

Dutchess County Executive's Annual Report for 2019



Submitted by
Marcus J. Molinaro
Dutchess County Executive



COUNTY OF DUTCHESS

MARCUS J. MOLINARO
COUNTY EXECUTIVE

MEMORANDUM

TO: A. Gregg Pulver, Chairman, & Members of the County Legislature

FROM: Marcus J. Molinaro, County Executive

DATE: February 1, 2020

SUBJECT: **Dutchess County Executive's Annual Report for 2019**

Pursuant to the Dutchess County Charter, filed herewith is the County Executive's written report of the finances of the County and the activities of the Executive Branch of County Government for the year 2019.

I appreciate our continued collaboration with my colleagues in the Dutchess County Legislature, alongside whom we have worked for years to provide the high-quality programs and services the nearly 300,000 residents who call Dutchess County home have come to expect. I proudly submit to you the accomplishments and activities of the dedicated workforce of Dutchess County Government, men and women who daily work to serve our residents. Our partnership has resulted in a robust, dynamic, and innovative county government – one that effectively serves our community in the most efficient manner possible. Together, we look forward to building on our successes during 2020 and continue to lead by example, in both our spirit of cooperation and the positive results it breeds.

On Thursday, February 20th, we look ahead in 2020 with the State of the County Address at 5:30 p.m. at the Culinary Institute of America. We look forward to having you join us as well as we look forward to working with you to maintain our positive momentum throughout the year.

Thank you.

County Finances

The County's finances are stable, the economy remains in a growth cycle, and Dutchess County holds the highest bond rating assigned to counties in New York State by Standard and Poor's with an AA+ rating, primarily due to strong financial management and the County's fund reserves. These financial achievements have been reached while ensuring the delivery of critical programs and services to our residents.

With unemployment at just 3.2% in November 2019 and 27 months of job growth, the County's Think Dutchess Alliance for Business continues its important work and has contributed to Dutchess' strong economy by bringing new business and jobs to Dutchess. With \$3.6 billion in construction projects underway and \$1.1 billion in new development, our tax base continues to grow. Dutchess County's housing market is expanding with new units under construction and the median selling price up over 5% compared to 2018.

Consumer confidence and spending are stable and, although the 2019 numbers are not yet final, Dutchess County is seeing higher-than-normal sales tax growth and projects to end the year at almost 5% growth. With sales tax making up 40% of the County Budget, this growth is very important. The 2019 budget included \$199.5 million in sales tax revenue, but at 4.8% projected growth and an adjustment for the State withholding County sales tax to pay for their Aid and Incentives for Municipalities (AIM) program (\$1.2M), the County will likely realize \$8.6 million over the 2019 adopted budget, of which municipalities will share 18.5% of realized growth from 2012.

Although the growth of sales tax would indicate a large increase in the fund balance projected for 2019, there were other factors that will impact the County's 2019 year-end fund balance. During the year, the County appropriated \$4.82 million from general fund balance to pay for:

- Increased cost for pre-school special education transportation at \$607,000,
- Higher-than-budgeted assigned counsel costs of \$51,000,
- Retroactive rate adjustments resulting from the settled DCSEA union contract at \$3,455,000,
- Retroactive payroll adjustments related to FLSA overtime calculations at \$204,000, and
- Investment in a water infrastructure project in Pawling allocated under the Partnership for Manageable Growth program at \$500,000.

These appropriations were offset by a net \$194,000 increase to general fund balance as the result of various favorable capital project closeouts. Additionally, in 2019, the County budgeted \$3.7 million in anticipated revenue from State matching funds for completed shared services projects. Based on conversations with the State, it is unlikely the full \$3.7 million will be realized.

The 2019 budget also included a planned use or appropriation of general fund balance of \$10 million and \$4.5 million from the taxpayer protection fund for a total of \$14.5 million. Although this planned use of fund balance was budgeted in 2019, we will not know how much the impact

will be until the year-end annual financial report is completed at the end of April 2020. The County's fund balance policy is to keep between 1-2 months of general fund operating expenditures in reserve as a means of maintaining fiscal stability. Dutchess is projected to remain in this range for 2019. Additionally, the 2019 budget included a \$4 million revenue appropriation from the reserve for debt service, in order to offset the budgeted appropriations to pay debt service as required.

The County budget continues to be driven by State and Federal mandates with 2019 projected costs for Medicaid at \$40.5 million, almost \$10 million in childcare placements and foster care, almost \$11 million in pre-school special education costs, and \$5.5 million on financial assistance to those in need, just to name a few. The details and provisions of these services, although worthy programs, are dictated by the State and Federal government, even those paid with local tax funds. The County will continue to lobby for mandate relief and, ultimately, relief for our County taxpayers.

Salary and benefits for the dedicated County employees delivering services and programs to residents is also a cost driver. The activities and accomplishments of the various departments documented in this annual report attest to the value our County employees provide.

Dutchess County Government remains committed to controlling costs wherever possible, limiting the tax burden for residents, and providing programs and services to help residents enjoy a high quality of life and continue to attract new business to the area for the keep our economy thriving.

The following are highlights, by department, of the activities of the Executive Branch of Dutchess County Government, for 2019.

Office for the Aging

- Served over 13,000 individual seniors, non-seniors in need of long-term care, caregivers, and family members with a wide variety of community-based services. Services include case management, case assistance, home care, senior centers, home-delivered meals, legal services, insurance counseling, energy assistance, transportation, caregiver services, health promotion (senior exercise, Tai Chi, mental fitness and Matter of Balance fall prevention classes), information and referral, and educational programming.
- Continued to receive increased numbers of intakes as the older adult population, and those of all ages needing long-term services and supports, increases in Dutchess County. OFA had 6,415 intakes in 2019, compared to 6,288 intakes in 2018.
- Maintained eight Senior Friendship Centers throughout Dutchess County. The Senior Friendship Centers in East Fishkill and Beacon were extended to five days of operation. Four Senior Friendship Centers – Beacon, East Fishkill, Poughkeepsie, and Beacon – now operate five days a week.
- In February, consolidated OFA's offices, main kitchen and City of Poughkeepsie Senior Friendship Center to more accessible and spacious location at North Point Centre, 114 Delafield Street, offering additional space for programming in a more centralized location.
- With the new location of OFA offices and the addition of more programming options, walk-in clientele increased 34% to over 5,000 clients, compared to former High Street location.
- Total phone calls for Information and Assistance from clients, family members and caregivers increased to over 34,000 calls, a 9% increase.
- Distributed 22,339 pieces of Nutritional Education material to 709 seniors. These monthly newsletters, written by the OFA Registered Dietician and focusing on nutrition and various tips for healthy eating, are distributed to Home Delivered Meals and Congregate clients.
- Served over 137,000 home delivered meals to 573 clients, and 44,345 meals served at congregate sites and summer picnics.
- Provided 104 hours of individual Nutrition Counseling to seniors with a high nutritional risk score based upon a Nutrition Screening conducted by an OFA Case Manager.
- Provided over 34,467 hours of home care to non-Medicaid clients.

- Staff made 1,690 Nursing and Case Management Field Visits to community-based, long-term care clients.
- During the Medicare open enrollment period, counselors met with 199 clients to discuss Medicare enrollment, explaining benefits, comparing available plans. A total of 538 clients were seen for insurance counseling during the year.
- Provided 52 Medicare workshops throughout the County, which were attended by 452 residents, and produced our third annual Medicare Spotlight mailed to 1,890 seniors.
- Provided 585 hours of legal service to 301 clients.
- Provided a total of 24,073 units (contacts) of service for Information and Assistance.
- Provided Personal Emergency Response System units to 374 non-Medicaid clients.
- Received and Processed 853 Home Energy Assistance Program (HEAP) applications, 213 Supplemental Nutrition Assistance Program (SNAP) applications, and 208 Medicaid applications.
- Provided 26,140 units of transportation for medical appointments, shopping and senior center activities.
- Distributed 1,000 Farmers' Market coupon books to low income seniors.
- Held or participated in 118 community outreach events, totaling direct contact with 2,560 persons, including presentations on topics such as Caregiving, Falls Prevention, Successful Aging, Scam Prevention, Health Insurance/Medicare, Food Safety, and Food and Drug Interactions.
- Hosted 12 senior picnics throughout the county with 3,807 attendees and assisted with one picnic for children with special needs. Other major events included the annual "Senior Prom," attended by 450 residents, the annual "Celebration of Aging," attended by 290, and "Senior Seminar Day," attended by 110.
- Continued prescription drug collection by Traffic Safety/STOP DWI and the Sheriff's Office at all Senior Picnic events resulted in 190 pounds of unwanted/unused medication collected. Since initiative was launched in 2014, over 1,000 pounds of unwanted/unused medication has been collected and destroyed.
- Conducted two public hearings to obtain input regarding service delivery and concerns for development of the Four-Year Plan and Annual Update submission to New York State.

- Client Satisfaction and Outcome measures were conducted for various directly provided and subcontracted services, with 100% services showing both a high level of satisfaction and achievement of desired outcomes.
- Completed extensive compliance monitoring of 22 direct and subcontracted services and service providers.
- Over 300 volunteers served in various capacities for department programs and services including insurance counseling, picnic assistance, home delivered meals, senior centers, and office assistance.

Behavioral & Community Health

Environmental Health Services (EHS)

Administration

- Continued to work with OCIS to complete the Engineering Project Review and Approval Status application which allows the public to research the status of engineering projects.
- Continued to work with OCIS to complete the EDITS engineering tab revisions and reporting which tracks engineering project review and approval statuses and produces project backlog and history reports.
- Received and processed 933 requests from the public for records.

Adolescent Tobacco-Use Prevention Act (ATUPA)

- Conducted 428 Adolescent Tobacco Use Prevention Act (ATUPA) compliance checks, resulting in 16 tobacco sales to minors and 7 tobacco sales to adults. 22 enforcement actions were completed.
- Initiated vaping product compliance checks of retailers who sell e-cigarette-related items to underage individuals.
- Performed 98 after-hours compliance checks for the Legislative initiative with 20 of these done in conjunction with New York State troopers. An additional 19 compliance checks with troopers were done during normal business hours as part of the state's initiative. Combined, these checks resulted in 9 violations for 3 vaping products and 6 tobacco sales to underage individuals.

- DBCH Nursing and EHS partnered to give a presentation on vaping to a group of 12 Dutchess County school principals. Advised on school reporting requirements related to student possession and use of vaping products while on school grounds.

Bathing Beaches and Swimming Pools

- Regulated 27 bathing beaches, permitted 156 public pool operations and performed 614 public pool inspections and re-inspections. 105 critical violations were cited; most violations were associated with inadequate disinfection, inadequate supervision, and improper enclosure of the pool.
- Hosted 16 drowning prevention seminars, attended by 347 people.
- Investigated 2 non-fatal drownings at swimming pools.

Childhood Lead Poisoning Prevention

- Conducted 69 lead hazard assessments in dwelling interiors and over 45 in dwelling exteriors under the Childhood Lead Poisoning Primary Prevention Program (CLPPPP).
- Initiated a Reduced Cost Window Replacement Program in the 4th quarter of 2019. Eligible property owners subject to a Notice and Demand under the Lead Poisoning Prevention (LPP) and CLPPPP can receive a voucher to purchase replacement windows. (Between October and December, vouchers have been issued to 5 eligible property owners.)
- Received 36 elevated blood lead level referrals, 22 of which were received since October 1st, following change in NYS law lowering lower the definition of an elevated blood lead level in a child to 5 micrograms per deciliter ($\mu\text{g}/\text{dL}$, previously 15 $\mu\text{g}/\text{dL}$). Environmental lead investigations were initiated for all referrals received.
- Hosted a presentation for DBCH Early Intervention (EI) staff and the home visiting agents EI works with, approximately 28 people were trained on lead poisoning and prevention.
- In partnership with BOCES, held 9 Renovation Repair and Painting trainings, educating 62 people. Two of these classes were offered in Spanish, with 10 people in attendance.
- 3 enforcement actions were completed against property owners for failing to complete lead hazard remediation.

Children's Camps

- Regulated 63 children's camp operations, performed 196 children's camp inspections, and investigated 55 reportable children's camp injuries/illnesses or allegations of abuse. Also investigated a gastrointestinal disease outbreak at a children's camp where 21 individuals were ill.
- Collaborated with DBCH Nursing and Communicable Disease to educate camp personnel about health-related concerns such as communicable disease, drowning prevention, and reporting requirements.

Communicable Disease

- Three rabies vaccination clinics for pets were held in partnership with the SPCA, with 269 pets vaccinated.
- Investigated 776 potential human rabies exposures from animal contacts.
- As a result of the rabies exposure investigations, 103 animal specimens were tested and of the specimens tested, 9 were positive for rabies: 6 raccoons, 2 grey foxes, and a bobcat.

Engineering Projects

- Reviewed 1586 engineering plan submissions for approval of private wells, sewage collection, treatment and disposal systems, public water source, treatment, distribution and storage systems, public swimming pools and subdivisions.

Food Service

- Permitted 1,372 food service operations, 100 mobile food services, over 880 temporary food services and performed 3,476 food service inspections. 767 critical violations were cited and resolved; the most frequently cited violations were associated with room temperature storage of food, inadequate cooling of food, and inadequate refrigeration.
- Investigated 154 food service facility complaints.
- Hosted four food safety training classes, training more than 160 people.

- Developed and distributed an email survey to approximately 940 food service operators. Survey questions addressed several topics in the food service program, from the interaction with the sanitarian to the permitting process. 45 surveys were completed with 71% from year around establishments with the following results:
 - 98.8% satisfied with permit application process
 - 96% agreed inspector maintained a professional manner
 - 91.2% satisfied with most recent inspection and/or interaction
 - 88.9% agreed inspector clearly explained code requirements
 - 84.4% agreed inspector provided clear answers to questions
 - 82.2% felt inspector listened and inspection reports were written in clear manner
 - 73.4% agreed follow up activities were timely (reports, answers to questions)
 - 64.4% agreed inspector provided coaching to help implement safe food handling practices
 - 46.7% agreed inspector was able to clearly explain violation(s)

Housing Complaints

- Investigated 362 housing complaints.
- Investigated 78 public nuisance complaints.

Indoor/Outdoor Air Quality

- Investigated 35 air quality complaints, including mold concerns and odor complaints.

Public Water Systems

- 1,655 site visits were conducted, approximately 400 sanitary surveys were completed, 1,288 violations were sited while conducting inspections, investigating complaints, reviewing sampling results, reviewing sampling plans, reviewing monthly operation reports, reviewing annual water quality reports, conducting some sampling and enforcement. There were 11 new public water systems in 2019.

Temporary Residence, Campgrounds, Mobile Home Parks, Migrant Farmworker Housing, Rooming Houses and Bed & Breakfasts

- Regulated 91 temporary residences and completed 181 inspections.
- Regulated 9 campground operations and performed 23 campground inspections.
- Performed 82 mobile home park inspections, identifying several sewage failures and working to gain compliance.

- Performed 33 inspections of 5 migrant farmworker housing operations.
- Permitted 9 public functions (attendance of over 5000 people) including the Dutchess County Fair, the Sheep and Wool Festival, the Antique Car Festival, Sinterklaas, and two balloon festivals.
- Performed 52 inspections of 40 rooming houses and Bed and Breakfasts.

Weights and Measures

- Performed 826 inspections at 583 establishments.
- Inspected 4,520 weighing and measuring devices; 4,352 devices were found to be correct, a 96% accuracy rate. Conducted 206 Gas Signage Inspections.
- Conducted 36 inspections for pricing accuracy, more than 3,000 items checked with 99% pricing accuracy rate.
- Submitted 252 random gas samples for octane analysis as part of the New York State Petroleum Quality Program.
- Responded to 36 complaints which included: gas signage, scale accuracy, weight discrepancy, accuracy of amount of fuel dispensed, fuel pump operation, fuel dispenser condition, fuel quality, item pricing and scanner accuracy at supermarkets, delis and small establishments.
- Conducted 327 Credit Card Skimming Device inspections at 42 Dutchess County gas stations. No skimming devices were found.
- To date, 27 supermarkets in Dutchess County have opted for Item Pricing Waivers.

Public Health Emergency Preparedness (PHEP)

- Continued to manage and operate the Recovery and Resiliency Coalition of Dutchess (RRCD). The Rhinebeck Coalition, made up of several nursing homes in the northern half of Dutchess County, became a sub-coalition to the RRCD. This allowed for more communication with the medical community and system about preparedness and response and helped integrate social service NGOs and governmental offices with the County's medical system.

