



ANNUAL REPORT 2019-2020

Chautauqua County Department
of Health and Human Services



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A MESSAGE FROM DIRECTOR, CHRISTINE SCHUYLER



For the first time, we are presenting you with two annual reports in one spanning 2019 and 2020. While we fully intended to compile and release an annual report in 2019, the coronavirus pandemic derailed our efforts in early 2020 and kept us off track throughout the year. Throughout 2019, we continued to tackle some of the toughest issues facing our county, state and nation: the opioid epidemic, poverty, homelessness, chronic and communicable disease, and child and adult abuse and neglect. The COVID-19 pandemic upended “business as usual” as we responded to a virus that we knew little about, spread quickly, and caused severe illness and death in some individuals. There are no words to describe 2020 as it has been a year like no other in modern times.

As a community of public health and social services professionals, the mission and values of the Chautauqua County Department of Health and Human Services have never been clearer and never have I been prouder of our agency’s ability to meet and overcome the toughest of challenges. DHHS remained open, flexible and responsive to the extreme health and welfare needs of all those living and working in Chautauqua County. The pandemic highlighted the immense responsibilities we have as the Local Health Department and as the Local Social Services District. Without fail, DHHS implemented a 24/7 pandemic response effort in March of 2020 that has continued even as 2020 came to a close. Words cannot express the gratitude I have for our public health heroes and critically essential social services staff, many of whom were on the front lines throughout 2020 and all of whom came together to face the biggest public health crisis in 100 years. They are exceptional and rise to the occasion on every front as we continue to address the realities of COVID-19. I would also like to thank County Executive Wendel and our COVID leadership team of County Physicians Dr. Robert Berke, Dr. Michael Faulk, and Dr. Brian Walters, former County Emergency Services Director John Griffith, current County Emergency Services Director Noel Guttman, and Sheriff Jim Quattrone for their unyielding support during this time.

In addition to the health crisis presented, we were faced with the accompanying economic upheaval and financial strains for many who were already stretched thin. We have seen how the social determinants of health have continued to drive inequities and further exacerbate the impacts of the pandemic. Partnerships with other County departments, healthcare providers, schools, nonprofit organizations and businesses were critical to and strengthened our pandemic response. The community came together to adopt safety measures, support required public health measures to prevent the spread of disease, and care for our most vulnerable residents. We must now continue these partnerships to address the social determinants of health that continue to plague the health and well-being of so many in Chautauqua County.

While I do not know what 2021 will bring, I do know that, together, we will continue to help our residents be healthier, stronger, and safer and I promise to continue to lead this Department to the best of my ability as we fulfill our public health and human service responsibilities.

Take care,

Christine Schuyler, BSN, RN, MHA
Director

Who We Are

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

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

OUR MISSION

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

VALUES/PRINCIPLES

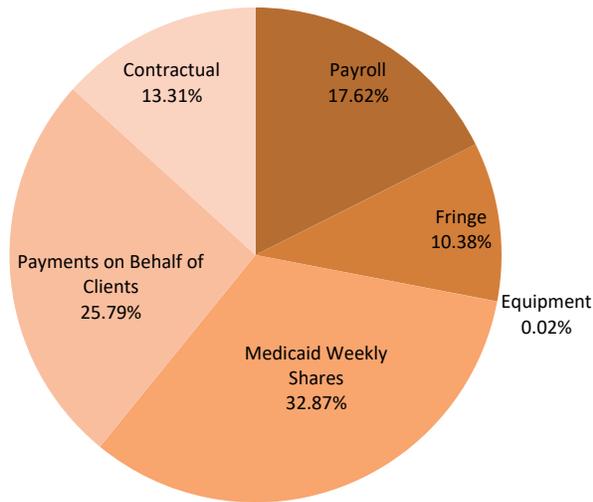
- We believe in improving the health and quality of life of our community through the prevention and treatment of disease and other physical, mental health and social conditions.
- We believe that families should be protected from violence and gain support for their efforts to be self-sufficient.
- We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

Organizational Wheel

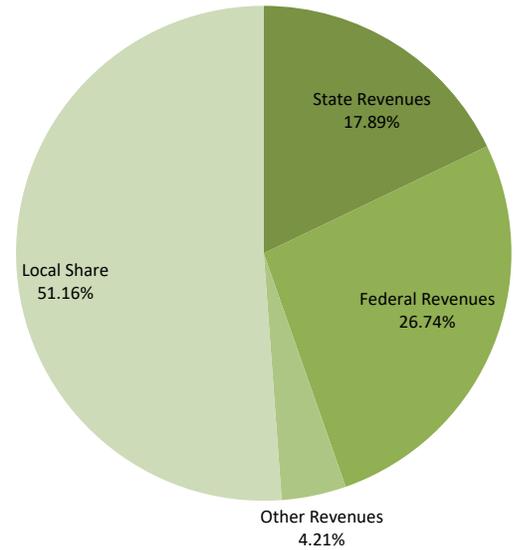


2019 Budget Expenditures totaled \$ 93,731,385. The charts below reference percentages for expenditures and funding.

2019 DHHS Expenditures by Type

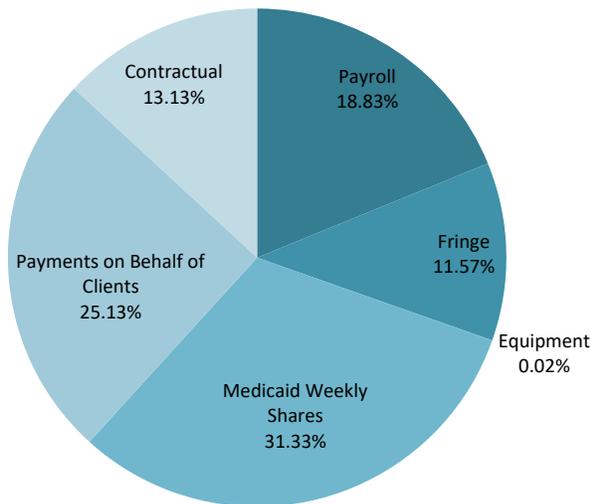


2019 DHHS Funding by Source

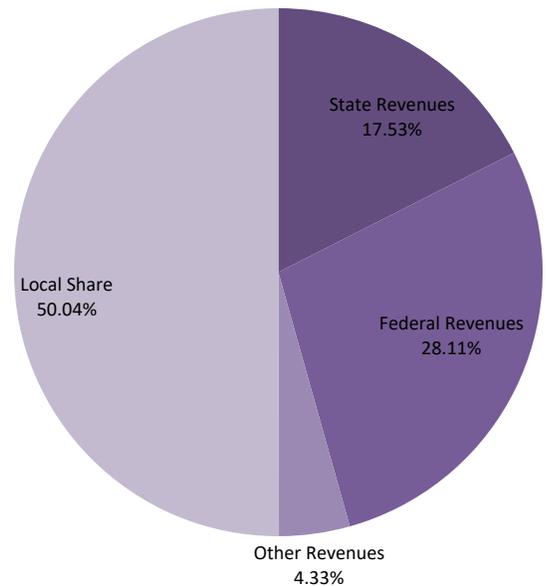


2020 Budget Expenditures totaled \$89,414,180. The charts below reference percentages for expenditures and funding.

2020 DHHS Expenditures by Type



2020 DHHS Funding by Source



Program Activities & Caseload Summary

CASELOAD REPORT Caseload on December 31st

	2018	2019	2020
Temporary Aid to Needy Families (TANF)	1,834	1,795	1,587
Medicaid (MA)	9,039	9,200	9,167
Supplemental Nutrition Assistance Program (SNAP)	11,562	11,808	11,271
Adult Protective Services Cases (APS)	536	387	370
Children in Foster Care	109	120	97
Children in Day Care	881	709	949

PROGRAM ACTIVITIES Cumulative for year

	2018	2019	2020
Abuse/Neglect Reports Resulting in Investigations	2,513	2,606	2,274
TA & SNAP Applications Received	17,823	15,856	14,574
Managed Care Enrollment	26,279	25,939	30,096
Sanctions	562	369	130

Social Services Client Expenditures by Program

PROGRAMS	2018	%	2019	%	2020	%
Medical Assistance	\$30,263,493	54.1%	\$30,811,921	56.0	28,015,430	55.5
TANF	\$8,162,706	14.6%	7,289,041	13.3	6,047,152	12.0
Safety Net	\$7,566,280	13.5%	6,359,159	11.6	6,023,488	11.9
Day Care	\$3,423,515	6.1%	3,088,751	5.6	3,299,807	6.5
Foster Care/Institutional	\$5,286,002	9.4%	5,570,067	10.1	5,584,870	11.1
Juvenile Delinquent Care and State Training School	\$934,518	1.7%	1,534,500	2.8	1,249,566	2.5
Emergency Aid for Adults	\$170,101	0.3%	129,918	0.2	63,774	0.1
Other	\$149,515	0.3%	206,196	0.4	199,109	0.4
TOTAL Expenditures	\$55,956,130		54,989,553		50,483,196	

Health Revenues

PROGRAMS	2018	%	2019	%	2020	%
Preschool Special Education	\$3,537,714	42.1%	4,502,220	53.1	3,976,378	54.2
State/Federal Grants	\$2,440,036	29.0%	1,891,890	22.3	1,397,520	19.1
State Aid	\$956,416	11.4%	997,043	11.8	1,055,390	14.4
Fees for Service	\$535,012	6.4%	513,221	6.1	440,069	6.0
Early Intervention	\$596,591	7.1%	508,383	6.0	396,794	5.4
Nurse Family Partnership*	\$257,812	3.1%	-	-	-	-
Other	\$84,220	0.9%	66,577	0.8	67,459	0.9
TOTAL REVENUE	\$8,407,801		8,479,334		7,333,610	

*Nurse Family Partnership funding has shifted to State & Federal grants.

EMPLOYEE RECOGNITION



Chautauqua County Celebrates Roland Hewes, DVM Half Century of Service on the Board of Health

Chautauqua County is honored to recognize Roland Hewes, Doctor of Veterinary Medicine (DVM) for his exemplary volunteer service on the Board of Health of the Chautauqua County Health District from August 9, 1968 to January 17, 2020. Over his 51 plus years on the Board, Dr. Hewes served in numerous leadership positions including twice as Board of Health President. He was instrumental in tackling many significant issues during his tenure. Of great significance is the work around Chautauqua Lake which started in the late 1970s when the Board of Health took bold steps in placing a moratorium on further development along the lake because of inadequate sewage treatment. This supported the creation of what is now the South and Center Chautauqua Lake Sewer District (SCCLSD). Several areas along the lake were either served by

antiquated, inefficient sewer plants, as in Lakewood and Celoron, or failing on-site septic systems, as in Bemus Point and Greenhurst. In 1980, the highly efficient SCCLSD treatment plant was completed to serve these and other areas around the lake. When blue-green algae in the lake became an issue in the 2000s, the Board took steps to mandate minimum lot sizes for development and implemented mandatory septic inspection programs for dwellings within 250 feet of any lake in the County. Again, this bold step supported the SCCLSD West Side Sewer extension that will extend public sewers from Lakewood to Stow, scheduled for completion in 2023.

