

County of Jefferson
Office of the County Administrator



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

May 25, 2023

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, May 30, 2023 at 6:00 p.m.** in the Board of Legislators' Chambers. Following is a list of agenda items for the meeting:

Presentation:

Youth Alliance of Jefferson County - Community Scanning Project

Resolutions:

1. Authorizing Agreement for Provision of Related Services in Connection with the Program for Preschool Children with Disabilities
2. Authorizing Agreements for Provision of Mental Hygiene Services
3. Appointing Members to the Community Services Board
4. Accepting Funding and Authorizing an Agreement in Connection With Public Health Emergency Preparedness Program
5. Accepting Funding for New York State Department of Health Health Equity Project, Authorizing Agreement, and Amending the 2023 County Budget in Relation Thereto

Informational Items:

1. Monthly Departmental Reports:
Office for Aging
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. _____

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. 105 of 2023 Jefferson County authorized agreements with providers for the provision of related services and set rates, and an agreement for an additional provider and services 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 July 1, 2023 through June 30, 2024 in accordance with the requirements of the State Education Law and regulations:

<u>Provider</u>	<u>Service</u>	<u>Rate</u>
CiTi BOCES	Audiology Sessions	per 30 minutes \$189.75
	Audiology Sessions	per 30 minute (Group) \$ 94.88
	Audiology (Consults)	per consult \$380.00
	TOD (Teacher of the Deaf Sessions)	per 30 minutes \$133.00
	TOD (Teacher of the Deaf Sessions)	per 30 minute (Group) \$ 66.50
	TOD (Consults)	per consult \$265.00

and be it further

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

Seconded by Legislator: _____

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

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

JEFFERSON COUNTY BOARD OF LEGISLATORS
Resolution No. _____

Authorizing Agreements for Provision of Mental Hygiene Services

By Legislator: _____

Whereas, New York State Mental Hygiene Law provides that the Jefferson County Community Services Board may contract for the provision of various mental hygiene services to the public with the approval of the Board of Legislators.

Now, Therefore, Be It Resolved, That, pursuant to Section 41.13 of the Mental Hygiene Law, this Board does hereby grant its approval for the Community Services Board to enter into agreements with the following not-for-profit organizations for provision of the referenced mental hygiene services during calendar year 2023 for consideration as reflected herein:

<u>Agency</u>	<u>Consideration to be Received from the County</u>	<u>State Aid</u>	<u>County Aid</u>
Alcohol/Substance Abuse Council DBA Pivot			
Recovery Center	\$350,000	\$350,000	\$ 0
Prevention Services & Stop DWI	\$882,464	\$788,464	\$ 59,000
			DWI \$ 35,000
Carthage Area Hospital			
Behavioral Health Clinic	\$ 55,801	\$ 55,801	\$ 0
Children's Home of Jefferson County			
Family Respite	\$ 49,400	\$ 43,296	\$ 6,104
Mobile Crisis Outreach	\$156,521	\$137,257	\$ 19,264
Prevention Program	\$ 30,367	\$ 26,489	\$ 3,878
Health Home Management	\$234,715	\$234,715	\$ 0
Adult, Children & Families Pre-Admission			
Screening (SPOA/SPOE)	\$124,345	\$124,345	\$ 0
Non-Medicaid Care Coordination Mgrs -			
Sch. Liaison	\$214,114	\$214,114	\$ 0
Community Outpatient Clinic	\$ 88,432	\$ 41,057	\$ 47,375
Records Management	\$ 10,000	\$ 0	\$ 10,000
Forensic Jail Program	\$142,688	\$141,804	\$ 884
Therapeutic Crisis Respite Program	\$691,950	\$691,950	\$ 0
Credo Community Center for the Treatment of Addictions			
Men's Halfway House	\$331,815	\$331,815	\$ 0
Vocational/Education Program	\$116,737	\$116,737	\$ 0
Chemical Dependence Clinic	\$652,055	\$597,359	\$ 54,696

