


County of Jefferson
Office of the County Administrator

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



August 20, 2020

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

Please let this correspondence serve as notification that the Health & Human Services Committee will meet on **Tuesday, August 25, 2020 at 6:00 p.m.** in the Board of Legislators' Chambers. Following is a list of agenda items for the meeting:

Resolutions:

1. Amending the 2020 County Budget Relative to Office for the Aging
2. Authorizing Agreement with DUFLO SPRAY-CHEMICAL INC Relative to Aerial Spraying to Mitigate Eastern Equine Encephalitis and Amending the 2020 County Budget in Relation Thereto
3. Amending the 2020 County Budget in Relation to Public Health Department Accounts
4. Accepting Funding for New Epidemiology and Laboratory Capacity COVID-19 Local Health Department Allocation Funding, Establishing a Typist Position Within Public Health and Amending the 2020 County Budget in Relation Thereto

Informational Items:

1. Monthly Departmental Reports:
 - Office for Aging
 - Public Health
 - Social Services
 - Veterans Service Agency

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

RFH:jdj

cc: Office for Aging
Community Services
Public Health
Social Services

Veterans Service Agency
County Attorney
County Treasurer

JEFFERSON COUNTY BOARD OF LEGISLATORS
Resolution No. _____

Amending the 2020 County Budget Relative to Office for the Aging

By Legislator: _____

Whereas, The New York State Office for the Aging (NYSOFA) provides state aid to reimburse local Office for Aging departments for maintenance-in-lieu-of-rent paid to their counties, and

Whereas, Jefferson County entered into an agreement with the Office for the Aging pursuant to Resolution 141 of 2014 to collect annual maintenance-in-lieu-of-rent for the space the Office occupies in the County Office Building, at whatever amount is authorized to be reimbursed by NYSOFA, and

Whereas, Annual appropriations for this function have remained at \$10,000 while the documented value has risen to \$32,000, resulting in the opportunity to optimize reimbursement within NYSOFA's authorization by collecting the full value, and

Whereas, There are funds available for transfer within the personal services account due to vacancies.

Now, Therefore, Be It Resolved, That the 2020 County Budget is hereby amended as follows:

Increase:		
01677200 04210	Building/Property Rental	\$22,000
Decrease:		
01677200 01100	Personal Services	\$22,000

Seconded by Legislator: _____

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

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

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

Clerk of the Board of Legislators

JEFFERSON COUNTY BOARD OF LEGISLATORS
Resolution No. _____

Authorizing Agreement with DUFLO SPRAY-CHEMICAL INC
Relative to Aerial Spraying to Mitigate Eastern Equine Encephalitis
and Amending the 2020 County Budget in Relation Thereto

By Legislator: _____

Whereas, Jefferson County has had several confirmed cases of Eastern Equine Encephalitis (EEE) among horses, and

Whereas, EEE, is a very rare but serious virus spread by the bite of a mosquito that can infect humans as well as other species, and there is no human vaccine nor specific treatment available, and

Whereas, The plan to conduct aerial mosquito spraying to mitigate EEE risk was developed in conjunction with regional and state experts including the NYS Departments of Health and of Environmental Conservation, and

Whereas, DUFLO SPRAY-CHEMICAL INC can provide aerial spraying at the cost of \$3.90 per acre to mitigate EEE risk.

Now, Therefore, Be It Resolved, That Jefferson County enter into an agreement with DUFLO SPRAY-CHEMICAL INC for the purposes stated above during the period of August 10, 2020 through December 31, 2021, and be it further

Resolved, That the Chairman of the Board of Legislators is hereby authorized and directed to execute said agreement on behalf of Jefferson County, subject to the approval of the County Attorney as to form and content, and be it further

Resolved, That the 2020 County Budget is hereby amended as follows:

Increase:

01405100 04416	Professional Fees	\$50,000
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Decrease:

01405100 01100	Personal Services	\$50,000
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Seconded by Legislator: _____

JEFFERSON COUNTY PUBLIC HEALTH SERVICE

Reducing the Risk of Eastern Equine Encephalitis

Briefing Summary

Background:

Eastern Equine Encephalitis (EEE, Triple E) is very rare but serious caused by the bite of a mosquito. Mosquitoes infected with EEE virus (EEEV) can infect people, horses and other mammals, some birds, reptiles and amphibians. About 5-10 EEE human cases are reported each year in the U.S. Five cases of EEE in people in New York State have been reported since 1971. All five cases died. The risk of getting EEE is highest from late July through September. People at the greatest risk of developing severe disease are those over 50 years of age and younger than 15 years of age. There is no specific treatment available for EEE.