One of Dr. Hewes' personal achievements was bringing free rabies animal vaccination clinics to every town in Chautauqua County. In addition, the Board of Health has taken on tough Public Health issues that have had impacts statewide. The Board was the driving force behind lobbying for and enforcement of the Chautauqua County's 1988 Local Law that restricted smoking in restaurants and entities open to the public. Fifteen years later, New York State took action of its own with the adoption of the Clean Indoor Air Act of 2003. While this protected employees from secondhand smoke, it also presented new challenges, particularly from angry tavern owners. The Board took its enforcement responsibilities very seriously by levying significant penalties for non-compliance as well as establishing strict criteria for waivers and policies for smoking rooms that were separately ventilated. These policies included no waivers for new businesses and non-transferable waivers for existing businesses, which will eventually eliminate all smoking rooms. Chautauqua County was also one of the first counties in the state to include the regulation and inspection of tattooing and body piercing in its Sanitary Code and to implement Tobacco 21, blazing the trail for the state to pass similar measures to protect the public's health.

"Dr. Hewes has given so much of himself and his time to public service, making Chautauqua County a better place to live, work, and play. Thank you Dr. Hewes!" added Schuyler.

Chautauqua County Leadership Network's Newest Members include HHS Staff Diane Anderson, Rebecca Davison-March and Amy Josephson

Chautauqua Leadership Network's goal is to provide a continual supply of persons trained in leadership which is above and beyond the training they have in their chosen professions. We also have created a robust network which enriches each member and the resources of our county as a whole.

CLN provides numerous opportunities for its members to:

- Increase self-knowledge and self-assessment
- Practice and improve leadership skills
- Expand awareness of the communities of Chautauqua County, its assets, and challenges
- Position themselves to use their talents, skills, and knowledge to benefit their communities
- Actively participate as trained community leaders
- Network with knowledgeable committed trained leaders who help to make the difference in the quality of life in Chautauqua County
- Establish a framework for leadership that focuses on community development [View Page](#)



Diane Anderson



Rebecca Davison-March



Amy Josephson

Employee Generosity

Preventive Angels

During the Holiday season, Department staff purchases Christmas gifts for nearly 100 children we provide services to. This is a long standing program that we are proud to be a part of.

United Way

Department employees pledged to give more than \$9,000 to the United Way in 2019 and 2020. Every dollar donated to the United Way stays in Chautauqua County assisting residents through over 35 community partners, offering services like day care, tutoring, mentorship, trauma counseling, afterschool care and many others.

OFA Gift Baskets

Our staff helps the Office for the Aging by donating items for their Santa for Seniors Christmas Bags each year.

Quilting for a Cause (photo right)

Retired Health and Human Services employee, Christine Lindberg shared her skill of quilting by donating quilts to children in care. Thank you Christine!

GIVE. ADVOCATE. VOLUNTEER.
LIVE UNITED™ 



Christine Lindberg

Community Hero

Local Teen Donates 60 Care Packages for Foster Children (March 2020)

Chautauqua County Health and Human Services received 60 back packs from Fostering Hearts Bag Drive to utilize for children coming into foster care. The back packs are for children ages newborn to teen and consist of an outfit, socks, underclothes, a book, blanket, stuffed animal and bathroom necessities. Additionally, infant back packs come with bottles, diapers and wipes.

Mackenzie Skarzenski, with the help of her mother Susan, is the founder of the organization. Mackenzie, a 14 year old high school freshman who lives in the Findley Lake area with her family, states on the organization's Facebook page "In Chautauqua County there are over 100 kids in foster care. Most of them don't get to take anything with them and leave everything behind. Please help us to help them by donating items or bags!"

The Skarzenski's got the back pack idea from friends of theirs who reside in Erie, PA who have been doing a similar fundraiser for years. The family found that there is not a program like this in Chautauqua County and so they decided to create one. Mackenzie, who donated some of the items using money she made working odds and ends jobs over the summer, stated 'This is what I want to do for the holidays to give.'

Mackenzie and her mother contacted many businesses and organizations to get the word out, posted flyers, created a Facebook page and set up collection boxes at drop off points throughout the county to include Flowers by Anthony in Dunkirk, Silver Creek Optical, Our Lady of Mount Carmel Church in Silver Creek, Cindy's Flowers and Gifts in Clymer, and The Fabric Barn in Findley Lake. The Findley Lake United Methodist Church has donated a room at their church to house the items.

What an amazing act of selflessness and generosity from both Mackenzie and our community!



From right: Mackenzie Skarzenski with Child and Family Services staff Jane Hogg and Joelle Kolassa



The Employee Recognition and Appreciation Program

Here at HHS, we value and appreciate our employees and want to make sure that they are being recognized for their efforts. The Employee Recognition and Appreciation Program is designed to do just that!

This self-funded program highlights those who go above and beyond the call of duty, encourages and recognizes team work, provides motivational messages with opportunities for engagement, encourages staff to nominate co-workers through our High Five peer-to-peer recognition program, highlights new employees, years of service, retirements and more. The ERA Program also sponsors fun initiatives throughout the year like, spirit week, face mask challenge, high five pet photo contest, ugly sweater contest, virtual high five contest, offers monthly 'Good Newsletter' with inspirations, and has various display boards throughout the department to offer encouragement, a fun atmosphere and staff engagement.

Employee of the Month Program

The HHS Employee of the Month program recognizes employees who demonstrate outstanding dedication to attaining our mission and goals or service to the community while focusing on our values. This award recognizes an employee who goes beyond the call of duty, understands their role in the agency, treats individuals with respect, values diversity, shares credit for success, demonstrates positive work habits, encourages high standards and displays a positive attitude. It is a method to offer Supervisors and Directors the opportunity to reward someone believed to be worthy to receive the distinction of Employee of the Month.



Rock Stars

Employee of the Month Runners-Up DESERVE TO BE RECOGNIZED! These awesome individuals are awarded with Rock Star recognition. Each recipient will receive a Rock Star certificate and pin.



Special Recognition

The Special Recognition component is designed to give Directors and Supervisors additional options to recognize multiple individuals or unit(s).



High Five Program

The HHS High Five Program is an employee recognition program designed to allow all HHS employees the opportunity to shine a light on a deserving co-worker. Great things are happening at HHS every day, and we are celebrating those who go out of their way to make a difference! Nominees demonstrate outstanding work in customer service, innovative ideas, positive attitude, encouragement or team spirit. Each month, all employees who received High Five recognition during that month will be entered into a drawing to win a high five pin!

Some 2019-2020 Employee of the Month Recipients:



Julia Witherell



Marta Uszacki



Kristin Baldwin



Janelle Hartloff



Sharon Oakes



Vicky Parkes



Robin Ross



Christine Perez

ERA FUN!

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

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

Since we have a staff of nearly 400, we encourage divisions to engage their staff by offering more grass roots opportunities to keep staff involved. Some of those programs are the TA/MA Otter to Ducky Group, the HRC Fun Committee and the SCOB Stressbusters.



2019-2020 RETIREES

JoAnn Brown, Suzanne Becker, Janice Crandall, Kelly Ferrugia, Wendy Forrester, Cynthia Gonzalez, Denise Gross, Kathy Hilton, Mary Kelemen, Sally Keppel, Diane Kervin, Tammy Kinne, Laura Lamonica, Patsy Lane, Nikole Leavitt, Peter Ludwig, Melvin McLaughlin, Cathy Melnick, Linda Musante, Don Nadeau, Natalie Navarro, Roy Newman, Jan Rarig, Joann Riscili, Brent Sheldon, Wendy Short, Denise Smith Mark Stow, Julie Swanson and Marta Uszacki

ADMINISTRATIVE SERVICES

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

Fiscal

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



Fiscal

	2018	2019	2020
Checks issued to social services clients	14,441	13,393	11,093
Electronic benefits issued to social services clients	50,719	42,667	42,359
Bills paid for representative payee clients	17,015	17,747	16,829
Open contracts	330	338	325

Personnel

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



Personnel

	2018	2019	2020
Number of employees	373	386	395
Position change requests processed	141	168	78

Staff Development

The DHHS Staff Development Unit is operated by a two-person team, in partnership with Jamestown Community College, who perform a wide variety of tasks designed to strengthen the department's ability to function effectively in a rapidly changing, resource lean operating environment while maintaining a focus on the training needs of the front line staff. Special emphasis include assessing training needs, creating and maintaining an environment which staff have timely access to information and training resources to advance their success and ensure greater attention to agency performance outcomes and promoting life-long learning and continuing education services.



Staff Development

Hours of Training	2018	2019	2020*
Local	5,951	5,566	4,111
State	7,356	5,064	3,710
Total	13,307	10,630	7,821
Employees in Degree Programs	4	3	4

*Training hours decreased in 2020 due to COVID-19 limitations. Trainings were prioritized both locally and at the State level for modification to virtual formats in a variety of platforms. Length of training (number of hours/days) was adjusted for the virtual format. Ongoing throughout 2020, additional State trainings were updated to the virtual format to accommodate required training for specific units and job titles/roles.

HUMAN/SOCIAL SERVICES

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



Jon Anderson
Deputy Commissioner of
Social Services

Temporary Assistance Division

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

The goals for each of these units are as follows:

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

Temporary Assistance

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



Temporary Assistance Supervisory Staff:
Diane Anderson (middle) – Director of Certification
Malinda Stoller (left) Jennifer Mikula (right)
Principal Social Welfare Examiners

Applications <i>Family Assistance, Safety Net and Emergency Assistance</i>	2018	2019	2020
Received	9,716	8,178	5,414
Approved	2,243	1,929	1,329
Denied/Withdrawn	4,714	4,665	2,790
Open/Closed	2,005	1,584	1,285

Temporary Assistance Caseload (as of 12/31)

2018	2019	2020
1,834	1,795	1,587

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



Supplemental Nutrition Assistance Program (SNAP)

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

SNAP Caseload (as of 12/31)	2018	2019	2020
Temporary Assistance SNAP	464	432	405
SNAP Only (Non TA Households)	11,562	11,808	10,866
TOTALS	12,026	12,240	11,271

SNAP Applications	2018	2019	2020
Received	8,107	7,678	7,568
Approved	5,517	5,435	2,909



SNAP Unit

Expedited SNAP

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

Employment Unit

The employment unit consists of 15 Case Managers, 2 Clerical staff and 2 Senior Social Welfare Examiners. The unit offers a variety of programs and services to Temporary Assistance recipients to help them gain and retain employment and become self-sufficient.

