

# Dutchess County Executive's Annual Report for 2018



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, 2019

RE: **Dutchess County Executive's Annual Report for 2018**

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 2018.

I am grateful for the continued partnership of the Dutchess County Legislature on behalf of the nearly 300,000 individuals who call Dutchess County home and proudly submit the accomplishments and activities of our devoted county workforce. Together, we have built a strong, resilient government that is both effective and efficient at providing the key services and programs so many depend upon. We are all helping to move Dutchess into a future filled with hope and we look forward to working with the Legislature to maintaining our momentum in 2019.

On Wednesday, February 27th, we look ahead in 2019 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 and we look forward to working with you to maintain our positive momentum throughout the year.

Thank you.

# **Finances of the County**

## County Finances

Our priorities continue to be stabilizing and strengthening the County's finances by growing the economy and the tax base; controlling spending; and limiting property taxes while focusing on programs and services crucial to those in our community.



The County's finances are stable; the economy is growing; property taxes have declined every year for the past five years; and the property tax rate has decreased for the past four consecutive years partially due to the increase in our tax base. Dutchess County holds the highest bond rating assigned to counties in New York State by Standard and Poor's with a AA+ because of our strong financial management and fund reserves. These financial goals have been reached while ensuring the delivery of critical programs and services to our residents.

2018 saw a strong economy with unemployment at just 2.9% in November, the lowest level in 18 years and the second-lowest rate of any county in the state. With 15 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. \$2.9 billion in construction projects are underway and \$1.1 billion in development, growing our tax base. Dutchess County's housing market is also seeing growth in the current average and median selling price both over 10% in November 2018, compared to the same period in 2017.

Consumer confidence and spending are strong and, although the 2018 numbers are not yet final, the County is seeing higher than normal sales tax growth and projects to end the year at over 7% growth compared to 2017. With sales tax making up 40% of the County Budget, this growth is very important. The 2018 budget included \$190.2 million in sales tax revenue, but at 7% projected growth, the County will likely realize at least \$7.1 million over the 2018 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 2018, there were other factors that will impact the County's 2018 year-end fund balance. During the year the County appropriated \$4.9 million from general fund balance to increase the municipal innovation grant program; perform testing as part of a New York State Department of Environmental Conservation (DEC) consent order at the Hudson Valley Regional Airport; provide funds to settle the CSEA and Teamsters bargaining unit contracts; and to fund small operating shortfalls due to gasoline, auto part costs, and family court assigned counsel costs. These appropriations were offset by a \$726,000 increase to fund balance as the result of various favorable capital project closeouts. Although the State mandated counties prepare a shared services plan in 2017, with funding promised to and budgeted by the County in 2018, the funding application was not available until 2019; therefore a \$1.4 million shortfall is expected in the 2018 year-end closeout, further impacting fund balance.

The 2018 budget also included a planned use or appropriation of general fund balance of \$8.5 million and \$4 million from the taxpayer protection fund for a total of \$12.5 million. Although this planned use of fund balance was budgeted in 2018, we will not know how much the impact will be until the year-end annual financial report is completed at the end of April 2019. The County's fund balance policy is to keep between 1-2 months of general fund operating expenditures (\$36-\$73 million) of fund balance as a means of maintaining fiscal stability. Dutchess is projected to remain in this range for 2018.

The County budget continues to be driven by State and Federal mandates, with 70% of the County's net costs paying for mandated programs and services. Although costs for 2018 are not final, it is projected, County funds will pay for \$41.3 million in Medicaid costs; \$11 million in child care placements and foster care; \$9 million in Pre-School special education; and \$4.5 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 though we pay the bill with local tax funds. If other levels of government are going to dictate the details and provisions of each program, then they should fully pay for those programs. The County will continue to lobby for mandate relief and ultimately relief for our County taxpayers.



Another cost driver for the County is the cost of the salary and benefits of the County employees delivering services and programs to residents. Whether it is the County 911 operator who answers the 911 call; the snow plow operator clearing the roads; or the Child Protective Services worker who goes out in the middle of the night to make sure children are safe, those employees come at a cost, and the cost of benefits continues to climb. The County is currently evaluating the cost / benefit analysis of going to a self-insured health care model and has been positioning the County to be able to gather the data and information to make the best cost containment decisions.

The County will continue to contain costs when we can, limit taxes our residents pay and provide programs and services that ensure a quality of life our residents expect and that can attract new business to the area that will help us continue to grow our economy.

**2018**

**Executive Department**

**Highlights**

The following are highlights, by department, of the activities of the Executive Branch of Dutchess County Government, for 2018.

### **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, such as case management, case assistance, home care, senior centers, home-delivered meals, legal services, insurance counseling, energy assistance, transportation, caregiver services, health promotion (senior exercise, mental fitness and Matter of Balance fall prevention classes), information and referral and educational programming.
- Maintained eight Senior Friendship Centers throughout Dutchess County. Relocated the Senior Friendship Center serving Rhinebeck/Red Hook to a more spacious site at the Red Hook Community Center and opened the site for a fifth day (Friday).
- Added an additional, more centrally located Senior Adult Daycare provider at Sadie's Place on Boardman Road in the Town of Poughkeepsie.
- Expanded the offering of nutrient dense micro-greens to seniors on a County-wide basis as part of the Home Delivered Meal program.
- Distributed 23,064 pieces of Nutritional Education material to 655 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 671 clients a total of 136,575 home delivered meals and 37,517 meals served at congregate sites and summer picnics.
- Provided 88 hours of individual Nutrition Counseling to seniors with a high nutritional risk score based upon a Nutrition Screening conducted by an OFA Case Manager.
- Reception staff fielded 31,493 telephone calls and assisted 3,846 walk-ins.
- Provided 33,153 hours of home care to non-Medicaid clients, thanks to an increase in the 2018 budget for home care.
- Staff made 1,720 Nursing and Case Management Field Visits to community-based, long-term care clients.
- Conducted 1,714 insurance counseling sessions for 2,057 clients assisting with Medicare enrollment, explaining benefits, comparing available plans, and assisting with claims, billing, appeals and grievances. Of clients assisted, 15% were under 65.