Community Res. (Aftercare)	\$381,309	\$342,309	\$ 39,000
Case Mgmt/Supportive Housing	\$121,908	\$121,908	\$ 0
Women's Drug Free Residential	\$838,145	\$838,145	\$ 0
Res. Rehab. Svcs. For Youth	\$ 85,422	\$ 85,422	\$ 0
Opiate Treatment Program	\$ 0	\$ 0	\$ 0
Case Management/Vivitrol	\$ 20,000	\$ 20,000	\$ 0
Jail Base Program	\$160,000	\$160,000	\$ 0
Mental Health Outpatient Clinic	\$ 2,863	\$ 2,863	\$ 0
The ARC Jefferson-St. Lawrence			
Assisted Competitive & Transitional			
Employment Programs	\$306,890	\$297,016	\$ 9,874
Integrated Supported Employment	\$ 91,707	\$ 91,707	\$ 0
Family Support Services	\$ 5,000	\$ 0	\$ 5,000
Mental Health Assn.			
Psychosocial/Drop-In Program	\$310,968	\$292,222	\$ 18,746
Adult Respite Program	\$ 40,897	\$ 35,549	\$ 5,348
PFC Joseph Dwyer Peer Veterans Grant	\$ 92,500	\$ 92,500	\$ 0
Northern Regional Center for Independent Living			
Family Support Services	\$277,157	\$268,964	\$ 8,193
Mental Health Advocacy	\$ 49,499	\$ 49,499	\$ 0
North Country Transitional Living Services DBA			
Transitional Living Services of NNY			
Supported Housing	\$569,876	\$560,432	\$ 9,444
Behavioral Health & Wellness Clinic	\$ 12,879	\$ 12,879	\$ 0
Homeless/MICA/Case Mgmt	\$119,847	\$119,847	\$ 0
River Hospital			
PFC Joseph Dwyer Peer Veterans Grant	\$ 92,500	\$ 92,500	\$ 0
Community Wellness Outpatient	\$ 34,945	\$ 0	\$ 34,945
School Bases Mental Health Clinic	\$ 8,656	\$ 8,656	\$ 0
Samaritan Medical Center			
Outpatient Clinic Services	\$ 85,744	\$ 85,744	\$ 0

and be it further

Resolved, That this Board further grants approval for the Community Services Board to enter into such agreements with the State of New York as may be required to obtain the State Aid funding outlined herein, and be it further

Resolved, That the Chairman of the Board of Legislators is hereby authorized to sign the above referenced agreements on behalf of the County of Jefferson, subject to the approval by the County Attorney as to form and content, and be it further

Resolved, That the Community Services Board shall not be required to enter into any amended agreements related to changes in funding for any of the above referenced agreements, and with any increases in funding for any of the above referenced agreements requiring this Board to approve such monetary increases by budget resolution only.

Seconded by Legislator: _____

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

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

JEFFERSON COUNTY BOARD OF LEGISLATORS
Resolution No. _____

Appointing Members to the Community Services Board

By Legislator: _____

Resolved, That pursuant to Section 41.11 of the Mental Hygiene Law the following individuals are hereby appointed as members of the Jefferson County Community Services Board and/or to the designated sub-committee thereof for terms to expire as indicated below:

<u>Member</u>	<u>Sub-Committee</u>	<u>Term to Expire</u>
Community Services Board Only Karen Marcum		12/31/2024
Community Services Board and Sub Committee Kevin Vogt	PW/DD	12/31/2024
Sub Committee Only Kelly Wright	Alcohol and Substance Abuse	12/31/2024
Michael Lively	PW/DD	12/31/2024
Susan Lara-Gonzalez	Mental Health	12/31/2024
Brooke Roes	Mental Health	12/31/2024

Seconded by Legislator: _____

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

JEFFERSON COUNTY BOARD OF LEGISLATORS
Resolution No. _____

Accepting Funding and Authorizing an Agreement in Connection With
Public Health Emergency Preparedness Program

By Legislator: _____

Whereas, The Jefferson County Public Health Service has been allocated \$90,122 for a one (1) year term renewal from the Centers for Disease Control (CDC) and Health Research Inc. (HRI) of the New York State Department of Health (NYSDOH) for the period of July 1, 2023, through June 30, 2024, to improve its preparedness to address Public Health emergencies, and

Whereas, These funds will be used to improve capacities to respond to public health threats pursuant to guidelines developed by the CDC and NYSDOH, and

Whereas, The Public Health Emergency Preparedness Plan and other improvements will require use of existing personal services authorized in the Adopted 2023 budget, purchase and payment of certain operating expenses, all to be 100% funded by the grant.