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

	2018	2019	2020
Non-Compliant Sanctions	562	369	130



Employment Unit

Fair Hearings

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

Fair Hearings Activity	2018	2019	2020
Hearings Requested	375	285	208
Held	64	36	23
Affirmed	42	24	14
Reversed	22	12	9
Withdrawn by Client	73	104	114
Defaults	135	111	49

Child Care

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

	2018	2019	2020
Families Receiving Child Care Services <i>(average per month)</i>	669	571	509
Children Receiving Child Care Services <i>(average per month)</i>	914	808	716

Home Energy Assistance Program (HEAP)

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

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

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

	2017-2018	2018-2019	2019-2020
Administrative Allocation	\$333,681	\$571,842	\$570,497
Applications	2017-2018	2018-2019	2019-2020
HEAP Only	4,382	4,696	4,610
Furnace Repair/Replacement	138	112	79

Undercare Unit



Medicaid Division

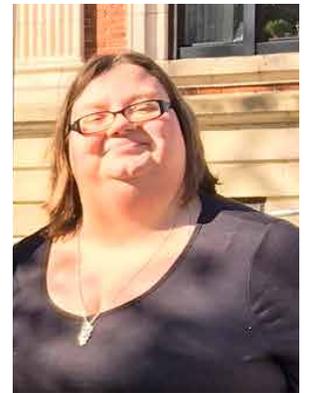
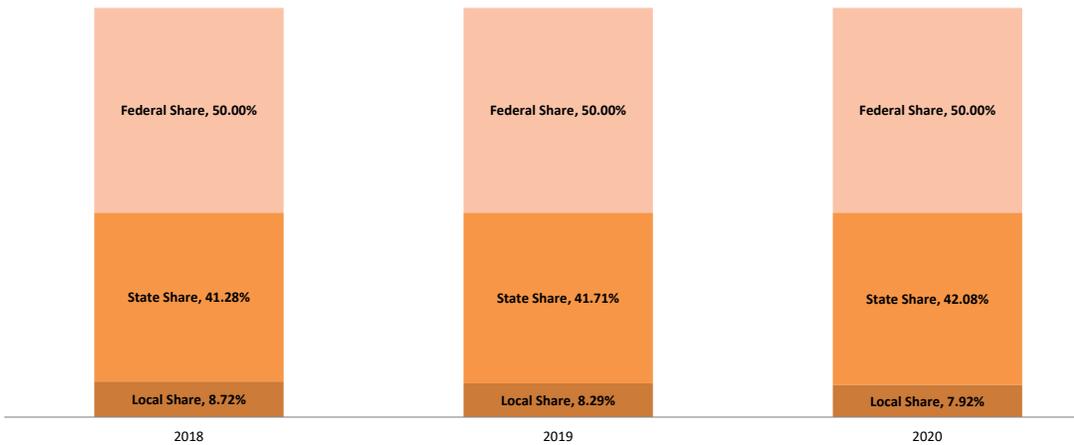
Overview

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



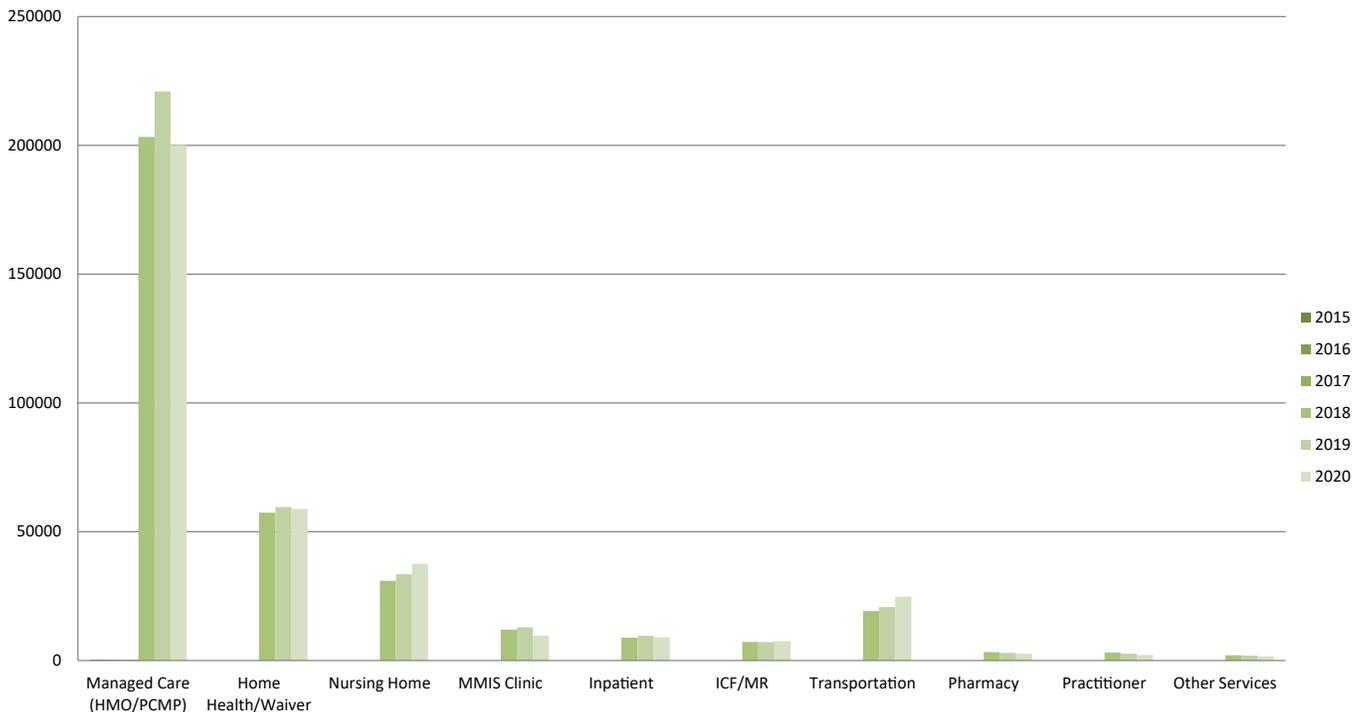
Carmen Hlosta
Director of Certification

County, State and Federal Shares of Total Chautauqua County Medicaid Claims



Michelle Shoemaker
Principal Social Welfare
Examiner

Medicaid Claims by Type 2018-2020 (in thousands)



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

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

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

Community Medicaid

Cases	2018	2019	2020
<i>Measured by case, not individual</i>			
Medicaid	4,598	3,884	3,298
Medicaid Social Security Income (SSI)	4,441	5,316	5,869
Applications combined	2018	2019	2020
Received	2,004	1,279	956
Approved	718	597	339



Medicaid Staff

Cost Avoidance Unit (CAU)

Managed Care Enrollment (individuals)

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

Plan	2018	2019	2020
Fidelis (NYS Catholic Health Plan)	21,389	21,170	24,181
HealthNow (BCBS)	2,839	2,562	3,155
United Healthcare	599	578	820
Molina (replaced Your Care)	1,452	1,629	1,940
TOTAL Enrollment	26,279	25,939	30,096



Cost Avoidance Unit

Third Party Resources (TPHI)

In an effort to save Medicaid dollars, clients are encouraged to utilize TPHI. For those applicants eligible for Medicaid that have TPHI, the Cost Avoidance Unit will verify the policy and load into the eMedNY system to block Medicaid from being billed first. Applicants can also apply to have their TPHI premiums reimbursed; for those that have insurance available to them, this is an incentive to pick up that insurance rather than be enrolled in Managed Care, when found cost effective. CAU staff verifies and loads the TPHI, then processes the reimbursements of health insurance and Medicare premiums.

	2018	2019	2020
Care at Home waiver enrollments	15	19	14

Long Term Care Unit

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

Long Term Care Unit



Applications	2018	2019	2020
Skilled Nursing Facilities	504	619	522
Assisted Living Programs	323	306	254
TOTAL Applications	827	925	776
Cases	2018	2019	2020
Skilled Nursing Facilities	1,240	981	1048
Assisted Living Programs	336	294	312
TOTAL Cases	1,576	1,275	1460

Managed Long Term Care

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

Enrollment	2018	2019	2020
Fidelis Care at Home	137	156	136
Kalos	218	237	152
Nascentia (formerly VNA)	279	262	146
Total Senior Care (PACE)	1	1	1
I Circle Care	-	-	16
TOTAL Enrollment	635	656	452

Other Medical Services

Health and Recovery Plans (HARP)

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

Disability Review

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

	2018	2019	2020
HARP Enrollment	1,108	1,356	1,546

	2018	2019	2020
Cases reviewed	35	29	22
Cases eligible	32	23	19

Medicaid Fair Hearings

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

PARIS Match

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

	2018	2019	2020
Heard	19	18	8
Affirmed	14	10	1
Reversed	2	7	7
Decision correct when made (new information provided)	3	1	0
Withdrawn	40	49	32
Default	19	25	5
TOTAL Medicaid Hearings	97	92	45

Money Recovered from PARIS Match

2018	2019	2020
\$60,243	\$35,946	\$23,150

CASA Services

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

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

The Long Term Home Health Care Program was closed in May of 2016 by the State as the clients were enrolled into MLTC

plans which covered the services they received under the program that closed. Waivered services will be added into state plan services under the Community First Choice Options effective January 1, 2020. This will require the County to contract with the waivered services and it will be billed through the MMIS system as FFS MA services are billed currently. MLTC plans will be implementing this at the same time. Care at Home has been moved into the children’s waivers effective 4/1/19 so we will not be involved in these cases longer unless they need state plan services.



CASA

End-of-Year Caseload Report	2018	2019	2020
Traditional Personal Care I & II	58	59	56
Managed Care- Personal Care I & II	14	9	0
Shared Aid I & II	7	7	8
Consumer Directed	44	43	49
UAS Waiver TBI/Nursing Home Transition Diversion Waiver	5	5	1
Care at Home (CAH)	12	2	1
Private Duty Nursing (LPN)	4	4	5
Drug Restriction (DUR)	25	25	28
TOTALS	174	154	148

Personal Care Aides	2018	2019	2020
Level 1 <i>(housekeeping)</i>			
Hours Authorized	9,714	8,826	9,936
Money Paid Out	\$193,714	\$184,199	\$207,364
Level 2 <i>(housekeeping, bathing, dressing, etc.)</i>			
Hours Authorized	17,439	16,599	20,436
Money Paid Out	\$358,662	\$353,725	\$435,491
<i>Clients hours go un-serviced when personal care aides are not available. There is currently a shortage of personal care aides in our area for this type of service.</i>			

Adult, Children and Family Services

The Adult, Children and Family Services Division assists the most vulnerable and at-risk children and adults in our community and includes Adult Protective Services (APS), Child Protective Services (CPS), Preventive Services, Foster Care, Adoption, and Juvenile Services units. The role of Adult Protective Services is to provide protective and preventive services to individuals over 18 where there is an inability to act on their own behalf with the aim of ensuring self-determination, and the ability to live as safely and independently as possible in the community. Child Protective Services role is to investigate, intervene and support family and caregivers ability to safely care for their children where there are allegations of abuse and maltreatment of children. Preventive Services works in the homes of at-risk children providing supportive and rehabilitative services that are trauma-informed, solution-focused, child centered, and strength based to prevent out-of-home placement and to assist families to return their children from foster care at an earlier time, while foster care offers children a safe living environment while assistance is offered to families and caregivers. Finally, the Juvenile Services Team is a community-collaboration aimed at preventing out of home placement and institutional care for juveniles and adolescents to reduce the likelihood of contact with the criminal justice system.



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

Adult Protective Services

Adult Protective Services (APS) provides protective services for clients over 18 years of age who are unable to act on their own behalf due to mental or physical impairment, while respecting a client's right to self-determination. Preventive services are also available.