- Provided 49 Medicare workshops throughout the County, which were attended by 471 residents, and produced a second annual Medicare Spotlight mailed to 1,500 seniors.
- Provided 586 hours of legal service to 277 clients.
- Provided a total of 24,635 units (contacts) of service for Information and Assistance.
- Provided Personal Emergency Response System units to 391 non-Medicaid clients
- Received and Processed 803 Home Energy Assistance Program (HEAP) applications, 213 Supplemental Nutrition Assistance Program (SNAP) applications, and 138 Medicaid applications.
- Provided 24,317 units of transportation for medical appointments, shopping and senior center activities.
- Distributed 1,600 Farmers' Market coupon books to low income seniors.
- Held or participated in over 143 community outreach events, totaling direct contact with 2,900 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 3,607 attendees and provided assistance for one picnic for children with special needs. Other major events included the annual "Senior Prom," attended by 402 residents, the annual "Celebration of Aging," attended by 209, and "Senior Seminar Day," attended by 117.
- Continued Prescription Drug collection by Traffic Safety/STOP DWI and the Sheriff's Office at all Senior Picnic events resulted in 205 pounds of unwanted/unused medication collected. Since initiative was launched in 2014, more than 873 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 of 14 directly provided and subcontracted services, with 100% of 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.

- 353 volunteers served in various capacities for department programs and services including insurance counseling, picnic assistance, home delivered meals, senior centers, and office assistance. These volunteers provided 42,690 hours to OFA programs in 2018.
- Continued to receive increased numbers of intakes as the older adult population, and those of all ages needing long-term services and supports, significantly increases in Dutchess County. OFA had 6,288 intakes in 2018 compared to 6,074 intakes in 2017.

## **Behavioral & Community Health**

### Environmental Health Services (EHS)

#### *Communicable disease*

- 2018 began with a large norovirus outbreak sickening over 100 people from 3 separate events at one facility. The Medical Reserve Corps of Dutchess County (MRC) was activated to help investigate the outbreak. In addition, EHS investigated several norovirus outbreaks in 2018 at schools, a college, and an assisted living facility.
- Investigated 731 potential human rabies exposures from animal contact. Several of those investigations initiated from animal bites which occurred in foreign countries including Thailand, India and the Dominican Republic.
- As a result of the rabies exposure investigations, 122 animal specimens were tested and 79 people received post-exposure prophylaxis. Of the specimens tested, seven were positive for rabies including bats, raccoons, a fox and a bobcat.
- Three rabies vaccination clinics were held in partnership with the SPCA, with 475 pets vaccinated.
- Began collaborating with CDC regarding legionella investigations.

#### *Childhood Lead Poisoning*

- Eight Lead Safe Work Practices classes and one Lead Safe Window and Door Replacement class were held in partnership with Dutchess BOCES, with 67 contractors, property owners and tenants attending.
- In collaboration with Health Planning and Education, launched an ad campaign on Pandora, an online radio outlet, to promote the Lead Safe Work Practices and the Renovation Repair and Painting (RRP) classes, with ability to estimate total reach and document clicks. EHS saw an increase in calls as a result of this campaign and received

praise from the New York State Department of Health (NYSDOH) and National Center for Healthy Housing for use of a new outlet.

- In March, staff attended the Dutchess Outreach Farm Stand to generate housing referrals for the Childhood Lead Poisoning Primary Prevention Program (CLPPPP), making approximately 80 connections, with 4 individuals requesting a lead hazard assessment. EHS continued participating in this monthly event through late summer.
- Educated 18 caseworkers and home visiting agents from Dutchess County Healthy Families about identifying lead hazards during home visits at homes with young families.
- Worked with Nursing division to expand the newborn referral program to other pediatricians to increase the number of infant CLPPPP referrals for lead hazard assessments.
- In September, staff did door-to-door canvassing to approximately 50 homes in the City of Poughkeepsie to enroll residents in the lead hazard assessment program. Several tenant requests for lead hazard assessments were made as a result of this effort.
- Presented information at regional meeting in Broome County about the interim control measures the County requires when treating window surfaces and window components that test positive for lead.
- Conducted 74 lead hazard assessments in dwelling interiors, more than 20 in common areas, and over 50 in dwelling exteriors under the Childhood Lead Poisoning Primary Prevention (CLPPP) program.
- Enforcement actions were completed against property owners for failing to complete lead hazard remediation, resulting in the collection of \$1,600 in fines. Liens were also placed on properties when the hazards were not addressed and dwellings were posted unfit for human habitation when these dwellings were vacated.
- 10 environmental lead investigations were conducted in response to reports of children with blood lead levels greater than 15 micrograms/deciliter.

### *Sanitation*

- Permitted 1311 food service operations, 108 mobile food services, and over 800 temporary food services and performed 3422 food service inspections and re-inspections. 886 critical violations were cited and resolved, most frequently-cited

violations associated with inadequate refrigeration, improper food cooling, and cross contamination of cooked food from raw food.

- 4 food safety training classes were held, educating a total of 85 individuals.
- Collected 774 samples at bathing beaches for fecal coliform testing, with 21 exceeding the threshold for acceptable bathing water. Those beaches were closed until resampling confirmed water quality was satisfactory.
- Inspected potential harmful algal blooms at 8 bathing beaches and at one non-regulated water body. Any beaches with suspected harmful algal blooms were closed until the bloom dissipated and until the water quality was found to be satisfactory.
- Hosted 16 drowning prevention seminars, attended by 329 people.
- Permitted 152 public pool operations and performed 627 public pool inspections and re-inspections. 105 critical violations were cited, most associated with inadequate disinfection, inadequate supervision, and improper enclosure of the pool.
- Indoor public pool lighting survey was conducted and several public pools have upgraded lighting to be compliant.
- Investigated 605 housing complaints.
- Investigated 201 nuisance complaints.
- Performed a building-wide heating complaint investigation at a 179-unit apartment building in January, discovering recent work on the heating system resulted in a partially closed valve hidden under insulation that was restricting water flow to the heating system.
- Permitted 56 children's camp operations, attended by 22,400 children.
- Performed 185 children's camp inspections and follow-ups and investigated 35 reportable children's camp injuries/illnesses and abuse reports.
- Collaborated with nursing and CDC to educate camp personnel about health-related concerns such as communicable disease, drowning prevention, and reporting requirements.
- Permitted 11 public functions (attendance of over 5000 people) including the Dutchess County Fair, the Sheep and Wool Festival, the Antique Car Festival and Sinterklaas.

