

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

**Historic Courthouse**

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



April 22, 2021

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

Please let this correspondence serve as notification that the Health & Human Services Committee will meet on **Tuesday, April 27, 2021 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 2021 County Budget to Reappropriate Funding for Community Services Department
2. Authorizing Agreements with NYS Department of Education Approved Agencies for the Provision of Special Education Services for Preschool Children with Disabilities
3. Authorizing Agreements and Establishing Rates for Provision of Related Services in Connection with the Program for Preschool Children with Disabilities
4. Amending the 2021 County Budget Relative to Additional Revenue From NYS Office of Temporary and Disability Assistance for Coronavirus Aid, Relief, and Economic Security (CARES) Act -Emergency Solutions Grant (ESG) Funding

**Informational Items:**

1. Monthly Departmental Reports:
  - Community Services
  - Public Health
  - 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 2021 County Budget to Reappropriate Funding for  
Community Services Department

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

Whereas, Due to COVID-19 the NYS Office of Addiction Services and Supports (OASAS) has chosen to allow for a two year closeout of State Aid and County funding for 2020 and 2021, and

Whereas, The 2021 County Budget needs to be amended to reappropriate OASAS remaining 2020 State Aid and County funding for the Alcohol and Substance Abuse Council/PIVOT.

Now, Therefore, Be It Resolved That, the 2021 County Budget is amended as follows:

**Increase**

01000000 30599	Appropriated Fund Balance	\$148,772
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Expenditure 01432000 04703	Substance Abuse Council	\$148,772
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and be it further

Resolved, That the Board of Legislators does hereby grant its approval for the Community Services Board to enter into any necessary amended agreements related to these changes.

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 Agreements with NYS Department of Education Approved Agencies  
for the Provision of Special Education Services for Preschool Children with Disabilities

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

Whereas, New York State Education Law requires that municipalities enter into agreements with agencies approved by the NYS Commissioner of Education to offer special education services to preschool children with disabilities who are determined by the Board of Education of local school districts to require placement in such special education programs, and

Whereas, The New York State Commissioner of Education has approved a number of providers of services and has set rates for all special education program services, and

Whereas, In conjunction with the operation of the Special Education Services for Preschool Children with Disabilities program, it is necessary to enter into contracts with approved services providers at said established rates.

Now, Therefore, Be It Resolved, Pursuant to Section 4410 of the New York State Education Law, Jefferson County is hereby authorized to enter into agreements for the term July 1, 2021 through June 30, 2022, for the provision of special education services to children ages three through five with disabilities with the following New York State Education Department approved service providers:

<u>Provider</u>	<u>Service</u>
Building Blocks SLP, OT & PT Family Services, PLLC	Evaluations
ARC Jefferson-St. Lawrence NY	Evaluations Integrated Special Education Classroom Special Education Itinerant Teaching
Milestones Children's Center	Evaluations Special Education Itinerant Teaching
Watertown City School District	Evaluations

and be it further

Resolved, That the need for such special education services is to be determined by local School Boards of Education, at rates established by the NYS Commissioner of Education as certified by

the Director of the Budget of the State of New York, and shall be in a form and contain such terms and conditions as may be acceptable to the NYS Commissioner of Education, and be it further

Resolved, That the Chairman of the Board of Legislators and the Director of Community Services are hereby authorized and directed to execute such agreements on behalf of Jefferson County, subject to approval by the County Attorney as to form and substance, and be it further

Resolved, That the Director of Community Services is hereby directed to send a letter notifying local School Boards of Education of the rates of each of the special education service providers and the percentage of local share of such cost.

