

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



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

November 25, 2020

**TO:** Members of Health & Human Services  
**FROM:** Sarah H. Baldwin, Deputy County Administrator *AHB*  
**SUBJECT:** Health & Human Services Committee Agenda

Please let this correspondence serve as notification that the Health & Human Services Committee will meet on *Tuesday, December 1, 2020 immediately following the conclusion of the General Services Committee meeting* virtually.

For members of the public who would like to view the meeting, as is our normal practice, it will be broadcast live through the **County's website at [co.jefferson.ny.us/Departments/Legislature/Legislative-Meeting-Broadcast](http://co.jefferson.ny.us/Departments/Legislature/Legislative-Meeting-Broadcast)**. A recording of the meeting can also be viewed after the fact on You Tube.

Following is a list of agenda items for the meeting:

**Resolutions:**

1. Appointing Members to the Jefferson County Office for Aging Advisory Council
2. Authorizing Agreements for Provision of Services to Elderly of Jefferson County
3. Authorizing Agreement for Provision of Respite Services through the Office for the Aging
4. Changing the Membership and Terms and Appointing Members to the Jefferson County EMS Advisory Board

**Informational Items:**

1. Monthly Departmental Reports:  
Office for Aging  
Community Services

Public Health  
Social Services  
Veterans Service Agency

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

SHB: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. \_\_\_\_\_**

Appointing Members to the Jefferson County Office for Aging Advisory Council

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

Resolved, That, pursuant to Title III of the Older Americans Act, as amended, the below listed individuals be and are hereby appointed as members of the Advisory Council of the Jefferson County Office for Aging for three (3) year terms to expire as follows:

<u>Members</u>	<u>Term Expires</u>
<u>Reappointments:</u>	
Diane Kenney Woodhouse	12/31/2023
Kathy Connor	12/31/2023
Robert Cantwell, III	12/31/2021

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

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

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

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

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

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

Authorizing Agreements for Provision of Services to Elderly of Jefferson County

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

Whereas, The Jefferson County Office for the Aging works for the establishment and expansion of programs and services which assist older persons in the areas of their most urgent needs, and

Whereas, The Office for the Aging is eligible to receive State and Federal funds for the purpose of providing needed programs and services to elderly residents of Jefferson County, and

Whereas, The Office for the Aging and this Board of Legislators desire to contract for the provision of certain programs and services to the elderly.

Now, Therefore, Be It Resolved, That pursuant to Section 95-a of the General Municipal Law, Jefferson County enter into agreements for various periods with the below listed parties for the provision of such programs and services to elderly residents of Jefferson County and for such consideration as follows:

**Transportation Services:**

**The Volunteer Transportation Center of Jefferson County**, for the provision of transportation services for persons 60 years of age or older; for the period January 1, 2021 – December 31, 2022; consideration for services of approximately \$20,000 annually.

**Wilna-Champion Transportation Center, Inc.**, Carthage, New York for the provision of transportation services for persons 60 years of age or older; for the period January 1, 2021 – December 31, 2021; consideration for services of approximately \$10,000.

**Paynter Senior Center, Inc.**, Clayton, New York for the provision of transportation services for persons 60 years of age or older; for the period January 1, 2021 – December 31, 2021; consideration for services of approximately \$2,500.

**Legal Services:**

**Legal Aid Society of Mid-New York, Inc.**, Utica, New York for the provision of legal services for persons 60 years of age or older; for the period January 1, 2021 – December 31, 2022; consideration for services of approximately \$10,000 annually.

and be it further

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

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

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

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

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

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

Authorizing Agreement for Provision of Respite Services through the Office for the Aging

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

Whereas, Persons diagnosed with Alzheimer's disease often require invaluable caregiver services in order to remain safely in their homes, and

Whereas, The Alzheimer's Disease and Related Disorders Association, Inc., d/b/a Alzheimer's Association Central New York Chapter (CNY Chapter) has been awarded a Caregiver Support Initiative grant from the New York State Department of Health, to provide funding resources for the caregiver of a person diagnosed with Alzheimer's disease or a related dementia, including respite services, and

Whereas, Per the Caregiver Support Initiative grant, the CNY Chapter is required to enter into agreements to provide funds to pay for such caregiver respite services, and proposes to enter into such agreement with Jefferson County, through its Office for the Aging for an amount of up to \$13,000 for the period January 1, 2021 – December 31, 2021.