Adult Protective Services

	2018	2019	2020
Intake referrals received	536	387	370
Referrals accepted for assignment	410	319	274
Guardianship petitions filed	4	1	1
Guardianships assigned to DHHS	-	4	13
DHHS Commissioner served as Guardian	28	12	28
Case Types	2018	2019	2020
Abuse	167	160	110
Self-Neglect	98	213	180
Significant Case Factors			
Mental Health	272	181	166
Financial Exploitation	70	76	72



Robin Rafan
A Supervisor
Adult and Juvenile Services

Juvenile Services and Independent Living Teams

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

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

	2018	2019	2020
Person in Need of Supervision (PINS)	84	87	110
Juvenile Delinquents	111	143	136
TOTALS	195	230	256

Juveniles in Office of Children and Family Services (OCFS) Care and Custody	2018	2019	2020
Number of Juveniles Served	15	9	8
Care Days	4,421	2,654	2,124
Average Length of Stay	295	295	266

Child Protective Services (CPS)

CPS receives and investigates reports from the State Central Registry (SCR) concerning the abuse or maltreatment of children. CPS also strives to help families provide for the future safety of children by direct service and referrals.

CPS Standards of Practice:

The role of CPS is to investigate allegations of maltreatment reported to The State Central Registry and to offer rehabilitative services to families as needed, to build on parents' strengths and protective factors to reduce risk of maltreatment in the future. CPS uses a trauma-informed approach to working with families and solution-focused skills to engage families as they focus on the safety of children.



Chris Kowalewski
A Supervisor
Child Protective Services

SCR Reports	2018	%	2019	%	2020	%
New Reports	2,114		2,177		1,842	
Subsequent Reports	399	18.87%	429	19.71%	432	23.45%
Consolidated Reports	639	30.23%	678	31.14%	543	29.48%
Investigations						
Reports Resulting in Investigations	2,513		2,606		2,274	
Determined	2,218		2,219		1,621	
Indicated	623	28.10%	574	25.87%	488	30.10%
Unfounded	1,594	71.90%	1,645	74.13%	1,133	69.90%

Definitions:

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

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

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

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

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

Child Protective Services



Preventive Services

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

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



Melissa McMahon
Director of Certification

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

Children	2018	2019	2020
Placed- all levels of care	63	82	45
Discharged- all levels of care	57	72	68
Freed for adoption	15	19	6
Freed with no home identified	0	0	0
Adoption Finalized	17	16	15
Children in care*	2018	2019	2020
In foster homes (12/31)	78	87	85
In institutions (12/31)	18	16	10
In group homes (12/31)	2	5	2
In therapeutic foster homes (12/31)	11	12	0
Total children in care	109	120	97

* There are a total of 97 children in foster care. 55 are in CCDHHS foster homes and 30 are in voluntary agency foster homes. About half of the voluntary agency foster homes are considered therapeutic and receive a higher rate and additional support.

Foster Care Services

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



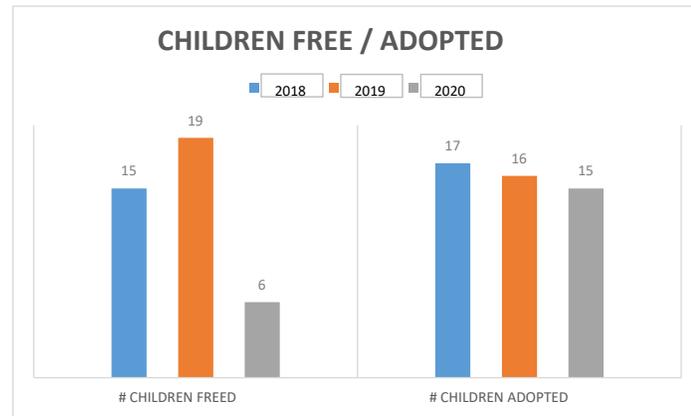
Services and Child
Protective Staff



Adoptive and Foster Home Finding

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

Certified Foster Homes	2018	2019	2020
South County (<i>Jamestown & surrounding area</i>)	37	30	13
North County (<i>Dunkirk/Fredonia & surrounding area</i>)	24	12	3
Central County (<i>Rural areas including Westfield, Mayville, Cassadaga, Sherman, Clymer, Ripley, Panama</i>)	15	17	32
Out of County	8	8	6
TOTALS	84	67	54



Youth Bureau

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

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



Nicole Kimball
Youth Bureau Coordinator

2019/2020 Programs Funded	# Youth Served	2019 Allocation	# Youth Served	2020 Allocation
Youth Development – Year Round Programming Partner With Chautauqua Striders- Main Site Tutoring; Children’s Safety Village-Safety Education Program; Salvation Army- Children & Family Outreach Program; WCD BGC- Junior Staff; CAP- Bilingual Victim/witness Assistant Program; Girl Scouts of Western New York- Afterschool Program; Infinity –Scholarship and group classes; Salvation Army- Basketball and tutoring; Boys and Girls Club Northern Chautauqua County-Triple Play	7,948	\$102,481	2,142	\$135,947
Youth Development – Summer Programming* Local City & Town Summer Recreation Programs & GSWNY	1,268	\$23,300	-	-
Runaway Homeless Youth Act	95	\$60,980	83	\$61,202

*We did not fund summer programs as a separate entity in 2020 as we did in 2019, as all requests were withdrawn due to the pandemic.



Chautauqua County Youth Board

Collaborative Programs

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

Mental Health Association Chautauqua

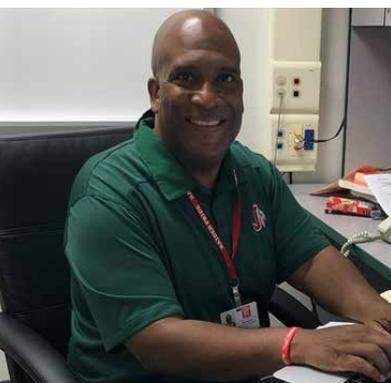
The Department of Health and Human Services has partnered with the Mental Health Association in Chautauqua County (MHA), a community-based peer organization. MHA has recovery centers in Dunkirk and Jamestown and peers available to connect with anyone in all of Chautauqua County. Peers work with participants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

MHA's Peers make up Chautauqua County's OD (Overdose) Mapping Response Team, responding to overdoses to connect citizens and their families with treatment, harm reduction services and peer supports. MHA peers also focus on working with inmates as they transition out of the Chautauqua County Jail, and working with the Better for Families program at Chautauqua County Family Court. This program was developed with the support of Chautauqua County Family Court and many other community partners and has become a model for other counties in NYS. The program reverses the often-punitive treatment court model to a model that meets participants where they are, supports harm reduction, encourages connections with DHHS Caseworkers and validates small steps forward in the recovery process to achieve success, lasting recovery and strengthening of the family.



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

Starting in 2020, our partnership with the MHA grew to include the Strong Starts Chautauqua Program. MHA provides peers traditionally trained, with the added tools of the Positive Directions Model (PDM). The PDM provides specific tools and education to support Moms with SUD's during pregnancy and the weeks after birth. The peers provide the hope, inspiration and figuratively, the glue that helps make recovery possible. The Strong Starts Navigators, in less than a year have already answered to 90 plus referrals and have 40 plus, active participants. This is directly responding to the prenatal infant exposure crisis in Chautauqua County in cooperation with over 20 community partners with concrete results. Connecting mom's and families to the growing recovery ecosystem the MHA has created in Chautauqua County.



Arrick Davis, Community School Coordinator

Supervision and Treatment Services for Juveniles Program (STSJP)

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

Salvation Army Anew Center

The Children and Family Outreach Program (CFOP) provides services to children and families who are past or current victims of family abuse. This may include child abuse/domestic violence, and/or sexual abuse. The program goal is to build on family strengths and the staff work to improve protective factors, reduce risk factors and to reduce the likelihood of future abuse. The staff work to enhance and support family functioning and resiliency. Topics for in home or group sessions may include, safety planning, effective family communication, conflict resolution, bullying, feelings recognition, foster the child's self worth, and appropriate discipline techniques. Services are free, confidential and client driven, with a trauma-informed standard of care. Evidence based curriculums, lesson plans and family goals are developed with the assistance of the family members. Some of the services provided include; in home or office interventions, small group counseling, domestic violence education classes and family workshops. Transportation is provided when needed to groups. Referrals can come from agencies or client's reaching out to the program themselves and can be made through our hot line services at 661-3897.



Collaborative Programs *continued*

Child Advocacy Program (CAP)

CAP's vision is to see healthy children and families create a safe and engaged community. The Chautauqua County Child Advocacy Program is a safe, child-friendly center that supports a multi-disciplinary investigative approach to child physical and sexual abuse allegations. Our Center brings together agencies in one child-friendly setting that is physically and psychologically safe. In doing this we reduce unnecessary duplication of interviews thereby lessening the trauma experienced by child victims and non-offending family members, and holding individuals accountable for their victimization of children.

Safe Harbour- Commercially Sexually Exploited Youth/Sex trafficking

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

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

Victims of Trafficking and Violence Protection Act of 2000 [United States of America]. Public Law 106-386 [H.R. 3244]. 28 October 2000. Section 103(9).



*Kayleah Feser, Safe Harbour Coordinator;
Amanda Weaver, CAP Bilingual Forensic
Interviewer/Advocate;
Jenn Wilson, Medical Coordinator*

The Family First Prevention Services Act (FFPSA)

The Family First Prevention Services Act (FFPSA) was signed into law as part of Public Law (P.L.) 115–123 in 2018 and has several provisions to enhance support services for families to help children remain at home, reduce the unnecessary use of congregate care, and build the capacity of communities to support children and families. The law enables states and territories to use funds for prevention services, such as:

- Evidence-based mental health programs
- Substance abuse prevention and treatment
- In-home parent skill-based programs
- Kinship navigator programs

NYS implementation will begin 9/27/21. NYS goal is to increase kinship foster care placements to 50% of all placements and reduce congregate care placements to less than 12% of all placements. As of 12/31/20, of the 99 children in care in Chautauqua County, 20% in Kinship foster care and 13% were in congregate care settings. Chautauqua County has been preparing by:

- Evaluating our data
- Engaging key Stakeholders including Voluntary Foster Care Agencies, Mental Health service agencies, Community-based substance abuse programs, and Family Court
- Implementing a KinFirst Policy and Firewall
- Examining racial equity and cultural competency data, awareness and knowledge
- Exploring Evidence-Based Programs in the community such as the Jamestown Learning Council Parent as Teachers program
- Enhancing Family Support Services by contracting with Hillside Family of Services

Strong Starts Chautauqua

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

Using proven national practices, Strong Starts Chautauqua helps to :



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

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

Collaborative Programs *continued*

GA Accountability Program

The Accountability & Responsibility Program (A&R Program) through G.A. Family Services located at 210 Gustavus Ave, Jamestown, NY 14701, and Chautauqua County DHHS. The A&R program is an after school leadership program that aims to support and guide at-risk teens by focusing on life skills while encouraging positive decision making. It has recently been awarded an expansion to focus more on Independent Living Skills for youth in the community as a whole and on the 14-21 year old youth in foster care in Chautauqua County. Lead Group Facilitator Breanne Emery will head up the new IL Facilitator Role, as this is a wonderful growth opportunity for her. Group Facilitator Billy Torres has been with the A&R program since its inception in 2013, and the expansion for the Independent Living addition will bring in a new Lead facilitator, Holly DePerna who has recently graduated with her BSW from Fredonia and completed her internship with GA Family Services and has already become part of the A&R team.