Now, Therefore, Be It Resolved, that Jefferson County hereby again accepts such annual funding covering the period of July 1, 2023, through June 30, 2024, contingent on continued state and federal funding, and be it further

Resolved, That the Chairman of the Board of Legislators is hereby authorized to sign any and all documents necessary to accept such funding and to execute a renewal agreement with NYSDOH and HRI, subject to approval by the County Attorney as to form and content.

Seconded by Legislator: _____

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

JEFFERSON COUNTY BOARD OF LEGISLATORS
Resolution No. _____

Accepting Funding for New York State Department of Health Health Equity Project,
Authorizing Agreement, and Amending the 2023 County Budget in Relation Thereto

By Legislator: _____

Whereas, The New York State Department of Health (NYSDOH) has awarded funding to Jefferson County Public Health Service to determine the effects of COVID-19, related impacts and vaccine hesitancy within the population of the Town of LeRay, and

Whereas, Jefferson County Public Health Service will work with community partners to develop a sound survey methodology, conduct said survey and convene focus groups within the township, and

Whereas, The NYSDOH will provide a total award of \$50,000 for the project for the period of May 1, 2023 through February 15, 2024, such funding to partially offset salary and fringe of existing staff.

Now, Therefore, Be It Resolved, That Jefferson County hereby accepts said funding and authorizes the Chairman of the Board of Legislators to execute any and all documents with the NYSDOH for the provision of this funding, subject to approval by the County Attorney as to form and content, and be it further

Resolved, That the 2023 County Budget is hereby amended as follows:

Increase:

Revenue		
01405000 91689	Other Public Health Income	\$50,000

Expenditures		
01406000 04110	Office Supplies	\$ 400
01406000 04111	Trackable-Durable Equipment	1,800
01406000 04313	Travel	131
01406000 04416	Professional Fees	25,000
01406000 04585	Operating Supplies	2,287

Decrease:

01000000 30599	Appropriated Fund Balance	\$20,382
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Seconded by Legislator: _____

2023 COMMUNITY SERVICES OFFICE EXPENSE/REVENUE REPORT

5/4/2023

<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>
EARLY INTERV.																
EXPENSES	\$4,112	\$20,592	\$10,846	\$23,335									\$58,885	\$370,000	\$311,115	15.91%
REVENUES	\$0	\$0	\$1,216	\$28									\$1,244	\$209,218	\$207,974	0.59%
PRESCHOOL																
EXPENSES	\$3,199	(\$2,904)	\$568,378	\$753,916									\$1,322,589	\$5,350,000	\$4,027,411	24.72%
REVENUES	\$0	\$0	\$0	\$0									\$0	\$3,063,250	\$3,063,250	0.00%
OPWDD																
EXPENSES(ADMIN)	\$0	\$0	\$0	\$0									\$0	\$14,614	\$14,614	0.00%
REVENUES	\$0	\$1,644	\$1,644	\$0									\$3,288	\$7,307	\$4,019	45.00%
OASAS																
EXPENSES	\$945,458	\$0	\$1,264,339	\$148,806									\$2,358,603	\$4,067,442	\$1,708,839	57.99%
REVENUES	\$929,643	\$47,903	\$1,302,428	\$0									\$2,279,974	\$3,879,746	\$1,599,772	58.77%
OMH																
EXPENSES	\$170	\$119,420	\$475,272	\$334,726									\$929,588	\$3,747,565	\$2,817,977	24.81%
REVENUES	\$917,301	\$25,736	\$1,199,546	\$3,625									\$2,146,208	\$3,560,435	\$1,414,227	60.28%
TOTAL EXPENSES	\$952,938	\$137,108	\$2,318,835	\$1,260,784	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$4,669,665	\$13,549,621	\$8,879,956	34.46%
TOTAL REVENUES	\$1,846,944	\$75,283	\$2,504,834	\$3,653	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$4,430,714	\$10,719,956	\$6,289,242	41.33%