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 and Establishing Rates for Provision of Related Services  
in Connection with the Program for Preschool Children with Disabilities

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

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

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

Now, Therefore, Be It Resolved, That, pursuant to Section 4410 of the Education Law, Jefferson County enter into an agreement with each of the following parties for the provision of the indicated service(s). The term of said agreement shall be for the period July 1, 2021 through June 30, 2022 in accordance with the requirements of the State Education Law and regulations:

<u>Provider</u>	<u>Service</u>
ARC Jefferson-St. Lawrence NY	Speech Therapy Physical Therapy Occupational Therapy
Building Blocks SLP, OT & PT Family Services, PLLC	Speech Therapy Physical Therapy Occupational Therapy
Carthage Area Hospital	Speech Therapy Physical Therapy Occupational Therapy
Special Programs, Inc. D.B.A. Little Lukes Childcare Center	Speech Therapy Physical Therapy Occupational Therapy
Watertown City School District	Speech Therapy Occupational Therapy

and be it further

Resolved, That the rates of payment for Preschool Related Services by a Speech Pathologist, Occupational Therapist and Physical Therapist are hereby established as follows:

	On-site	Off-site
Individual Up to 59 Minutes	\$ 36.00	\$ 62.00
Individual Over 60 Minutes	\$ 51.00	\$ 77.00
Group Up to 59 Minutes	\$ 26.00	\$ 41.00
Group Over 60 Minutes	\$ 41.00	\$ 57.00

Teletherapy Services Up to 59 Minutes \$50 upon sunset of NYS Governor Executive Order

and be it further

Resolved, That the rates of payment for Preschool Related Services by Certified Occupational Therapy and Licensed Physical Therapy Assistants are hereby established as follows:

	On-site	Off-site
Individual Up to 59 min.	\$ 26.00	\$ 41.00
Individual Over 60 min.	\$ 36.00	\$ 49.00
Group Up to 59 Minutes	\$ 23.00	\$ 36.00
Group Over 60 Minutes	\$ 33.00	\$ 46.00

Teletherapy Services Up to 59 Minutes \$30 upon sunset of NYS Governor Executive Order

and be it further

Resolved, That the Chairman of the Board of Legislators is hereby authorized to execute such agreements on behalf of Jefferson County, and be it further

Resolved, That the Director of Community Services is hereby authorized and directed to take such steps and execute such documents as may be necessary to secure approval of the rates established herein by the New York State Education Department.

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. \_\_\_\_\_**

Amending the 2021 County Budget Relative to Additional Revenue From NYS Office of  
Temporary and Disability Assistance for Coronavirus Aid, Relief, and Economic  
Security (CARES) Act -Emergency Solutions Grant (ESG) Funding

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

Whereas, the Jefferson County Department of Social Services (JCDSS) has received notification from the NYS Office of Temporary and Disability Assistance that JCDSS has been awarded CARES Act – Emergency Solutions Grant (ESG-CV) funds in the amount of \$516,997 to provide resources to address the needs of individuals and families experiencing homelessness as a result of COVID-19, and support additional homeless assistance and homelessness prevention activities to mitigate the impacts of COVID-19 through September 30, 2022, and

Whereas, JCDSS will use ESG-CV funding to contract with Transitional Living Services to provide a Housing Specialist Case Manager to work with individuals in emergency housing and/or transitional housing to assist with finding appropriate housing that is supportive of their specific situation, and

Whereas, ESG-CV funding will also be used to contract with Watertown Urban Mission to provide Prevention and Rapid Rehousing Programs and to provide an SSI/SSDI Outreach, Access and Recovery Specialist to provide financial assistance and supports on behalf of eligible individuals, and

Whereas, JCDSS will also use ESG-CV funds to provide Emergency Housing and limited assistance with food, personal hygiene items and transportation for individuals who are otherwise ineligible for assistance through another program.