- Assisted in the coordination of the 2019 Coalition Surge Test in the Dutchess County Emergency Operations Center.
- Supported 2 nursing homes and a dialysis center this year with the development of their emergency management plan.
- Updated the Public Health Emergency Preparedness and Response Plan, also known as the public health annex. Staff training on this plan shall begin in 2020. Additions to the plan include a newly completed Family Assistance Center Plan, Respiratory Protection and PPE plan and Public Health Logistics Plan.
- As part of the Dutchess County Classic, the DBCH conducted a public health logistics exercise that simulated the use of a warehouse and a delivery system to track supplies shipped to an event and return the supplies to the same warehouse for inventory and repackaging. The exercise was successful and was used as a more advanced version of the statewide point of dispensing exercise performed by other counties.
- Performed an assembly and set up exercise at the Hudson Valley Regional Airport to support logistics training and operations during emergencies.
- Led or participated in several workgroups including the NYSDOH Exercise Planning Workgroup and the Health Emergency Preparedness Coalition (HEPC) planning workgroup.
- Wrote several plans for the HEPC including a communications plan and a concept of operations plan. Recently completed a Surge Plan for the HEPC as well.
- Partnered with the Department of Emergency Response, to teach a Citizen's preparedness class for several townships. During the year, we transitioned this responsibility to the Medical Reserve Corps.
- Continued to manage the countywide CPR program, teaching 20 CPR classes for professional and non-professional providers and 4 First Aid classes.
- Attended the county-wide School Safety Committee meetings throughout the year to represent public health and assist in Dutchess County school emergency plan development

Medical Examiner's Office (MEO)

- 2019 was the second busiest year on record (behind 2018) for the MEO; with 948 cases reported, 316 total autopsies and external examinations; 405 total death scenes responded to. (Total accidental substance abuse deaths is projected to be approximately 75 cases, possibly 1 to 3 more currently pending toxicology testing, which is a modest reduction from 2018.)
- Presented at 5 community events including the Dr. Ian Portelli Memorial Annual Trauma Teaching Day Conference hosted by Vassar Brothers Medical Center/Nuvance Health.
- Hosted the New York State Associated of County Coroners and Medical Examiners (NYSACCME) Fall Conference at the Crowne Plaza Hotel in the White Plains, NY. Sept 20-22, 2019.
- Presented 2 scientific research abstracts at the 2019 Annual Meeting of the American Academy of Forensic Sciences held in Baltimore, MD.
- Performed expanded postmortem drug testing on cases of suspected substance abuse-related deaths in accordance with the recently awarded BOJ-COAP Grant.
- Completed work on the 1st of a 2-year NIH Grant for Postmortem Iris Study.

Medical Reserve Corp (MRC)

- MRC volunteers completed over 2,500 hours in trainings such as Incident Command System, Psychological First Aid, Point of Dispensing Operations, CPR, Stop the Bleed, First Aid, Emergency Response, Amateur Radio, Public Health, Hazmat/PPE, Narcan, Pet First Aid, Suicide Prevention, Cultural Humility, Disaster Mental Health, Understanding Grief, Women's Safety, etc. Many of these trainings were open to the public.
- Assembled almost 2,000 Narcan kits and trained individuals on the proper use of Narcan at several public events like the Mark Herring Walk and assisted in the Narcan/Pharmacy Conference held at Marist College.
- Presented and/or assisted with Stop the Bleed classes for both County staff and the public reaching almost 1,000 people in 39 classes all over the county.
- Applied for and received a \$7,500 grant from NACCHO to help develop the Dutchess County Animal Response Team (DCART).
- Several MRC volunteers serve on the Resiliency Committee for Suicide Prevention and assisted with the presentation of the movie "The S Word."

- MRC volunteer Bob Haan was recognized at the Office for the Aging's Celebration of Aging in May as the Senior Achievement Award Winner.
- Staffed First Aid and Medical Stations at twelve Senior Citizen Picnics, a Bowdoin Park Summer Concert, the Dutchess County Classic Marathon, and picnics for Foster Families, Children with Special Needs, and the Americans With Disabilities Act. In addition, volunteers staffed a table of health and preparedness materials at several health fairs and community events and offered free blood pressure screenings at most.
- Over 400 people trained in Hands-Only-CPR at Dutchess Stadium; 4,000+ attendees received live instruction on Hands-Only-CPR
- MRC volunteers from the Point of Dispensing (POD) Planning Team developed a POD training exercise to help members understand all the operations of a POD. The exercise was held in October 2019 with almost 40 members successfully completing the training.

Veterans Services

- Rendered over 19,000 contact services to Dutchess County veterans and their families regarding services and entitlements available from federal, state and local governments.
- Conducted an informational tour of the county, visiting each Town Hall during monthly scheduled meetings in order to disseminate information to local leaders and involved citizens on what the Division of Veterans' Services offers, at no cost, to our clients, in an effort to bring information to those veterans and dependents who do not regularly participate within the veteran community and are generally unaware of what benefits they may be entitled to.
- Maintained designation as a Functional Zero Veteran Homelessness County.
- Established a network of Veteran Liaisons, comprised of one town board member from each Township within Dutchess County, to conduct outreach and make referrals to the Division of Veterans Services.
- Closely worked with Dutchess County Public Transit in establishing a designated veteran's transportation operator to assist in the transportation of veterans to and from VA medical appointments.
- Conducted monthly reviews of partner agency case files, including but not limited to, Vet2Vet clients in need of mental health treatment, veterans in need of housing, and all actions taken by the partner agency to meet the needs of the client.

- Established standard operating procedures, to better serve veterans within the criminal justice system, with the Dutchess County District Attorney's office, Department of Probation, as well as the Dutchess County Public Defender
- Visited veterans within the Dutchess County Jail and State Prison to advise on benefits and reintegration after release from incarceration.
- Cross trained Division of Veterans' Services, Service Officer, in Department of Community and Family Services functions and processes in order to provide veterans with appropriate referrals for services not covered by veteran's benefits.
- Established a new quarterly procedure of obtaining home addresses from the VA Records Management Service, allowing the Division of Veterans' Services to send letters to all newly discharged veterans returning to Dutchess County, inviting them to apply for veteran benefits with the Division of Veterans' Services. During 2019, 264 letters have been sent to newly returning veterans.
- Hosted annual Memorial Day and Veterans Day Ceremonies at the Dutchess County War Memorial.
- Partnered with NYS Parks Walkway Over the Hudson in hosting the Illuminate the Walkway event for Memorial Day.
- Worked in tandem with Mental Health of America Dutchess County in facilitating services and application for VA benefits for veterans participating in Vet2Vet: Veterans' Peer Services Program. The program is available to all Dutchess County veterans and their families and provides:
 - A network of Peer Support Groups, facilitated by a veteran.
 - Referral to services addressing PTSD, suicide and suicidal ideation, TBI, depression, and other issues.
 - Case management: advocacy, support, and connection to resources for veterans and/or their families.
 - Socialization activities for veterans and their families.
 - Liaison with other veterans' services.
- Conducted visits to Dutchess Community College Veterans Resource Room, meeting and assisting student veterans understanding and applying for their Department of Veterans Affairs benefits.
- Mailed condolence letters to, and processed burial benefits for, 637 surviving spouses.

- Participated on numerous Boards and committees i.e. Representative Maloney's Veterans Advisory Board (VAB); Representative Delgado Veteran Advisory Committee (VAC), Senator Serino's VAC; VA Hospital Directors' VAC, Dutchess County Veterans Task Force, Dutchess County Legislature Veterans Advisory Committee.
- In collaboration with various local veterans' organizations in Dutchess, Putnam and Orange Counties held the annual Hudson Valley Appreciation Day at Dutchess Stadium.
- Attended the monthly Hudson Valley Task Force meeting; discuss current issues veterans are currently facing and what programs are currently available to veterans and their families.
- Participated in numerous events, fairs, etc. - VA clinic Open House in Poughkeepsie and Pine Plains, Senior Picnics hosted by the Office for the Aging, DC Fair, Dutchess Stadium, Elks Club Veterans Picnic, Hospice Veterans Breakfast, numerous Vet2Vet events, among many others.

Center for Disease Control (CDC) & Public Health Nursing (PHN)

Administration

- The CDC and the PHN division merged to develop a more cohesive, holistic approach in delivering public health services.
- Conducted 56 audits and 1034 supervisory clinical conferences on high risk MCH home visiting cases.
- Provided year-round clinical Public Health Nursing (PHN) student rotations in partnership with 3 colleges to educate nurses in the field of public health.
- Provided 196 hours of preceptorship to nursing students in public health nursing and communicable disease control to advance nursing practice in the region.
- Partnered with Dutchess County Parks and provided over 25 hours of nursing services to deliver clinical oversight for the summer camp program.

Children with Special Health Care Needs (CSHCN)

- Exceeded the state goal in surveying clients, the division continued to achieve outstanding customer reviews for services provided through the CSHCN program.

Chronic Disease

- Provided chronic disease prevention education at 64 events with over 2,534 participants.
- Collaborated with partners to deliver 12 Chronic Disease Self-Management Programs to over 99 county residents.
- Facilitated 3 Chronic Disease Steering Committees Meetings including 17 partners from 8 organizations. The committee focused on planning efforts for the chronic disease section of the 2019- 2024 Community Health Improvement Plan including choosing physical activity and tobacco prevention as the focus areas.
- Engaged with over 75 participants from over 41 organizations including hospital, health systems, providers, home care agencies and community partners to enhance chronic disease prevention in the areas of obesity, diabetes and cardiovascular disease.
- Led departmental worksite wellness initiatives including four healthy eating luncheons, walking Wednesdays and promoting national chronic disease prevention campaigns.
- Conducted 2 asthma educational programs with over 50 clinical professionals in attendance.
- Provided 160 hours of preceptorship for public health students to develop an epidemiological approach in the prevention of vaping and the use of e-cigarettes.

General Communicable Disease Control

- 11,472 communicable disease lab reports were screened and investigated on the NYS Electronic Clinical Laboratory Reporting System.
- Conducted 381 surveillance screenings and investigations on food and water-borne diseases.
- Conducted 6,822 cases surveillance screenings and investigations on Hepatitis C diseases.
- Addressed an 83% increase in reported cases of Cyclospora by providing screening, investigation, promoting prevention through education to providers and sending a physician advisory.
- Presented a program on sexual transmitted infections in Dutchess County to over 50 clinical providers.
- Conducted two meetings for the Love on the Hudson Coalition to promote collaboration with clinical providers from colleges to address sexual transmitted infections.

- Facilitated 11 Hudson Valley Health Care Coalition meetings to promote grass roots efforts in addressing overall health and wellness.
- Conducted over 812 contact investigations and elicited 384 partners to address sexual transmitted infections/HIV.

Family Health

- Delivered over 660 Maternal Child Health (MCH) home visiting services and performed over 7600 hours of case management to high risk families including those with histories of substance abuse, domestic violence and mental health disorders.
- Provided services to over 298 cases with infants and young children involved with child protective service.
- In April, a Public Health Nurse began co-locating the Department of Community & Family Services (DCS) to work alongside CPS and Preventative Case Managers to identify and support the needs of both children and adults with Substance Use issues. Experienced significant increase in cases involving substance abuse (77% increase) and Mental Health issues (43% increase). Identifying these issues early with proactive efforts including home visits, conferences, meetings, education, outreach, etc has resulted in streamlining the referral process and less removals of children from their homes.
- Provided population-based care for maternal, child and infants exposed to opioids by providing advanced clinical professional and community training, expanding referral base with providers and delivered direct public health nursing home visiting services to pregnant and parenting families.
- Collaborated with academic and health care partners to deliver a clinical education program on "Substance Use Disorder in the Maternal Population: Public Health and Primary Care Interventions," providing continuing education hours for physicians, nurses and social workers. Over 80 individuals were in attendance.
- Participated in the UConn Nursing Research Project to enhance educational resources for women and families affected by Opioid Use Disorder and to decrease provider stigma.
- Continue to provide quality improvement strategies to service MCH populations exposed to opioids by continuing work with the Mommies Group with mental health partners.
- Screened over 90 children for child find in accordance to the Early Intervention Program.

- Distributed over 180 quality children's books to high risk children and families to promote the development of literacy through the "Born to Read" project.

Immunization Program

- Over 600 adults and children were administered over 1300 vaccines at monthly immunization clinics.
- Provided 12 educational programs to clinical professionals to promote the standards of practice on immunizations for vaccine preventable diseases.

Lead Poisoning Prevention

- Conducted 6441 pediatric cases surveillance screenings for elevated leads levels.
- Provided lead poisoning prevention education to providers and clinical and nursing staff at health provider practices in Dutchess County.
- Participated in lead poisoning prevention outreach and education to over 174 events to over 833 participants throughout the county.

Rabies Program

- Provided 240 post exposure prophylaxis vaccinations to over 80 residents.

Sexual Health Clinic

- Delivered care to over 600 patients in Sexually Transmitted Disease (STD) clinic

Tuberculosis Program

- 124 Tuberculin Skin Test were conducted in our DBCH Health Clinic.
- Continued to provide communication and education to the county jail regarding tuberculosis program protocols.

Vaccine Preventable Disease

- Addressed the rise in acute Hepatitis A virus (HAV) cases in the epidemiological risk group of either homeless/substance abuse/ or incarceration. Mirroring a national trend, Dutchess County has experienced an increase in HAV acute cases from last year (from 9 to 15). Planned county-wide effort with development of a coalition with providers, delivered education and consultation to county jail facility and distributed an advisory.
- Conducted surveillance screenings and investigations on 2199 Hepatitis B and 31 Perinatal Hepatitis B cases.
- Coordinated preventive efforts to address the increasing incidents of measles in our neighboring counties.
- Addressed the NYSDOH legislation removing non-medical exception from school vaccinations requirements for attendance with delivering countywide education and support to providers, school nurses and county residents.

Zoonotic Disease

- Distributed 3,304 tick removal kits at a variety of events throughout the year.
- Conducted 7,187 cases surveillance screenings and investigations for tick borne disease.
- Presented 10 tick borne disease outreach and educational programs to 965 community residents.
- Continued to collaborate with the Dutchess County Legislative Tick Task Force to support intervention efforts with representation to bi-monthly meetings.
- Offered free tick identification services and staff identified about 30 submitted specimens for 2019. Copies of the identifications were provided to their physician to assist in evaluation, diagnosis and treatment.

Early Intervention (EI) & Preschool Special Education (PSE) Programs

- Provided services for over 4,000 children.
- Evaluated 749 children aged 0-3 years for Early Intervention services, with 91% receiving services within 30 days.
- Evaluated 977 children aged 3-5 years for Pre School Education, with 95% found eligible for services after evaluation.

- Improved provision of timely services by recruiting new provider agencies to provide services.
- Maintained cost savings from the on-going quality management of the EI staff who monitor service increase requests, encourage joint services with existing authorized providers, and limited service approvals to address participant needs with a more global developmental approach.
- 100% desk audit of session notes to ensure compliance with Individual Education Plans (IEP) and appropriate SED services tracking forms

Assistant Commissioner

Microgreen Project

- Conducted presentations on “The Dutchess County Microgen Initiative” at two New York State Population Health Summits and the National Association of County and City Health Officials Annual Conference.

Citizens Advisory Committee for EMS

- Developed and implemented a citizen survey on experience with, knowledge of, and expectation of emergency medical services. 670 responses to date, submissions accepted through February 2020.
- Recipient of the 2019 EMS Leadership Award from DC EMS Council

Special Olympics New York State Summer 2019 Games

- Chair of the Health Committee; recruited providers (PT, Dentists, MD, Podiatrist, AT’s) to volunteer for health screening and healthy athlete stations.

Public Health Education

- Conducted a Hepatitis A Outbreak POD full scale exercise.
- 60 County employees and 35 MRC members completed CPR/AED training.
- 68 DBCH staff attended Preparedness training classes.
- Participated in FEMA’s Emergency Management Institute’s Advanced Public Information Officer training.
- Updated nearly 2,000 webpages.