- Permitted 10 campground operations and performed 18 campground inspections and related enforcement actions.
- Permitted 4 migrant farmworker housing operations.
- Permitted 76 mobile home park operations and performed 78 mobile home park inspections, identifying several sewage failures and working to gain compliance.
- Performed 96 residential septic system installation inspections and re-inspections.
- Permitted 37 rooming houses and Bed and Breakfasts.
- Permitted 87 temporary residences and completed 168 inspections.
- Participated in the NYSDOH Year 6 Performance Incentive related to Legionella Outbreak Response and successfully reported more than 90% of inspections reported electronically in accordance with state goals.
- Attended the NYS Environmental Health Summit on Harmful Algal blooms.
- Blast emails were sent to food service facilities regarding food safety issues in follow up to the multiple weather events that caused widespread power failures.

#### *Indoor Air Quality*

- Investigated 30 indoor air quality complaints, majority related to mold concerns received after September 1<sup>st</sup> following a hot and rainy summer. Other complaint investigations included asbestos related concerns and chemical odors.
- 300 Adolescent Tobacco Use Prevention Act (ATUPA) compliance checks were completed, resulting in 16 tobacco sales to minors and 8 tobacco sales to adults. 34 enforcement actions were completed.
- Developed and distributed educational materials including no vaping/no smoking signage to permitted facilities, healthcare facilities and schools to provide awareness of the amendment to the New York State Clean Indoor Air Act (Public Health Law, Article 13-E) prohibiting vaping anywhere smoking is prohibited.

#### *Tanning Facilities*

- Eleven tanning facilities were inspected.
- Distributed educational materials to tanning facility operators about recent regulatory change prohibiting tanning for people less than 18 years old.

### *Public Water*

- Over 1,500 site visits were made to public water supplies throughout the County to investigate complaints, collect water quality samples, conduct inspections, and to follow up on critical violations cited during the year.
- Reviewed and approved 12 public swimming pool engineering plans.
- Assessed the water outages related to winter storms and cold weather and advised public water system operators on sampling and public notification requirements.
- Some important water system improvements included:
  - Joint City/Town Poughkeepsie Water Treatment Facility has been optimizing the operation of its new treatment.
  - City of Poughkeepsie water storage tank replacement project is ongoing. The new storage tanks will replace the nearly 100-year-old underground reservoir.
  - The Central Dutchess Water Treatment line was extended to the Hudson Valley Regional Airport.
  - Beekman Elementary School and Noxon Road Elementary School were connected to central water.
  - The Rombout Water District disconnected its old storage tank, allowing for increased distribution system pressures.
  - Town of East Fishkill has begun building the Hopewell North (Hopewell Precision) Water District storage tank.
  - Town of East Fishkill has rehabilitated its Fishkill Plains well field and water treatment plant.
  - Engineering plans were approved for interconnecting various Town of East Fishkill Water Districts including Hopewell Hamlet, Hopewell Glen and Hopewell North.

### Administration Division:

- Conducted approximately 1,000 record searches for the public.
- Worked with OCIS to upgrade the EDITS project management tool and improve document searches.
- Partnered with Soil & Water Conservation and Health Planning & Education to develop pesticide education materials.
- Partnered with Health Planning & Education to develop food service web pages which were uploaded onto the County website and other pages.

Emergency Preparedness Division:

*Medical Reserve Corps (MRC)*

- Awarded the Mid-Hudson Valley Chapter of the American Red Cross “Good Neighbor Award” for assistance throughout the year.
- Recognized NYS Department of Health with a 2018 Public Health Works Honor Roll award.
- Two MRC volunteers were recognized at the Office for the Aging Celebration of Aging in May for their volunteer contributions: Ron Seeley, Male Senior Citizen of the Year award and Joy Godin, Senior Achievement Award.
- MRC volunteers trained with American Red Cross volunteers in Shelter Operations and conducted a day-long Shelter Simulation Exercise.
- MRC volunteers completed over 2,331 hours in trainings such as Disability Etiquette, Incident Command System, Shelter Operations, Psychological First Aid, Point of Dispensing Operations, CPR, Stop the Bleed, First Aid, Emergency Response, Public Health, Hazmat/PPE, Narcan, Pet First Aid, etc. Many of these trainings were open to the public.
- MRC volunteers assembled 5,000 tick kits.
- Twenty-two MRC volunteers trained to be trainers in Narcan. Three MRC pharmacists are serving on Opiate Task Force.
- Stop the Bleed initiative continued with 610 County staff trained in Active Shooter & Stop the Bleed and Stop the Bleed kits placed at all County AED sites (40 units). MRC

assisted with STB classes for both County staff and the public; assisted training approximately 1,000 people in 26 classes.

#### *Public Health Education and Planning*

- Conducted a Hepatitis A Outbreak POD full scale exercise.
- 60 County employees and 34 MRC members completed CPR/AED training.
- 64 DBCH staff attended Preparedness training classes.
- Over 400 people participated in hands-on training for Hands-Only-CPR prior to a Hudson Valley Renegades game at Dutchess Stadium; 4,000 games attendees received live instruction on Hands-Only-CPR on the video board during the game.

#### *Microgreen Project*

- Award period ended with more than 64,000 servings of microgreen to children & seniors and 39 educational events conducted.
- Major highlights of the project included:
  - Significant increase students who reported daily vegetable consumption, increasing from 14% to 41%, with a corresponding decrease of 72% in the percent of students who ate vegetables once a week or less.
  - Project partner, Indoor Organic Gardens of Poughkeepsie, employed, at hourly living wage, 5 at-risk for or recently incarnated individuals

#### Communicable Disease Control (CDC) Division:

- Approximately 12,000 communicable disease lab reports on Electronic Clinical Laboratory Reporting System
- Represented Dutchess County on the Governor's NY Tick/Lyme Workgroup. Dutchess County hosted the second meeting of the group in September
- Presentation of the Community Tick Borne Disease Survey results to the Northeast epidemiology conference

#### *Immunization Program*

- 826 Adults and children were administered 2,966 vaccines.