The Jefferson County Public Health Service has been notified by the New York State Department of Health that horses have tested positive for EEE. To date a total of four horses have tested positive for EEE. All four horses were exhibiting similar symptoms and were euthanized. Additionally, seven horses have died within the last two weeks with symptoms consistent with EEE – six of which were located in the Perch Lake area, and one near Redwood.

JCPHS is working with local, regional and state experts on reducing the risk of EEE. Plans have been developed to conduct aerial spraying of the impacted area and provide education to the community. Aerial spraying is used effectively in many New York State areas.

Request:

To establish an agreement with DUFLO SPRAY-CHEMICAL, INC for aerial spraying at \$3.90/acre to complete the aerial spraying needed to mitigate EEE risk.

Need:

County Administration's knowledge and Health and Human Services Committee approval to sponsor a Board of Legislators' resolution authorizing the establishment of an agreement between Jefferson County Public Health Service and DUFLO SPRAY-CHEMICAL INC from August 10, 2020 through December 31 2021.

**JEFFERSON COUNTY PUBLIC HEALTH SERVICE**

Public Health Facility, 531 Meade Street, Watertown, New York 13601

Contact: Lisa Lagos, 315-786-3735

August 14, 2020

Jefferson County to Begin Aerial Spraying for Mosquitoes

The Jefferson County Public Health Service (JCPHS) was notified by the New York State Department of Health that 1 more horse has tested positive for Eastern Equine Encephalitis (EEE, Triple E). To date, a total of four horses have tested positive for EEE in the area of Perch Lake. Additionally, seven horses have died within the last 2 weeks with symptoms consistent with EEE – six of which were located in the Perch Lake area, and one near Redwood.

EEE is a very rare but serious disease caused by the bite of a mosquito. Mosquitoes infected with EEE virus (EEEV) can infect horses and other mammals, some birds, reptiles, amphibians and people. About 5-10 EEE human cases are reported each year in the U.S. The risk of getting EEE is highest from late July through September. People at the greatest risk of developing severe disease are those over 50 years of age and younger than 15 years of age. There is no specific treatment available for EEE.

JCPHS will use aerial spraying to reduce the mosquitoes in the Perch Lake region. The spraying will take place on a date between August 19th- 26th. Spraying is dependent on weather. JCPHS will publicize the exact date as soon as it is determined. Aerial spraying is used effectively to control EEE in many areas of New York State. The spraying of Kontrol 30-30 will occur at dusk to target mosquitoes who are active at dusk and to reduce the chance of affecting beneficial insects. The spraying will not take place over open water. Efforts have been made to minimally impact residential areas and croplands. The areas targeted are the breeding and resting places of mosquitoes within the area where the horses have tested positive for EEE. A detailed map of the spray area and the product label are available on our website, www.jcphs.org.

You should continue to prevent mosquito bites by:

- Wearing shoes and socks, long pants, and a long-sleeved shirt when outside for a long period.
- Applying a mosquito repellent containing DEET, Picaridin, Oil of Lemon Eucalyptus, or IR3535 is also recommended to prevent mosquito bites. (Do not put the repellent directly onto children. Put it on your hands and apply it to your child. Do not put insect repellent on your face. Wash skin and clothing after returning indoors. Follow label directions).
- Repairing screens in your home so mosquitoes cannot enter.
- Emptying and scrubbing, turning over, covering, or throwing out items that hold water, such as tires, buckets, planters, toys, pools, birdbaths, flowerpots, or trash containers. This eliminates places for mosquitoes to lay eggs.

If you have any questions, contact 315-786-3720.

~END~

Frequently Asked Questions on Aerial Mosquito Spraying

Why is Jefferson County Public Health Service conducting aerial mosquito spraying?