Now, Therefore, Be It Resolved, That Jefferson County enter into an agreement with the CNY Chapter commencing on the date the agreement is fully executed through December 31, 2021, to allow reimbursement to the Jefferson County Office for the Aging for the costs of such caregiver respite services up to \$13,000 for the period January 1, 2021 – December 31, 2021, and be it further

Resolved, That the Chairman of the Board is hereby authorized and directed to execute said agreements with the CNY Chapter on behalf of Jefferson County, subject to the approval of the County Attorney as to form and content.

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

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

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

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

Changing the Membership and Terms and Appointing Members  
to the Jefferson County EMS Advisory Board

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

Whereas, Pursuant to Section 225-a of the County Law and Resolution No. 57 of 1950, the County established the Jefferson County Fire Advisory Board, and

Whereas, Pursuant to Section 225-b of the County Law and Resolution No. 197 of 1995, the County established the Jefferson County Emergency Medical Services Board, and

Whereas, Pursuant to Resolutions No. 83 and 99 of 2006, the County changed the memberships of these boards to make them identical in order to act with one voice in advising the County on matters pertaining to either, or both services, and

Whereas, Due to the increasing demand and changes on each of the fire and EMS services, the combined Board recommends separating the current Fire and EMS Advisory Board back into two separate boards, and

Whereas, This Board of Legislators concurs with said recommendation.

Now, Therefore, Be It Resolved, That the membership of the EMS Advisory Board be no less than five and no more than twenty one members representing the EMS community, and be it further

Resolved, That all vacancies will be filled for the balance of the unexpired term during which vacancy occurs, and be it further

Resolved, That the following are appointed to the EMS Advisory Board for terms to expire as indicated, effective immediately:

<u>Appointments</u>	<u>Term to Expire</u>
Reuben Pruitt	12/31/2021
Larry Jobson	12/31/2021
Robert VanCoughnet	12/31/2021
David McIntyre	12/31/2021
Tom Zecher	12/31/2021
Lance Ronas	12/31/2022
Nathan Peters	12/31/2022
Timothy Farrell	12/31/2022

Lisa Cooley	12/31/2022
Maurice Mitchell	12/31/2022
Karen Jobson	12/31/2023
Jeremy Tripp	12/31/2023
Bruce Wright	12/31/2023
Niel Rivenburgh	12/31/2023

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

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

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

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

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## Office for the Aging 2020

Units of Service and Client Statistics	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Totals
<b>Meals Home Delivered &amp; Congregate (4716)</b>											
Clients (at 25th of the month)	*	*	498	511	513	509	485	493	483	481	
Home Delivered Meals (MLTC & congregate)	11,159	9,918	11,688	13,490	13,090	13,877	13,006	12,311	12,758	12,279	123,576
Congregate Meals (approx 75 clients at 7 sites)	1,583	1,334	784								3,701
Shelf Stable Distributed				2,520	120	75	105	2,415	70	2,340	7,645
Emergency Frozen / Adjustment	-4	-6	2,415	2,425	115	80	100	105	70	95	5,395
Total Delivered Meals	12,738	11,246	14,887	18,435	13,325	14,032	13,211	14,831	12,898	14,714	140,317
<b>Transportation (4710)</b>											
Total Transportation Rides	1,046	1,008	932	619	644	750	915	975	989	1,043	8,921
<b>Caregiving- Housekeeping &amp; Personal Care (4422)</b>											
Total Caregiving Clients	60	65	66	44	53	57	60	55	60	60	
Total Caregiving Hours	980.00	788.25	893.50	740.00	878.75	803.75	989.75	877.00	899.25	1,022.00	8,872.25
<b>Respite for Caregivers (4605)</b>											
Total Respite Clients	1	1	1	1	2	3	3	4	5	4	
Total Respite Hours	12.00	16.00	6.00	8.00	33.75	129.75	123.50	84.00	69.00	108.25	590.25
<b>PERS Units (4715)</b>											
# of Clients with PERS Units	69	67	70	69	71	73	77	78	75	74	
<b>Legal Services (4411)</b>											
# of Clients Served	3	2	2	1	0	0	0	1	2	0	
Hours of Service	10.00	7.00	9.00	1.00	0.00	0.00	0.00	0.50	2.00	0.00	29.50
<b>Disease Prevention &amp; Health Promotion (4416/4414)</b>											
Tai-Chi for Arthritis Clients (now via Zoom)	18	17	15							6	
Diabetes Self Management Clients			6								
Chronic Disease Self Management Clients			5								
<b>NY Connects Information &amp; Referrals</b>											
Information & Assistance for the month	88	53	67	81	55	55	52	40	25	14	
Service Tickets for the month (quick call or referral)	180	97	131	229	190	172	113	155	575	879	
<b>Health Insurance Information &amp; Counseling</b>											
# of Clients Served	81	82	69	52	29	59	49	47	68	101	
Counseling Sessions	98	100	102	64	37	70	66	55	93	157	
Waiting List Clients			34	42	35	35	26	16	22	12	