Now, Therefore, Be It Resolved, That the 2021 County Budget is hereby amended as follows:

**Increase:**

Revenue		
01607000 94677	Federal Aid HUD Hearth/ESG-CV	\$516,997

Expenditure		
01631000 04627	HUD Hearth/ESG-CV	\$516,997

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

## 2021 COMMUNITY SERVICES OFFICE EXPENSE/REVENUE REPORT

4/12/2021

<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	\$9,485	\$13,279	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$22,764	\$420,000	\$397,236	5.42%
REVENUES	\$0	\$84	\$938	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$1,022	\$216,102	\$215,080	0.47%
<b>PRESCHOOL</b>																
EXPENSES	\$0	\$7,378	\$372,560	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$379,938	\$4,520,000	\$4,140,062	8.41%
REVENUES	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$2,569,400	\$2,569,400	0.00%
<b>OPWDD</b>																
EXPENSES(ADMIN)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$9,858	\$9,858	0.00%
REVENUES	\$0	\$0	\$459	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$459	\$6,933	\$6,474	6.62%
<b>OASAS</b>																
EXPENSES	\$119,907	\$89,286	\$70,786	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$279,979	\$3,308,294	\$3,028,315	8.46%
REVENUES	\$677,438	\$0	\$897,158	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$1,574,586	\$3,120,598	\$1,546,002	50.46%
<b>OMH</b>																
EXPENSES	\$49,792	\$78,033	\$347,115	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$474,940	\$3,458,829	\$2,983,889	13.73%
REVENUES	\$690,160	\$0	\$1,158,542	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$1,848,702	\$3,271,699	\$1,422,997	56.51%
<b>TOTAL EXPENSES</b>	<b>\$169,699</b>	<b>\$184,182</b>	<b>\$803,740</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$1,157,621</b>	<b>\$11,716,981</b>	<b>\$10,559,360</b>	<b>9.88%</b>
<b>TOTAL REVENUES</b>	<b>\$1,367,598</b>	<b>\$84</b>	<b>\$2,057,097</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$3,424,779</b>	<b>\$9,184,732</b>	<b>\$5,759,953</b>	<b>37.29%</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 Three Months Ended March 31, 2021**