As of 08/10/2020, there have been several confirmed cases of Eastern Equine Encephalitis (EEE) among horses in Jefferson County. Mosquitoes can also transmit EEE, among other diseases, to humans. By reducing the number of mosquitoes, we can reduce the risk of mosquito-borne disease in humans. The decision to conduct aerial mosquito spraying is made in conjunction with the New York State Department of Health (NYSDOH), the New York Department of Environmental Conservation (NYSDEC), and other local & state experts.

How does aerial spraying work?

An airplane equipped with a spray system dispenses the pesticide in droplets so fine that it stays afloat and kills flying mosquitoes on contact. The airplane is also equipped with GPS software that allows for an accurate spray/application.

What is the pesticide used for aerial spraying?

The pesticide used for aerial mosquito spraying in Jefferson County is called Kontrol 30-30. This pesticide is used specifically for the control of adult mosquitoes in outdoor residential and recreational areas. It contains sumithrin and piperonyl butoxide as active ingredients. Sumithrin is a man-made pyrethroid insecticide that can also be found in other pesticide products used indoors and on pets to control ticks and insects, such as fleas and ants. Piperonyl butoxide does not directly kill insects, but it helps increase the ability for sumithrin to kill insects.

Are the pesticides used for aerial spraying safe for humans and pets?

Pesticides are applied at very low concentrations to control mosquitoes. According to NYSDOH, it is unlikely that adverse health effects will occur as a result of this use for most people. However, some people may experience health effects, therefore, take steps to minimize your exposure to the pesticide by remaining indoors and closing your windows during the spraying.

What area will the aerial spraying occur?

The aerial spraying will occur around the marshy mosquito habitat around Perch Lake. Aerial spraying will not be done over open water or over open fields. A map of the fly zone can be found online at www.jcphs.org.

What precautions should be taken by residents in the spray area?

Aerial spraying will take place at dusk. If you live in the spray area, stay indoors during spraying and keep your windows closed for one hour after spraying is completed. Keep your pets indoors, if possible. Set your window air conditioners to circulate indoor air. It is safe to use central air conditioning. Remove children's toys that are outdoors, any outdoor furniture, and clothes from outdoor clotheslines. If you are driving during the spraying, close your car window and car vents. After the spraying, rinse your garden vegetables and/or fruits before eating.

Why would aerial spraying be delayed due to weather?

Certain weather conditions may reduce the effectiveness and the accuracy of the application—such as wind over 10mph, or rain during or soon after spraying. The permit granted to use by the NYSDEC states that spraying cannot occur if there is a 50% or greater chance of rain in the forecast during the scheduled time of spraying, or within 4 hours after. The reason for this is to prevent pesticides from getting into wetlands, near-by areas and bodies of water in a storm water run-off. Also, according to the product label, air temperature during application must be at least 50°F.

What other factors may cause spraying to be postponed?

Spraying may be postponed due to mechanical failure of the airplane, or other factors out of the spray contractor's control.

After the spraying, do I still need to protect myself from mosquito bites?

Yes. You should still cover exposed skin with clothing and/or insect repellent containing DEET, Picaridin, Oil of Lemon Eucalyptus, or IR3535. Make sure the screens on your windows and doors are intact. Reduce mosquito breeding grounds by getting rid of any standing water around your home.

Where can I find more information on the pesticide that is used?

Visit www.jcphs.org to view the product label, or call Jefferson County Public Health Service at 315-786-3730.

08/10/2020



JEFFERSON COUNTY BOARD OF LEGISLATORS
Resolution No. _____

Amending the 2020 County Budget in Relation to Public Health Department Accounts

By Legislator: _____

Whereas, The Jefferson County Public Health Service provides home health services, and

Whereas, Additional funds are needed in the home care temporary account, due to gaps in full-time positions, and fluctuating service demands for temporary and part-time employees, and

Whereas, There are funds available within the Public Health Service personal services account for transfer, due to vacancies.