We have approx 2,300 shelf stable meals remaining to be delivered for covid and snow emergencies, which will take place in early December.

Open Enrollment for Medicare is 10/15/20 - 12/7/20 with Advantage Plan Open Enrollment 1/1/21-3/31/21.

The Santa's for Seniors program with Z93 is underway and they will begin matching 500 seniors with gift donors!

## 2020 COMMUNITY SERVICES OFFICE EXPENSE/REVENUE REPORT

11/4/2020

<u>PROGRAM</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>	<u>APR</u>	<u>MAY</u>	<u>JUNE</u>	<u>JULY</u>	<u>AUG</u>	<u>SEPT</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>	<u>TOTALS Y-T-D</u>	<u>TOTAL BUDGET</u>	<u>BALANCE AVAILABLE</u>	<u>% USED</u>
<b>EARLY INTERV.</b>																
EXPENSES	\$0	\$0	\$9,954	\$24,371	\$7,791	\$13,987	\$10,029	\$5,638	\$15,549	\$10,144			\$97,463	\$430,000	\$332,537	22.67%
REVENUES	\$0	\$0	\$1,092	\$697	\$938	\$1,582	\$476	\$1,050	\$0	\$936			\$6,771	\$220,104	\$213,333	3.08%
<b>PRESCHOOL</b>																
EXPENSES	\$0	\$27,739	\$282,647	\$725,104	\$122,357	\$131,452	\$245,534	\$235,640	\$84,285	\$110,059			\$1,964,817	\$4,950,000	\$2,985,183	39.69%
REVENUES	\$0	\$0	\$0	\$0	\$0	\$0	\$267,168	\$8,376	\$0	\$0			\$275,544	\$2,869,875	\$2,594,331	9.60%
<b>OPWDD</b>																
EXPENSES(ADMIN)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0			\$0	\$13,866	\$13,866	0.00%
REVENUES	\$1,560	\$0	\$4,560	\$0	\$0	\$0	\$1,248	\$0	\$0	\$0			\$7,368	\$6,933	(\$435)	106.27%
<b>OASAS</b>																
EXPENSES	\$117,810	\$83,645	\$689,910	\$284,321	\$175,279	\$37,050	\$217,180	\$162,554	\$155,637	\$164,523			\$2,087,909	\$3,228,464	\$1,140,555	64.67%
REVENUES	\$761,658	\$0	\$803,839	\$0	\$0	\$0	\$626,200	\$0	\$179,575	\$0			\$2,371,272	\$3,018,041	\$646,769	78.57%
<b>OMH</b>																
EXPENSES	\$49,767	\$120,264	\$634,155	\$115,310	\$314,410	\$115,127	\$577,584	\$78,601	\$33,976	\$174,885			\$2,214,079	\$3,631,895	\$1,417,816	60.96%
REVENUES	\$655,559	\$0	\$596,141	\$449,028	\$0	\$0	\$553,377	\$0	\$689,277	\$0			\$2,943,382	\$3,444,765	\$501,383	85.45%
<b>TOTAL EXPENSES</b>	<b>\$167,577</b>	<b>\$231,648</b>	<b>\$1,616,666</b>	<b>\$1,149,106</b>	<b>\$619,837</b>	<b>\$297,616</b>	<b>\$1,050,327</b>	<b>\$482,433</b>	<b>\$289,447</b>	<b>\$459,611</b>	<b>\$0</b>	<b>\$0</b>	<b>\$6,364,268</b>	<b>\$12,254,225</b>	<b>\$5,889,957</b>	<b>51.94%</b>
<b>TOTAL REVENUES</b>	<b>\$1,418,777</b>	<b>\$0</b>	<b>\$1,405,632</b>	<b>\$449,725</b>	<b>\$938</b>	<b>\$1,582</b>	<b>\$1,448,469</b>	<b>\$9,426</b>	<b>\$868,852</b>	<b>\$936</b>	<b>\$0</b>	<b>\$0</b>	<b>\$5,604,337</b>	<b>\$9,559,718</b>	<b>\$3,955,381</b>	<b>58.62%</b>