REFERRALS				MTD	YTD	2021	Amount of	Percent
	2018	2019	2020	Actual	Actual	Annualized	Change	Change
CHHA	1,972	1,778	1,439	137	419	1,676	237	16.47%
PREVENT	1	3	2	0	0	0	-2	-100.00%
Rabies	0	0	0	0	0	0	0	0.00%
Communicable Disease	4,785	5,581	89,148	18,292	60,534	242,136	152,988	171.61%
Newborn Screening	5	9	11	0	3	12	1	9.09%
PREVENT Sub-Total	4,791	5,593	89,161	18,292	60,537	242,148	152,987	171.59%
GRAND TOTAL	6,763	7,371	90,600	18,429	60,956	243,824	153,224	169.12%
AVERAGE DAILY CENSUS				MTD	YTD	2021	Amount of	Percent
	2018	2019	2020	Actual	Actual	Annualized	Change	Change
CHHA	206	164	138	142	135	135	-3	-1.83%
PREVENT	1	2	1	1	1	1	0	0.00%
Rabies	0	0	0	0	0	0	0	0.00%
PREVENT Sub-TOTAL	1	2	1	1	1	1	0	0.00%
GRAND TOTAL	207	166	139	143	136	136	-3	-2.16%
VISITS				MTD	YTD	2021	Amount of	Percent
	2018	2019	2020	Actual	Actual	Annualized	Change	Change
CHHA								
Skilled Nursing	12,850	9,747	8,165	783	2,071	8,284	119	1.46%
Physical Therapy	3,579	4,450	4,338	492	1,215	4,860	522	12.03%
Speech Therapy	0	0	0	0	0	0	0	0.00%
Medical Social Worker	696	713	591	65	159	636	45	7.61%
Occupational Therapy	805	686	858	93	210	840	-18	-2.10%
Nutrition	131	152	214	10	28	112	-102	-47.66%
Home Health Aide	5,035	4,400	2,095	190	456	1,824	-271	-12.94%
Personal Care Aide	42	0	0	0	0	0	0	0.00%
Sub-TOTAL	23,138	20,148	16,261	1,633	4,139	16,556	295	1.81%
PREVENT								
Skilled Nursing	26	47	3	0	0	0	-3	-100.00%
Physical Therapy	0	0	0	0	0	0	0	0.00%
Speech Therapy	0	0	0	0	0	0	0	0.00%
Medical Social Worker	0	0	0	0	0	0	0	0.00%
Occupational Therapy	0	0	0	0	0	0	0	0.00%
Nutrition	0	0	0	0	0	0	0	0.00%
Home Health Aide	1	0	1	0	0	0	-1	-100.00%
Personal Care Aide	0	0	0	0	0	0	0	0.00%
Sub-TOTAL	27	47	4	0	0	0	-4	-100.00%
TOTAL VISITS								
Skilled Nursing	12,876	9,794	8,168	783	2,071	8,284	116	1.42%
Physical Therapy	3,579	4,450	4,338	492	1,215	4,860	522	12.03%
Speech Therapy	0	0	0	0	0	0	0	0.00%
Medical Social Worker	696	713	591	65	159	636	45	7.61%
Occupational Therapy	805	686	858	93	210	840	-18	-2.10%
Nutrition	131	152	214	10	28	112	-102	-47.66%
Home Health Aide	5,036	4,400	2,096	190	456	1,824	-272	-12.98%
Personal Care Aide	42	0	0	0	0	0	0	0.00%
GRAND TOTAL	23,165	20,195	16,265	1,633	4,139	16,556	291	1.79%
PARAPROFESSIONAL HOURS**				MTD	YTD	2021	Amount of	Percent
	2018	2019	2020	Actual	Actual	Annualized	Change	Change
AGENCY CHHA								
Home Health Aide	3,190	2,857	2,136	193	464	1,856	-280	-13.11%
Personal Care Aide	12	0	0	0	0	0	0	0.00%
CHHA Sub-TOTAL	3,202	2,857	2,136	193	464	1,856	-280	-13.11%
CONTRACT CHHA								
Home Health Aide								
Caregivers	3,319	2,446	80	0	0	0	-80	-100.00%
US CARE SYSTEMS	640	520	44	0	0	0	-44	-100.00%
Family Home Care	0	0	0	0	0	0	0	0.00%
Home Care Plus (Sibley)	0	0	0	0	0	0	0	0.00%
Sub-TOTAL	3,959	2,966	124	0	0	0	-124	-100.00%
Personal Care Aide								
Caregivers	33	0	0	0	0	0	0	0.00%
US CARE SYSTEMS	0	0	0	0	0	0	0	0.00%
Sub-TOTAL	33	0	0	0	0	0	0	0.00%
TOTAL CONTRACT	3,992	2,966	124	0	0	0	-124	-100.00%
TOTAL HOURS								
Home Health Aide	7,149	5,823	2,260	193	464	1,856	-404	-17.88%
Personal Care Aide	45	0	0	0	0	0	0	0.00%
GRAND TOTAL	7,194	5,823	2,260	193	464	1,856	-404	-17.88%

\*\*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

2021

<b>BALANCE</b>	2,112,955	1,579,064	5,000	15,208,939	3,544,468	7,175,218	100,000	4,407,302	52,476	84,785
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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>	2,305,047	1,768,425	5,000	18,800,516	4,213,802	8,700,000	100,000	5,442,702	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>	192,087	147,369	417	1,566,710	351,150	725,000	8,333	453,559	4,583	8,333
JAN	0	937	0	1,169,470	188,702	851	0	290,327	622	3,101
FEB	93,022	61,001	0	1,076,492	202,421	817,240	0	344,363	873	2,458
MAR	99,070	127,423	0	1,345,615	278,211	706,691	0	400,710	1,029	9,656
APR	0	0	0	0	0	0	0	0	0	0
MAY	0	0	0	0	0	0	0	0	0	0
JUN	0	0	0	0	0	0	0	0	0	0
JUL	0	0	0	0	0	0	0	0	0	0
AUG	0	0	0	0	0	0	0	0	0	0
SEP	0	0	0	0	0	0	0	0	0	0
OCT	0	0	0	0	0	0	0	0	0	0
NOV	0	0	0	0	0	0	0	0	0	0
DEC	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	192,092	189,361	0	3,591,577	669,334	1,524,782	0	1,035,400	2,524	15,215