*Sexual Health Clinic*

- 775 patients seen in Sexually Transmitted Disease (STD) clinic
- 2 Family Nurse Practitioner students completed sexual health clinic rotation
- Client satisfaction survey results (on a scale of 1 to 5):

<b>“Did you feel the <i>Front End Staff</i> treated you in a respectful professional manner?”</b>	Count	Percent
5	38	84.4%
4	5	11.1%
3	1	2.2%
2	1	2.2%
Total	45	100%

<b>“Did you feel the <i>Nursing Staff</i> treated you in a respectful professional manner?”</b>	Count	Percent
5	43	95.6%
4	2	4.4%
Total	45	100%

<b>“Did you feel the <i>Public Health Advisor Staff</i> treated you in a respectful professional manner?”</b>	Count	Percent
5	38	95%
4	2	5%
Total*	40	100%

<b>“Are you satisfied that the problem you had has been resolved?”</b>	Count	Percent
5	40	90.9%
4	4	9.1%
Total*	44	100%

*Tuberculosis Program*

- 7 Latent Tuberculosis patients completed treatment.
- 185 Tuberculin Skin Test conducted in DBCH Health Clinic.
- 10 Class B1/B2 immigration evaluations completed.
- Vassar college education session related to Tuberculosis done with medical staff and Family Nurse Practitioners.
- Increased communication and education provided to Dutchess County Jail related to Tuberculosis program oversight

### Public Health Nursing Division:

#### Administration

- Demonstrated quality and compliance in patient care in Licensed Home Care Services Agency (LHCSA) evidenced by NYSDOH Survey with no conditional level deficiencies.
- Conducted 70 audits and 853 supervisory clinical conferences on high risk MCH home visiting cases.
- Upgraded the McKesson Electronic Medical Record which included staff clinical and fiscal training to enhance compliance and revenue in LHCSA.
- Provided year-round clinical Public Health Nursing (PHN) student rotations in partnership with 4 colleges to education nurses in the field of public health.
- Provided 466 hours of preceptorship to nursing students in public health nursing and leadership to advance nursing practice in the region.

#### Family Health

- Delivered over 650 Maternal Child Health (MCH) home visiting services and performed over 3,000 hours of case management to high risk families including those with histories of substance abuse, domestic violence and mental health disorders.

- The PHN division delivered direct home visiting nursing services for maternal, child and infants exposed to opioids by providing advanced evidence based clinical training, expanding referral base with providers and increasing our services to pregnant women.
- Through the MCH Initiative, collaborated with academic and health care partners to deliver a clinical education program o “Substance Use Disorder in Women and Infants: An Integrative Approach,” providing continuing education hours for physicians, nurses and social workers.
- MCH Initiative 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 Piloting a Mommies Group with our mental health partners.
- Continued to achieve outstanding customer reviews for services provided through the CSHCN program.
- Provided services to over 100 cases with infants and young children involved with child protective service.
- Provided Safe Sleep education to 184 families in the homes and shelters to prevent infant mortality.
- Trained an additional PHN to be a Certified Lactation Counselor (CLC) and recertified 4 additional staff, continuing commitment to provide high quality breastfeeding services.
- Screened over 75 children for child find in accordance to the Early Intervention Program.
- Distributed over 75 quality children’s books to high risk children and families to promote the development of literacy through the “Born to Read” project.

#### *Lead Poisoning Prevention*

- Conducted 5581 pediatric cases surveillance screenings for elevated leads levels.
- Provided lead poisoning prevention education to 10 providers and 50 clinical and nursing staff at health provider practices in Dutchess County.

- Participated in lead poisoning prevention events including outreach and education to 409 community residents and 110 participants through the local school districts.

#### *Chronic Disease*

- Provided chronic disease prevention education at 55 events with over 4400 participants.
- Collaborated with partners to deliver 12 Chronic Disease Self-Management Programs to over 95 county residents.
- 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 two healthy eating luncheons, walking Wednesdays and promoting national chronic disease prevention campaigns.

#### El and Preschool Division:

- Evaluated 761 children aged 0-3 years for Early Intervention services, with 88% receiving services within 30 days.
- Evaluated 995 children aged 3-5 years for Pre School Education, with 90% found eligible for services after evaluation.

#### **Mental Hygiene Division:**

- 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.
- Staffing and scheduling changes have provided greater stability for the County’s 24/7 resources with the Mobile Crisis Intervention Team (MCIT) is now staffed 8 am through midnight seven days a week, the overnight shift covered with Stabilization Center staff and an increased per-diem pool to support full coverage for all shifts.
- Expanded the availability of Medication Assisted Treatment, medication combined with behavioral counseling for a “whole patient” approach, for opioid abused disorders through DBCH, as well as its contract agencies and community partners:

#### Methadone

- Lexington Center for Recovery (LCR) expanded capacity in its Methadone Maintenance Treatment Program (MMTP) and participation continues to grow.
- LCR expanded its clinical services, offering 10 groups per week, enhancing rehabilitative and psychosocial interventions available for individuals receiving Methadone.
- Arms Acres in Putnam County offers Methadone maintenance; a more convenient location for people living in the Eastern Dutchess corridor.

#### Vivitrol (an injectable antagonist)

- Vivitrol is now 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 now 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
- LCR now offers intensive treatment tracks at its Main Street Clinic. Tracks include co-occurring disorders (mental health and substance use disorders) and a specific women's track with childcare and supervised visitation available.
- Secured funding from the NYS Office of Alcoholism & Substance Abuse Services to hire a licensed prescriber for the Stabilization Center.
- Introduced MAT as a treatment option/recommendation for courts concerning opiate addicted incarcerated individuals.
- Advocated for treatment providers, including halfway houses, to include MAT as part of treatment protocol for individuals struggling with opioid addiction.
- Co-hosted Buprenorphine Waiver training with the NYSDOH, 12 prescribers attended.