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

OMH= OFFICE OF MENTAL HEALTH

**Jefferson County Public Health Service Home Health Care Statistical Performance\*  
For the Ten Months Ended October 31, 2020**

<b>REFERRALS</b>				MTD	YTD	2020	Amount of	Percent
	2017	2018	2019	Actual	Actual	Annualized	Change	Change
CHHA	1,908	1,972	1,778	129	1,184	1,421	-357	-20.09%
PREVENT	55	1	3	0	2	2	-1	-20.00%
Rabies	0	0	0	0	0	0	0	0.00%
Communicable Disease	3,757	4,785	5,581	10,001	52,221	62,665	57,084	1022.83%
Newborn Screening	6	5	9	1	5	6	-3	-33.33%
PREVENT Sub-Total	3,818	4,791	5,593	10,002	52,228	62,674	57,081	1020.57%
<b>GRAND TOTAL</b>	<b>5,726</b>	<b>6,763</b>	<b>7,371</b>	<b>10,131</b>	<b>53,412</b>	<b>64,094</b>	<b>56,723</b>	<b>769.55%</b>
<b>AVERAGE DAILY CENSUS</b>				MTD	YTD	2020	Amount of	Percent
	2017	2018	2019	Actual	Actual	Annualized	Change	Change
CHHA	214	206	164	147	137	137	-27	-13.11%
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%
<b>GRAND TOTAL</b>	<b>218</b>	<b>207</b>	<b>166</b>	<b>148</b>	<b>138</b>	<b>138</b>	<b>-28</b>	<b>-16.87%</b>
<b>VISITS</b>				MTD	YTD	2020	Amount of	Percent
	2017	2018	2019	Actual	Actual	Annualized	Change	Change
CHHA	13,879	12,850	9,747	762	6,620	7,944	-1,803	-18.50%
Skilled Nursing	3,321	3,579	4,450	371	3,599	4,319	-131	-2.95%
Physical Therapy	61	0	0	0	0	0	0	0.00%
Speech Therapy	665	696	713	57	485	582	-131	-18.37%
Medical Social Worker	636	805	686	72	746	895	209	30.50%
Occupational Therapy	173	131	152	19	174	209	57	37.37%
Nutrition	6,412	5,035	4,400	172	1,817	2,180	-2,220	-50.45%
Home Health Aide	958	42	0	0	0	0	0	0.00%
Personal Care Aide	26,105	23,138	20,148	1,453	13,441	16,129	-4,019	-19.95%
Sub-TOTAL	34	26	47	0	3	4	-43	-92.34%
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	1	1	1	0.00%
Personal Care Aide	0	0	0	0	0	0	0	0.00%
Sub-TOTAL	34	27	47	0	4	5	-42	-89.79%
<b>TOTAL VISITS</b>	<b>13,913</b>	<b>12,876</b>	<b>9,794</b>	<b>762</b>	<b>6,623</b>	<b>7,948</b>	<b>-1,846</b>	<b>-18.85%</b>
Skilled Nursing	3,321	3,579	4,450	371	3,599	4,319	-131	-2.95%
Physical Therapy	61	0	0	0	0	0	0	0.00%
Speech Therapy	665	696	713	57	485	582	-131	-18.37%
Medical Social Worker	636	805	686	72	746	895	209	30.50%
Occupational Therapy	173	131	152	19	174	209	57	37.37%
Nutrition	6,412	5,036	4,400	172	1,818	2,182	-2,218	-50.42%
Home Health Aide	958	42	0	0	0	0	0	0.00%
Personal Care Aide	26,139	23,165	20,195	1,453	13,445	16,134	-4,061	-20.11%
<b>GRAND TOTAL</b>	<b>26,139</b>	<b>23,165</b>	<b>20,195</b>	<b>1,453</b>	<b>13,445</b>	<b>16,134</b>	<b>-4,061</b>	<b>-20.11%</b>
<b>PARAPROFESSIONAL HOURS**</b>				MTD	YTD	2020	Amount of	Percent
	2017	2018	2019	Actual	Actual	Annualized	Change	Change
<b>AGENCY CHHA</b>								
Home Health Aide	3,146	3,190	2,857	173	1,857	2,228	-629	-22.00%
Personal Care Aide	232	12	0	0	0	0	0	0.00%
CHHA Sub-TOTAL	3,378	3,202	2,857	173	1,857	2,228	-629	-22.00%
<b>CONTRACT CHHA</b>								
Home Health Aide								
Caregivers	5,032	3,319	2,446	0	80	96	-2,350	-96.08%
US CARE SYSTEMS	428	640	520	0	44	53	-467	-89.85%
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	149	-2,817	-94.98%
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%
<b>TOTAL CONTRACT</b>	<b>6,770</b>	<b>3,992</b>	<b>2,966</b>	<b>0</b>	<b>124</b>	<b>149</b>	<b>-2,817</b>	<b>-94.98%</b>
<b>TOTAL HOURS</b>								
Home Health Aide	8,606	7,149	5,823	173	1,981	2,377	-3,446	-59.18%
Personal Care Aide	1,542	45	0	0	0	0	0	0.00%
<b>GRAND TOTAL</b>	<b>10,148</b>	<b>7,194</b>	<b>5,823</b>	<b>173</b>	<b>1,981</b>	<b>2,377</b>	<b>-3,446</b>	<b>-59.18%</b>