- Launched a new media campaign as part of the Breaking Through initiative using billboards to promote Recovery is Possible and Narcan Training.
- Released and promoted the Breaking Through videos through Facebook reaching over 50,000 residents.
- Provided Narcan Training throughout Dutchess County at Senior Picnics, Think DIFFERENTLY Picnic, Mental Health Campus, and community events, including 120 people at the Matt Herring Foundation's Overdose Awareness Walk in August 2019.
- Coordinated worksite wellness events within the Department and as part of the County Government-wide effort to increase physical activity among employees, and overall improving the health and wellness of our workforce.
- Provided Pedestrian Safety education through the County's Watch Out For Me Campaign to students at Morse Elementary (1-5) and to all the Kindergarteners in the City of Poughkeepsie. Watch Out For Me is a project to improve safe travel of all kinds, including walking, bicycling, riding the bus, and driving, by people of all ages and abilities.
- Collaborated with Dutchess County Soil & Water Conservation to create a Pest Management for Homeowners and Renters website providing steps for integrated pest management, including how to safely use, store, and dispose of pesticides.
- Provided public health messaging to residents, providers and schools about measles in response to rise in regionally reported cases in 2019.

Mental and Behavioral Health:

- The commitment to the ***"Breaking Through"*** initiative to combat the opioid crisis and stomping out stigma continues, with the focus on 24-hour services available to address community needs in real time.
- Expanded the availability of Medication Assisted Treatment, by creating new agreements with community partners, Mid-Hudson Regional Hospital and Hudson River HealthCare, to provide linkage from the Stabilization Center to these community sites for individuals who need MAT induction and physician follow up.

Methadone

- Lexington Center for Recovery (LCR) reports continued need to expand capacity in its Methadone Maintenance Treatment Program (MMTP). Community participation continues to grow.

Vivitrol

- Vivitrol continues to be offered by the following agencies/programs:
 - DBCH at the Dutchess County Jail .
 - DBCH in its Intensive Treatment Alternatives Program (ITAP).
 - LCR through its outpatient programs.
 - Cornerstone in Rhinebeck in its inpatient rehab.
 - Arms Acres through both its outpatient and inpatient programs.
 - Hudson River Healthcare, a local Primary Care Provider.
 - Step One, an outpatient substance abuse provider in Highland.

Suboxone

- Suboxone is offered by the following agencies/programs:
 - LCR, both induction and maintenance.
 - Institute for Family Health, a Primary Care Provider, for established patients.
 - Hudson River Healthcare.
 - Axis Medical, a Primary Care Provider. Axis partners with Arms Acres to provide counseling services onsite at its Poughkeepsie office.
 - Step One in Highland.
 - Mid-Hudson Regional Hospital Emergency Room.

Medication Assisted Treatment (MAT) in the Criminal Justice System

- DC Jail Medical Provider, in concert with the LCR Opioid Treatment Program (OTP) in Poughkeepsie, initiated the continuation of maintenance for individuals admitted to the DC Jail who were participating in Methadone programs in the community. Previously all Methadone patients who were admitted to the jail were withdrawn from their medication over a 10-day taper.
- Prime Care, Inc., the new DC Jail medical provider, started offering Subutex (sublingual buprenorphine) as a medication to assist individuals admitted to the DCJ suffering from heroin or other opioid withdrawal.
- Obtained sufficient funding to support a full-time jail based social worker, under the supervision of DBCH Jail Based Services, specifically tasked with connecting opioid dependent individuals to MAT services upon release from incarceration.
- Mobile Crisis Intervention Team (MCIT) started providing outreach in the community to opioid dependent individuals who were released unexpectedly from the DC Jail without the opportunity for formal discharge planning. In 2019 MCIT effectuated community outreach to 58 opioid involved individuals who had recently been released from the jail.

- DC Probation and DBCH held a series of combined meetings focused on the status of opioid dependent individuals under community supervision.
 - Results: of the 1,256 individuals under community supervision in Dutchess County, 193 (15%) are known to be opioid dependent. 100 (52%) of the 193 opioid dependent individuals were already receiving some mode of MAT services. These results suggest greater acceptance and awareness of the importance of removing obstacles to MAT services in the criminal justice system.
- Prime Care, the DC Jail medical provider, initiated the continuance of Suboxone maintenance for individuals admitted to the jail who had received Suboxone through legitimate providers in the community.
- DBCH Jail-Based Services participated in intensive jail release planning efforts prioritizing opioid dependent individuals released from the jail in anticipation January 2020 bail reform.

Community MAT and Opioid Crisis Response

- Vassar Brothers Medical Center started offering Suboxone induction through their Emergency Department in 2019.
- Mid-Hudson Regional Hospital (MHRH) started offering Suboxone induction through their Emergency Department in 2019.
- The Turning Point Inpatient and Turning Point Intensive Outpatient Programs (under MHRH) started offering Suboxone induction and maintenance as well as Vivitrol in 2019.
- Hudson River Healthcare (HRHC) added an additional waived provider to expand MAT capacity and accessibility.
- HRHC and DBCH are partnering to provide “24/7” access to Suboxone induction through utilization of the Stabilization Center as a point of off- hours contact for HRHC MAT services.
- DBCH sponsored two (2) Suboxone waiver trainings in 2019.

NYS Bail Reform and System Response

- Developed strategies and coordinating a systemic response for individuals with substance use and mental health difficulties to be screened and diverted to treatment at the point of court arraignment in collaboration the DC Public Defender, the Office of the District Attorney, and the office Probation and Community Corrections in response to bail reforms enacted by New York State.

Prevention

- Dutchess County Resiliency Council for Suicide Prevention
 - Developed new outreach materials targeted at specific at-risk populations featuring Helpline that describes ways to help someone in an emotional crisis.
 - Movie viewing event of the “S-Word” with a panel discussion occurred in collaboration with Dutchess Community College. Approximately 100 people attended.
 - Suicide Prevention Gatekeeper trainings were held in the community for agencies, schools and community members throughout the county.
 - 13 Youth and Adult Mental Health First Aid trainings were conducted with more than 280 in attendance.
 - Question, Persuade, Refer (QPR) is now offered by 4 members of the Resiliency Council for Suicide Prevention.

- Dutchess County Opioid Task Force
 - Held Pharmacy conference at Marist College in collaboration with the University of Buffalo and the Hudson Valley Pharmacy Society with over 100 pharmacists from the region in attendance. It provided education on Naloxone distribution, Buprenorphine Dispensing, engaging substance users and harm reduction.
 - Increased collaboration between Vassar Brothers Medical Center and DBCH strengthened dramatically by participating in the hospital’s Opioid Stewardship meeting. The DBCH opioid overdose prevention program partnered with the Emergency Department to offer Naloxone to individual who come in on an opioid overdose.
 - The Public Health Emergency Preparedness Grant provided funds in 2019 that were used to support local hospitals in distributing Naloxone and beginning Buprenorphine inductions in the EDs. As a result of this grant, both hospitals were connected with a statewide expert consultant to begin this process. Both hospital systems are now offering this life saving intervention.
 - Two Buprenorphine Waiver trainings were held in 2019, resulting in 9 new providers with the X-Waiver.

- Second Step Social Emotional Learning Curriculum
 - 11 out of the 13 school districts and BOCES Salt Point are now using Second Step.
 - Survey was developed and administered to the schools using this intervention. 90% of teachers and school personnel using the curriculum report that it is helpful in teaching children social emotional learning skills.

- Hired, trained and developed the Recovery Coach Position and the Opioid Educator.
 - Expanded recovery services available to individual in the Dutchess County jail and those leaving incarceration and reintegrating into the community through both group and individual support.
 - Recovery services available to people with co-occurring disorders at the partial hospitalization program, including after discharge into the community.

- Recovery services available to individuals at the Stabilization Center, including after leaving the center and returning to the community.
- Expanded the County's Peer Recovery Coach and Opioid Educator Prevention Team by developing and hiring a new CERPA who will be based in the community to provide direct outreach to individuals struggling with substance use disorders and who need linkage to mental health and addiction supports and services.
- Crisis Intervention Team (CIT) Training
 - Four CIT 40-hour trainings were held in 2019, with and 60 officers received the training.
 - The team attended the International CIT Conference in Seattle Washington and is planning to offer this valuable training to corrections officers in 2020.
- Secured the Opioid Data to Action Grant which provides \$72,000 for expansion of Medication Assisted Treatment to incarcerated individuals in 2019 and 2020.
- Participated in Wappingers Central School District Superintendent's Day Conference, "Shining the Light on Substance Use Disorder and Stigma in Our Community", sponsored by CAPE, which provided training for teachers and administration on evidence-based interventions for youth struggling with addiction and substance use disorders.
- Collected approximately 2,500 pounds of medication in eight separate countywide Drug Take Back events.
- NYS Opioid Overdose Prevention (Narcan) Program
 - Expanded Narcan trainings to the Eastern and northern part of Dutchess county.
 - Expanded community Narcan trainings, both by trainers trained by the Department of Behavioral and Community Health as well as open community trainings at local libraries and community centers.
 - Began offering monthly Community Drop-In Narcan trainings to anyone in need of training.
 - Began offering the community 24 access to Narcan and Narcan training at the Stabilization Center.
 - 82 Narcan Trainings Held, 3,342 kits distributed to the community.
 - Increase access to Naloxone at local pharmacies through the N-CAP program.
- Stigma-Eliminating Trainings
 - Question, Persuade & Refer (QPR) suicide prevention training was provided to 4 people. QPR is intended to teach individuals how to recognize warning signs of suicide and provides guidelines on how to **Question** a person about potential suicidal thoughts, **Persuade** them to seek help, and **Refer** them to appropriate professional services.

- Held one Applied Suicide Intervention Skills Training (ASIST) trainings; 48 individuals from multiple agencies were trained. ASIST teaches participants to recognize when someone may have thoughts of suicide and work with them to create a plan that will support their immediate safety.
- Provided 13 Mental Health First Aid trainings for adults and children community agencies/partners, schools, treatment providers, and the NYS Bridge Authority, with more than 350 individuals trained.
- Trained 155 teachers, from three high school districts (Wappingers, Pawling and Spackenkill) Suicide Safety for Teachers.

Stabilization Center

- The Stabilization Center, a voluntary walk-in or police drop-off facility for individuals suffering from mental illness or substance abuse; had 1789 unduplicated visits.
- Initiated regular meetings between DMH leadership and Stabilization Center partners (MHA, PEOPLE USA, Astor, and Mid-Hudson Regional Hospital) with the focus on continued program evaluation of the Stabilization Center, to ensure best practice operations and interventions.

Partial Hospitalization Program

- Total visits during 2019 was 3496, with total of 408 individuals served.

Mobile Crisis Intervention Team, HELPLINE, and Trauma Team

- Total service volume was 22,371, unduplicated referrals totaled 1351.
- HELPLINE staff responded to 42,764 telephone contacts and texting conversations in 2019, the busiest year on record.
- Trauma Team
 - “Go-bags” were ordered and distributed to team members. These will contain Helpline and county literature, suicide prevention information, and community resources to distribute on calls.
 - Successful debriefing has been offered to members of MCIT when requested.

Children’s Services and Intellectual & Developmental Disabilities (IDD) Coordination

- 11th Annual Building Bridges Conference, hosted by Marist College. Eleven public schools were represented, 2 private schools and 27 agencies with 150 individuals in attendance. The topics included Restorative Practices, System of Care for Children’s Services and Residential Placements.
- Trained 30 health aides in the Poughkeepsie School District on Suicide Safety.

- Provided two Youth Mental Health First Aid trainings; one to 13 local librarians and the second to 15 teen mentors from My Brother's Keeper Program in Poughkeepsie.
- Provided QPR (Question, Persuade & Refer) a Suicide Prevention program with for the MRC with 31 attendees.
- Provided a QPR training for students & faculty at Bard College.
- Provided ASIST trainings with a total of 48 individuals trained in suicide prevention skills.
- Provided a full day training for Webutuck school staff on "Why Trauma & Resilience Matter in the Learning Environment". Approximately 100 staff were in attendance.
- Developed a training on ACES (Adverse Childhood Experiences) for school staff, which was implemented by an Arlington school district administrator.
- 116 Children's SPOA applications were processed.
- Continued participation in Collaborative Solutions.
- Facilitated a panel at the 12/4 Collaboration of Services and Care Across the Lifespan for People with Special Needs ThinkDIFFERENTLY Annual Conference.
- Hosted the "Adjusting the Practitioner's Lens Integrating People with an I/DD Diagnosis into Your Clinical Practice." The purpose of the conference was to help build capacity with mental health and substance abuse providers for individuals with I/DD. There were 80 individuals in attendance. A follow up conference is planned.

Assisted Outpatient Treatment Services

- 2019 ended with an Assisted Outpatient Treatment (AOT) census of 66 patients, an increase of 12 individuals from 2018 (census of 54 in 2018).

Housing

- 305 Single Point of Access (SPOA) applications were received and 82 individuals housed.
- Additional housing was added with 15 supported beds granted to Access Supports for Living and 15 granted to Hudson River Housing through an Empire State Supportive Housing Initiative (ESSHI) grant.

Quality Improvement

- Developed a training program for program directors and support staff to support programs in contract management.
- Began creating systems for clinical audits of DMH programs (Partial Hospital Program).

Local Governmental Unit

- Fulfilled statutory role as the Local Governmental Unit for behavioral health.
- Attended NYS Agency Day in Albany.
- Resumed regularly quarterly meetings between the LGU and our three oversight agencies (NYS OMH, OASAS, OPWDD).
- Fully participated in Conference of Local Mental Hygiene Directors (CLMHD conferences) and workgroups.
- Participated in Joint Senate Task Force on Opioid Addictions.
- Continued participation in CLMHD Regional Planning Consortium and Mid-Hudson Region Co-Occurring System of Care Committee.
- Hosted multiple public forums:
 - Intellectual and Developmental Disabilities in March
 - Chemical dependency in April
 - Service Needs for Children and Youth with Emotional Issues and /or Chemical Dependency in May
 - Mental Health for Adults in May
 - A Community Conversation at Wassaic Fire House in October

Budget Office

- Developed a new Capital Projects Infrastructure policy.
- Worked with a group of administrative departments to make the County's contracting process more efficient.
- Developed fiscal analysis and fiscal impacts of new collective bargaining agreements and issues.
- Developed the 2019 County-wide Shared Services plan including projects to be implemented in 2020, as required by state law.
- Developed policies for meals at meetings when in non-travel status, and purchasing incentives.
- Participated in meetings to talk about strategies for improving the quality and availability of day care through an initiative called Day One.
- Worked with the Capital Plan Committee to develop the 2019-2023 Capital Improvement Plan including three new tables to meet charter requirements.
- Conducted Annual Budget Training for all departments as well as logos.net budget module training. Also assisted departments with the development of their 2020 budget requests.
- Assisted the County Executive with numerous presentations, special projects and public outreach materials.
- Worked with county departments on quarterly reporting, resolution preparation, trend analysis, forecasting and various other fiscal and programmatic issues.
- Provided a Fiscal Update Presentation to the Legislature.
- Maintained the online County Government Dashboard to provide up-to-date economic, demographic, and fiscal data and information to the public.
- Continued coordination and promotion of the Dutchess Reads program.
- Updated/Activated all SAM System registrations to comply with the new federal requirements.

Office of Central and Information Services (OCIS)

Division of Information Services

Awards for IT

- 2019 Digital Counties Survey Award – Ranked #1 in the nation for the second consecutive year for its use of technology to produce efficient services and better serve residents (250,000-499,000 population category by the Center for Digital Government (CDG) and the National Association of Counties (NACo). Dutchess County has consistently ranked in the nation's top ten for each of the last 15 years.
- 2019 Government Experience Award for DutchessNY.gov Redesign – awarded 5th in the *Overall County Government Experience Award* category for its focus on accessibility and improved engagement through its predictive search engine, intuitive design, and innovative use of a fully-integrated web-based accessibility tool, ReciteMe, which allows visitors to customize the site to meet their needs. Dutchess County is the first county in the United States to utilize this tool.
- Ranked #1 in New York for County Government Transparency based on 27 transparency indicators from Reclaim New York for the third consecutive year.

Shared Services

- Implemented an Inter-Municipal Agreement to host the Town of Hyde Park Police on Dutchess County's Public Safety platform using Tyler Technologies New World Public Safety Software solution in 2020. Leveraging the County's infrastructure and multi-jurisdictional software license will provide an estimated cost savings of more than \$730,000 for the Town and improved data access for Dutchess County Sheriff's Office for greater coordination.
- Continued to provide website managed hosting and/or GovDelivery public outreach access for the City of Beacon; towns of East Fishkill, LaGrange, and Poughkeepsie; villages of Millbrook and Pawling; and the Arlington Fire District.
- Redesigned and launched websites for the City of Beacon and Town of Wappinger.