- Began the Dutchess County Resiliency Council for Suicide Prevention, with the mission to reduce the suicide rate in the county and raise awareness of mental wellness. New outreach materials targeted at specific at-risk populations were developed.
- Formerly known as the Substance Abuse Work Group, the Dutchess County Opioid Task Force (OTF) underwent significant changes over the course of 2018. Membership expanded tremendously and the OTF was broken down into several subcommittees, with each working on specific projects.
  - **Pharmacy Subcommittee** which includes three community pharmacists on this subcommittee. A presentation was given to a regional group of pharmacists (approximately 20) to increase community access to Naloxone through the NYS N-CAP (Naloxone Copay Assistance Program) program and ESAP (Expanded Syringe Exchange Program). Committee began work to design a training program for local pharmacists to increase their knowledge about these program and opioid use in general, as well as ways to decrease stigma for people who use substances and their families.
  - **Subcommittee on Treatment Gaps and Connection to Services** seeks to identify gaps in continuity of care for individuals in in-patient treatment for substance use disorder. As a result of their work, individuals discharged from Emergency Departments (ED) or inpatient care were connected with Lexington Center for Recovery CORE Outreach Team or the Dutchess County Mobile Crisis Intervention Team within 24 hours of discharge.
  - **Medical Providers Subcommittee** consists of local providers and works to expand MAT access for Opioid Use Disorder through Buprenorphine in private office settings, the ED, and the Stabilization Center as well as connecting the prescribers to the array of support services available in Dutchess County through education initiatives. A presentation was held for the Dutchess County Medical Society to increase awareness of Opioid Use Disorder, discuss connection to services, and report on overdose data to local physicians.
  - **Special Populations Subcommittee** for Expanded MAT. Committee’s mission is to expand MAT to incarcerated individuals with Opioid Use Disorder in the Dutchess County Jail. Through a collaborative effort with LCR and the contracted health agency that provides medical treatment in the jail, a plan to expand access of MATs at the jail was created after exploring approaches from various places across the country that have reduced overdose deaths, including programs in Vermont, Rhode Island and New York City.

Additionally, this committee saw the entire Dutchess County Office of Probation & Community Corrections trained in MAT for opioid use disorder, as well as stigma reduction messaging and information how to connect to available programs and services.

- The **Recovery Collaborative Subcommittee** aims to bring together Recovery Coaches from across the county to ensure quality and blanket intervention across the county to reduce duplication of service and ascertain consistency.
- The **Grassroots Subcommittee** goal's is to mobilize the many grassroots organizations that exist within the community. Approximately 10 organizations have attended or expressed interest in joining this collaboration to ensure that all members of the community, especially those not connect to any services (homeless, etc.) are educated about support if they choose to access it.
- The Jail-Based RESTART Team served 391 incarcerated individuals and provided 444 intensive group services addressing substance use and criminogenic risk factors with intensive post-release case management follow up.
- The Forensic Team evaluated 469 incarcerated/community pretrial defendants, emphasizing the availability of various MAT opportunities and other recovery options.
- Developed, hired and trained the Recovery Coach and Opioid Educator as part of the County's Prevention Team, resulting in the following:
  - Recovery services are available to individuals in the Dutchess County Jail and those reintegrating into the community through both group and individual support; people with co-occurring disorders at the Partial Hospital Program, including after discharge; individuals at the Stabilization Center; and, embedded in the Mobile Crisis Intervention Team to enhance outreach to those with substance use disorder.
  - Provided informational presentations to the Red Hook and Arlington school districts on substance use disorder.
- Participated in the Council on Addiction Prevention & Education's (CAPE) Youth Rally at Dutchess Stadium, which seeks to educate students about the dangers of substance abuse; and was attended by over 1,000 9<sup>th</sup> graders from 13 school districts.
- Collected approximately 2,500 pounds of medication in eight separate countywide Drug Take Back events.
- The *NYS Opioid Overdose Prevention (Narcan) Program*

- Supplied approximately 300 Naloxone kits per month to the Dutchess County community (first responders, community members, law enforcement, organizations, etc.).
- A train-the-trainer model was developed to create a wide net of trainers to cover the entire community;
- Expanded the data collection methods of the program, ensuring compliance with all NYS DOH guidelines.
- Expanded on-demand Narcan trainings at the Stabilization Center for anyone in the community; as well as expanded community Narcan trainings throughout the county.
- Approximately 1,800 individuals received Narcan training, including the following:
  - Partial Hospital Program patients and family members with histories of substance abuse
  - Mobile Crisis Intervention Team trained as Narcan trainers. Also received training related to “Safety in the Community,” focusing on safety with home-visits.
  - Correction staff at the Dutchess County Jail with medications available on all housing units within the jail.
- MCIT maintained BEAT (Behavioral Evaluation Assessment Team) Patrol with the City of Poughkeepsie Police Department and began conversation with the Town of Poughkeepsie Police Department to pilot the program with them.
- Supported by a federal grant, Lexington Center for Recovery, Inc. (LCR) established a new initiative to expedite MAT, referred to as their CORE Team, which is tasked with connecting opioid dependent individuals with MAT.
- MCIT staff has been providing “CORE” services---contacts with individuals returning to Dutchess County from detox or rehab programs within 24 hours of their discharge when identified as high risk for overdose. Individuals are referred to the LCR CORE Team and/or other appropriate services.
- Assumed lead role on a comprehensive integrated system of care (CCIS) strategy to facilitate the philosophical and clinical approach needed to develop a public mental health system capable of addressing co-occurring needs. Since the opening of the Stabilization Center, approximately 49% of those who presented had co-occurring disorders (both mental health and substance use), there is a need for comprehensive system change. Attended full-day conference entitled *“Creating a Welcoming and Integrated, Trauma-Informed System for*

*Addressing Those with Co-occurring Disorders Part 2 – Moving to Action”* designed to coach the counties on how to take next steps.