GA Graduation with Mayor Sunquist

The program engages youth in community service projects that matter to them, like cleaning up graffiti and trash in local parks, which improve their daily lives, as well as the community. They get to have cultural experiences they would not have access to otherwise on special outings to aquariums, zoos, and many other locations. And they also have time to build connections with other youth and positive adult mentors, and always have a meal when they come to program. Some of the other highlights each session include tours of colleges and jobs in the region. The A&R Program serves over 50 youth a year, and with the expansion of services will reach even more, and continued to run in socially distanced manner throughout all of 2020.

At each session graduation the program tries to include a special speaker from the community to spend time with the youth and speak on how they are proud of them and get to know them. At a recent 2021 graduation Mayor Sundquist of Jamestown came to the GA office and spoke to the youth, ate dinner with them, and got to know them and talk about their plans for the future.

Adult Protective Services Initiatives

In collaboration with the Center for Elder Law and Justice (CELJ) and the New York State Unified Court System (NYS-UCS), the Department of Health and Human Services has continued to support the work of the Elder Advocacy Program (EAP). The EAP, initially the result of a federal grant from the Administration for Community Living, began as a pilot project in Chautauqua County, with the aim of empowering elder abuse survivors by addressing systemic barriers to our justice and social systems, and improving court and long-term outcomes for survivors of elder abuse. The Program, which acts as a single point of entry for survivors, linking them to appropriate legal and non-legal services, while also providing education on elder abuse, is now in its fourth year and continues to grow.

With a grant to the Center for Elder Law and Justice from the New York State Office of Victim Services that began in October 2019, the EAP was able to increase its staff, adding a staff attorney and paralegal, as well as a legal assistant to the team. Additionally, the EAP has expanded its reach into neighboring Cattaraugus County, and is at the beginning stages of developing an elder shelter system in both counties. The program also aims, in collaboration with area hospitals, to create Vulnerable Elder Protection Teams to aid in the identification and appropriate referral of elder abuse victims.

A major component of the Elder Advocacy Program is community education, to the public at large, allied professionals, and community partners. Trainings on elder abuse and the role of the EAP have been presented to the courts, law enforcement, Area Offices for the Aging, financial institutions, residential facilities, and various other community organizations.

The Elder Abuse Enhanced-Multidisciplinary Team (E-MDT), another essential component of the Elder Advocacy Program, reviews complex cases of elder abuse with the purpose of increasing prosecution and restitution. The E-MDT is composed of representatives from DHHS, Adult Protective Services, OFA/NY Connects, the DA's Office, law enforcement, Center for Elder Law and Justice, financial institutions, a forensic accountant, and other community stakeholders.

Since the Elder Advocacy Program's inception, 254 survivors of elder abuse have received assistance through the program, with 95 of those elder abuse cases being reviewed by the County E-MDT.

Legal Division

Legal Unit

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

Caseload	2018	2019	2020
Child Abuse/Neglect – New Children Receiving Protection	165	135	150
Foster Children Having Legal Proceedings Commenced to Free for Adoption	13		7
Protective Services for Adults-Guardianships	8	20	22
Recoveries			
Medicaid Nursing Home Care	\$201,295	\$78,435	\$38,705
Casualty Recoveries	\$15,847	\$57,851	\$3,530
TA Recovery Liens	\$21,679	\$7,212	\$711
TOTAL Recoveries	\$238,821	\$143,498	\$42,946

Program Integrity Unit (PIU, Fraud and Recovery Unit)

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



Program Integrity Unit

Caseload	2018	2018 Costs Avoided	2019	2019 Costs Avoided	2020	2020 Costs Avoided
FEEDS (Front End Detection System) Number of applications detecting fraud at application	383	\$3,615,792	283	\$2,399,826	134	\$1,140,252
PARIS (Public Assistance Reporting Information System) Detecting out of state residency and duplicate benefits	34	\$117,144	27	\$78,084	56	\$226,056
VED (Verified Employment Data) Detecting unreported income on TANF adult cases	52	\$242,586	56	\$299,070	46	\$109,866
Prison Computer Match	8	\$12,792	13	\$20,436	10	\$15,720
IPV (Intentional Program Violations) Disqualification sanctions for those found guilty	17	\$30,888	32	\$54,904	18	\$31,836
TOTALS	494	\$4,019,172	411	\$ 2,852,320	264	\$1,523,730

Child Support Enforcement Unit (CSEU)

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

Case Management Performance	2018	2019	2020
Paternity Establishment <i>(cases with paternity established / cases)</i>	97.55%	97.34%	96.71%
Support Establishment <i>(cases with Support Orders established / cases)</i>	92.28%	93.04%	92.73%
Cases with Current Collections <i>(Amount Collected / Amount of Current Support Due)</i>	70.78%	70.58%	70.75%
Cases with Arrears Collections <i>(cases with Collection on Arrears / cases)</i>	41.25%	43.25%	44.42%
Medical Support <i>(cases with Medical Support established)</i>	53.16%	49.91%	49.37%
Case Load	11,964	11,524	10,910

Child Support Collections	2018	2019	2020
Temporary Assistance	\$1,504,187	\$1,506,936	\$2,376,827
Medical	\$541,249	\$494,377	\$542,123
Total Retained Social Services Collections	\$2,045,436	\$2,001,313	\$ 2,918,951
Total General Public Collections	\$11,132,249	\$11,062,728	\$ 11,696,083
Total Collections	\$13,177,686	\$13,064,042	\$14,6 15,034

Petitions Filed	2018	2019	2020
Paternity	116	127	85
Support	495	458	187
Enforcement	1,175	1,113	473
Reciprocal	125	80	40
Total Petitions Filed	1,911	1,778	785

Child Support Enforcement Unit



PUBLIC HEALTH DIVISION

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



Robert Berke, M.D.

Purposes and Practices of Public Health

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

10 Essential Public Health Services:

The 10 Essential Public Health Services describe the public health activities that all communities should undertake:

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



Michael Faulk, M.D.,
FACEP



Brian Walters, D.O.,
FACEP, FAAEM

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

Board of Health

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



2020 Chautauqua County Board of Health Members:

Top Left: Lillian Ney, MD (President); Elizabeth Kidder, MD (Vice President); Thomas Erlandson, PhD; Tariq Khan, MD;
Bottom Left: Andrew O'Brien; Elisabeth Rankin; John Tallett, MD; and Mark Tarbrake

COVID-19 Pandemic

Every Local Health Department has a Public Health Emergency Preparedness Pandemic Plan which is continuously updated and drilled. In 2020, those plans were certainly tested by the greatest challenge ever faced by our public health system: the COVID-19 pandemic.

The novel coronavirus, later referred to as Sudden Acute Respiratory Syndrome (SARS) CoV-2, was first identified in Wuhan, China. Experts believe it migrated to the United States in January 2020 and the first case detected in New York State was reported on March 1, 2020. As cases began to increase, New York State ordered a series of community mitigation strategies. When no vaccine is available, communities must rely on measures such as hand hygiene, face coverings, travel restrictions, school and non-essential business closures, and social distancing. Using some of these strategies in pandemic influenza in 1918 and 2009 reduced and delayed peak attack rates and death.

COVID-19 Drive-Thru Testing

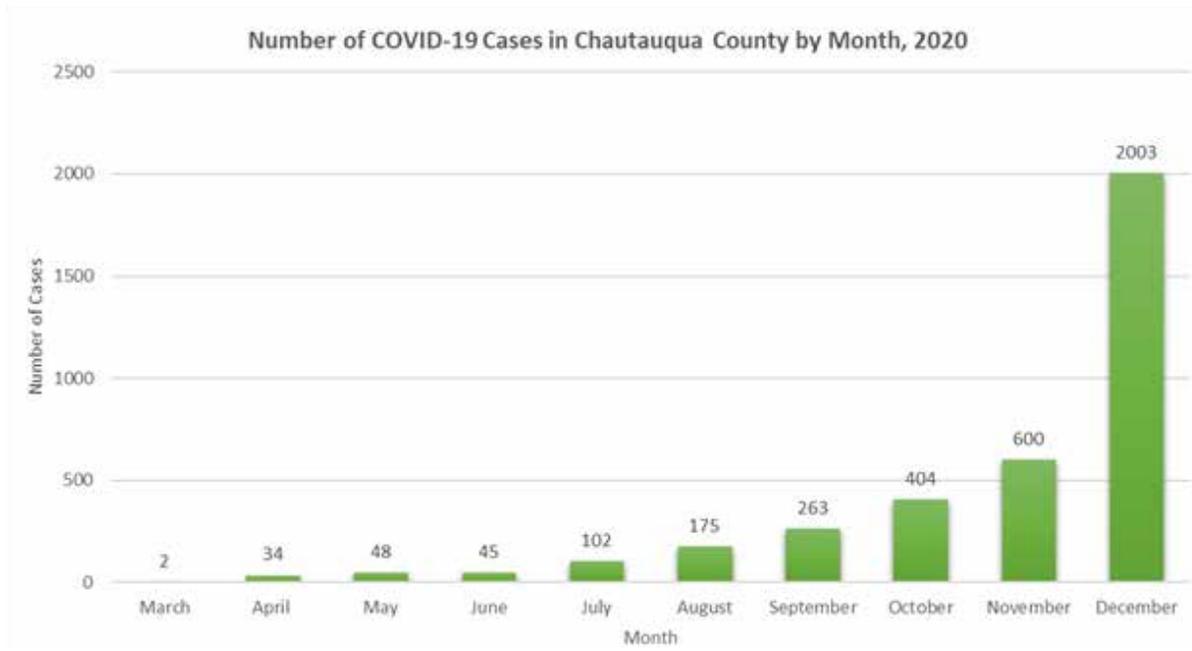


The first case of COVID-19 was reported in Chautauqua County on March 24, 2020. Case volumes were low throughout the early months of the pandemic, largely due to community mitigation efforts. Early spikes in cases were noted following the Fourth of July holiday and slowed down again before growing in the fall. Cases dramatically increased with each progressive holiday throughout the months of October, November, and December.

From March 24 through December 31, 2020, 3,676 cases of COVID-19 were reported in Chautauqua County, an average of 13 cases per day. Each person was ordered into mandatory isolation under the authority of the Public Health Director. The minimum daily case count was 0 cases, and the maximum case count was 115 cases (recorded on December 31, 2020). Throughout the year, 9,334 people were placed into quarantine, and 36 residents sadly lost their lives to COVID-19.