County Intranet & Internet

- Redesigned and reorganized DutchessNY.gov to be more intuitive, mobile friendly and efficient and launched new website in February.

- Served more than 16.2 million pages on the County’s website (dutchessny.gov), a 9% increase over 2018, including more than 1.5 million pages served for the County Clerk Document Search function.
- The following citizen engagement indicators have all dramatically improved from 2018 to 2019:
 - **Visitors** increased by 60%
 - **Pageviews** (HTML pages only) increased by more than 102% (621,914 in 2018 vs 1.9 million in 2019).
 - **Unique pageviews** increased by 96% (517,739 in 2018 vs 1.47 million in 2019).
 - **Bounce rate** decreased by 21%. Bounce rate is defined as the percentage of visitors who navigate away from the site after viewing only one page.
 - **Average time on page** decreased from 4 minutes 8 seconds to 1 minute 54 seconds. With pageviews up and bounce rate down, this means visitors are finding the information they need much faster.
- Online Employee Training. Expanded the County’s intranet employee training portal to include trainings on Office 365 productivity tools, OnBase tools, and more.

Customer Service

- Participated in County Government on the Road, showcasing the new County website and new Healthy Communities, Parks and Trails website at the 2019 State of the County Town Hall Forum held in Pleasant Valley.
- Participated in New York State Local Government Information Technology Directors Association (NYSLGITDA) Conference, sharing best practices on IT customer service and support.
- Partnered with community businesses to share best IT practices (e.g., Bard College, Central Hudson Gas & Electric, Culinary Institute of America, HealthQuest (Nuvance), IBM Corporation, Marist College, New York State Information Technology Services (NYS ITS), Software Consulting Associates (SCA), SUNY Albany, Dutchess Community College, SUNY New Paltz, Vassar College, and Westchester Medical Center Mid-Hudson Regional Hospital).
- Designed and developed 10 new software applications on time, within budget, and with high customer satisfaction.
- Developed and piloted project portfolio methodology to determine relative project value in assessing and prioritizing new projects.

Applications Support

- Developed Five-Year Cost Summary report to show estimated useful life, as well as start year, and total project cost for capital projects.
- Upgraded the Computer Aided Dispatch (CAD) Incident Reporting system used by local emergency response agencies to improve reporting capabilities.
- Improved the speed and functionality of the County's online calendar to be more user-friendly.
- Updated more than 3,500 Geographic Information Systems (GIS) planimetric data points, including address locations, parking lots, road edges, and structure outlines.
- Completed major GIS upgrade by moving to ArcGIS Enterprise system, including building six new centralized servers, updating 200 map services, altering licensing strategies, and migrating over 60 major applications and numerous geoprocessing scripts, to enhance security, improve public access to GIS data, and improved efficiency and access internally.
- Completed implementation of Office 365 for all Dutchess County Government employees.
- Developed an Agriculture Resource Inventory website and internal maintenance interface to track critical agricultural resources, such as the Agri-Business Development Corporation, to support the Department of Planning and Development for members of the agricultural community to quickly find and connect with relevant resources.
- Developed an Animal Abuse Registry website on Dutchess County Sheriff's webpages as a component of the Dutchess County Legislature's Local Law 4 of 2019.
- Created Computer Aided Dispatch (CAD) Data Export for Emergency Response application for the more than 30 agencies, including fire departments, emergency medical services (EMS) and ambulance service agencies, to access timely and more complete dispatch data.
- Implemented an E-Recording Management Application (ERMA) system to receive all electronic land records from third party vendors for the County Clerk to process. System has reduced processing time for indexing and imaging for County Clerk staff, increased accuracy, reduced cost for filing agencies due to decreased travel and/or postage needs.
- Launched the newly designed Healthy Communities, Parks and Trails interactive website, replacing the Healthy Community Trail Map Series static maps to provide a mobile-friendly view of nearly 200 parks and over 350 miles of trails varying in length, difficulty, and surfaces throughout Dutchess County including interactive maps, photos, and search options.

- Assisted in the migration of the New York Prosecutors Case Management System (PCMS) to a cloud-based platform that includes the latest PCMS features and a new case file organization system for a more user-friendly experience. Also coordinated and supported training on the new system provided by the NY Prosecutors Training Institute (NYPTI) for Dutchess County legal secretaries, program assistants, assistant district attorneys, and bureau chiefs.
- Developed a customized Homecare Tracking System for the Office for the Aging (OFA) to more efficiently track the status, demographics, and contact information of residents receiving OFA's homecare services that is expected to save the department an estimated \$3,800 annually.
- Developed a Traffic Data Mapping Application for internal and public use that provides traffic count data (1999-current) in a user-friendly, interactive map format.
- Continued rollout of OnBase Enterprise Content Management (ECM) projects, which allows departments to digitize documents for improved access to records and reduction of physical storage space. Completed projects include:
 - Human Resources Employee Records and Historical Roster Cards
 - Finance Receipts and Billing Documents.
- Enhanced the Referrals and Major Projects (RAMP) application to improve communications between municipalities and the Department of Planning and Development. Trained Department of Planning and Development staff as well as employees of the City of Poughkeepsie and towns of Hyde Park and Rhinebeck.
- Coordinated the processing of the 2019 School and Property Tax Rolls and Bills with multiple departments and met the State mandated deadline of December 31, 2019.
- Upgraded the Tyler Technologies New World Enterprise Resource Planning (ERP) System software version to incorporate new features such as cross-browser support, improved login security, global search, Human Resources module enhancements, and enhanced reporting.

Infrastructure Support

- Successfully relocated OCIS 9-1-1 Server equipment to its new location at the Law Enforcement Center (LEC).
- Received a NYS grant to implement a Fireeye Intrusion Detection System (IDS), including 24/7 monitoring, for both the Board of Elections and County networks to improve cybersecurity defense and prevention.

- Increased cybersecurity awareness among employees by posting a Dutchess County proclamation for National Cybersecurity Awareness Month (October) and promoted employee engagement via intranet links to cyber safety tips.
- Awarded a \$49,500 Department of Homeland Security and Emergency Services (DHSES) Grant to host a cyber end-user awareness training, purchase a NESUS internal vulnerability scanner, and implement a Paessler Router Traffic Grapher (PRTG) upgrade for network monitoring.
- Installed IT infrastructure including networks, telephones, workstations, printers, and/or server rooms in preparation for numerous department moves:
 - District Attorney
 - Office for the Aging
 - Public Defender
 - Law Enforcement Center
 - Water and Wastewater Authority
- Upgraded the County's disaster recovery solution with a state-of-the-art hybrid Zerto on-premise and cloud-based solution that ensures faster, more reliable recovery in the event of any unforeseen manmade or natural disaster.
- Provided Emergency Operations Center (EOC) IT support during December 2019 winter snowstorm activation.
- Upgraded the Dutchess County Jail telephone system from a private branch exchange (PBX) to Internet Protocol (IP) telephone network, which eliminates the need for a third-party vendor and increases the phone system's functionality as well as improving maintenance, reliability, and support capabilities.
- Upgraded 80 Dutchess County Sheriff's vehicles with Mobile Data Terminal (MDT) laptops and new modems that are faster and easier to maintain.
- Installed a Variphy Call Volume call reporting application at OCIS, funded and used by the Department of Community and Family Services (DCFS), which includes statistical reports on inbound calls to help analyze future service improvements or enhancements.
- Installed 47 additional Wireless Access Points (WAPs) to expand the County's public access network.

Division of Central Services

Purchasing

- Provided guidance and assisted multiple departments moving to new facilities including the purchasing of new equipment and furniture with contracted vendors and through the competitive bidding process.
- Received 115 Request for Bid and Proposal submissions in 2019, an increase of approximately 14% from 2018.
- Request for Quotes have increased approximately 32% from 2018 to 2019.

Municipal Procurement Assistance Program and Shared Services

- Contracted with 19 municipalities for procurement shared services, including two new municipalities. Assisted the contracted municipalities with over 25 procurement projects.
- Processed approximately \$287,000 in sales from the County's Storeroom, of which an estimated \$39,000 was from local municipalities and agencies, from bulk purchasing of items such as paper, envelopes, cleaning supplies, paper towels, calendars, trash can liners, and more by the County, thereby providing significant savings to municipal partners.
- Established the new Municipal Procurement Assistance Program for municipalities to have access to professional, lower-cost procurement services throughout the County, reducing the need for these services at the local level and providing significant estimated savings.
- Offered the annual Procurement Shared Services Survey to each of the contracted municipalities to initiate cooperative purchasing between the municipalities.

Procurement (P-Card)

- Participated in a successful rebate negotiation to receive a yearly rebate for the Procurement Card Program. For the first year (March 2018 – February 2019), Dutchess County received over \$13,400 in rebates.

Mailroom

- Renegotiated Mailroom Postal Machine lease for less than the previous lease amount.
- Continued educating departments in correct mailing procedures, including correct usage of Priority Mail and Priority Express Mail, saving approximately \$20,000 per year.
- Partnered with the Board of Elections to develop a plan to make Election mailings more efficient.

Print

- Added new municipalities and other eligible entities to the Print Shop workflow providing cost savings to these groups as part of the County's ongoing commitment to Shared Services.
- Collaborated with OCIS to process and print County, Town and School taxes throughout the calendar year.

Storeroom

- Evaluated over 1,700 pieces of furniture and equipment that were either repurposed, auctioned, or disposed, including items from 5 departmental moves.
- Repurposed approximately 600 pieces of furniture allowing County departments, local municipalities, and agencies to save over \$80,000.
- Coordinated 10 surplus vehicle, equipment and office furniture auctions, generating over \$141,000 in revenue.
- Continued e-waste program with E-WASTE Plus, eliminating the County's need to pay for disposal service, and resulting in the removal of 13,000 pounds of e-waste from the waste stream in an environmentally conscious way and \$790 in revenue.

Community and Family Services

- Continued to deliver vital public benefits to more than 1 in 10 Dutchess County residents in 2019, serving over 30,000 unduplicated individuals across all programs.
- Continued *Navigating the DCFS System* workshop series. In 2019, two workshops covered ThinkDIFFERENTLY and Child Support, with a total of 73 professionals attending, representing 30 agencies. Two additional targeted workshops were offered: one for other County departments on how to assist their clients with the Temporary Assistance Application process, and one for Nursing Home employees on the Medicaid application process.
- Adoption recruiter partnership with NYS Office of Children and Family Services, Children's Home of Poughkeepsie and the Wendy's Wonderful Kids Foundation continued. The recruiter worked with 24 children and four adoptions were finalized in 2019.

- In 2019, the number of children in foster care continued to decrease and the percentage of children placed in approved relative homes increased. As of December 31, 2018, there were 207 children in foster care, 25% (52) of them placed in approved relative homes. As of December 31, 2019, there were 186 children in foster care, 27% (50) of them placed in approved relative homes.
- Partnered with Real Skills Inc. to pilot “Fostering Connections,” a mentoring program that connects foster youth to positive adult role models who will assist them in gaining the skills and self-sufficiency needed to transition successfully into adulthood. To date, nine youth have participated in the program and 10 mentors have been trained. (Six mentors and four youth participated in an event in December that included bowling, laser tag, arcade games, lunch and a gift card for each youth.)
- Partnered with Mental Health America to pilot a Coached Visitation Program, an interactive program that focuses on trained volunteers coaching parents during supervised visits, teaching them to meet the needs of their children so that children can safely return home from foster care. In 2019, seven families received these services.
- Partnered with Dutchess County Office of Probation and Community Corrections and the Dutchess County Youth Bureau to provide “Strengthening Families,” an evidence-based prevention program for youth ages 10-14 and parents, which uses tools, skills and strategies to strengthen families; 17 families were served in two, seven-week sessions and five families received a four-week booster session.
- Collaborated with Division of Veterans Services to support military members, veterans and their families in accessing services. Veterans in need of transportation to maintain employment were identified and five veterans were provided with vehicles through the Wheels to Work program.

Reception

- The Poughkeepsie Front Desk handled 76,874 total transactions; 25,355 were new/recertification applications received or documents dropped off (including 11,355 for Temporary Assistance, 8,536 for Medicaid, 4,025 for Supplemental Nutritional Assistance Program, and 1,439 for the Home Energy Assistance Program).

Jan	Feb	March	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
6,490	5,298	6,343	6,199	6,505	5,879	6,653	6,750	6,487	7,557	6,500	6,213

- A newly renovated entrance and reception area, multi-screen digital poster display system, self-serve kiosks in the reception lobby and a state-of-the-art fair hearing conference room were among the refurbishments completed at the DCFS main office on 60 Market Street. A total of 8,610 additional transactions were completed through the two self-service kiosks.

Administrative Services

- Processed 167,103 pieces of outgoing US Mail (not including inter-office mail).
- Recorded 9,710 incoming voter registration forms (included in benefit application packages).
- 897 Fair Hearings were held and processed in 2019. DCFS was successfully upheld in 92% of fair hearings held.
- Completed 27 Fiscal Day Care Audits for NYS Office of Children & Family Services (OCFS) for the first three quarters of 2019. All transactions and funding calculations were properly claimed and processed for Dutchess County without any discrepancies.
- Processed over 300 contracts for various services including, but not limited to, supportive service agreements, domestic violence, employment, homeless prevention, foster care services, resource parents, etc.
- The accounting unit processed 85,200 fiscal transactions totaling more than \$48,155,000.
- Scheduled all mandatory and necessary training for new and existing staff; tracked CPS staff to ensure compliance with State In-Service training requirements.
- Migrated the MyFullView client tracking system from the outdated LocalSOS database to the state-supported Central SOS database.

Adult Services

- Received 634 Protective Services for Adults (PSA) referrals and provided ongoing services to 409 adults, of which 31 involved Guardian Services and 149 Representative Payee Services.
- Administered the Family Type Home Program, a licensed community congregate care program that provides 24-hour adult care in a home environment to adults in need of minimal assistance with their adult daily living needs.
- Conducted 14 inspections for the Foster Family Home Program, a licensed community congregate care program with medical oversight.

- Provided Domestic Violence Liaison (DVL) service to individuals who need assistance in obtaining waivers for eligibility determinations, emergency residential services or non-residential domestic violence services. In 2019, there were 178 new DVL assessments and 19 reassessments.
- Provided Temporary Emergency Housing to 589 adults and 397 children, with \$6,077,606 expended on emergency housing.

Children's Services

- Child Protective Services (CPS) investigated 2,474 reports of suspected child abuse or maltreatment.
- 104 children were placed in foster care and 141 children were discharged from foster care to permanent homes; 186 children remain in foster care as of December 31, 2019.
- Completed 28 adoptions and seven Kinship Guardianship Assistance Program (KinGap) discharges. As of the December 31, 2019, there were 26 foster children freed for adoption.
- Recruitment efforts continue to locate, train, and certify qualified foster parents for Dutchess County children. As of December 2019, Dutchess County has increased foster homes to a total of 84 active foster/adoptive homes and 43 relative foster homes certified and opened.
- Continued implementing family meetings, bringing the immediate family, extended family, and significant people in the family's life together to discuss how they can address the safety concerns in lieu of placing the children in foster care.
- Continued to partner with the Office of Probation and Community Corrections to provide services to meet the needs of Persons in Need of Supervision (PINS) and Juvenile Delinquent (JD) youth. In 2019, 44 youth required non-secure detention.
- Continued to coordinate Secure Detention Services on a 24-hour basis. In 2019, 23 youth required secure detention and four youth required specialized secure detention placement.

Safe Harbor/Human Trafficking

- Received 46 referrals of at-risk youth; 36 youth and families accepted services from the Safe Harbor/Human Trafficking coordinator.
- Confirmed three youth as trafficked through the New York State Office of Temporary and Disability Assistance.

- Held three meetings of the full Dutchess County Task Force Against Human Trafficking and three steering committee meetings.
- Conducted 14 human trafficking awareness trainings to Dutchess County service providers and residents, and 508 adults attended.
- Conducted four skill building trainings for service providers, law enforcement and corrections officers.
- Trained seven additional task force members to conduct human trafficking awareness sessions for the public.
- Held nine information sessions for youth, including presentations at Nubian Directions, the Love Shouldn't Hurt Conference, EPIC Millbrook and Dutchess Community College Juvenile Justice classes.
- Tabled at Building Bridges, National Night Out, and Beacon High School college fair.
- Initiated the evidence-based Not a Number prevention education curriculum for youth.