- The Partial Hospital Program (PHP) began providing relapse prevention groups and introduced Y12SR, a yoga based 12 step model, into the menu of clinical offerings.

#### *Stigma-Eliminating Trainings*

- Question, Persuade & Refer (QPR) suicide prevention training was provided to 13 people t the Red Hook Community Center. 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 two Applied Suicide Intervention Skills Training (ASIST) trainings; 57 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 28 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.
- 80 law enforcement officers received 40-hour Crisis Intervention Team (CIT) training to prevent suicide, de-escalate mental health crises and connect resident of the county to treatment.

#### *Stabilization Center*

- The Stabilization Center, a voluntary walk-in or police drop-off facility for individuals suffering from mental illness or substance abuse; had 3,006 visits in 2018, including 235 individuals brought by local police.
- The NYS Office of Alcoholism & Substance Abuse Services found no deficits in their audit of the facility and the report back was excellent.
- Staff worked closely with the Department of Community & Family Services to aid during Code Blue declarations, made whenever temperatures drop below the freezing point and weather conditions pose a danger to the homeless population.

- Began conducting digital exit interviews. Feedback has been overwhelmingly positive.

#### *Mobile Crisis Intervention Team*

- As each quarter of 2018 passed, the volume of referral and services provided by MCIT increased. Unduplicated referrals totaled 1,317; with many of these individuals referred multiple times. A monthly average of 136 cases were opened, and 186 services were provided.
- HELPLINE staff responded to over 40,000 telephone contacts and texting conversations in 2018, the busiest year on record.
- HELPLINE staff worked diligently with local as well as out of state law enforcement to complete 20 active rescues related to calls coming into HELPLINE via the National Suicide Prevention Lifeline.
- Installed call recording system for supervision and to support excellent customer service.
- The Trauma Team responded to 19 community and individual events.

#### *Intellectual & Developmental Disabilities (IDD) Coordination*

- Arranged for a NYS Office for People With Developmental Disabilities (OPWDD) training on the Coordinated Assessment System (CAS), the new assessment tool utilized to determine an individual's needs and services in the OPWDD system, for community IDD providers and the IDD Subcommittee.

#### *Children & Youth Coordination*

- Mental Health America of Dutchess presented Linda Monkman, Coordinator for Children's & IDD Services, with the Kathy Decker Claiming the Children Award.
- 96 applications were reviewed and processed through the Children's Single Point of Entry (SPOE) Coordinator for services for children with high behavioral health and psychiatric needs. Waiver services, the most sought after in 2018, include respite, family support, skill building, intensive in-home services and crisis intervention.
- The 10th Annual "Building Bridges" Conference, bringing together schools and agencies to network and learn about new programs, was attended by 180 individuals, representing 28

agencies, 12 school districts, and a private school. Conference topics included Adverse Childhood Experiences, Trauma Informed Care and Resiliency.

#### *Assisted Outpatient Treatment Services*

- 2018 ended with an Assisted Outpatient Treatment (AOT) census of 54 patients (compared to 39 in 2017, 25 in 2016, and 20 in 2015), greatly expanding the utilization of this program beyond the 2013 census of 11 patients.

#### *Housing*

- 391 Single Point of Access (SPOA) applications for housing were processed and 130 people with severe and persisted mental illness were housed.
- 495 care management referrals were processed and forwarded to Mental Health America of Dutchess.
- NYS Office of Mental Health granted Dutchess County 24 supported housing opportunities/beds. Eight beds were awarded to Mental Health America of Dutchess, eight beds to PEOPLE, Inc. and eight beds to Rehabilitation Support Services.
- The Multi-Disciplinary Dutchess Outreach Team (D.O.T.) worked with the state psychiatric center staff at Rockland Psychiatric Hospital to identify eight clients, prepare them for transition and follow up with them in the community, once discharged. In 2018, 1,158 contacts were made by the team.

#### *Prevention*

- Continued the Department's county-wide comprehensive Prevention Program to reduce the incidence of mental illness and chemical dependence among children, youth and adults with an emphasis on education, early identification of high-risk individuals and referral to treatment of those persons in need.
- Prevention Coordinator participated in train-the-trainer for S-BIRT (Screening, Brief Intervention and Referral to Treatment) and was approved as a NYS Office of Alcoholism & Substance Abuse trainer as a subject matter expert, which allows for people who attend the S-BIRT training to bill for the SBIRT service.
- The Second Step Emotional Learning Program expanded from 19 schools to 28. A survey is currently being developed by the Prevention Coordinator and the Epidemiologist to

determine how effectively this program is serving the needs of our local districts and students.

- The Prevention Coordinator presented an international webinar to a locally based international company (Laerdal) on the recognition of mental health crisis and suicide prevention.

#### *Local Governmental Unit*

- Fulfilled statutory role as the Local Governmental Unit for behavioral health.
- Held the following four public forums and prepared DBCH's Mental Hygiene Services Plan for 2019, which was submitted to the State:
  - Service Needs for Individuals with Intellectual & Developmental Disabilities, attended by 68 individuals
  - Service Needs for Individuals with Chemical Dependency, attended by approximately 150 individuals
  - Mental Health Service Needs for Children, attended by 62 individuals
  - Mental Health Service Needs for Adults, attended by approximately 100 individuals

#### *Administrative*

- DBCH collaborated with Marist College to provide a training site for second year Physician Assistant students. The students rotate through the clinical programs at DBCH including Partial Hospital Program, Intensive Treatment Alternatives Program, Mobile Crisis Intervention Team and the Stabilization Center. DBCH provided clinical experience together with supervision and didactic training for nine, five-week rotations. Two students each rotation worked alongside clinical staff under the overall supervision of the Medical Director. Marist College provides an online evaluation program through which the students are given feedback about their participation and receive a final grade at the end of their rotation.

#### *Quality Improvement*

- Developed a process to review, refine and systematize DMH's service contracts, including a contracting check list, rewriting Scopes of Service for more than 20 discrete services, and updating performance management forms.
- Participated in several NYS Conference of Local Mental Hygiene Director meetings, conference calls and subcommittees. This expanded the QIC's administrative understanding

of the Local Governmental Unit's (LGU) role in assessment, planning and regional coordination.