Now, Therefore, Be It Resolved That the 2020 County Budget is amended as follows:

Increase:

01405000 01110	Temporary	\$97,000
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Decrease

01405000 01100	Personal Services	97,000
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Seconded by Legislator: _____

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

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

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

Clerk of the Board of Legislators

JEFFERSON COUNTY BOARD OF LEGISLATORS
Resolution No. _____

Accepting Funding for New Epidemiology and Laboratory Capacity COVID-19 Local Health
Department Allocation Funding, Establishing a Typist Position Within Public Health and
Amending the 2020 County Budget in Relation Thereto

By Legislator: _____

Whereas, The NYS Department of Health and HRI have advised Jefferson County Public Health Service of the allocation of Epidemiology and Laboratory Capacity COVID – 19 funding to be used for increased capacity to enhance detection, surveillance, case and contact investigation and prevention of COVID-19, and

Whereas, JCPHS will receive funding in the amount of \$303,148 for additional staffing for July 1, 2020 through June 30, 2022 for coordination, case and contact investigations, and reporting related to COVID-19 crisis response and prevention, and

Whereas, The Public Health Director has determined that part-time, temporary and full-time staffing will be needed.

Now, Therefore, Be It Resolved, that Jefferson County hereby accepts said funding for the period of July 1, 2020 through June 30, 2022, and authorizes the Chairman of the Board of Legislators to sign any and all documents necessary to accept said funding, subject to the approval of the County Attorney as to form and content, and be it further

Resolved, That the position of Typist be created in the Public Health Department Preventive Unit (4510-022), and be it further

Resolved, That the 2020 County Budget is hereby amended as follows:

Increase:

Revenue

01405000 94489	Fed Aid Other Health	\$75,787
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Expenditure

01405100 01100-022	Personal Services	\$ 8,750
01405100 01110	Prevent Temporary	52,800
01405100 01300	Prevent Overtime	5,727
01405100 08010	Retirement	875
01405100 08020	Health Benefits	2,535
01405100 08030	Social Security	5,100

Seconded by Legislator: _____

Office For the Aging

	<u>January 2020</u>	<u>February 2020</u>	<u>March 2020</u>	<u>April 2020</u>	<u>May 2020</u>	<u>June 2020</u>	<u>July 2020</u>
Meal Clients (count as of the 25th)	530	535	498	511	513	509	485
Emergency Frozen Meals Delivered			2,415	2,425	115	80	100
Emergency Shelf Stable Meals Delivered			0	2,520	120	75	105
Home Delivered Meals Served	11,155	9,911	11,687	13,490	13,090	13,877	13,006
Congregate Meals Served	1,583	1,335	785	0	0	0	0
Total Meals Served	12,738	11,246	14,887	18,435	13,325	14,032	13,211
Case Managed Clients	106	111	113	116	102	121	126

May Newsletter topics: Older American's Month, Coping with Stress, Stimulus Checks, Diabetes Plate Method, Masks

June Newsletter topics: Face Masks, Covid 19 Scams, Important DSS Information, Heat Cooling Assistance

July Newsletter was not published

OFA received 25% FFCRA stimulus advances of \$15,249 on 4/14/20 to provide emergency meals; total award \$60,996

OFA received 25% CARES Act stimulus advances of \$49,664 on 6/1/20 to provide nutrition and services; total award \$198,654

5,135 extra frozen meals were delivered to clients for emergency use March thru July.

10,000 shelf-stable meal boxes were received and 2,820 were distributed to clients April thru July.

Another distribution of shelf-stable meal boxes was made by 8/14/2020

Weekly Flyers are being sent with meals to help combat social isolation.

During the height of the pandemic, staff working from home made "well check" calls to 600 clients on a weekly basis.

With staff returning to the office, OFA has partnered with American Red Cross volunteers to continue "well check" calls.

8,000 NYS cloth masks were distributed to seniors utilizing caregiving agencies, and Kinneys & Boltons prescription pickup.

Farmer's Market Coupons have been distributed by mail upon receipt of an eligibility statement to 535 clients this season

Jefferson County Public Health Service Home Health Care Statistical Performance*
For the Seven Months Ended July 31, 2020