Youth Services

- The Youth Board awarded New York State Office of Children and Family Services funding to 21 programs for a total of \$372,083.
- The Youth Board awarded two students with Dutchess Community College (DCC) scholarships: \$1,500 to second-year student; and \$1,500 to a Roy C. Ketcham High School student who was going to attend DCC.
- The Youth Council had 20 members representing eight public and one private high school. The Youth Council members completed two community service projects, hosted seven guest lecturers, and participated in the Path to Promise focus groups.
- 168 youth received supportive services. Of those, 129 cases were closed and over 84% of the youth achieved their goals.
- Youth Services hosted 24 different workshops, with 148 youth served and 42 adults served, for a total of 190 served.

Transitional & Supportive Services

Intake Unit

- Processed 5,912 Temporary Assistance and 7,243 SNAP applications.
- Referred and opened 184 cases with Legal Services of the Hudson Valley to assist with SSI applications from January to December 2019. 30 applications were submitted and five were to receive awards; the five awards total \$48,720 in annual benefits to Dutchess households and \$17,732 in retroactive benefits.
- Temporary Assistance averaged 1,073 cases per month. As of December 31, 2019, there were 1,701 individuals receiving temporary assistance (TA). There were 346 TA recipients deemed unemployable due to physical and/or mental health reasons. 179 individuals were mandated into substance abuse treatment and deemed currently unemployable.

Day Care Unit

- Provided services to 774 families and 1,441 children with no waiting list. The eligibility for accessing childcare services is at 200% or below of the Federal Poverty Level.

Employment

- Through continued partnership with BOCES, 120 individuals completed the Test of Adult Basic Education (TABE) intake assessment. 81 Temporary Assistance recipients enrolled in Adult Basic Education (ABE) classes and/or the High School Equivalency program. Additionally, there were 39 individuals enrolled in other training programs offered at BOCES, including Certified Nurse's Assistant (CNA); Heating, Ventilation & Air Conditioning (HVAC); or phlebotomy; 37 completed their training.
- Through a partnership with the Dutchess County Regional Chamber of Commerce, DCFS offers TANF eligible individuals with employment and life skills workshops, job seeking, placement, and retention services. In 2019, 65 clients participated in the Workforce Connections program; 24 recipients became employed.
- DCFS offered a Summer Youth Employment Program (SYEP) through the Work Force Investment Board (WIB) for eligible youth from low-income households, foster care, juvenile justice, runaway and homeless youth. 182 county youth participated, of which 13 were on Temporary Assistance.

- Community Solutions for Transportation program, administered by BOCES for DCFS, continued to assist low-income families. 26 previously owned cars were provided to eligible individuals, of which five were veterans. Additionally, 18 individuals passed the NYS road test to obtain their driver's license.
- Contracted with Exodus for employment services targeting eligible TANF and Safety Net individuals, post-incarceration, with comprehensive job seeking, job retention services, job education, and training career/employment planning. 84 individuals participated, with 31 becoming employed, earning an average hourly wage of \$14.62 and working an average of 36 hours per week.

Supplemental Nutrition Assistance Program (SNAP)

- Handled a 10,146 SNAP cases representing 16,691 individuals.

Home Energy Assistance Program (HEAP)

- Authorized 11,477 regular benefits for a total of \$3,264,002 for 2018-2019 HEAP season (November 13, 2018 to March 15, 2019)
- Emergency HEAP opened on January 2, 2019 and closed on March 15, 2019. A total of 1,520 1st Emergency HEAP benefits were issued, totaling \$834,790. A second emergency benefit was available in 2019, and 331 households received a 2nd emergency benefit, totaling \$186,415.
- Heating Equipment Repair & Replacement (HERR) started on November 5, 2018 and closed on November 5, 2019. Authorized 60 HERR benefits, totaling \$220,514.
- The Clean & Tune Component of HEAP opened on April 1, 2019 and closed on November 1, 2019. 125 Clean & Tune services were completed, totaling \$34,666.
- During the 2018-2019 HEAP Season, the Emergency Fuel Depots dispensed a total of 2,330 gallons of heating fuel to 225 households.
- Cooling Assistance Component (CAC) of HEAP opened on May 1, 2019 and closed on August 31, 2019. 50 CAC benefits were issued totaling \$34,514. The maximum benefit was \$800 per unit.

Indigent burials

- 250 burials were requested. 162 were approved and 88 denied. A total of \$271,118 was paid to funeral homes for the burial of indigents.

Medicaid

- Processed 39,424 transactions, for a total caseload of 13,455.
 - 4,526 applications were Community Medicaid applications, bringing total community Medicaid cases caseload to 7,541.
 - 1065 chronic care applications were received, for a total of 965 active cases.
 - 195 SSI applications were received, for a total of 5,608 SSI active cases.
 - 144 cases had determinations for Disability Reviews.
 - 1,438 cases referred by New York State of Health (NYSOH) for local processing.
- Hosted a Chronic Care Workshop to educate the nursing home staff in the local and surrounding areas on Medicaid regulation and policy, and best practices.
- Participated in the ThinkDIFFERENTLY Conference “Dutchess County’s Collaboration of Services and Care Across the Life Span for People with Special Needs.”

Child Support Enforcement Unit (CSEU)

- Child support collections totaled \$29,905,140.
- Filed 5,642 Family Court petitions.
- Paternity established for 94.95% of children in the IV-D caseload born out-of-wedlock.
- Support establishment rate is 91.83%

Special Investigations – Fraud Prevention & Detection

- \$130,885 was recovered in claims against estates.
- Amount recovered in lawsuits totaled \$73,891.
- Recovered \$2,539 in bonds and mortgages and Medicaid property liens.
- Personal incidentals and other bank accounts totaled \$85,512.
- Income executions accounted for \$29,783.
- There were 135 SSI repayment recoveries amounting to \$381,224.
- There were five Temporary Assistance disqualifications (\$8,253) and 14 SNAP disqualifications (\$35,101). The number of Confession of Judgments equaled 79, totaling \$250,975.

- Cost avoidance by Front End Detection System (FEDS) were as follows: Temporary Assistance \$2,395,170 and Day Care \$338,500.

Path to Promise

- Hired Path to Promise Youth Engagement Specialist in April, who hosted numerous Youth Influencer Meetings in the four regions defined in the Path to Promise Gap Analysis to discuss the initiative with youth and obtain their input on its implementation.
- County Executive appointed Assistant Commissioner for Youth Services, who will spearhead the County's Path to Promise initiative, in November.
- Held the second Path to Promise Youth Summit in August, as part of DCFS' Youth Summer Employment Program's closing ceremony. More than 300 local youths attended, learning about the six Path to Promise domains and were asked for their feedback on the County's efforts to date.
- Formed the Path to Promise Steering Innovations Team (SIT) to:
 - Understand the existing assets throughout the county, identify strategies to meet the needs of county youth, and make recommendations to the County Executive.
 - Conduct outreach to ascertain buy-in from community stakeholders on the Path to Promise framework.
 - Evaluate the impact of the initiative and respond accordingly.
- Formed the Path to Promise subcommittee of the Youth Board and Coordinating Council to oversee implementation.
- Developed project charter for the planned Path to Promise website, pathtopromise.net.
- Worked with Public Consulting Group to issue the final reports on the Path to Promise Implementation Plan for positive youth development, which are available on the County's website, dutchessny.gov.

ThinkDIFFERENTLY

- Continued to collaborate with Dutchess Community College and other area service providers on the "Think Ahead" program. "Think Ahead" graduated its first group of eight students in 2019 and welcomed 11 more to the program in August, making the current enrollment at 22 students. A two-year work readiness program, the program includes internship opportunities. "Think Ahead" placed interns at the Dutchess County Executive's Office, the Dutchess County Regional Chamber of Commerce, and several others on the DCC campus.

- The Autism Supportive Environment training was provided to 17 organizations/businesses totaling 114 people trained.
- The ThinkDIFFERENTLY website, www.thinkdifferently.net, continued to grow and serve as a resource to local families. 23,681 people viewed the ThinkDIFFERENTLY website in 2019. Top three most viewed pages in 2019 were the “Services” page (3,297) the “Provider” page (2,731) and the “About Us” page (1,990). More than 1,400 visitors viewed the ThinkDIFFERENTLY events and/or Community Events calendars.
- The 3rd Annual “Think Jobs” Round Table was held at the Franklin D. Roosevelt Library and Home, in partnership with the Dutchess County Workforce Investment Board; 16 businesses and 19 providers attended. This year’s event included the first Dutchess County Think Jobs Recognition Awards, presented to:
 - IBM Corporation
 - Thomas Jordon, a 30-year employee of Hannaford, supported by New Horizons Resources Inc.
 - Gary Rubino, Manager of Customer Service, Hannaford.
- Collaborated with the Dutchess County Department of Human Resources to adopt the 55A policy, which has resulted in an increase in hiring people from the 55A list.
- Continued offering the Life Button program, serving nine children and one senior.
- ThinkDIFFERENTLY supported the following community events:
 - Tim Tebow Foundation’s “Night to Shine” Event, a partnership with Odyssey Church, Dutchess Tourism, and Taconic Resources for Independence, with more than 250 participants attending
 - Flowers Family Old Fashioned Easter Egg Hunt
 - KidVenture at Dutchess Community College, a collaboration with the Dutchess County Regional Chamber of Commerce, The Chamber Foundation, and other community partners
 - Autism Awareness Community Walk, a partnership with the Autism Directory Services, Town of LaGrange, and other community collaborators
 - 3rd Annual ThinkDIFFERENTLY Day at the Beach hosted by East Fishkill’s Red Wing Park in July
 - Mid-Hudson Regional Hospital’s Teddy Bear Clinic in its Emergency Department,
 - Down Syndrome Association of the Hudson Valley Buddy Walk at Dutchess Stadium
 - “Give Santa a Sign,” a partnership with Taconic Resources for Independence and Poughkeepsie Galleria, which provided American Sign Language Interpreters for those visiting Santa Claus.

- ThinkDIFFERENTLY hosted the following events:
 - First Responder Autism Sensitive Training for local Fire, EMS and law enforcement personnel on May 9th. Two different 3-hour sessions were offered, training more than 30 first responders. A new training session for families was conducted as well; 20 people attended. Instructors taught families how to best interact with police, fire, and EMS during times of emergency.
 - Two sensory-sensitive ThinkDIFFERENTLY Red Carpet Movie Days at Roosevelt Cinemas in Hyde Park; more than 140 residents attended
 - Annual ThinkDIFFERENTLY Picnic for people with special needs at Cady Field in Pleasant Valley; more than 400 residents registered to attend.
 - 3rd Annual Disability Dream and Do baseball camp, in conjunction with the Hudson Valley Renegades and the Dave Clark Foundation, at Dutchess Stadium; more than 120 children and young adults of all abilities, the largest turnout in the Foundation's history
 - "ThinkDIFFERENTLY Thursday at the Dutchess County Fair," a partnership with the Dutchess County Agricultural Society
 - Annual "ThinkDIFFERENTLY Dash," a 1-mile walk/run through the City of Poughkeepsie for residents with special needs, attracting a record 430 registered participants
 - Sensory-sensitive performance of "The Nutcracker," performed by New Paltz Ballet Theatre at the Bardavon 1869 Opera House and attended by more than 300 residents

- Dutchess County hosted the 2019 Special Olympics New York (SONY) State Summer Games, with more than 1,800 athletes and coaches from across the state gathered to compete at Vassar College, Dutchess Community College, and Mr. Todd's Gymnastics.

- Hosted officials from Broome County Government in May to learn more about ThinkDIFFERENTLY and Dutchess County's efforts towards inclusivity.

- ThinkDIFFERENTLY and Dutchess Tourism representatives attended the 3-day, NY Metro Abilities Expo in May to promote the ThinkDIFFERENTLY initiative and its impact on accessible tourism here in the county, as well as expanding accessible tourism.

- Collaborated with the Medical Director of Regional OPWDD District Office and Mental Hygiene Legal Services to host over 20 community partners in health care at a Medical Orders for Life Sustaining Treatment (MOLST) Training in May.

- Created a presentation for Dutchess Tourism's Lodging Round Table for Dutchess County hotel managers in July to share information on accessibility in the hospitality industry, as well as how people of all abilities can be great guests and employees. Information was shared to demonstrate a study on the economic impact of our non-profit agency partners on the Dutchess County economy and the impact that has on tourism.

- Coordinated a community service project to benefit colleagues at Lucky Orphans Horse Rescue (LOHR), a project funded by a grant, co-written by ThinkDIFFERENTLY and LOHR, through Autism Directory Services, for the creation of a goat enclosure on the farm.

- Supported the Mid-Hudson Road Runners Club 41st Annual Dutchess County Classic Race, which attracted more than 1,000 participants. ThinkDIFFERENTLY Dash participants showed their support by passing out medals and water to runners at the finish line.
- Hosted the Self-Advocacy Association of New York State (SANYS) Job Fair in October at the Dutchess County Mental Hygiene Center training room. SANYS is a not-for-profit run by and for people with developmental disabilities. This event was well attended and put people of all abilities in contact with many local employers.
- Presented about Think Jobs to Rhinebeck Chamber of Commerce Breakfast in November.
- Participated in the Dutchess County Regional Chamber of Commerce Business and Hospitality Expo in November to promote Think Jobs.
- Hosted Dutchess County's 3rd Annual "Collaboration of Services and Care Across the Life Span for People with Special Needs" conference at the Henry A. Wallace Center at the FDR Presidential Library and Home in December attended by 90 providers and families, with interactive panels covering topics spanning from birth to adulthood.
- Created and coordinated with the Dutchess County Bar Association to offer a training for attorneys, judges, probation staff and other clinicians focused on working with clients with intellectual, developmental and cognitive disabilities. Two sessions were offered, and 23 people were trained.
- Spoke, via tele-conference, to a class of undergraduate students from the National University of Taiwan. The social work students were interested in hearing about professional experiences working with people with intellectual disabilities, as well as ThinkDIFFERENTLY and what the initiative offers to the people of Dutchess County.
- Continued collaboration with Taconic Resources for Independence, Rebuilding Together and the American Red Cross to explore ways to bring smoke alert systems to individuals who are Deaf or Hard of Hearing.
- Continued efforts to create an Access & Functional Needs Registry (special needs registry).

Emergency Response

- The Dutchess County Emergency Response 9-1-1 Communication Center answered 258,603 individual phone calls for assistance and dispatched 124,711 individual incidents through the 9-1-1 Computer Aided Dispatch (CAD).
- Dutchess County Emergency Response's specialized volunteer teams were active in 2019:
 - Fire Investigations Team investigated 54 incidents
 - Deputy Fire Coordinators responded to 219 Mutual Aid incidents
 - Hazardous Materials Response Team responded to 9 incidents
- The Fire Training Division provided over 3,100 hours of training across the county
- As part of the Juvenile Fire Setter (JFire) prevention program, 9 interventions were conducted.
- 8,210 individuals participated in training hosted by various agencies at the Dutchess County Department of Emergency Response.
- Received the 2019 Law Enforcement Appreciation Award from the New York State Police Troop K for continued support of the organization and instrumental cooperation in the successful conclusion of several State Police investigations.
- Designed, installed, and completed final testing of the grant-funded Next Generation 9-1-1 phone system at 9-1-1 Center and City and Town of Poughkeepsie Police departments, providing redundancy, resiliency, consolidation and expansion capabilities, and cost savings
- Citizen's Advisory Committee on Emergency Medical Services (EMS) continued working with the Center for Government Research to document the steps and feasibility of establishing an EMS Authority in Dutchess. Developed public and first responder surveys on EMS to better understand EMS delivery and the public's knowledge and expectations.
- Acted as a consultant to the towns of Amenia, North East, and Dover, and the Village of Millerton, to negotiate a 5-year contract for consolidated EMS with Northern Dutchess Paramedic (NDP) Ambulance Service of Rhinebeck, resulting in the first multi-town EMS agreement in Dutchess County and improved response, consistent requirements and reduced costs for the municipalities.
- Provided emergency management planning and support to multiple special events:
 - 2019 New York State Special Olympics Summer Games
 - ThinkDIFFERENTLY Dash
 - Concerts at Bowdoin Park and the Hudson Valley Regional Airport
 - Dutchess County Classic Race
 - Sinterklaas Festival in Rhinebeck.