The pandemic was characterized by ever-changing State and Federal guidance throughout 2020. The Public Health Division was tasked with many responsibilities over the year, which shifted with each phase of the pandemic. These include but are not limited to:

- Identifying and quarantining travelers from countries with concerning levels of SARS-CoV-2 transmission
- Authorizing and coordinating COVID-19 specimen collection and testing
- Issuing and delivering orders of isolation and quarantine
- Inspecting quarantine quarters and providing education
- Daily monitoring and reporting of cases in isolation, mandatory quarantine and precautionary quarantine
- Conducting disease investigations and identifying close contacts
- Coordinating delivery of human needs to people in isolation and quarantine, including food, shelter, masks, and cleaning supplies
- Engaging community partners and local leaders to provide outreach and education on the importance of social distancing, mask wearing, and disinfection
- Placing domestic travelers into quarantine
- Daily monitoring of all cases
- Assisted approximately 200 small to large businesses with COVID guidance and Reopening COVID safety plans
- Conducted extensive COVID-19 compliance inspections at 4 large businesses or manufacturing facilities
- Providing guidance and support to health care providers, hospitals, and nursing homes
- Responding to complaints from the public about violations of various orders
- Reviewing reopening plans for businesses, providing education, and follow-up inspections
- Responding to public inquiries via phone, email, and social media
- Inspecting and providing education to businesses with elevated cases of COVID-19
- Collaborated with law enforcement to have them assist with COVID complaint investigations and compliance
- Inspecting gyms and fitness centers
- Conducting COVID-19 testing clinics
- Providing guidance and contact tracing support to schools, universities, and daycare centers
- Participating in regular press conferences and issuing press releases, data updates, and disease trends and education to the public

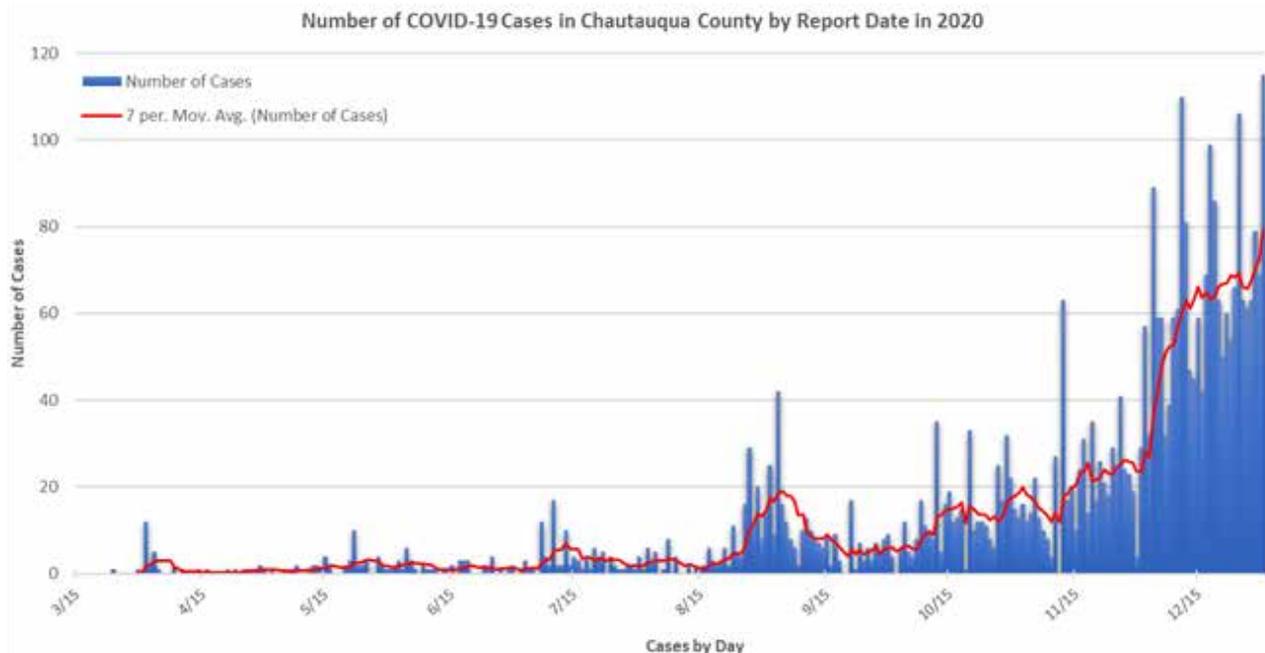


Chautauqua County Health Department staff demonstrated extraordinary dedication to the cause of preventing death and disease due to COVID-19 in 2020. As cases began to increase, staff from other DHHS divisions were reassigned to Public Health to assist in case investigations and contact tracing. Later, additional temporary staff was hired to assist. The team worked long hours, over long weeks, for months on end. The Nursing Division tallied over 16,000 hours dedicated to COVID-19 response alone, more than 50% of all staff time in 2020.

From August 1 to December 31, the Environmental Health Unit responded to 167 complaints that came in through phone calls, email, the County Executive’s Office, and the NYS COVID complaint hotline and email. The majority of complaints were for not wearing face coverings. Cease and Desist orders were issued when staff witnessed the violation or if evidence of violation was available (photos, video). Legal action was necessary for repeat violations witnessed by staff. This included notice of hearing with an option to sign an agreement to settle and pay a fine in the amount of \$500 for the first offense and doubled for additional offenses. Legal action was taken for 4 cases in 2020; all violators paid the fine.

The Environmental Health Unit was ordered by the state to conduct gym inspections. In response, the division prepared a gym inspection protocol with inspection forms and inspected 35 gyms, which included obtaining information about their HVAC systems and working with them to improve ventilation.

In late 2020, as vaccine developments were realized at the national level, the team began preparing to further implement the County’s Public Health Emergency Preparedness Plan for distribution of the COVID-19 vaccine to the public.



Coroner Program

In July, 2018, oversight of the Chautauqua County Coroner Program was transferred from the County Legislature to the Department of Health and Human Services.

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

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

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

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

There are four coroners who conduct death investigations throughout the County. One change to the program implemented in 2018 was the exclusion of deaths in nursing homes or to Hospice patients as coroner cases. This change has resulted in a drastic reduction of the number of coroner cases.

Coroner Cases	2018	2019	2020
Cause of Death			
Natural	343	216	255
Accident-Non Drug Related	24	22	21
Accident- Drug Related	28	36	42
Suicide	15	10	16
Homicide	3	1	1
Undetermined	5	3	2
Pending	0	3	1
Total Cases	418	291	338
Coroner cases sent for Autopsy	59	90	91



Coroners (from left)
Kenneth Haley, Richard Mackowiak, Douglas Sanderson and Eugene Steele

Environmental Health Services Division

The Environmental Health Division ensures the residents of Chautauqua County a healthful environment through its various programs of inspections, surveillance, and enforcement. Its focus is to prevent disease by responding to emergencies and nuisance complaints, monitoring public water supplies, assisting homeowners with private water and sewage systems, inspecting food service establishments and recreational facilities, and inspecting homes for lead hazards, while preserving a safe and healthy environment for all County residents and visitors.

The following chart reflects the distribution of manpower attributed to the various programs implemented by the Division of Environmental Health Services.



Environmental Health

Environmental Health Unit Staff Time

Program	2018	2019	2020
Private Water and Sewage	23%	24%	28%
Public Water	24%	23%	15%
COVID-19 Response	n/a	n/a	17%
Lead	13%	18%	13%
Food Service	19%	12%	7%
Children's Camps, Campgrounds, Mobile Home Parks, Temporary Housing	3%	5%	3%
Rabies	2%	3%	3%
Other Programs	2%	4%	3%
Water/Wastewater Coop	n/a	n/a	3%
Swimming Pools & Bathing Beaches	3%	2%	2%
Nuisance Investigations	3%	3%	2%
CIA & ATUPA	3%	2%	2%
Public Health Emergency Preparedness	3%	3%	1%

Water and Sewage

Water Supply Program

Certified Environmental Laboratory for Water Analyses:

Environmental Health Unit staff maintains a NYSDOH Environmental Laboratory Approval Program (ELAP) certified laboratory. The laboratory is certified to test potable and non-potable water samples for indicator bacteria including coliform and Escherichia coli (E. coli).

Samples Analyzed	2018	2019	2020
Potable Water	3,199	3,377	3031
Non-Potable Water	667	586	456



Public Water Supply Program: The CCDHHS water resources staff monitors public water supplies to ensure operators are providing safe drinking water to their customers, properly maintaining their water systems, and complying with NYS Sanitary Codes.



	2018	2019	2020
Number of Water Systems Regulated	226	224	224
- Illnesses reported	0	0	0
Sanitary Surveys Completed	86	118	67
- Violation Issued	107	226	257
- Enforcement Taken	49	58	4

CCDHHS staff also collected 286 surveillance water samples from public water supplies that were tested and analyzed for bacteria in the CCDHHS’s water laboratory.

Department staff work closely with public water supply owners and operators to upgrade their systems, extend water service when appropriate and respond to water supply emergencies. In 2020, CCDHHS worked with the villages of Fredonia and Mayville on major water system improvement projects; assisted the town of Ripley and the North Chautauqua County Water District on forming new districts or extending existing districts to unserved areas; and worked with small system owners to improve their water supplies to deliver safe and abundant drinking water to their customers.

In 2020 CCDHHS staff provided support to the villages of Fredonia and Mayville, along with the town of Pomfret Water District #8 – Lily Dale, during major water crises. Several boil water advisories and do not drink advisories were issued by CCDHHS, requiring prompt action from certified water operators who worked closely with CCDHHS to resolve the issues. On December 9, 2020 the New York State Department of Health advised the Village of Mayville to issue a Do Not Drink Advisory in response to levels of Perfluorononanoic acid (PFNA) that had been recently found in the water supply. Due to quick action, a newly drilled well was put online and PFNA was flushed out of the distribution system. A state of the art granular activated carbon filtration plant is being installed on one of the affected wells to treat the contaminated water.

Private Water Supply Program: CCDHHS staff provided technical advice to private water supply owners whose water required some type of treatment. Contamination of private water supplies by bacteria continues to be a problem with a third of all private well samples analyzed in the CCDHHS’s water lab failing to meet drinking water standards and requiring some sort of treatment and resampling.

To ensure the safety of private drinking water in the Mayville area, CCDHHS staff sampled 25 homes with private wells located within a one mile radius of the Village of Mayville’s PFNA-contaminated water wells. These were tested for PFNA and found to be safe.

	2018	2019	2020
Technical Advice Provided	521	480	391
Percent of private well samples fail	40.7%	39.3%	33.3%



Annual Drinking Water Contest

2019 Winner: Village of Fredonia
 Due to COVID-19 restrictions the 2020 contest was canceled.

Water and Sewage *continued*

Private Sewage Permitting and Inspections

The CCDHHS regulates the private sewage system program. Environmental Health staff members conduct onsite inspection, design approval, and inspection of final installation to ensure that the systems comply with standards outlined in Article IV of the Sanitary Code of the Chautauqua County Health District and New York State Code Part 75.

	2018	2019	2020
Septic Permits Issued	241	290	324
Septic Systems Installed	187	225	286



Water and Sewage Surveys

The Department conducts Water and Sewage Surveys, also known as Loan Surveys or Property/Realty Transfer Surveys, to private homeowners. The surveys are required by the local sanitary code and by most lending agencies. Sanitarians evaluate sewage system components to ensure that they are functioning in compliance with the local sanitary code. Water system components are also surveyed by sanitarians.

The Department provides guidance to property owners whose system(s) did not pass inspection including recommendations for well disinfection, installing continuous water disinfection systems, and/or repairing or replacing a septic system or water well.

	2018	2019	2020
Water and Sewage Surveys Conducted	712	643	746

Mandatory Septic Inspection Program

In 2016 Environmental Health Unit staff began implementing the Mandatory Inspection Program. The program targets properties within 250 feet of Chautauqua County lakefront that have onsite wastewater treatment systems that were installed more than 30 years ago or without a permit from the Chautauqua County Environmental Health Unit.