OPWDD= OFFICE FOR PEOPLE WITH DEVELOPMENTAL DISABILITIES
OASAS= OFFICE OF ADDICTION SERVICES AND SUPPORTS
OMH= OFFICE OF MENTAL HEALTH

**Jefferson County Public Health Service Home Health Care Statistical Performance
For the Three Months Ended April 30, 2023**

REFERRALS				MTD	YTD	2023	Amount of	Percent
	2020	2021	2022	Actual	Actual	Annualized	Change	Change
CHHA	1,439	1,360	1,126	87	357	1,071	-55	-4.88%
PREVENT	2	0	0	0	0	0	0	0.00%
Rabies	0	0	0	0	0	0	0	0.00%
Communicable Disease*	13,850	14,318	20,919	258	2,658	7,974	-12,945	-61.88%
Newborn Screening	11	15	27	2	10	30	3	11.11%
PREVENT Sub-Total	13,863	14,333	20,946	260	2,668	8,004	-12,942	-61.79%
GRAND TOTAL	15,302	15,693	22,072	347	3,025	9,075	-12,997	-58.88%
AVERAGE DAILY CENSUS				MTD	YTD	2023	Amount of	Percent
	2020	2021	2022	Actual	Actual	Annualized	Change	Change
CHHA	138	129	98	85	83	83	-15	-11.63%
PREVENT	1	1	0	0	0	0	0	0.00%
Rabies	0	0	0	0	0	0	0	0.00%
PREVENT Sub-TOTAL	1	1	0	0	0	0	0	0.00%
GRAND TOTAL	139	130	98	85	83	83	-15	-15.31%
VISITS				MTD	YTD	2023	Amount of	Percent
	2020	2021	2022	Actual	Actual	Annualized	Change	Change
CHHA	8,165	7,958	6,128	417	1,635	4,905	-1,223	-19.96%
Skilled Nursing	4,338	4,480	3,943	266	1,267	3,801	-142	-3.60%
Physical Therapy	0	0	0	0	0	0	0	0.00%
Speech Therapy	591	553	466	43	177	531	65	13.95%
Medical Social Worker	858	921	830	37	255	765	-65	-7.83%
Occupational Therapy	214	109	117	7	31	93	-24	-20.51%
Nutrition	2,095	1,387	745	77	296	888	143	19.19%
Home Health Aide	0	0	0	0	0	0	0	0.00%
Personal Care Aide	16,261	15,408	12,229	847	3,661	10,983	-1,246	-10.19%
Sub-TOTAL	4	21	3	0	0	0	-3	-100.00%
PREVENT	3	21	3	0	0	0	-3	-100.00%
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	0	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	1	0	0	0	0	0	0	0.00%
Personal Care Aide	0	0	0	0	0	0	0	0.00%
Sub-TOTAL	4	21	3	0	0	0	-3	-100.00%
TOTAL VISITS	8,168	7,979	6,131	417	1,635	4,905	-1,226	-20.00%
Skilled Nursing	4,338	4,480	3,943	266	1,267	3,801	-142	-3.60%
Physical Therapy	0	0	0	0	0	0	0	0.00%
Speech Therapy	591	553	466	43	177	531	65	13.95%
Medical Social Worker	858	921	830	37	255	765	-65	-7.83%
Occupational Therapy	214	109	117	7	31	93	-24	-20.51%
Nutrition	2,096	1,387	745	77	296	888	143	19.19%
Home Health Aide	0	0	0	0	0	0	0	0.00%
Personal Care Aide	16,265	15,429	12,232	847	3,661	10,983	-1,249	-10.21%
GRAND TOTAL	16,265	15,429	12,232	847	3,661	10,983	-1,249	-10.21%
PARAPROFESSIONAL HOURS**				MTD	YTD	2023	Amount of	Percent
	2020	2021	2021	Actual	Actual	Annualized	Change	Change
AGENCY CHHA								
Home Health Aide	2,136	1,412	753	81	304	912	159	21.12%
Personal Care Aide	0	0	0	0	0	0	0	0.00%
CHHA Sub-TOTAL	2,136	1,412	753	81	304	912	159	21.12%
CONTRACT CHHA								
Home Health Aide								
Caregivers	80	0	0	0	0	0	0	0.00%
US CARE SYSTEMS	44	0	0	0	0	0	0	0.00%
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	124	0	0	0	0	0	0	0.00%
Personal Care Aide								
Caregivers	0	0	0	0	0	0	0	0.00%
US CARE SYSTEMS	0	0	0	0	0	0	0	0.00%
Sub-TOTAL	0	0	0	0	0	0	0	0.00%
TOTAL CONTRACT	124	0	0	0	0	0	0	0.00%
TOTAL HOURS								
Home Health Aide	2,260	1,412	753	81	304	912	159	21.12%
Personal Care Aide	0	0	0	0	0	0	0	0.00%
GRAND TOTAL	2,260	1,412	753	81	304	912	159	21.12%