<b>PROJ EXP: Forecast for Remainder of YEAR</b>	192,092	189,361	0	3,591,577	669,334	1,524,782	0	1,035,400	2,524	15,215
<b>PROJECTED BALANCE</b>	2,112,955	1,579,064	5,000	15,208,939	3,544,468	7,175,218	100,000	4,407,302	52,476	84,785

Jefferson County Department of Social Services

2020

<b>BALANCE</b>	1,349,623	508,444	8,000	1,399,329	910,462	(883,914)	(26,725)	1,089,515	17,721	51,530
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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
<b>JAN</b>	53	1,269	0	1,469,756	244,862	156	0	310,506	31,659	2,993
<b>FEB</b>	92,658	29,114	0	1,469,756	235,578	529,858	0	366,477	764	8,785
<b>MAR</b>	70,509	67,684	0	1,837,195	381,609	530,195	0	421,127	8,064	3,054
<b>APR</b>	85,661	140,259	0	1,469,756	216,323	829,596	0	424,582	(4,722)	6,771
<b>MAY</b>	46,003	134,956	0	1,469,756	393,589	601,386	0	425,123	223	3,385
<b>JUN</b>	99,898	149,685	0	1,785,368	254,098	1,131,662	0	399,182	(946)	4,678
<b>JUL</b>	90,224	141,555	0	1,262,448	257,702	754,325	0	403,244	247	1,247
<b>AUG</b>	101,168	80,249	0	1,262,448	283,695	699,575	0	384,220	(152)	3,035
<b>SEP</b>	103,463	75,449	0	1,578,060	223,616	704,104	0	340,765	592	3,384
<b>OCT</b>	98,732	169,623	0	1,262,448	347,351	895,502	0	369,151	464	640
<b>NOV</b>	128,203	150,219	0	1,262,448	286,806	727,149	0	336,771	666	1,610
<b>DEC</b>	32,217	287,092	0	1,578,060	382,475	1,730,406	76,725	408,119	420	8,888
<b>TOTAL</b>	948,789	1,427,154	0	17,707,499	3,507,704	9,133,914	76,725	4,589,267	37,279	48,470

<b>PROJ EXP: Forecast for Remainder of YEAR</b>	948,789	1,427,154	0	17,707,499	3,507,704	9,133,914	76,725	4,589,267	37,279	48,470
<b>PROJECTED BALANCE</b>	1,349,623	508,444	8,000	1,399,329	910,462	(883,914)	(26,725)	1,089,515	17,721	51,530

# VETERANS SERVICE AGENCY

## MARCH 2021 MONTHLY REPORT

Month	Personal Contacts	Tel/Mail Contacts	Total Contacts	Total Services	New Claims	Maintained Claims
January	39	515	554	1237	35	14
February	26	589	615	1278	43	26
March	63	742	805	1561	53	14
<b>Sub Total</b>	<b>128</b>	<b>1846</b>	<b>1974</b>	<b>4076</b>	<b>131</b>	<b>54</b>
April						
May						
June						
<b>Sub Total</b>						
July						
August						
September						
<b>Sub Total</b>						
October						
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 Spring!

We had a busy month for decisions with \$32K in new monthly benefits with \$112 K in back payments received for the month. Many Veterans are coming out with the nicer weather and folks getting the Covid shots as you can see by our in person contact numbers.