To date all mandatory inspections have been completed around Bear Lake and they are planned next for those areas around Chautauqua Lake not scheduled to receive public sewers and around Findley Lake. However, no mandatory inspections were completed in 2020.

Public Sewer Program

CCDHHS assures onsite commercial and private wastewater systems are in compliance with all applicable NYSDOH regulations. Department staff assists municipalities and other county departments in the formation and extension of sewer districts to areas with failing commercial and private septic systems. In 2020 CCDHHS staff worked closely with the South and Center Chautauqua Lake Sewer District to extend sewer service along Chautauqua Lake in the Town of North Harmony and with the Town of Ripley Sewer District to extend sewer service to Shortman Road and Route 5 along Lake Erie. Both of these projects will eliminate pollution of county lakes from failing and inadequate septic systems. Also in 2020 CCDHHS staff continued work with the Town of Mina to create a sewer district around Findley Lake in order to improve the lake's water quality.

Chautauqua Water/Wastewater Cooperative Project

Chautauqua County received a Municipal Restructuring Fund grant from the NYS Department of State for up to \$1,060,500 to develop and implement a shared services program for small municipal water and wastewater systems in the county. Project planning for this began in 2020 and involves eighteen municipalities having populations less than 3,300. This project is being undertaken by CCDHHS to address staffing challenges faced by municipalities, reduce their operating costs, better maintain their water/wastewater systems, and to reduce the number and frequency of emergencies, all in an effort to maximize the infrastructure's useful life.



Food Service

Food Service Establishment Permitting and Inspections

The CCDHHS Environmental Health unit performs regular inspections of permanent, temporary, and mobile food service establishments. Food service establishments are classified as low, medium or high risk. Bar-only operations are classified as low risk and are inspected every two years. Medium-risk restaurants are inspected once per year. These restaurants are commonly referred to as “cook and serve” where foods are prepared for immediate consumption. In 2020 the Environmental Health Unit permitted 596 food service establishments.

High-risk food service establishments prepare foods in advance and then cool the food item to be reheated when served to the customer. The objective is to limit the amount of time that foods are held in the “danger zone.” The danger zone is the temperature range from 41 degrees to 135 degrees Fahrenheit where pathogenic bacteria can begin to replicate into dangerous numbers capable of causing illness. High-risk restaurants must be inspected either two times per year or undergo one inspection and one Hazard Analysis and Critical Control Points (HACCP). During the HACCP process, one potentially hazardous food item is tracked from the point of delivery until it is served to the customer. This process identifies critical points in the process during which food preparers can stop the transmission of foodborne illness.

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



	2018	2019	2020
Food Service Establishment Inspections	575	612	353
Hazard Analysis Critical Control Points	32	20	8
Red Critical Violations	151	214	131
Temporary Food Service Establishment Inspections	156	156	5
Red Critical Violations	21	23	0

Food Handler Safety Training

The Chautauque County Sanitary Code requires all food establishments have at least one individual complete a food handler training course approved by the Public Health Director. The goal of the program is to reduce the number of violations made by food handlers that lead to foodborne illness. The Environmental Health Unit operated our own training program from 2010 to 2020. There are now other options for training offered by other entities that include both in-person and online training therefore, the Environmental Health Unit is reducing our role in this program.

2018	2019	2020
76	20	19

Lead

Childhood Lead Poisoning Primary Prevention Program

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

	2018	2019	2020
Homes Inspected	80	65	87
Received Treatment to Mitigate Lead Exposure	31	18	11



Lead (continued)

Lead Poisoning Prevention Program

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



	2018	2019	2020
Child blood lead test performed	2,522	n/a	2,235
Children followed due to high blood levels	10	33	86

Lead Testing in School Drinking Water

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

Swimming Pools and Bathing Beaches

Swimming pools used by the public are permitted and inspected annually by the Environmental Health Unit to ensure that pool staff, safety equipment, operation records, and water quality are in compliance with permit requirements. Seventy three pools were permitted in 2020.

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

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



	2018	2019	2020
# of Beaches Serviced	33	34	24
Staff Collected Samples	588	469	439

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

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

CIAA/ATUPA

Clean Indoor Air Act (CIAA)

The Clean Indoor Air Act (CIAA) law indicates that smoking at all worksites, including restaurants and bars is illegal. The Environmental Health unit inspects local establishments to ensure that the CIAA law is being upheld. Where establishments are found to be in violation of the law's stipulations, the owner or operator is notified. Formal enforcement is issued against the facility owner or operator by confirmed delivery of Notice of Violation within seven days.

Adolescent Tobacco Use Prevention Act (ATUPA)

The Environmental Health division is responsible for performing compliance checks mandated by the Adolescent Tobacco Use Prevention Act (ATUPA). In order to assess compliance of tobacco vendors in the County, the Environmental Health unit takes underage youth (ages 15, 16, or 17) without legal IDs to tobacco vendors where they attempt to purchase cigarettes. If vendors agree to sell tobacco to the youths, the violations are reported to the state. The Department is also responsible for verifying that all tobacco dealers and vendors are registered with the NYS Department of Taxation and Finance (DTF) to sell tobacco, post required signage, and display tobacco and herbal cigarettes behind the counter or in a locked container.

	2018	2019	2020
Adult Compliance Checks	102	116	116
Minor Compliance Checks	111	112	75
Retailers Found in Violation	0	1	0
Fines Paid	0	\$350	0

Public Health Emergency Preparedness

Public health threats are always present whether cause by natural, accidental, or intentional means which can lead to public health emergencies. The goal of public health emergency preparedness is to be prepared to prevent, respond to, and rapidly recover from public health threats including infectious disease, natural disasters, biological, chemical, nuclear and radiological events. Through funding from the CDC our PHEP program seeks to build the capacity of our work force to respond to existing and emerging health threats. Specific duties include enhancing our capacity to respond to bioterrorist attacks, establishing communications programs, educating and training public health and health care professionals and the general public in emergency response and preparing to distribute vaccines, drugs and other protective measure or treatments in a timely fashion. This program was put to the ultimate test in 2020 by the COVID-19 Pandemic. Refer to that section in the report for additional information about PHEP activities undertaken in 2020.

Rabies Control

The Environmental Health Division is charged with the prevention of human cases of rabies in Chautauqua County. This includes promoting pet rabies vaccinations, investigating all potential rabies exposures (animal bites & scratches) that are reported to the Department, and submission of certain animal specimens to the NYS Department of Health Wadsworth Laboratory for rabies testing. In accordance with NYS Public Health Law, any person with knowledge of an animal bite is required to report these to the Health Department for investigation.

	2018	2019	2020
Rabies Clinics Held	14	13	5
Dogs, Cats and Ferrets Vaccinated	2,192	2,163	564
Post-Exposure Prophylaxis Authorization	41	45	0
Pre-Exposure Rabies Vaccine	9	1	0
Incident Reports/Investigations	411	396	377
Specimens Submitted for Testing	52	49	38
Animals Testing Positive for Rabies	0	5	4
Titers Completed for Specimen Completers	0	9	0

Tattoo & Body Piercing, Tanning

Tattoo & Body Piercing Establishment Licensing and Inspections

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

	2018	2019	2020
Number of Establishments	11	12	18
Number of Artists	34	35	34

Tanning Facilities

The Sanitary Code of Chautauqua County also calls for the permitting and regulating of tanning facilities in the County. The law establishes standards for safe operation and sanitary conditions of tanning facilities. The CCDHHS works with indoor tanning businesses to ensure compliance with state and local laws. 6 facilities held licenses in 2020.



Rabies Clinic

Children & Youth with Special Health Care Needs

Early Intervention Program

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

	10/17 to 9/18	10/18 to 9/19	10/19 to 9/20
New Referrals	395	371	344
Referrals Qualifying for EI Services	191	217	173
Referrals for At Risk Children	108	115	136
EI Program Children Participants	739	745	742

Preschool Special Education Program

The Preschool Special Education program provides services for the three to five year-old population. Each school district in the County is responsible for authorization of services. Services are provided by certified professionals in three Chautauqua County center-based special education programs and in less restrictive settings including Head Start, regular nursery schools, and the home. New restrictions on the services that can be billed for Medicaid reimbursement present challenges to the Preschool program. The average cost per child is \$10,819

	2017-2018 School Year	2018-2019 School Year	2019-2020 School Year
Children Enrolled in Program	456	487	441
Children Received Center-Based Services	116	125	114
Children Received Related Services	340	362	327

Children & Youth with Special Health Care Needs

The Children with Special Health Care Needs program is for families of children ages birth to 21 who have, or may have, a serious health condition. The program gives information and referral services for families of children who need a health or related service beyond those normally needed by children. Conditions may be physical, behavioral, or emotional. From October 1, 2019 to September 30, 2020 there were 15 children and their families assisted through this program.

Early Intervention Staff



Nursing Division/Community Health

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

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



Public Health Nursing Staff

Communicable Disease Control

Communicable diseases are illnesses caused by viruses or bacteria that people spread to one another through contact with contaminated surfaces, bodily fluids, blood products, insect bites, or through the air. Control of these diseases is one of the main functions of a public health department. New York State requires over 70 diseases be reported to the local health department, requiring staff to investigate and provide education to prevent further spread of illness and to contact exposed individuals if treatment or monitoring for symptoms is needed.

Public health surveillance helps to detect outbreaks and enable prompt public health intervention. Many hours are dedicated to this program to maintain the community's health.

STI/HIV Program

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

Hepatitis C Testing

A New York State Law requires health care facilities to offer Hepatitis C screening to every individual born between 1945 and 1964. In 2020 our department followed 136 cases of Hepatitis C as part of the communicable disease program.

Hepatitis A Increase

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

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

Chautauqua County typically observes 1-2 cases of Hepatitis A over the course of a year. In 2018 and 2019, there was just one case per year. In 2020, case numbers rose to 26 cases of Hepatitis A; a dramatic and significant increase. The Chautauqua County Health Department is working closely with the New York State Department of Health to monitor this situation and is regularly holding vaccination clinics in high-risk settings.

	2019	2020
COVID-19	n/a	50.3%
Communicable Disease	8.4%	3.2%
Family Planning	7.2%	2.1%
General/Admin	3.0%	1.9%
HIV/STD	1.7%	0.5%
Immunization/IAP	5.4%	1.5%
County Jail	34.0%	31.0%
Lead Poisoning Prevention	2.8%	1.2%
Maternal & Child Health	16.5%	1.2%
Nurse Family Partnership	21.0%	7.1%
	100%	100%

	2018	2019	2020
STI Clients Seen	152	54	24
Communicable Disease Nurse Contact and Follow-Up			
Gonorrhea Cases	175	30	140
Chlamydia Cases	250	212	250
Syphilis Cases	6	5	11

Immunization Program

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

	2018	2019	2020
People Vaccinated	794	440	277

224 under 19, and 216 adult or over 19

Tuberculosis Program

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

Family Planning Services and Teen Pregnancy Prevention

The Chautauqua County Department of Health and Human Services in collaboration with The Chautauqua Center, continue to provide high quality reproductive health services to the community through clinical services and sexual health education.

Public health nurses and staff also provide extensive community outreach, health education and public health detailing to a wide array of audiences including but not limited to schools, community agencies, health care providers and inmates.

