapy

and be it further

Resolved, That the Chairman of the Board of Legislators is hereby authorized to execute such agreement on behalf of Jefferson County with the approval of the County Attorney as to form and content.

Seconded by Legislator: \_\_\_\_\_

**JEFFERSON COUNTY BOARD OF LEGISLATORS**  
**Resolution No. \_\_\_\_\_**

Authorizing the Jefferson County Medical Examiner's Office to Accept  
Computers from the NYS DOH

By Legislator: \_\_\_\_\_

Whereas, A national emergency has been declared regarding the opioid epidemic, and

Whereas, Jefferson County Medical Examiner's ability to identify and track opioid related and other violent deaths is a key element in responding to this epidemic and protecting County residents health and well being, and

Whereas, Providing the Medical Examiners with tools such as tablets to use in the field will assist in collecting more accurate data, and

Whereas, Jefferson County has been awarded three (3) tablets and two (2) laptops equipped with software through a New York State Department of Health (NYSDOH) program in conjunction with the Centers for Disease Control and Prevention at no cost to our county, and

Whereas, The software included in the tablets will ease the burden of required Medical Examiner reports for programs such as the NYS Department of Motor Vehicles Fatal Accident Reporting System and the NYSDOH National Violent Death Reporting System, along with assisting in creating counts of specific types of deaths when requested.

Now, Therefore, Be It Resolved, That the Jefferson County Medical Examiner's Office is hereby authorized to accept these tablets and laptops for Jefferson County in order to assist in this vital work.

Seconded by Legislator: \_\_\_\_\_

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State of New York    )  
                                  ) ss.:  
County of Jefferson )

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In testimony whereof, I have hereunto set my hand and affixed the seal of said County this \_\_\_\_\_ day of \_\_\_\_\_, 20 \_\_\_\_.

\_\_\_\_\_  
Clerk of the Board of Legislators

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**JEFFERSON COUNTY BOARD OF LEGISLATORS**  
**Resolution No. \_\_\_\_\_**

Authorizing Agreement for Provision of Certain Professional Services  
to the Medical Examiner's Office

By Legislator: \_\_\_\_\_

Whereas, It is desirable to have the extensive resources of the Onondaga County Medical Examiner's (M.E.) Office available for backup to support the operation of the Jefferson County Medical Examiner (M.E.) Program particularly during those times when the Jefferson County M.E. is out of the area on vacation, medical leave or other unexpected absences, and in instances involving complicated deaths, and

Whereas, Per Resolution 222 of 2016 this Board authorized an agreement with Onondaga County, which has now restructured their M.E. services and requested a new agreement.

Now, Therefore, Be It Resolved, That Jefferson County enter into an agreement with Onondaga County on an as needed provision of professional autopsy and testing services by the Onondaga County M.E.'s Office for the period January 1, 2020, through December 31, 2022, and be it further

Resolved, The 2020-2022 rates shall be at the current published charges in effect for each year and on file with Jefferson County at the time the service is requested and rendered, and be it further

Resolved, That the Chairman of the Board is hereby authorized and directed to execute said agreement on behalf of Jefferson County subject to the review of the County Attorney as to form and content.

Seconded by Legislator: \_\_\_\_\_

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State of New York    )  
                                  ) ss.:  
County of Jefferson )

I, the undersigned, Clerk of the Board of Legislators of the County of Jefferson, New York, do hereby certify that I have compared the foregoing copy of Resolution No. \_\_\_\_\_ of the Board of Legislators of said County of Jefferson with the original thereof on file in my office and duly adopted by said Board at a meeting of said Board on the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_ and that the same is a true and correct copy of such Resolution and the whole thereof.

In testimony whereof, I have hereunto set my hand and affixed the seal of said County this \_\_\_\_\_ day of \_\_\_\_\_, 20 \_\_\_\_.