**Numbers may not total precisely due to rounding.

SAJ:HOME CARE STATISTICS GRID APR23exc.5:18:23. MS E:/

*Prior Communicable Disease reported numbers combined negative with positive reports. All years have been amended to include only positive reports. Hence forward only positive case numbers will be reported.

Jefferson County Department of Social Services

2023

BALANCE	3,995,789	1,316,219	1,000	12,594,754	3,162,959	8,344,798	400,000	3,523,225	58,575	72,028
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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
BUDGET	4,602,479	1,600,000	1,000	17,934,488	4,000,000	11,000,000	400,000	4,750,000	105,000	90,000
LOCAL SHARE %	0.00%	35.00%	25.00%	100.00%	0.00%	30.00%	100.00%	71.00%	0.00%	50.00%
AVG BUD	383,540	133,333	83	1,494,541	333,333	916,667	33,333	395,833	8,750	7,500
JAN	1,635	2,367	0	1,570,510	160,336	532	0	224,043	524	1,950
FEB	187,404	28,904	0	1,256,408	154,757	741,131	0	345,096	37,023	1,894
MAR	188,716	158,599	0	1,256,408	306,220	1,050,493	0	362,157	8,523	9,492
APR	228,935	93,911	0	1,256,408	215,728	863,046	0	295,479	355	4,636
MAY	0	0	0	0	0	0	0	0	0	0
JUN	0	0	0	0	0	0	0	0	0	0
JUL	0	0	0	0	0	0	0	0	0	0
AUG	0	0	0	0	0	0	0	0	0	0
SEP	0	0	0	0	0	0	0	0	0	0
OCT	0	0	0	0	0	0	0	0	0	0
NOV	0	0	0	0	0	0	0	0	0	0
DEC	0	0	0	0	0	0	0	0	0	0
TOTAL	606,690	283,781	0	5,339,734	837,041	2,655,202	0	1,226,775	46,425	17,972

PROJ EXP: Forecast for Remainder of YEAR	4,442,090	1,617,111	830	20,285,144	4,170,371	11,821,872	333,330	5,185,105	133,925	92,972
PROJECTED BALANCE	160,389	(17,111)	170	(2,350,656)	(170,371)	(821,872)	66,670	(435,105)	(28,925)	(2,972)

VETERANS SERVICE AGENCY

APRIL 2023 MONTHLY REPORT

Month	Personal Contacts	Tel/Mail Contacts	Total Contacts	Total Services	New Claims	Maintained Claims
January	83	376	459	1082	27	17
February	81	364	445	934	45	21
March	87	460	547	1205	37	14
Sub Total	251	1200	1451	3221	109	52
April	65	303	368	785	27	13
May						
June						
Sub Total						
July						
August						
September						
Sub Total						
October						
November						
December						
Sub Total						
GRAND TOTAL						

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

*Service: Amount of assistance provided for each contact

Comments: The VSA submitted 27 claims for Compensation and Pension which saw 7 decisions returned 11K in new payments and over 39.8K in back pay going to local Veterans. We are serving 3-4 Veterans/Dependents a day, with a Training/Administrative day. The PACT Act claims are processing as of EOM April; VA's Rating Inventory 815,024 claims, Back Log 215,384 or 26.4%, Average days pending 103, Average days to complete 115, Completing over 8,000 per day, Quality 96%.