- Drafted the Corporate Compliance Plan reflecting the merged department. While this plan is currently in draft form, a Code of Ethics is being drafted to accompany the plan.
- Developed a formal Medicaid Compliance Risk Assessment Tool and Self-Assessment tool for the clinical units to engage and inform more Administrators and Directors regarding the importance of Corporate Compliance.

#### Medical Examiner's Office

- 2018 was the busiest year on record for the Dutchess County Medical Examiner's Office with a total of 1,021 cases reported, 493 autopsies and external examinations performed and 453 death scenes responded to.
- Presented at six community events, with over 500 people in attendance.
- Hosted 3 college forensic science student internships in spring.
- Hosted 2 forensic science graduate student internships in the summer.
- Awarded BOJ-COAP Grant to perform expanded postmortem drug testing.
- Awarded NIJ Grant for Postmortem Iris Study

#### Veterans' Services Division:

- Over 18,000 contacts providing outreach and education to veterans and families regarding services and entitlements available from federal, state and local governments.
- Conducted weekly outreach to Dutchess County Jail inmates who served in the United States Military. Counseling to incarcerated veterans includes education on available housing, employment, educational and mental health assistance to reduce recidivism.
- Created a Request for Proposal and selected Mental Health America as a partner agency to implement a program for homeless veterans.
- Worked with PFC Joseph P. Dwyer Vet2Vet Program to develop standard operating procedures for the Housing Empowerment Reassurance Occupation (H.E.R.O.) program as

well as a program to provide certified service dogs to veterans with diagnosed Post Traumatic Stress.

- Coordinated the Year of the Veteran parade in celebration of the centennial anniversary of World War 1. Veterans of all living eras participated in the parade and veterans' picnic in honor Gold Star Family members.
- All staff participated in Signs of suicide, Asking about suicide, Validating feelings, Encouraging help and Expediting treatment (S.A.V.E.) training, created in partnership with the VA, which teaches recognizing the signs of suicide in veterans, and how to appropriately handle/communicate with those veterans.
- Conducted approximately 2,000 contacts in processing service connected disability claims and over 2,500 contacts to process veteran pension claims and request of military records.
- Participated in the Office of the Aging picnics to conduct outreach to senior citizen veterans as well as utilizing social media to promote Division of Veterans' Services to younger veterans.
- Fielded client questions and concerns regarding federal VA facility actions and policy changes, including operational revisions to local VA Castle Point campus. Information disbursement was accomplished through strong working relationship with Hudson Valley VA Health Care System Public Affairs Office.

#### Weights and Measures Division

- Performed 858 inspections at 609 establishments.
- Inspected 4,642 weighing and measuring devices; found a 97% accuracy rate.
- Conducted 229 gas signage inspections.
- Submitted 252 random gas samples for octane analysis as part of the New York State Petroleum Quality Program.
- Responded to 35 complaints regarding gas signage, weight discrepancy, amount of gas dispensed, item pricing and scanner accuracy at supermarkets or scale accuracy.
- Credit card skimming devices checks have been added as part of the standard inspection procedure at Dutchess County gas stations, a total of 455 inspections were completed at 75 gas stations in 2018

## **Budget Office**

- Conducted Annual Budget Training for all departments as well as logos.net budget module training. Also assisted departments with the development of their 2019 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;
- Developed a new capitalization and buildings capital policy
- Worked with a group of human services departments to develop a manual providing guidance for contracting with agencies that provide services on behalf of the County;
- Developed a standard budgeting procedure for contracted services and developed standard forms that can be used by all departments for reimbursing contracted agencies;
- Provided a Fiscal Update Presentation to the Legislature;
- Maintained the County Government Dashboard to provide up-to-date economic, demographic and fiscal data and information to the public;
- Received the GFOA Distinguished Budget Award in 2018 for the fifth year, the highest form of recognition in governmental budgeting. The 2019 budget document presents a comprehensive view of each department and budget area to provide further transparency to the public;
- Worked with the Capital Plan Committee to develop the 2019-2023 Capital Improvement Plan; and
- Helped implement the Dutchess Reads program including outreach and coordination.
- 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*

- 2018 Digital Counties Survey Award - Ranked #1 in the nation for its use of technology to improve services and boost efficiencies to better serve residents (250,000-499,000 population category) by the Center for Digital Government (CDG) and the National Association of Counties (NACo).
- 2018 Government Experience Award for ThinkDIFFERENTLY Website - awarded first place in the *County Government-to-Citizen Experience* category for radically improving citizens' access to government services using the newly created ThinkDIFFERENTLY website.
- Ranked #1 in New York for County Government Transparency based on 27 transparency indicators from Reclaim New York.
- Ranked #1 out of 62 New York State counties for government transparency based on assessment of 11 transparency indicators from Ballotpedia.
- Awarded CIO 100 Award for Parcel Access, the County's web-based property information application. The award recognized private, public, and not-for-profit organizations around the world for using technology in innovative ways to deliver business value.

### *Shared Services*

- Participated in County Wide Shared Services Initiative (CWSSI) in July, with more than 50 local, county and state officials taking part in roundtable about potential shared services to reduce the cost of government. IT Shared Services opportunities include computer IT services, Dutchess Delivery, and website development.
- Met one-on-one with newly elected town supervisors for towns of Beekman, East Fishkill, Pawling, Pine Plains, Union Vale, and Wappinger to explain Shared Services opportunities, which many took advantage of.
- Implemented an Inter-Municipal Agreement to host the Town of Poughkeepsie Police on Dutchess County's Public Safety platform. Leveraging the County's infrastructure and multi-jurisdictional software license provides over \$500,000 in savings for the Town and provides improved data access for Dutchess County Sheriff's Office for greater coordination.
- Provided website managed hosting for the City of Beacon, towns of East Fishkill and LaGrange, and Arlington Fire District.