\*\*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

<b>BALANCE</b>	1,510,043	945,755	8,000	4,239,837	1,569,624	1,573,571	50,000	1,819,792	18,704	62,028
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	Daycare 6055.46	* Recipient Services 6070.4604	Medical Assistance 6101.4	MMIS 6100.4	Family Assistance 6109.4	Child Care 6119.4	State Training Schools 6129.4	Safety Net Assistance 6140.4	Heap 6141.4	Emergency Aid to Adults 6142.4
<b>BUDGET</b>	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
<b>LOCAL SHARE %</b>	0.00%	35.00%	25.00%	100.00%	0.00%	30.00%	100.00%	71.00%	0.00%	50.00%
<b>AVG BUD</b>	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	141,555	0	1,262,448	257,702	754,325	0	403,244	247	1,247
AUG	101,168	80,249	0	1,262,448	283,696	699,575	0	384,220	(152)	3,035
SEP	103,463	75,449	0	1,578,060	223,616	704,174	0	340,765	592	3,384
OCT	98,732	169,623	0	1,262,448	357,469	895,502	0	383,764	567	640
NOV	0	0	0	0	0	0	0	0	0	0
DEC	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	788,369	989,843	0	14,866,991	2,848,542	6,676,429	0	3,858,990	36,296	37,972

<b>PROJ EXP: Forecast for Remainder of YEAR</b>	1,171,437	1,312,443	1,334	18,051,463	3,584,904	8,051,429	8,334	4,805,454	45,462	54,638
<b>PROJECTED BALANCE</b>	1,126,975	623,155	6,666	1,055,365	833,262	198,571	41,666	873,328	9,538	45,362

# VETERANS SERVICE AGENCY

## OCTOBER 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
<b>Sub Total</b>	<b>242</b>	<b>2069</b>	<b>2311</b>	<b>4853</b>	<b>95</b>	<b>62</b>
April	4	621	625	1248	30	4
May	13	494	507	1056	23	6
June	38	702	740	1640	47	10
<b>Sub Total</b>	<b>55</b>	<b>1817</b>	<b>1872</b>	<b>3944</b>	<b>100</b>	<b>20</b>
July	41	935	976	2095	28	15
August	51	781	832	1676	43	14
September	86	802	888	1955	48	26
<b>Sub Total</b>	<b>178</b>	<b>2518</b>	<b>2696</b>	<b>5726</b>	<b>119</b>	<b>55</b>
October	41	767	808	1685	33	22
November						
December						
<b>Sub Total</b>						
<b>GRAND TOTAL</b>						

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

\*Service: Amount of assistance provided for each contact

Comments: Happy Fall! The in- person appointments have stayed steady, however we are still trying to do as much as possible on the phone or online. We are still the only Veterans office that is open and in-person full time in the tri county area and Ft Drum. We are getting Veterans and referrals from other areas due to that.