REFERRALS				MTD	YTD	2020	Amount of	Percent
	2017	2018	2019	Actual	Actual	Annualized	Change	Change
CHHA	1,908	1,972	1,778	122	806	1,382	-396	-22.29%
PREVENT	55	1	3	0	2	3	0	14.29%
Rabies	0	0	0	0	0	0	0	0.00%
Communicable Disease	3,757	4,785	5,581	10,001	28,004	48,007	42,426	760.18%
Newborn Screening	6	5	9	0	2	3	-6	-61.90%
PREVENT Sub-Total	3,818	4,791	5,593	10,001	28,008	48,014	42,421	758.46%
GRAND TOTAL	5,726	6,763	7,371	10,123	28,814	49,395	42,024	570.13%
AVERAGE DAILY CENSUS				MTD	YTD	2020	Amount of	Percent
	2017	2018	2019	Actual	Actual	Annualized	Change	Change
CHHA	214	206	164	147	130	130	-34	-16.50%
PREVENT	4	1	2	1	1	1	-1	-100.00%
Rabies	0	0	0	0	0	0	0	0.00%
PREVENT Sub-TOTAL	4	1	2	1	1	1	-1	-100.00%
GRAND TOTAL	218	207	166	148	131	131	-35	-21.08%
VISITS				MTD	YTD	2020	Amount of	Percent
	2017	2018	2019	Actual	Actual	Annualized	Change	Change
CHHA	13,879	12,850	9,747	681	4,357	7,469	-2,278	-23.37%
Skilled Nursing	3,321	3,579	4,450	432	2,455	4,209	-241	-5.43%
Physical Therapy	61	0	0	0	0	0	0	0.00%
Speech Therapy	665	696	713	58	321	550	-163	-22.82%
Medical Social Worker	636	805	686	76	511	876	190	27.70%
Occupational Therapy	173	131	152	22	115	197	45	29.70%
Nutrition	6,412	5,035	4,400	222	1,328	2,277	-2,123	-48.26%
Home Health Aide	958	42	0	0	0	0	0	0.00%
Personal Care Aide	26,105	23,138	20,148	1,491	9,087	15,578	-4,570	-22.68%
Sub-TOTAL	34	26	47	0	3	5	-42	-89.06%
PREVENT	0	0	0	0	0	0	0	0.00%
Skilled Nursing	0	0	0	0	0	0	0	0.00%
Physical Therapy	0	0	0	0	0	0	0	0.00%
Speech Therapy	0	0	0	0	0	0	0	0.00%
Medical Social Worker	0	0	0	0	0	0	0	0.00%
Occupational Therapy	0	0	0	0	0	0	0	0.00%
Nutrition	0	0	0	0	0	0	0	0.00%
Home Health Aide	0	1	0	0	0	0	0	0.00%
Personal Care Aide	0	0	0	0	0	0	0	0.00%
Sub-TOTAL	34	27	47	0	3	5	-42	-89.06%
TOTAL VISITS	13,913	12,876	9,794	681	4,360	7,474	-2,320	-23.69%
Skilled Nursing	3,321	3,579	4,450	432	2,455	4,209	-241	-5.43%
Physical Therapy	61	0	0	0	0	0	0	0.00%
Speech Therapy	665	696	713	58	321	550	-163	-22.82%
Medical Social Worker	636	805	686	76	511	876	190	27.70%
Occupational Therapy	173	131	152	22	115	197	45	29.70%
Nutrition	6,412	5,036	4,400	222	1,328	2,277	-2,123	-48.26%
Home Health Aide	958	42	0	0	0	0	0	0.00%
Personal Care Aide	26,139	23,165	20,195	1,491	9,090	15,583	-4,612	-22.84%
GRAND TOTAL	26,139	23,165	20,195	1,491	9,090	15,583	-4,612	-22.84%
PARAPROFESSIONAL HOURS**				MTD	YTD	2020	Amount of	Percent
	2017	2018	2019	Actual	Actual	Annualized	Change	Change
AGENCY CHHA								
Home Health Aide	3,146	3,190	2,857	240	1,487	2,549	-308	-10.78%
Personal Care Aide	232	12	0	0	0	0	0	0.00%
CHHA Sub-TOTAL	3,378	3,202	2,857	240	1,487	2,549	-308	-10.78%
CONTRACT CHHA								
Home Health Aide								
Caregivers	5,032	3,319	2,446	0	80	137	-2,309	-94.39%
US CARE SYSTEMS	428	640	520	0	44	75	-445	-85.49%
Family Home Care	0	0	0	0	0	0	0	0.00%
Home Care Plus (Sibley)	0	0	0	0	0	0	0	0.00%
Sub-TOTAL	5,460	3,959	2,966	0	124	213	-2,753	-92.83%
Personal Care Aide								
Caregivers	853	33	0	0	0	0	0	0.00%
US CARE SYSTEMS	457	0	0	0	0	0	0	0.00%
Sub-TOTAL	1,310	33	0	0	0	0	0	0.00%
TOTAL CONTRACT	6,770	3,992	2,966	0	124	213	-2,753	-92.83%
TOTAL HOURS								
Home Health Aide	8,606	7,149	5,823	240	1,611	2,762	-3,061	-52.57%
Personal Care Aide	1,542	45	0	0	0	0	0	0.00%
GRAND TOTAL	10,148	7,194	5,823	240	1,611	2,762	-3,061	-52.57%