- Provided emergency management support at several emergent events including large-scale fires, two airplane crashes, and multiple significant law enforcement incidents.
- Hosted and presented at the inaugural Joint Leadership Training for the New York State Police and Dutchess County Sheriff's office. This three-hour training was attended by every Sergeant, Lieutenant, and Captain from each agency. Topics included communications, incident command, and Dutchess County available resources.
- Hosted the first Law Enforcement School Resource Officer (SRO) meeting, attended by seven agencies that provide SROs to public schools within Dutchess County. Discussed communications, training exercises and drills, identifying service gaps, active threat and active shooter programs, and improved relationships going forward.
- Subsequently hosted a meeting with three agencies' SROs and all school Superintendents to discuss the significant need to improve communications between law enforcement and school administration.
- Hosted nine Citizen's Preparedness classes in conjunction with DBCH and the Medical Reserve Corps at various locations, totaling 355 attendees.
- Hosted Fire Chief 101 training in conjunction with the New York State Office of Fire Protection and Control for all fire departments in Dutchess County. The event was well received and will be conducted in 2020 as well.
- Received a \$50,000 Cyber Security Grant from New York State to bolster the County's cyber protection efforts in partnership with the Office of Central and Information Services (OCIS).

Finance (including Real Property Tax)

- Maintained a bond rating of AA+ with a stable outlook by Standard & Poor's in April 2019.
- Continued implementation of a paperless process for the direct deposit of employee paychecks. Approximately 85% of the County's employees are enrolled in paperless direct deposit.
- Completed a scanning project of the County's tax rolls. Tax rolls from 1952 – 2015 are now accessible to the public electronically.
- New employee records are now being maintained electronically in conjunction with the Human Resource Department. Finance worked with our IT department to create an electronic employee record.
- Electronic Hotel and Short-Term Rental registration processes were implemented through third party vendor - Host Compliance. Beginning January 1, 2020, Hotels and Bed & Breakfast establishments, as well as Short Term Rentals will be able to remit their hotel tax payments electronically due to a new agreement with Host Compliance.
- Continued working toward retaining all financial documents electronically. Payroll reports, Cash Receipt documents, Accounts Payable vouchers and Journal Entry documents are now maintained electronically.
- Continued to work with banking institutions to pursue services which reduce risk of check fraud as well as other breaches which may occur. A review of all bank accounts is ongoing, resulting in the closure and/or consolidation of many accounts.
- Negotiated higher rates on the County's Money Market accounts resulting in increased interest earnings. Continued development of a cash forecasting tool to assist projecting cash needs. This tool is used when investing money. This has resulted in increased interest earnings on the county's investments.
- Limited the amount of debt issued in 2019 by moving toward a reimbursement method for capital expenditures, reducing the county's interest expense and associated costs of issuance.
- Worked with the Capital Plan Committee to develop the 2019-2023 Capital Improvement Plan. Provided new financial reports containing additional financial data to provide more valuable information to the users of the capital plan.

Real Property Tax Division

- Real Property Tax completed all mandated programs under Article 5-Title 3, Article 15-A Title 1, Article 15-C, and sections 496, 503, and 953 of Real Property Tax Law, and completed all local programs and duties assigned by the County Charter including:
 - 92 investigative reports for Administrative Corrections of Errors,
 - Maintaining parcels lines for tax mapping and Parcel Access,
 - Administering the assessment software database for local assessors,
 - Providing State-mandated training to 34 Board of Assessment Review members,
 - Conducted State-mandated assessor orientations for two assessors in Dutchess,
 - Processed 8,744 property transfers, and other documents,
 - Updated 8,488 manual escrow account transactions, and
 - Calculation of 380 tax rates for County, Town, and special district purposes.
- Updated and presented an educational seminar covering Real Property Tax administration and procedures for the County's Assessor's Clerks.
- Coordinated with OCIS to process tax rolls and bills for 60 school district segments. Forwarded tax roll data to NYS Tax & Finance for Property Tax Relief Credit and STAR School Tax Credit check programs.
- Implemented changes to the assessment software, along with new procedures mandated by ongoing changes to the State's STAR exemption and STAR Credit Check programs.
- Processed 11 exemption renunciation requests under RPTL §496, most of which were for STAR exemptions, allowing these seniors to receive a larger payment from the State.
- Provided administrative and systems support for 18 municipalities in Dutchess seeking to sustain annual reassessment; approximately 89,300 parcels.
- Provided administrative and software support to the Town of Rhinebeck to assist in their reassessment for 2020; approximately 3,850 parcels.
- RPT director continued to serve as a member of the Real Property Tax Administration Committee. This committee seeks to resolve administrative and procedural issues that arise as a result of changes in the real property tax law.
- Director also serves an active member of the Real Property (software) System Governance Group, which helps guide development and implementation of the assessment software used by Dutchess County and most assessing units in New York.
- Assisted in state-mandated orientations for three new County Directors of Real Property Tax Services.

History

- Completed Phase 6 indexing and imaging of 15,000 pages of the Ancient Documents Collection, funding by a State Archives Local Government Records Management Improvement Fund (LGRMIF) Grant for \$9,935.
- Secured \$11,830 for Phase 7 imaging of an additional 15,000 pages of the Ancient Documents Collection through a State Archives LGRMIF Grant. Also completed indexing of these documents.
- Commenced processing material for Phase 8 of the Ancient Documents Collection.
- Added 4,500 pages of records to the Ancient Documents Search Portal, expanding free public access to a total of 56,987 pages of county court records from 1721-1800. These are some of the oldest and richest documents in the county archives, online and keyword-searchable for the first time.
- Delivered or facilitated 29 presentations on the Ancient Documents Project and other Dutchess County History topics throughout the county and state.
- Led four quarterly meetings of all Dutchess County history organizations at locations across the county, for collaborative planning and networking.
- Planned and managed the fourth annual Dutchess County Historic Tavern Trail Series in collaboration with local historical societies across the county.
- Organized a 200th Anniversary of the Missouri Crisis Event in February
- Organized and presented at an Archives Month program at the FDR Library featuring federal, state, and county archival presenters in October
- Wrote and published an article on World War One in the *Dutchess County Historical Society Yearbook*
- Became Secretary to the Board of Trustees for the Association of Public Historians of New York State (APHNYS), the professional organization for NY government historians.
- Served as Region 3 coordinator for APHNYS, which includes Dutchess, Orange, Putnam, Rockland, and Westchester Counties.

- Continued to serve as president of the Greater Hudson Heritage Network (GHHN) Board and on the Hudson River Valley National Heritage Area Management Advisory Committee. GHHN is the primary museum services provider in New York state and offers significant support and training services for history organizations within the county. Many of these same organizations are members of the national heritage area, which is a major funding agency for history non-profits in the county.
- Researched and began drafting panel exhibit for the Dutchess County Poor House Cemetery site.
- Advised the Town of Amenia on applying for a state archives grant to conserve and digitize their early records, including the oldest colonial municipal records in the county.
- Advised the Pine Plains School District on organizing and conserving their historic records.
- Advised the Dover Historical Society on collections storage
- Represented county government at history programs and presentations throughout the region and state, including the Association of Public Historians of New York State Conference and the ResearchingNY Conference.
- Served as an ex officio member of the Dutchess County Historical Society Board of Trustees, strengthening ties between that organization and the county. Assisted with the 2019 awards dinner and in developing a series of instructional videos on Dutchess County in World War One.
- Answered research inquiries from the public at large and maintained county-wide communications network for county history community through department landing page and email list.

Human Resources

- Approved and tracked all personnel actions including appointment, promotion and salary updates, etc. for over 9,650 employees of County and municipalities.
- Reviewed nearly 6,400 applications for eligibility for appointment and administration of 177 civil service exams for 118 titles.
- Reviewed approximately 300 positions from County and municipalities for classification and conducted multiple appeals and desk audits.
- Payroll audit and certification for 59 agencies for civil service compliance.
- Attended 11 job fairs throughout the County to promote Dutchess County Government.
- Revised County policies and placed on intranet, including:
 - Discrimination and Harassment
 - Contracted Services
 - Paid Family Leave
 - Incentive Gift Card
 - Meals at Meetings Non-Travel Status
 - Digital Imaging
 - Workplace Violence Prevention
- Revised the employment application to reflect changes in NYS Law.
- Negotiated the Dutchess County Sheriff's Employees Association (DCSEA) Memorandum of Agreement (MOA) and adopted the DCSEA Contract.
- Negotiated the Dutchess County Sheriff's Police Benevolent Association (PBA) MOA and adopted PBA Contract.
- Conducted mandatory NYS Sexual Harassment Prevention Training to new and current employees.
- All management/confidential, and Civil Service Employees Association (CSEA) titles were evaluated for O.T. exemption.
- Created Fair Labor Standards Act (FLSA) review team with Finance and OCIS.
- Coordinated Employee Assistance Program (EAP) Refresher presentations for multiple departments.
- Rolled out e-Verify electronic process for validation of I-9 documents.

- Rolled out new website.
- Submitted 8 rules resolutions which were approved by NYS Civil Service Commission in 2019, which included updating the text and adding titles for outside the competitive class.
- Held individual Civil Service 101 Training for several municipalities.
- Coordinated FPAT Testing for several fire districts.
- Organized two Employee Appreciation events.

Human Rights/EEO

- Promoted the 55-a program within the community, engaged HR staff in program development including sending a 55-a application to the department when a vacancy occurred and assisted in presentations at the County Executives department head meetings. Received 11 inquiries, a total of nine applicants, resulting in three being hired under this program.
- Created employee packet with information about the ADA and interactive process including forms for requests for accommodation. Consulted with nine departments on ADA education and employee matters, received 33 cases and conducted 32 team reviews.
- Provided 12 in-person Exit interviews to employees leaving County service.
- Investigated 25 Workplace Violence cases, involving four departments. This program was transitioned to Risk Management as of August 1, 2019.
- Received a total amount of 21 complaints of harassment/discrimination in 2019, completed the investigation of 14 cases involving five departments.
- Presented or attended approximately 40 events promoting Human Rights. Conducted a Listening Session in Pawling for the Senior Citizens Group.
- 100 Cups of Coffee Transformative Dialogue Project - More than 100 people representing more than 13 faith communities attended the Religious Diversity & Compassion: Strengthening Inclusiveness, in Fishkill.
- The Commission on Human Rights received 168 contacts by 135 individuals, including 18 documented incidents of Bias/Hate Speech incidents reported.

Risk Management Division

- Hosted the first annual plan review for Trust Participants at Locust Grove.
- Completed the second annual Workers' Comp report of financial and performance indicators.
- Completed annual facility inspections for County and Trust participants' buildings.
- Revised and updated the cost allocation formula for Trust participants, based on the actuarial analysis of Workers' Comp liabilities.
- Provided "fall protection training" for County and Workers' Compensation Plan employees.
- Provided "reasonable suspicion training" for County supervisors and Workers' Compensation Plan participant supervisors.
- 253 new Workers' Compensation claims opened, 374 closed including Trust participants.
- Issued and distributed 1095 documents as specified in the ACA legislation.
- Established a Wellness Committee, conducted a Fitness Challenge and rolled out the Wellness Committee healthy eating ideas.
- Submitted an RFP for new Excess Workers' Compensation Broker, including requirements for multiple new value-added services, saving over \$95,000 annually to County.
- Transitioned approximately 800 employees from the MVP EPO Health Insurance Plan to an HMO plan, and saved the County in excess of \$2 million.
- Transitioned handling of all Workplace Violence claims from EEO to Risk Management and investigated 17 claims since August.
- Successfully helped renegotiate 207C policy and claim procedure for DCSEA contract to streamline processing and clarify roles and responsibilities.

Law (County Attorney's Office)

- Prepared and submitted approximately 225 resolutions on behalf of all the County Departments to the County Legislature for their review and approval.
- Prepared and circulated approximately 1,500 Agreements, Extension and Amendment Agreements on behalf of all the County Departments.
- Prepared and conducted training for the Dutchess County Bar Association entitled "Dutchess County's Implementation of Child Welfare Legislation and Corresponding Legal Issues: What We Expect in 2020," in collaboration with Community and Family Services (DCFS) and the Office of Probation and Community Corrections.
- Prepared and presented a training for the Grace Smith House and Children's Services entitled "Nicholson v. Scoppetta – NY Court of Appeals, 3 N.Y.3d 357 (2004) What Does it Mean for a Domestic Violence Victim Today?"
- Conducted a three-hour training for the State of New York Juvenile Officer's Association regarding New York State Raise the Age Laws for juvenile crime cases, as well as an additional one-hour training on general legal issues pertaining to juvenile delinquency cases.
- Conducted a training for the Hyde Park Police Department regarding Raise the Age Law and juvenile law.
- Assisted 83 inmates and 35 Dutchess County residents with "poor persons" applications and worked with the Chief Clerk's Office to revise and update the necessary poor persons forms and applications.
- Worked with the Department of Planning and Development to update and revise the templates for HUD, Community Development Block Grants, and Share Services Agreements.
- Assisted in the successful negotiation of a collective bargaining agreement with the Dutchess County Deputy Sheriff's Police Benevolent Association (DC PBA) before the expiration of the prior Agreement. This is the first time negotiations were completed, and a new agreement was prepared, submitted, and approved prior to the expiration of a current agreement.
- Collaborated with multiple departments and offices, including the Budget Office, OCIS, and Risk Management to streamline the Onbase System. Work included creating a training presentation, step-by-step instructions, and uploading the information on the Intranet to assist all County Departments in submitting Onbase contract request forms. Training session was mandatory for all Department personnel who has access to the Onbase System.
- James M. Fedorchak was recognized for his services and accomplishments as the President of County Attorneys' Association for the State of New York (CAASNY).

Planning and Development

County Planning

- Completed detailed study of Short-Term Rentals in response to an increasing number of concerns being voiced by local communities.
- Produced a new Greenway Guide on LED lighting.
- Trained Dutchess County staff planners on RaMP, a new online portal for communication between county planning and municipal officials regarding GML 239 referrals. All planners are now using the system and will be able to assist municipalities with this new tool in 2020.
- Completed the 2018 Major Projects Report, a compilation of selected information about development projects proposed in Dutchess County (as of December 2018).
- Assisted in the annual review and update of County's Agricultural Districts as required by NYS Department of Agriculture and Markets.
- Organized and participated in the fifth annual Agricultural Forum hosted by the Dutchess County Agricultural Advisory Committee on August 23rd at the Dutchess County Fair.
- Participated in drafting a "Right-to-Farm" law that was adopted by the County Legislature in July 2019. The law created a Right-to-Farm Dispute Resolution Committee, which acts as a local arbitration mechanism for complaints related to farming activities that cannot be settled solely by the involved parties.
- Worked with County Legislature to adopt Open C-Pace to improve and strengthen the sustainable energy loan program.
- Created a portal access for the NYSERDA Clean Energy Communities certification website and submitted the first of four required High Priority Actions for certification.
- Worked with Climate Smart Communities Task Force to submit documentation to the NYS Climate Smart Communities Program to become certified as a Bronze Level CSC. NYSDEC certified Dutchess County as a Bronze Level Community in September, making Dutchess one of only nine counties in the state.
- Participated in the 2020 Census Participant Statistical Areas Program (PSAP) to prepare for the 2020 Census. Working in concert with municipal officials, new statistical areas were defined for possible future use and study. Proposed the addition of 4 new block groups/tracts and 9 new Census Designated Places.

- Formed Dutchess County's "Complete Count" Committee, comprised of members representing various organizations from throughout Dutchess County, to raise awareness and understanding about the upcoming 2020 census. Committee members participated in multiple community events represent various and provided presentations to local municipal boards.
- On behalf of all 30 municipalities, completed a review of residential units as part of the United States Census Bureau Local Update of Census Addresses (LUCA) appeals program.
- Completed the 2018 Rental Housing Survey, a survey of the rental housing market for market rate, tax credit and inclusionary apartments, and subsidized housing.
- Worked with the Capital Plan Committee to develop the 2020-2024 Capital Improvement Plan.
- Supported the Dutchess County Agricultural Advisory Committee, Dutchess County Farmland Protection Board, Dutchess County Planning Board and Dutchess County Planning Federation.

Municipal Planning Support

- With the assistance of Pace University, completed a study of legal issues regarding dark leases/vacant properties and non-conforming uses to help local municipalities manage these challenges.
- Worked with the towns of Dover and North East, and the Village of Millerton on updates of their respective Comprehensive Plans.
- Worked with the towns of Clinton, East Fishkill, Hyde Park, Pleasant Valley, Union Vale and the City of Poughkeepsie on general planning issues, potential revisions to their zoning code and/or sign ordinances and major projects.
- Assisted the Dutchess County Planning Federation Board of Directors to organize 7 Short Courses for Planning and Zoning, providing the training hours mandated for municipal board members by NYS law.
- Produced 5 Dutchess County Planning Federation eNewsletters.
- Responded to 167 information requests from municipalities and the public.
- Completed 395 development reviews and referrals under General Municipal Law Sections 239-l and 239-m and the State Environmental Quality Review Act.