\_\_\_\_\_  
Clerk of the Board of Legislators

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## 2019 COMMUNITY SERVICES OFFICE EXPENSE/REVENUE REPORT

11/1/2019

<u>PROGRAM</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>	<u>APR</u>	<u>MAY</u>	<u>JUNE</u>	<u>JULY</u>	<u>AUG</u>	<u>SEPT</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>	<u>TOTALS Y-T-D</u>	<u>TOTAL BUDGET</u>	<u>BALANCE AVAILABLE</u>	<u>% USED</u>
<b>EARLY INTERV.</b>																
EXPENSES	\$0	\$229	\$46,295	\$10,770	\$23,015	\$18,578	\$37,241	\$28,073	\$27,263	\$27,263			\$218,727	\$430,000	\$211,273	50.87%
REVENUES	\$0	\$2,926	\$1,176	\$350	\$1,120	\$49,190	\$12,032	\$686	\$700	\$2,254			\$70,434	\$238,787	\$168,353	29.50%
<b>PRESCHOOL</b>																
EXPENSES	\$0	\$101,180	\$430,199	\$328,436	\$406,526	\$190,196	\$445,146	\$440,621	\$249,571	\$364,622			\$2,956,497	\$5,025,000	\$2,068,503	58.84%
REVENUES	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0			\$0	\$3,048,375	\$3,048,375	0.00%
<b>OPWDD</b>																
EXPENSES(ADMIN)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0			\$0	\$13,866	\$13,866	0.00%
REVENUES	\$1,560	\$3,000	\$0	\$0	\$1,560	\$1,560	\$0	\$0	\$0	\$1,560			\$9,240	\$6,933	(\$2,307)	133.28%
<b>OASAS</b>																
EXPENSES	\$117,810	\$80,744	\$68,573	\$353,728	\$692,116	\$72,571	\$87,390	\$350,363	\$91,065	\$223,103			\$2,137,463	\$3,128,887	\$991,424	68.31%
REVENUES	\$659,943	\$101,714	\$588,018	\$0	\$173,643	\$674,835	\$0	\$0	\$271,363	\$0			\$2,469,516	\$2,938,041	\$468,525	84.05%
<b>OMH</b>																
EXPENSES	\$49,642	\$501,768	\$129,664	\$283,498	\$219,747	\$408,610	\$288,919	\$178,773	\$110,187	\$410,969			\$2,581,777	\$3,559,857	\$978,080	72.52%
REVENUES	\$827,928	\$0	\$0	\$828,017	\$0	\$46,250	\$834,029	\$0	\$826,992	\$0			\$3,363,216	\$3,280,227	(\$82,989)	102.53%
<b>TOTAL EXPENSES</b>	<b>\$167,452</b>	<b>\$683,921</b>	<b>\$674,731</b>	<b>\$976,432</b>	<b>\$1,341,404</b>	<b>\$689,955</b>	<b>\$858,696</b>	<b>\$997,830</b>	<b>\$478,086</b>	<b>\$1,025,957</b>	<b>\$0</b>	<b>\$0</b>	<b>\$7,894,464</b>	<b>\$12,157,610</b>	<b>\$4,263,146</b>	<b>64.93%</b>
<b>TOTAL REVENUES</b>	<b>\$1,489,431</b>	<b>\$107,640</b>	<b>\$589,194</b>	<b>\$828,367</b>	<b>\$176,323</b>	<b>\$771,835</b>	<b>\$846,061</b>	<b>\$686</b>	<b>\$1,099,055</b>	<b>\$3,814</b>	<b>\$0</b>	<b>\$0</b>	<b>\$5,912,406</b>	<b>\$9,512,363</b>	<b>\$3,599,957</b>	<b>62.15%</b>

OPWDD= OFFICE OF PEOPLE WITH DEVELOPMENTAL DISABILITIES  
OASAS= OFFICE OF ALCOHOL AND SUBSTANCE ABUSE SERVICES

OMH= OFFICE OF MENTAL HEALTH

**Jefferson County Public Health Service Home Health Care Statistical Performance\***  
**For the Ten Months Ended October 31, 2019**