**Numbers may not total precisely due to rounding.

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

Jefferson County Department of Social Services

2020

BALANCE	1,813,406	1,274,255	8,000	8,342,793	2,433,294	3,869,623	50,000	2,925,120	19,293	69,088
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	Daycare 6055.46	* Recipient Services 6070.4604	Medical Assistance 6101.4	MMIS 6100.4	Family Assistance 6109.4	Child Care 6119.4	State Training Schools 6129.4	Safety Net Assistance 6140.4	Heap 6141.4	Emergency Aid to Adults 6142.4
BUDGET	2,298,412	1,935,598	8,000	19,106,828	4,418,166	8,250,000	50,000	5,678,782	55,000	100,000
LOCAL SHARE %	0.00%	35.00%	25.00%	100.00%	0.00%	30.00%	100.00%	71.00%	0.00%	50.00%
AVG BUD	191,534	161,300	667	1,592,236	368,181	687,500	4,167	473,232	4,583	8,333
JAN	53	1,269	0	1,469,756	244,862	156	0	310,506	31,659	2,993
FEB	92,658	29,114	0	1,469,756	235,578	529,858	0	366,477	764	8,785
MAR	70,509	67,684	0	1,837,195	381,609	530,195	0	421,127	8,064	3,054
APR	85,661	140,259	0	1,469,756	216,323	829,596	0	424,582	(4,722)	6,771
MAY	46,003	134,956	0	1,469,756	393,589	601,386	0	425,123	223	3,385
JUN	99,898	149,685	0	1,785,368	254,098	1,131,662	0	399,182	(946)	4,678
JUL	90,224	138,376	0	1,262,448	258,813	757,524	0	406,665	665	1,246
AUG	0	0	0	0	0	0	0	0	0	0
SEP	0	0	0	0	0	0	0	0	0	0
OCT	0	0	0	0	0	0	0	0	0	0
NOV	0	0	0	0	0	0	0	0	0	0
DEC	0	0	0	0	0	0	0	0	0	0
TOTAL	485,006	661,343	0	10,764,035	1,984,872	4,380,377	0	2,753,662	35,707	30,912

PROJ EXP: Forecast for Remainder of YEAR	1,442,676	1,467,843	3,335	18,725,215	3,825,777	7,817,877	20,835	5,119,822	58,622	72,577
PROJECTED BALANCE	855,736	467,755	4,665	381,613	592,389	432,123	29,165	558,960	(3,622)	27,423

VETERANS SERVICE AGENCY

JULY 2020 MONTHLY REPORT

Month	Personal Contacts	Tel/Mail Contacts	Total Contacts	Total Services	New Claims	Maintained Claims
January	94	552	646	1401	26	13
February	87	723	810	1675	33	16
March	61	794	855	1777	36	33
Sub Total	242	2069	2311	4853	95	62
April	4	621	625	1248	30	4
May	13	494	507	1056	23	6
June	38	702	740	1640	47	10
Sub Total	55	1817	1872	3944	100	20
July	41	935	976	2095	28	15
August						
September						
Sub Total						
October						
November						
December						
Sub Total						
GRAND TOTAL						

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

*Service: Amount of assistance provided for each contact

Comments:

The office has been seeing clients by appointment only. Many are still Leary of coming into the office in person, so we are still mailing forms and info to folks. One highlight from the week is that one of the Grave markers we have had in the office has been taken to the appropriate cemetery. It was for a Veteran who has been in an unmarked grave for 30 years until we found out where he had been laid to rest.