Community Investment Programs

- Coordinated application cycles and awards funds for the following programs:

Program	Total Awarded	# of Applications	# of Awards
CDBG (2019)	\$1.1 m	19	17
HOME (2019)	\$1.15 m	7	5
APG (2020)	\$1.1 m	35	26
APG At Risk (2019)	\$100,000	9	4
APG Infrastructure (2019)	\$200,000	11	6
APG Infrastructure (2020)	\$200,000	6	4
MIG (2019)	\$1.6 m	23	14
Total	\$5.45 million	110	76

- Received notification of 2018 Continuum of Care (CoC) Tier 1 and Tier 2 renewal awards totaling \$1,373,608 and submitted 2019 CoC Application. Funds are used to support 14 programs for the homeless.
- Summary of completed projects by program:

Program	# of completions	Major Completions/Comments
CDBG	16	Hyde Park Pinewoods Pedestrian Imp. Millerton Rail Train Bathrooms V/Pawling West Main Street Sidewalks T/Poughkeepsie Overrocker Park Imp. 6 public service projects
HOME	94	40 Cannon St., Poughkeepsie (10 units) 427 Maple Street, Poughkeepsie (4 units) Queen City Lofts, Poughkeepsie (69 units) Rebuilding Together (11 units)
CoC	61	Units of rental assistance for formerly homeless individuals and families
Senior Home Rehabilitations	3	
APG	20	
APG At Risk	4	
APG Infrastructure	6	
MIG	9	Beacon South Ave. Sidewalk Replacement North East Lower Mill Rd. Culvert Replacement V/Rhinebeck Wheelchair Lift Replacement C/Poughkeepsie, Hyde Park and T/Rhinebeck - Streamlining Land Use Development Process

- Developed online application and instructions for three programs - Agency Partner Grant (APG) At-Risk Youth, APG Infrastructure, and Municipal Innovation Grant (MIG).
- Participated in quarterly discussions with the United Way, Dyson Foundation, Community Foundations, and the Department of Community and Family Services on ways to streamline practices and improve collaboration to promote future information sharing and efficiency practices among common funders, while easing the burden on common funded nonprofit agencies.
- Coordinated Dutchess County and City of Poughkeepsie Land Bank Working Group with the goal of submitting the Land Bank to NYS in April 2020 after action by the City's Common Council and the County Legislature.
- Implemented new streamlined electronic payment request process for all APG and CDBG – Public Service agencies, with each nonprofit organization provided individual workbooks for use in submitting and processing payments.
- Hosted a grant writing workshop, *Fundamentals of Grant Writing: Tips to Strengthen Your Proposal*, for more than 35 nonprofit leaders, which included a panel discussion, general grant writing tips and best practices, and a grant writing exercise.

Partnership for Manageable Growth

- Three farmland preservation projects closed in 2019:
 - Meili Farm (T/Amenia) - 115.1 acres
 - Destined Wind Farm (T/Amenia) - 232.6 acres
 - Glenmore Farm (T/Pleasant Valley & Clinton) – 408 acres
- Awarded four farmland protection projects:
 - Dutchess Views Farms, Inc. (T/ Pine Plains) - 79.82 acres
 - Glenmore Farm (T/Pleasant Valley & Clinton) - 407.65 acres
 - Lopane Farms (T/ Amenia) - 153.3 acres
 - Schlolldorf Farms (T/ Rhinebeck) - 100 acres

Transportation Planning

- Adopted the Metropolitan Planning Organization (MPO) Federal Fiscal Year (FFY) 2020-2024 Transportation Improvement Program (TIP), programming almost \$110 million in federal transportation funds for state, regional, and local highway and transit projects in Dutchess County.
- Finalized the Village of Pawling Pedestrian Plan, which identifies ways to improve pedestrian access and safety in the Village and nearby destinations.

- Completed a Safety Assessment (SA) of CR 19 (Slate Quarry Rd/Bulls Head Rd) from Eighmyville Rd to CR 15 (Milan Hollow Rd) in the Town of Clinton.
- Adopted a new Congestion Management Process (CMP) to systematically address traffic congestion and multi-modal reliability across the three-county region of Dutchess, Orange, and Ulster counties.
- Completed the 2019 traffic count program, which collected volume, vehicle classification, and speed data for approximately 256 locations and bicycle/pedestrian counts at 40 locations.
- In coordination with Dutchess County DPW and the Cornell Local Roads Program, completed the annual pavement scoring program for local roads (county, city, town, and village owned roads) in the county.
- In conjunction with OCIS, launched an online Traffic Data Viewer that shows vehicle volumes via a mapping portal. The Viewer provides data on speeds and heavy vehicles, and a range of tools to analyze, chart, and export data.
- Continued Complete Streets pedestrian safety education program, including leading four pedestrian safety education sessions at the Early Learning Center with staff from DBCH (full-day, for each kindergarten class) and a Senior Pedestrian Safety presentation at the City of Poughkeepsie's Senior Center with DBCH and OFA staff.
- Allocated almost \$5.2 million in FFY 2019 Federal Transit Administration (FTA) Section 5307 formula funding for Dutchess County Public Transit and the Metropolitan Transportation Authority (MTA), and an additional \$849,000 in FFY 2019 FTA Section 5339 bus funding for Dutchess County Public Transit.
- Launched the Arlington Main Street Redesign Initiative, which seeks to develop a Complete Streets design alternative for Main Street-CR 114 in the Town of Poughkeepsie.
- Launched Poughkeepsie 9.44.55, a detailed examination of the Route 9/44/55 interchange and Route 44/55 arterials in Poughkeepsie, which will culminate in preferred design concepts that improve safety, simplify travel, and better integrate the facilities within the fabric of Poughkeepsie.

Geographic Information Systems and Graphics

- Completed work with the Dutchess County Historian and the Division of Veterans Services in creation and manufacture of two 30" x 48" panels depicting the history of military service in Dutchess County. Panels are displayed as a permanent installation in the hallway outside of the Division of Veterans Services.
- Completed work on the Parks and Trails website.

Economic Development

- With the assistance of Pace University, assisted the Town of Dover in developing strategies that could be adopted into the Town's Comprehensive Plan and zoning code to achieve desired economic development objectives.
- Advised communities to assist them with their economic development objectives.
- Staffed the Dutchess County Economic Development Advisory Council's Local Government Committee to advance economic development goals.
- Collected and provided demographic, development and other socio-economic data to Th!nk Dutchess for implementing the economic development strategy.

Division of Solid Waste

- Hosted three Household Hazardous Waste and eWaste Collection events, over 56,000 pounds of chemicals, over 81,000 pounds of eWaste and 1,000 pounds of fluorescents were collected from 931 residents.
- Conducted one Conditionally Exempt Small Quantity Generator hazardous waste collection event for small businesses, schools and local governments; 20 institutions participated.
- Over 11,000 pounds of pharmaceuticals were safely incinerated at the Dutchess County Resource Recovery Facility. This is a free community service provided to police departments with medications drop-boxes and from collection events.
- Issued warning notices to 9 unlicensed haulers and issued warning notices to 1 entity for non-compliance with recycling and collected a fine for 1 unlicensed hauler.
- Licensed four (4) new solid waste haulers and relicensed 26 existing haulers.
- Gave 50 solid waste and recycling presentations to schools, institutions and businesses, reaching over 2,000 residents.
- To promote backyard composting, continued sale of Earth Machine composts bins to residents; 12 bins were sold in 2019.
- Through the Recycle Bin Loan Program, the division loaned recycling bins for 7 events.
- Participated with the National Park Service and NYSDEC to celebrate the third annual Earth Day event in Hyde Park. Staff will also participate in the 2020 Earth Day event to celebrate the 50th anniversary of Earth Day.

- Held the second Annual School Recycling Challenge. Three schools completed the challenge, and Fishkill Plains Elementary won this year's challenge.
- Initiated an audit of recycling practices and availability in county-owned buildings as an update to the 2013 audit. This will continue into 2020.
- Started working with Cornell Cooperative Extension on a single-use plastic reduction campaign.
- Worked with a climate smart subcommittee, contributing solid waste reduction projects as part of the County's Bronze certification.
- Continued implementation of 28 of the 52 ongoing tasks listed in *Rethinking Waste*. Of the 52 tasks, three remain to be implemented, including temporary intern staff and initiation of a *Pay As You Throw* system. The last task is a new Local Solid Waste Management Plan, due in 2022.
- Submitted the 2018 Annual Summary Report and the 2017-2018 Biennial Compliance Report, which shows progress towards completing the tasks listed in Local Solid Waste Management Plan.
- Submitted the 2018 Annual Planning Unit Recycling Report. Dutchess County's recycling rate increased from 40.6% to 41.4%.

Stop-DWI

- Participated in the NYS STOP DWI Foundation Impaired Driving Crackdown Grant project, supporting 557 hours of coordinated enforcement activities with 8 Law enforcement agencies; directly resulting in 30 additional impaired driving arrests.
- Awarded a STOP-DWI Program Enhancement Grant totaling \$6,465 supporting multiple Ignition Interlock compliance details (Compliance Stings) in partnership with the Sheriff's Office, Probation, and the Impaired Driver Program.
- In 2019 more than 3,445 lbs. of unused, unwanted medications were collected/destroyed county-wide. This total includes 2,762 lbs. from the nine (9) permanent drop boxes, and 255 lbs. collected in partnership with the Sheriff's Office at Office for the Aging Senior Picnics for the sixth consecutive year, and an additional 683 lbs. from NYSP/ Troop K, Headquarters. Since the drop boxes were established in 2013, more than 16,002 lbs. of unused/unwanted medications have been collected and destroyed. Not included in the total is an additional 262 lbs. of unused/unwanted medications collected at 3 sites and turned over to the DEA as part of the National "Operation Take Back" Day on October 26, 2019.

Traffic Safety Board

- Administered a “Multifaceted Injury & Crash Prevention” grant program through the New York State Governor’s Traffic Safety Committee (\$59,683) with an emphasis on unsafe driving behaviors, safe older driver mobility, school bus, motorcycle, and helmet safety.
- Child Passenger Safety (CPS): \$12,700 grant was awarded to provide child safety seats and fitting materials to nine (9) fitting stations covered under the TSB grant. Collectively they inspected/correctly installed 442 seats and replaced 46 additional child safety seats throughout the grant cycle.
- Partnered with Department of Community and Family Services to provide more than 45 child safety seats to identified high risk-families and qualified caregivers. Each was qualified after completing instruction/education sessions on proper Child Safety Seat installation and use by certified Child Safety Seat Technicians.
- The Dutchess County CPS Coalition collectively inspected /installed 738 child safety seats and replaced 157 in the 2018-19 grant cycle. The Dutchess County Traffic Safety Board also supported numerous seat check events throughout the year to educate the public on the proper installation of child passenger car seats.
- Since the DC CPS Coalition was established in 2001, 28,204 child safety seats have been collectively inspected/installed and caregivers educated, with 7,726 child safety seats being replaced.

Probation and Community Corrections

- Supervised approximately 2,800 individuals placed on probation, utilizing a variety of evidence-based interventions to reduce recidivism and promote positive outcomes and community safety.
- The Pretrial Services Unit facilitated the release of over 1,500 eligible defendants from the Dutchess County Jail into various pretrial and Alternatives to Incarceration (ATI) programs.
- Participated in cross-agency planning to prepare for Bail Reform legislation implementation on January 1, 2020:
 - Developed plans for all inmates scheduled to be released from the Dutchess County Jail under the new law to ensure each individual would be connected with housing, recovery, and mental health community services as needed.
 - Director Mary Ellen Still served on the New York State Bail Reform Implementation Task Force.
 - Two probation staff served on the New York State Pretrial Standards Committee.
 - Received certification for the Pretrial Services Program by the Unified Court System of the State of New York.
- Over 3,000 community service hours were completed in 2019 under the direction of Project M.O.R.E., a contract agency to the County.
- Completed more than 1,300 pre-sentence and pre-dispositional reports for criminal courts and Family Court. These reports contain legal and social information, risk assessments, victim impact statements, evaluations and sentencing recommendations.
- Collected over \$278,800 in restitution for crime victims.
- Continued to conduct Non-DWI Victim Impact Panels for individuals on probation. Panelists spoke about the impact crime had on them and their families. The department also supports DWI Victim Impact Panels and has continued its empathy workshops for youth.
- Continued implementation of State Raise the Age legislation, which removed 17-year-olds from the adult criminal justice system to the juvenile justice system in October. As a result, the number of youth coming into the juvenile justice system has increased by over 50% from 2018 to 2019. Additional services and programs were developed to meet the needs of these older youth.
- Partnered with the New York State Division of Criminal Justice Services in a technical assistance project with the RFK National Resource Center for Juvenile Justice. This two-year partnership will focus on ways to improve outcomes for youth placed on community supervision, especially those with co-occurring disorders. It is anticipated the outcomes will serve as a model for other jurisdictions.

- Participated as a pilot site for the Intimate Partner Violence Intervention initiative, sponsored by the Office on Violence Against Women, the Battered Women’s Justice Project, and the National Network for Safe Communities. Included partnership with District Attorney’s office, Sheriff’s office, Community and Family Services, and City of Poughkeepsie Police to design a coordinated response to domestic violence offenses and offenders.
- In partnership with Lucky Orphans Horse Rescue, facilitated participation of at-risk youth in an evidence-based equine therapy program.
- Continued to pilot the use of the Domestic Violence Moral Reconciliation Therapy (MRT) curriculum for individuals on probation for domestic violence offenses. Approximately 50 individuals have participated to date and additional facilitator trainings have been scheduled to expand the program in 2020.
- Conducted the annual “Halloween Safety Night” to prevent children from becoming victims of sex offenses. Teams of probation officers conducted home safety checks on sex offenders during the evening of Halloween.
- Continued participation in the State supported GIVE (Gun Involved Violence Elimination) initiative, a multi-agency collaboration to reduce gun violence in the community. Funding is provided by the NYS Division of Criminal Justice Services.
- Conducted three Ignition Interlock and DWI enforcement details in partnership with the Dutchess County Sheriff’s Office.
- In partnership with STOP DWI and the Impaired Driver Program, facilitated three informational sessions for judges, court clerks, and the Dutchess County Bar Association on enforcement of the Ignition Interlock Device.
- Supervisor Beth Bobela was recognized as a probation officer “Top Cop” at the STOP-DWI Planning Board’s annual STOP-DWI Awards Ceremony in November. This award is given to outstanding officers who have worked to reduce impaired driving in the county.
- Principal Probation Officer Jonathan Heller presented on *Pretrial Standards* and Probation Officer Karmen Smallwood and Nicole Willoughby from Project MORE presented on the evidence-based intervention *Interactive Journaling* at the New York Association of Pretrial Service Agencies conference in October.
- Probation Supervisor Kathy McQuade was elected as a Board Member of the New York Association of Pretrial Service Agencies.
- RESTART (Re-Entry Stabilization Transition and Reintegration Track), a multi-agency jail to community transition and re-entry program, continued to expand its programming.

- Project M.O.R.E, one of the non-profits contracted to provide services to RESTART, used the NYS Division of Criminal Justice Services grant received in 2018 to hire two additional staff, expand the MRT curriculum at the Jail, and train additional facilitators for the *Interactive Journaling* program. To date, 90 inmates have been enrolled with 43 completing the program.
- Facilitated a regional training on administering the Women’s Risk Needs Assessment at the County’s Department of Emergency Response in October as part of the department’s efforts to enhance gender-specific programming.
- Continued to strengthen collaboration with CORE (Comprehensive Opioid Recovery Expansion Program) to assist individuals on probation with treatment needs.
- Participated in the County’s Opioid Task Force.
- Participated in the activities and programs of the Criminal Justice Council with probation personnel serving as chairs of the Council, Juvenile Justice, Special Populations, and the Women in Criminal Justice committees.
- Continued to expand the availability of cognitive behavioral groups held at at the Office of Probation, Community Transition Center, Transitional Housing, the Women’s Center, and the Intensive Treatment Alternative Program (I-TAP) as participation continues to increase. Extensive research confirms cognitive behavioral approaches are effective in reducing recidivism.
- Completed State Office of Probation and Correctional Alternatives training to become facilitators of Decision Points, an evidence-based cognitive behavioral curriculum that may be used with adults or juveniles.
- Probation staff continue to serve on the oversight committee and as instructors for the Crisis Intervention Training (CIT) initiative. This initiative strives to improve law enforcement response to those experiencing a mental health or substance related issue. Since its inception, more than 75% of Dutchess County’s officers have been trained and 100% of officers in the City and Town of Poughkeepsie, City of Beacon, and Town of East Fishkill have been trained.
- Continued to host student interns from local colleges to provide them with criminal justice professional experiences. Probation personnel also participated in several career days at local schools and at various community events.