REFERRALS				MTD	YTD	2019	Amount of	Percent
	2016	2017	2018	Actual	Actual	Annualized	Change	Change
CHHA	1,669	1,908	1,972	148	1,413	1,696	-276	-14.02%
PREVENT	142	55	1	0	3	4	3	260.00%
Rabies	0	0	0	0	0	0	0	0.00%
Communicable Disease	2,899	3,757	4,785	415	4,890	5,868	1,083	22.63%
Newborn Screening	9	6	5	2	7	8	3	68.00%
PREVENT Sub-Total	3,050	3,818	4,791	417	4,900	5,880	1,089	22.73%
GRAND TOTAL	4,719	5,726	6,763	565	6,313	7,576	813	12.02%
AVERAGE DAILY CENSUS				MTD	YTD	2019	Amount of	Percent
	2016	2017	2018	Actual	Actual	Annualized	Change	Change
CHHA	216	214	206	145	170	170	-36	-16.73%
PREVENT	15	4	1	2	2	2	1	15.00%
Rabies	0	0	0	0	0	0	0	0.00%
PREVENT Sub-TOTAL	15	4	1	2	2	2	1	15.00%
GRAND TOTAL	231	218	207	147	172	172	-35	-17.00%
VISITS				MTD	YTD	2019	Amount of	Percent
	2016	2017	2018	Actual	Actual	Annualized	Change	Change
CHHA	12,850	13,879	12,850	798	8,401	10,081	-2,769	-21.55%
Skilled Nursing	3,267	3,321	3,579	412	3,793	4,552	973	27.18%
Speech Therapy	83	61	0	0	0	0	0	0.00%
Medical Social Worker	547	665	696	66	614	737	41	5.86%
Occupational Therapy	713	636	805	84	566	679	-126	-15.63%
Nutrition	157	173	131	29	136	163	32	24.58%
Home Health Aide	7,691	6,412	5,035	337	3,829	4,595	-440	-8.74%
Personal Care Aide	2,465	958	42	0	0	0	-42	-100.00%
Sub-TOTAL	27,773	26,105	23,138	1,726	17,339	20,807	-2,331	-10.08%
PREVENT	540	34	26	4	41	49	23	89.23%
Skilled Nursing	0	0	0	0	0	0	0	0.00%
Physical Therapy	0	0	0	0	0	0	0	0.00%
Speech Therapy	0	0	0	0	0	0	0	0.00%
Medical Social Worker	27	0	0	0	0	0	0	0.00%
Occupational Therapy	0	0	0	0	0	0	0	0.00%
Nutrition	0	0	0	0	0	0	0	0.00%
Home Health Aide	0	0	1	0	0	0	-1	-100.00%
Personal Care Aide	0	0	0	0	0	0	0	0.00%
Sub-TOTAL	567	34	27	4	41	49	22	82.22%
TOTAL VISITS	13,390	13,913	12,876	802	8,442	10,130	-2,746	-21.32%
Skilled Nursing	3,267	3,321	3,579	412	3,793	4,552	973	27.18%
Speech Therapy	83	61	0	0	0	0	0	0.00%
Medical Social Worker	574	665	696	66	614	737	41	5.86%
Occupational Therapy	713	636	805	84	566	679	-126	-15.63%
Nutrition	157	173	131	29	136	163	32	24.58%
Home Health Aide	7,691	6,412	5,036	337	3,829	4,595	-441	-8.76%
Personal Care Aide	2,465	958	42	0	0	0	-42	-100.00%
GRAND TOTAL	28,340	26,139	23,165	1,730	17,380	20,856	-2,309	-9.97%
PARAPROFESSIONAL HOURS**				MTD	YTD	2019	Amount of	Percent
	2016	2017	2018	Actual	Actual	Annualized	Change	Change
AGENCY CHHA								
Home Health Aide	3,828	3,146	3,190	280	2,467	2,960	-230	-7.20%
Personal Care Aide	602	232	12	0	0	0	-12	-100.00%
CHHA Sub-TOTAL	4,430	3,378	3,202	280	2,467	2,960	-242	-7.55%
CONTRACT CHHA								
Home Health Aide								
Caregivers	7,493	5,032	3,319	77	2,294	2,753	-566	-17.06%
US CARE SYSTEMS	322	428	640	26	475	570	-70	-10.94%
Family Home Care	0	0	0	0	0	0	0	0.00%
Home Care Plus (Sibley)	0	0	0	0	0	0	0	0.00%
Sub-TOTAL	7,815	5,460	3,959	103	2,769	3,323	-636	-16.07%
Personal Care Aide								
Caregivers	2,774	853	33	0	0	0	-33	-100.00%
US CARE SYSTEMS	475	457	0	0	0	0	0	0.00%
Sub-TOTAL	3,249	1,310	33	0	0	0	-33	-100.00%
TOTAL CONTRACT	11,064	6,770	3,992	103	2,769	3,323	-669	-16.76%
TOTAL HOURS								
Home Health Aide	11,643	8,606	7,149	383	5,236	6,283	-866	-12.11%
Personal Care Aide	3,851	1,542	45	0	0	0	-45	-100.00%
GRAND TOTAL	15,494	10,148	7,194	383	5,236	6,283	-911	-12.66%

\*\*Numbers may not total precisely due to rounding.