Correctional Health

Public health took over managing the jail health system in April 2017. This program, although not surveyed as part of the Article 28 Diagnostic and Treatment license, is monitored by the State Department of Corrections. As a County Health Department we recognize those that we serve in the jail are from our community and most will be returning to our community. We have moved from not only responding to illness but towards health promotion and disease prevention.

To meet this goal staff has been trained to recognize prevention and health promotion as well as chronic disease management. We offer a public health approach to care that includes reproductive health, immunization, maternal child and preconception education, medication assisted therapy (MAT) program, increasing referrals and linkage to mental health; dental; primary care and Hepatitis C treatment when released. Nursing coverage is provided 7 days a week including holidays.

	2018	2019	2020
Nursing Visits	4,962	2,321	1,954
Acute Nursing Visits	1,229	1,203	430
Scheduled Provider Visits	293	227	455



Correctional Health Staff

Opioid Overdose Prevention Program

The CCDHHS Public Health Division is registered with NYSDOH as an Opioid Overdose Prevention Program. We work with participating law enforcement and community members to train and supply them with intranasal Narcan kits. Narcan, also known as naloxone, is a lifesaving opioid antagonist which reverses opiate effects of sedation and respiratory depression thereby preventing a fatal overdose.

Opioid Training	2018	2019	2020
Number of People Trained	637	1,121	446

Maternal and Infant Health Programs

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

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

Breastfeeding Support

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



Maternal and Infant Health Program Staff

Home Visits/Telehealth	2018	2019	2020
Maternal & Infant Health Program	1,413	1,035	837
Nurse Family Partnership	1,252	1,159	408
TOTALS	2,665	2,194	1,245

Referrals Made	2018	2019	2020
Mental Health Services	147	255	134
Primary Care Providers	202	90	130
Smoking Cessation Programs	94	76	14
Dental	136	164	44
Housing	-	157	51
Transportation	-	123	31
TOTALS	579	865	404

Nurse Family Partnership Staff



Community Health Education and Planning

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

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

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

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



Community Health Education Planning Team

Chautauqua County 2019-2021 Community Health Assessment

Local health departments (LHD) across New York State are responsible for completing a community health assessment (CHA) to ensure that the needs of the community are being met. A full health assessment of the community and community health improvement plan were completed in December 2019.

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

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

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

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

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

- Prevent chronic diseases (CCDHHS and all hospitals)
 - Disparity: Low-income residents
- Promote healthy women, infants, and children (CCDHHS, BMH, UPMC)
- Promote well-being and prevent mental and substance use disorders (CCDHHS and all hospitals)

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

Public Relations and Outreach

To connect with the public and share messages about programs, health promotion, and community collaborations, the CCDHHS Division of Public Health works with media networks that include local newspapers, Penny Savers, local television news stations, and local radio stations. CCDHHS also uses social media tools such as Facebook, Instagram and YouTube. We receive personal health related questions from the public via the private message feature on our various program-specific Facebook pages. Many community members accessed the Chautauqua County Health Department Facebook to monitor updates related to the COVID-19 pandemic in 2020. Because of this, our page gained 5,378 new likes in 2020, increasing the base by 378% from 1,421 to 6,799 fans. In 2020, 608 posts were published on the page, resulting in 2,834,759 views and 331,146 engagements. 81 press releases were distributed in 2020. This division worked to engage community leaders and the media in educating the community about COVID-19 and guiding them on social distancing, sanitizing, and mask wearing at the beginning of the pandemic.

During “normal” years, departmental program experts participate in educational events across the County as appropriate, with a goal of reaching a diverse population of County residents. 2020 was a bit different, with COVID-19 lockdowns and social distancing putting a stop to community-based educational opportunities. Use of virtual technologies (Zoom, Microsoft Teams, Skype) and social media tools were crucial for reaching community members, in addition to traditional media sources.

Dental Van

The CCDHHS Public Health Division continues to partner with the University at Buffalo School of Dental Medicine’s dental van- the “S-miles To Go Dental Van.” The Department assists with referrals to the dental van, which operates with Article 28 status, and accepts Medicaid, Child Health Plus, or collects fees on a sliding scale. The Rural Dentistry Project funding started in 2014; which expanded services to areas outside Chautauqua County, including Cuba-Rushford, Andover, Gowanda, Hannibal Central and Randolph. The majority of schools that the team serves are in Chautauqua County.

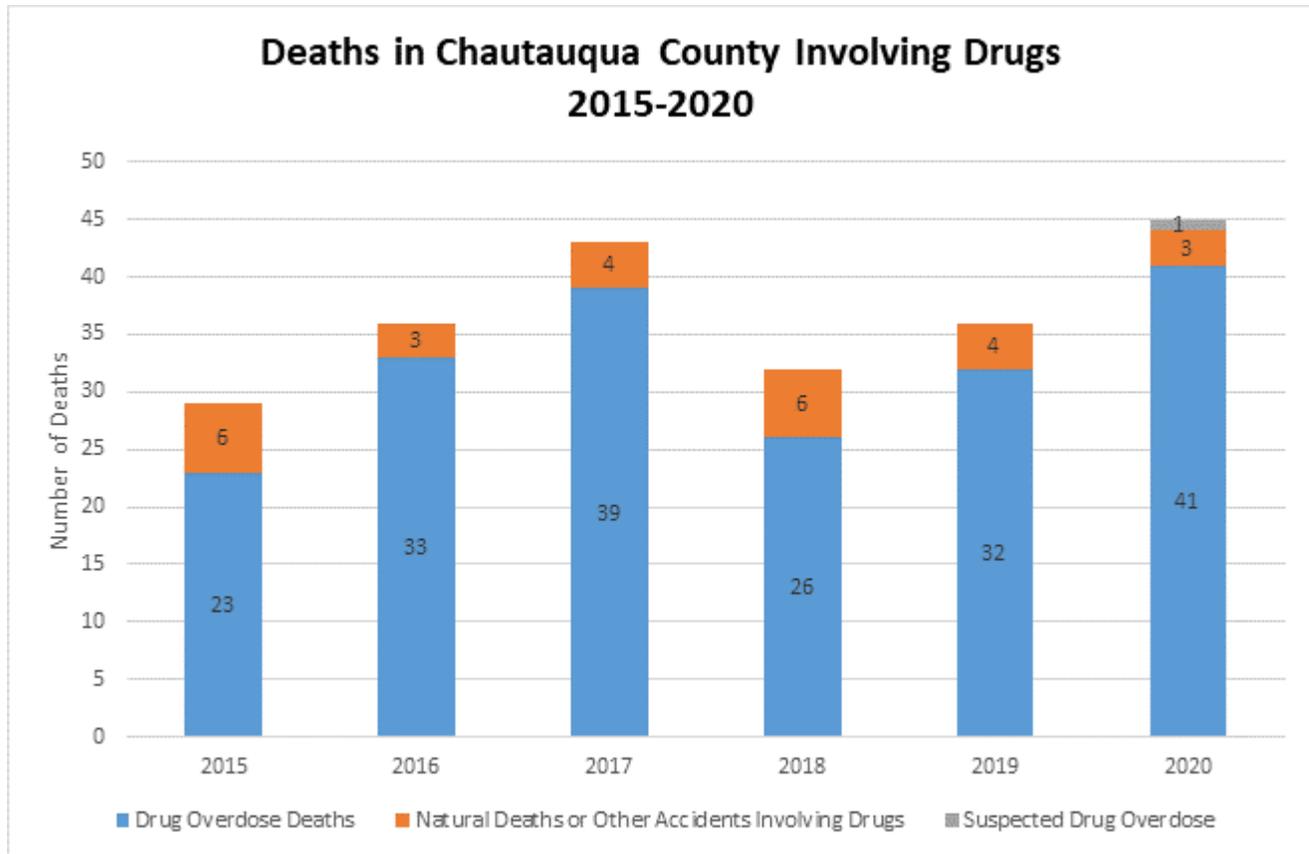
Linkages and Coalition Building

In an effort to work collaboratively with the community, the CCDHHS participated in nearly 40 coalitions and task forces in 2020. Due to the COVID-19 pandemic, most meetings of these community partnerships were held virtually. Departmental ability to participate was limited because most staff time was dedicated to pandemic response activities. The strong relationships with community partners developed through these means were crucial in securing assistance to carry out various pandemic needs, such as identification of testing and vaccination sites, distributing health messages to the community, and gathering household supplies needed for families in isolation and quarantine.

Opioid Crisis Funds

In 2019, NYSDOH awarded funds to CCDHHS for the Overdose Data to Action (OD2A) program, which was transformed from the Opioid Crisis Fund program in 2018. This is a four-year grant which aims to support counties in enhancing current and proposed activities to respond to the opioid crisis by improving the quality and timeliness of overdose and drug-related data, rolling out evidence-based strategies at the local level, improving support to medical providers and health systems, and improving linkages to care for people who use drugs. Grant activities and evidence-based interventions take a harm reduction and trauma-informed care approach, encouraging the use of people-first language.

In Chautauqua County these funds are used to help support community naloxone trainings, offer buprenorphine waiver trainings to medical providers, expand access to buprenorphine (a medication for addiction treatment) into new and various medical settings, establish a real-time overdose mapping program (ODMAP), connect people who use drugs with peer services in the jail and community, and facilitate better data sharing with hospitals and the Coroner Program.



Tobacco Use Prevention

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

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

In addition to providing support to Tobacco-Free CCA, the CCDHHS explores policy-level actions that can be taken at the county level to prevent tobacco use. The Division of Environmental Health Services continues to enforce the Tobacco 21 law, which took effect in September 2016. CCDHHS assisted storeowners with signage and education about the new law.

In 2020, CCDHHS worked with Tobacco-Free CCA to educate the Chautauqua County Board of Health about tobacco retail licensing policies, and their ability to influence behavior change through community-level zoning and retail regulations. The Board of Health continues to explore the possibility of establishing a county-level tobacco license in partnership with the department, Tobacco-Free CCA, and the County Legal Department.

Through the Nicotine Annihilation Team, CCDHHS partners with Prevention Works, Erie 2 Chautauqua-Cattaraugus BOCES, Health Systems Change for a Tobacco-Free WNY, Tobacco-Free CCA, HOPE Chautauqua, and The Resource Center to address the issue of teen use of electronic cigarettes and other vaping devices. The team develops and distributes educational materials to school leaders and parents, educates the public through social media, and is reviewing and providing recommendations for school policies regarding e-cigarette use and disciplinary measures.

Additionally in 2020, CCDHHS partnered with Health Systems Change for a Tobacco-Free WNY to distribute nicotine replacement therapy (gum, lozenges, patches, etc.) to community members interested in quitting smoking.



Chautauqua County
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716-753-4998 . CHQHHS.com



Become a Chautauqua County
Foster/Adoptive Parent
Call: 716-661-8051

OFFICE LOCATIONS

South County Office Building

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

Hall R. Clothier Building

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

North County Office Building

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

CONNECT

Chautauqua County

Online: chqgov.com

Apply for and track SNAP/HEAP benefits:

Online: mybenefits.ny.gov

Apply for Medicaid

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

HOTLINE NUMBERS

Report alleged Elder Abuse or Neglect

716-753-4447

Report alleged Child Abuse or Neglect

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

Report Welfare Fraud:

800-388-5365