Public Defender's Office

- Competently and professionally represented 9,459 individuals, including 6,787 cases in the criminal and appellate courts and 2,672 cases in the family courts of Dutchess and Ulster counties.
- Provided legal counsel services at 6,757 arraignments in all Dutchess County criminal courts 24 hours a day/7 days a week. Of those, 1,466 were released on their own recognizance or other form of immediate release, a 10.5% increase over 2018. Of the remainder, 318 clients posted bail and 116 of those bailed out prior to being booked-in at Dutchess County Jail.
- Provided representation in 153 parole revocation matters among the criminal cases, reducing the average number of parolee jail days in Dutchess County Jail by two days from 2018.
- Obtained a nearly \$14 million funding allocation from the New York State Office of Indigent Legal Services, as part of the Hurrell-Harring statewide expansion funds, to expand legal services provided to individuals charged with crimes over 5 years. Hired an assigned counsel administrator, director of training, a legal secretary, and a data officer and additional staff will be hired as plans are approved by the State.
- Successfully moved into new office building at 45 Market Street in May, with expanded space to accommodate new staff and better serve clients.
- Continued the conflict swap program with Ulster County, allowing each public defender's office to handle criminal and family cases in which the partner county has a legal conflict that prevents representation.
- A total of 48 individuals were incarcerated on civil commitment orders, mainly from Family Court, using a total of 516 bed days at the Dutchess County Jail. Average length of stay for civil commitment was 10 days, a reduction of 192 total days and an average reduction of 4 days per inmate over 2018.
- Hosted 26 college interns, primarily from Marist and Vassar colleges, who assisted with office intake/eligibility determinations and clerical staff work. Also hosted two master level student interns who assisted social worker staff.
- Participated in The Chamber Foundation's Youth Leadership Program by hosting an Arlington High School student for a 20-hour internship in the spring and participated in the program's Career Night Dinner at the Henry A. Wallace Center at the FDR Presidential Library and Museum in Hyde Park.
- John Evans, Senior Assistant Public Defender received the NYS Bar Association 2019 Denison Ray Criminal Defender Staff Award for Indigent Representation.

Public Works

Airport Division:

- Hosted the Tailwinds Music Festival in June with approximately 900 attendees.
- Hosted the 6th annual Touch a Truck event in October with the Highway Division and Wappingers Rotary.
- Modified the five-year Airport Capital Improvement Plan with C&S Engineering and presented it to the Federal Aviation Administration (FAA).
- Completed the Airport Terminal renovation project in May.
- Received final approvals from the FAA for Tesla Energy Operations Inc. to begin installation of a new solar array in 2020.
- Completed rehabilitation of the Jet Center hangar doors in March.
- Completed installation of LED light fixtures on the terminal ramp, Juliet ramp, and Jet Center in April.
- Began construction in April of the new Airport Operations and Aircraft Rescue Fire Fighting and Snow Removal Equipment (ARFF/SRE) storage building with completion slated for 2020.
- Began construction in October of the Dutchess Community College Education Building with completion slated for 2020.
- Began updating the Airport Master Plan, to be completed in 2021.
- Received approval from the FAA for the replacement of all runway signs, to be completed in 2020.

Buildings Division:

- Completed Office for the Aging commercial kitchen and moved the kitchen operation from 488 Main Street into to the new location on 114 Delafield Street in January.
- Successfully relocated Office for the Aging office staff from 27 High Street to 114 Delafield Street in January.
- Completed construction of the Law Enforcement Center (LEC) at 108 Parker Avenue and successfully relocated staff and case evidence in February.

- Began construction in April of the new Airport Operations and Aircraft Rescue Fire Fighting and Snow Removal Equipment (ARFF/SRE) storage building with completion slated for 2020.
- Completed Public Defender's Office renovations at 45 Market Street and successfully relocated staff and files in May.
- Completed Airport Terminal Renovation Project at the Hudson Valley Regional Airport in May.
- Completed design of the E9-1-1 Training Building, which will be built on the Emergency Response Center campus at 392 Creek Road, in June, advancing the project to the approvals stage.
- Completed construction of a new, more efficient shop space at Buildings Division/Highway Management Division Building at 626 Dutchess Turnpike and relocated Buildings Maintenance staff into new shop space in June.
- Completed demolition of the office trailer addition located at the Behavioral and Community Health campus at 230 North Road in July.
- Completed Phase One of the Emergency Generator Project at the COB (10-22 Market Street) and Community and Family Services (60 Market Street) in July.
- Created temporary office space for Comptroller's Office on the third floor of the County Office Building (COB) at 22 Market Street and successfully relocated staff in September.
- Began demolition and abatement work as part of the County Office Building (COB) Fourth Floor Renovation Project in the fall, with completion anticipated in 2020.
- Completed design and awarded contract for Parking Attendant Booth Rehabilitation Project on Market Street, slated for completion in 2020.
- Began construction in October of the Dutchess Community College Education Building with completion slated for 2020.
- Completed design and awarded contract in November for security fencing to be installed at the LEC with construction anticipated to begin in 2020.
- Completed demolition in December of unoccupied buildings at the Eastern Dutchess Government Center in Millbrook.
- New, modern elevators installed at County Office Building.
- Began elevator replacement and modernization projects at the Dutchess County District Attorney's Office and Dutchess County Court House in December, with completion anticipated in 2020.

- Completed design and solicited bids in December for Office of Central and Information (OCIS) building exterior renovations at 503 Haight Avenue with construction anticipated to begin in 2020.
- Completed Justice and Transition Center (JTC) Transition Team Space Renovation Project at 100 Parker Avenue in December.
- Successfully transitioned in November to contracted cleaning services through New York State Industries for the Disabled (NYSID) to increase efficiency and consistency.
- Completed Countywide Roof Condition Study in September to help develop a future replacement plan. Recommended replacements anticipated to begin in 2020.

Engineering Division:

- Completed the replacement of 3 bridges:
 - Bridges U-27 and U-28 on CR 21 (Bruzgul Road), Town of Union Vale
 - Bridge S-37, CR 19 (Bulls Head Road), Town of Stanford
- Replaced two traffic signals:
 - Beekman Road/Carpenter Road (Town of East Fishkill)
 - Vassar Road/Spring Road (Town of Poughkeepsie)
- Replaced or upgraded four flashing warning signs:
 - Replaced Noxon Road (Town of LaGrange)
 - Replaced Red Schoolhouse Road (Town of Fishkill)
 - Replaced Vassar Road (Town of Poughkeepsie)
 - Upgraded Titusville Road (Town of LaGrange)
- Completed the Clove Valley Road/Bruzgul Road Intersection Improvement Project, Town of Union Vale.
- Completed Guide Rail Assessment Project, identified more than 12,000 linear feet of needed improvements and repairs for future capital project planning.
- Completed approximately 70 percent of the Myers Corners Road Federally Funded Highway Improvement Project, Town of Wappinger.
- Advanced the Beekman Road Federally Funded Reconstruction Project to the bidding phase.
- Began final design and permitting for improvements to the Fallkill Dam.
- Began construction on Phase IV of the Harlem Valley Rail Trail, an 8-mile segment between Millerton in northeastern Dutchess County and Ancram in southeastern Columbia County.

- Completed Soil Evaluation and Capping Plan for proposed urban rail trail along the former CSX rail line in the City and Town of Poughkeepsie.
- Assisted local surveyors with approximately 130 right-of-way mapping requests.
- Installed new traffic markings along approximately 195 miles of County highway.
- Completed the design of three bridge projects for the 2020 construction season:
 - Bridge PV-17, (Mill Lane, Town of Pleasant Valley)
 - Bridge PP-5, (Willow Vale Road, Town of Pine Plains)
 - Bridge E-8, (Phillips Road, Town of East Fishkill)

Highway Construction & Maintenance Division:

- Performed maintenance throughout Dutchess County's highway system, including washing steel bridges and sealing concrete decks.
- Worked with Engineering Division on 6 bridge and highway improvement projects to address bridge inspection flags.
- Cleaned up and restored Brier Hill Cemetery at Eastern Dutchess Government Center.
- Installed 5,000 linear feet of guide rail as part of the Countywide Guide Rail Repair and Replacement Program.
- Continued shared services inter-municipal agreements with six municipalities for the towns to provide snow and ice control on 54.56 miles of County Highways.
- Provided tree removal services along County Highways and at County Parks (including Rail Trails), and the Hudson Valley Regional Airport as needed.
- Installed a new gas main at the Hudson Valley Regional Airport in conjunction with Central Hudson Gas & Electric.
- Maintained the County's fleet of over 400 vehicles and replaced 30 vehicles through the 2019 Capital Bonds program.
- Completed the rehabilitation and re-surfacing of the DPW parking lot at 626 Dutchess Turnpike and the Millbrook Outpost yard.

- Completed over 18 miles of road surface improvements:
 - North Clove Road (CR-9), Town of Union Vale
 - Centre Road (CR-18), Towns of Clinton and Pleasant Valley
 - Bulls Head Road (CR-19), Towns of Stanford and Milan
 - Carpenter Road (CR-29), Town of East Fishkill
 - Pleasant Ridge Road (CR-32), Towns of Beekman and Union Vale
 - Netherwood Road (CR-41), Town of Pleasant Valley
 - Mt. Ross Road (CR-50) Town of Pine Plains
 - Academy Hill Road (CR-51) Town of Milan
 - Indian Lake Road (CR-61) Town of Northeast
 - Hunns Lake Road (CR-65), Towns of Northeast and Stanford
 - Waterbury Hill Road (CR-89), Towns of Union Vale and LaGrange

Parks Division

- Completed Parks Master Plan process including hosting additional public outreach events and stakeholder meetings at County park facilities to collect feedback on the proposed improvements. Master Plan document anticipated to be published in 2020.
- Began Master Plan development process on the Lake Walton Preserve property in East Fishkill.

Bowdoin Park:

- Processed 381 facility rentals (Pavilions, Auditorium, Lodge, Chapel)
- Processed 56 Athletic Field reservations.
- Adventure Summer Program was at full capacity with 84 participants.
- Homeschool student attendance in Park Naturalist programming increased by over 25%.
- Archery program continues to be popular with 110 students annually.
- Overall program revenue increased by 20%.
- Hosted Maple Open House in March
- Hosted Pancake Breakfast in March with 112 attendees.
- Hosted summer concert in July featuring Southside Johnny and the Asbury Jukes.

- Hosted 7 major Cross Country Meets (Bowdoin Park Classic; Westchester, Rockland and Dutchess Coaches Invitational; Section 1 Championship; United States Military Academy Army-Navy meet; Federation Cup; 2 Nike Regional Finals) as well as 2 local high school meets at nationally recognized Cross Country course. These major races typically attract 2,000-3,000 spectators.

Wilcox Memorial Park:

- Expanded operating hours.
- 52 facility rentals (Pavilions, RV sites, tent sites.)
- Hosted Dutchess County Employee Appreciation Picnic in August.
- Hosted inaugural Disc Golf Tournament in September with 90 players competing.

Quiet Cove Riverfront Park:

- Hired a seasonal Park Attendant to assist with park maintenance.
- Completed installation of new waterfront observation deck, ADA accessible floating Kayak launch, and contracted with a kayak concessionaire, with tours beginning in late summer.
- Constructed 2 pergolas, one at the entrance of each waterfront observation deck.
- Completed installation of new kitchen in Navy Boathouse.
- Boathouse facility was opened for event reservations for first time. 36 rentals were booked.
- Sealed and re-striped the parking lot on the eastern side of the MTA tunnel.
- Installed a 4-foot grill next to Navy Boathouse for public use.

William R. Steinhaus Dutchess Rail Trail

- Issued 8 permits for special events.
- Worked with Hopewell Depot Restoration Corporation to complete the construction of a new pavilion at the Hopewell Depot Trailhead in East Fishkill.
- Officially added to the New York State Empire Trail. NYS installed a new bike rack, bike repair station, concrete bench and an informational kiosk at the Hopewell Depot Trailhead in East Fishkill.

Harlem Valley Rail Trail:

- 5th Annual BBCycling event (25, 50 and 100-mile rides) on July welcomed 120 participants.
- Replaced 24 bollard posts at 12 road crossings along the trail.
- Began construction of the final 8-mile extension of the HVRT to connect Dutchess and Columbia counties.

Dutchess Stadium:

- Installed new seats and repaired/re-surfaced all concrete floor surfaces in the seating bowl
- Continued to maintain facility in a safe and cost-effective manner through improved maintenance and upgrades.
- Negotiated lease agreement with Hudson Valley Renegades ownership for 5 years.
- Continued discussions with Beacon City School District to renew lease or purchase stadium property.

Public Transit Division:

- Logged 844,966 passenger trips, an unprecedented 18 percent increase due to increased use thanks to partner organization contracts, addition of hourly service on select routes, and modifications to underperforming routes creating an overall more efficient system.
- Produced and distributed 5,000 copies of a bi-lingual Dutchess County Public Transit Riders Guide.
- Received a \$510,029 grant from the 2019 New York State Public Transportation Modernization and Enhancement Program (MEP) for additional bus purchases and bus facility renovations.
- \$1.5 million 2018 MEP grant utilized to purchase three, new 35-foot transit buses.
- Contracted to launch a system-wide bus stop and bus shelter study in 2020 to determine areas needing improvement and increase efficiency.
- Continued contractual partnerships with Hudson River Housing, Dutchess Community College, Marist College, Vassar College, Poughkeepsie City School District, and City of Beacon to offer transit services at no charge to their passengers.

- Extended First Transit Management agreement through December 31, 2022.
- Contracted with DoubleMap, Inc. for installation of a new transit dispatch system and mobile application, set to be released in 2020.
- Partnered with Office of Central and Information Services to establish a new system for customers to purchase monthly commuter passes online.
- Supplied transportation for more than 1,600 athletes and coaches to and from various event venues and overnight accommodations for the 2019 New York State Special Olympics Summer Games.
- Implemented new Transit Accessibility Panel to focus on the transit needs of seniors, veterans, and those with disabilities. Held four meetings.
- For the first time, participated in the City of Poughkeepsie Festival of Lights and the Arlington and Lagrange holiday parades with the “Dutchess County Decorated Holiday Bus.”
- Continued the LifeLine fare category for nonprofit organizations serving the underprivileged to purchase reduced-fare tickets in bulk to distribute at need.
- In support of the County’s Dutchess Reads initiative and in conjunction with the Poughkeepsie Public Library District, continued the “Books on Buses” program to provide a lending library on each bus.
- Supplied support transportation to several First Friday events in the City of Poughkeepsie.

Water and Wastewater Authority

- Successfully managed and operated 28 water and sewer systems, providing services to approximately 6,300 customer connections. All systems closed out 2019 within the adopted system budget parameters.
- Began providing water service to commercial properties along the Hudson Valley Regional Airport Water Line.
- Began a cooperative effort with the Towns of Poughkeepsie and Pleasant Valley, using Municipal Innovation Grant funds awarded to Poughkeepsie, to evaluate the feasibility of constructing a shared water storage facility to benefit the three entities.
- Began management and operations of the Tivoli Water and Sewer systems, and began capital projects to replace the water storage tank, replace aged and undersized distribution mains, and improve wellfields and related infrastructure.
- Provided technical assistance to the Village of Rhinebeck to engage an engineering consultant firm, funded by a County Municipal Innovation Grant, to evaluate the transfer of the Village's water and sewer systems to the DCWWA.
- At the request of DBCH, stepped in to provide emergency operations of the Cooper Road Mobile Home Park water and sewer systems after their abandonment by the owner.
- Completed construction of a replacement wastewater treatment system for the Pinebrook Sewer System, funded by a NYS Grant and subsidized interest loan.
- With the Legislature, established a new County Water District Zone of Assessment to provide water to enable the rebuilding of a commercial property in the Town of Hyde Park previously destroyed by fire.
- With the Legislature, established a new Part County Sewer District to enable the subdivision and redevelopment of a commercial property in the Town of Hyde Park.