\*Beginning with the 2018 Final Report, the Long Term Home Health Care Program which stopped in 2016, is removed. Patients with long-term needs are currently served through Managed Long Term Care (MLTC) programs that contract with the CHHA for care delivery.

Jefferson County Department of Social Services

2019

<b>BALANCE</b>	1,297,501	1,344,961	11,375	3,306,951	1,163,203	2,011,169	100,000	1,130,769	13,551	47,828
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	Daycare 6055.46	* Recipient Services 6070.4604	Medical Assistance 6101.4	MMIS 6100.4	Family Assistance 6109.4	Child Care 6119.4	State Training Schools 6129.4	Safety Net Assistance 6140.4	Heap 6141.4	Emergency Aid to Adults 6142.4
<b>BUDGET</b>	2,212,273	2,283,096	12,500	19,474,267	4,362,365	8,000,000	100,000	5,240,702	51,347	114,729
<b>LOCAL SHARE %</b>	0.00%	35.00%	25.00%	100.00%	0.00%	30.00%	100.00%	71.00%	0.00%	50.00%
<b>AVG BUD</b>	184,356	190,258	1,042	1,622,856	363,530	666,667	8,333	436,725	4,279	9,561
JAN	0	881	0	1,837,195	220,216	2,225	0	374,881	33,015	2,715
FEB	84,297	27,174	0	1,469,756	270,745	636,750	0	393,718	1,334	3,553
MAR	80,798	128,070	0	1,469,756	397,780	635,040	0	478,099	938	11,576
APR	88,383	83,174	0	1,837,195	306,766	658,345	0	451,632	7,622	2,934
MAY	90,265	115,303	402	1,469,756	334,225	726,765	0	419,682	(6,995)	5,334
JUN	96,899	118,071	407	1,469,756	277,688	692,724	0	405,535	421	5,909
JUL	119,313	95,600	0	1,837,195	334,947	654,252	0	398,954	(711)	6,218
AUG	111,996	154,994	0	1,469,756	391,112	670,452	0	383,217	502	5,319
SEP	107,246	79,212	0	1,469,756	383,771	580,009	0	381,502	725	6,913
OCT	135,575	135,656	316	1,837,195	281,912	732,269	0	422,713	945	16,430
NOV										
DEC										
<b>TOTAL</b>	914,772	938,135	1,125	16,167,316	3,199,162	5,988,831	0	4,109,933	37,796	66,901

<b>PROJ EXP: Forecast for Remainder of YEAR</b>	1,283,484	1,318,651	3,209	19,413,028	3,926,222	7,322,165	16,666	4,983,383	46,354	86,023
<b>PROJECTED BALANCE</b>	928,789	964,445	9,291	61,239	436,143	677,835	83,334	257,319	4,993	28,706

# VETERANS SERVICE AGENCY

## OCTOBER 2019 MONTHLY REPORT

Month	Personal Contacts	Tel/Mail Contacts	Total Contacts	Total Services	New Claims	Maintained Claims
January	54	783	837	1926	31	19
February	55	692	747	1731	33	14
March	63	952	1015	2284	42	17
<b>Sub Total</b>	<b>172</b>	<b>2427</b>	<b>2599</b>	<b>5941</b>	<b>106</b>	<b>50</b>
April	104	727	831	1913	46	14
May	98	768	866	2093	45	12
June	78	740	818	1875	49	21
<b>Sub Total</b>	<b>280</b>	<b>2235</b>	<b>2515</b>	<b>5881</b>	<b>140</b>	<b>47</b>
July	66	728	794	1792	49	21
August	88	669	757	1782	43	16
September	99	666	765	1735	52	13
<b>Sub Total</b>	<b>253</b>	<b>2063</b>	<b>2316</b>	<b>5309</b>	<b>144</b>	<b>50</b>
October	72	659	731	1594	51	21
November						
December						
<b>Sub Total</b>						
<b>GRAND TOTAL</b>						

\*Contact: Personal visit, phone call, or mail received or sent to/from VSA

\*Service: Amount of assistance provided for each contact

Comments: The Total Contacts and Total Services figures for Oct/2019 are lower than the same figures for Oct/2018 partly because of the part time status of the Director. But, the New and Maintained figures are higher than Oct/2018 so a significant number of claims are still being filed. The Service Officer completed the American Legion Advanced Service Officer Training in Albany, NY.