### *County Internet & Intranet*

- Redesigned and re-organized DutchessNY.gov to provide a strong focus on mobile device responsiveness, increased performance, and greater accessibility for a 2019 launch.
- Served more than 14.8 million pages on the County's website (dutchessny.gov), a 6% increase over 2017, including 1.2 million pages served for the County Clerk Document Search function.
- Designed and developed Appointments webpage for Dutchess County Legislature, which identifies appointed board and committee members, vacant positions, and term periods.
- Created an online training portal on the employee intranet to give employees access to learn Office 365 productivity tools, OnBase tools, and more.

### *Applications Support*

- Expanded Benefit/OT application to staff at Department of Public Works, Dutchess County Jail, Dutchess County Sheriff's office, and Office of Probation and Community Corrections to allow supervisors on duty to approve employee benefit time/overtime requests paperlessly and with improved accountability and visibility.
- Worked with Departments of Human Resources and Finance to calculate retroactive payments for Civil Service Employees Association contract settlement, which affected more than 1,000 employees.
- Enhanced the Department of Community and Family Services (DCFS) Emergency Housing Annual Statistics program to provide a clear picture of Dutchess County emergency housing usage.
- Coordinated 2018 Tax Rolls/Bills Processing with Budget, Communications, Finance, and Real Property Tax to deliver tax rolls/bills to municipalities. on time
- Assessed and implemented Office 365 as the most optimal office productivity tool for Dutchess County employees including benefits such as cloud storage space, compliance capabilities, data loss prevention, encryption, and robust security and reliability.
- Continued rollout of OnBase Enterprise Content Management (ECM), which allows departments to digitize documents for improved access to records and reduction in physical storage space. Completed projects:
  - Created electronic form and workflow for Central Services to receive and process receiving reports
  - Provisioned database and electronic document storage for District Attorney domestic incident data to improve analytics and reporting.
  - Established electronic document storage for Finance to reduce paper file storage.

- Expanded DCFS document imaging to reduce paper file storage and improve record access.
- Began digitizing employee records for Human Resources.
- Upgraded Varonis Directory Services, which provided enhanced data security reliability and performance.
- Assisted the Department of Planning and Development in completing the Local Update of Census Addresses, with over 104,000 addresses flagged for correction.
- Provided geographic information system (GIS) updates to support County bus routes in the City of Poughkeepsie.
- Developed a Healthy Communities, Parks and Trails web mapping application to encourage citizens and visitors to explore the vast array of parks and trail systems in Dutchess County in conjunction with Planning and Development, Public Works, DBCH and DCFS. Behavioral and Community Health, and Community and Family Services. Application highlights 200 parks and more than 350 miles of trails, including searchable amenities and nearly 1,000 photos and will launch in 2019.
- Updated planimetric data including address points, parking lots, road edges, and structure outlines.
- Began designing E-Recording Management Application (ERMA) as a single point of contact to receive all electronic land records from any vendor for the County Clerk to process, enabling Clerk's Office to expand the number of vendors it can accept e-recording documents from.
- Implemented Income Executions Application for DCFS to improve the recovery of funds.
- Piloted Referrals and Major Projects (RAMP) System with City of Poughkeepsie and trained towns of Hyde Park and Rhinebeck to use the application, which improves communications between municipalities and the Dutchess County Department of Planning and Development.
- Launched award-winning [ThinkDIFFERENTLY.net](http://ThinkDIFFERENTLY.net) website to help citizens navigate the extensive array of services, events, and resources available for those of all abilities.
- Redesigned the County's Equipment Requests System to better track requests necessary for proper budget planning.
- Redesigned County Parks Reservation System with enhanced accessibility, additional information and improved presentation of park sites.
- Participated in New York State Regional Board of Elections (BOE) Cybersecurity Tabletop Exercise (TTX) with BOE staff to improve cybersecurity readiness.

- Established Security Workgroup with a proactive, cross-functional team to discuss and address physical security and cybersecurity issues as a joint team.
- Completed the fourth major phase of the County Data Center infrastructure refresh. This included the expansion of the County's centralized storage as well as server builds for Varonis enterprise security system, Tyler Technologies New World Enterprise Resource Planning (ERP), OnBase Enterprise Content Management (ECM), Windows servers, and public safety failover server. Also upgraded production and Internet VMWare Management servers.
- Installed IT infrastructure including networks, telephones, workstations, printers, and/or server rooms in preparation for numerous department moves planned by the Department of Public Works, including the completion of the Department of Planning and Development's move in December 2018.
- Tested the Disaster Recovery and Business Continuity Plan (DRP) at an offsite location in April and in the process of upgrading the disaster recovery solution with a state-of-the-art, hybrid on-premise and cloud-based solution that ensures faster, more reliable recovery in the event of a disaster.
- Provided IT support to the Dutchess County Emergency Operations Center (EOC) for a declared state of emergency during Winter Storm Quinn in March.
- Responded to and resolved 7,337 Help Desk calls from County employees, municipalities, and public citizens, a 10% increase over prior year.
- Installed Wi-Fi access points for non-County devices and vendors to expand network connectivity for easier public access.
- Installed HELPLINE telephone recording software for the Division of Mental Hygiene and coordinated training.
- Upgraded the Dutchess County Jail's telephone system

### Division of Central Services

#### *Purchasing*

- Employed "Best Value" legislation; the County has evaluated and approved several purchasing cooperatives.

- 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.
- Provided guidance pertaining to maintaining office inventory and asset inventory.
- Request for Bid and Proposal submissions increased by approximately 16% in 2018.

#### *Municipal Procurement Assistance Program and Shared Services*

- Established the new Municipal Procurement Assistance Program and contacted all Mayors and Supervisors of each Dutchess County municipality in 2018 to review the Procurement Specialist Program; 17 municipalities have requested a contract.
- Offered a Procurement Shared Services Survey to each of the 17 municipalities to initiate cooperative purchasing.

#### *Procurement (P-Card)*

- Successfully negotiated a yearly rebate for the County's Procurement Card Program from JP Morgan, with projected first year rebate of \$15,000.

#### *Mailroom*

- Provided various departments with cost savings and higher efficiency by offering training on available services and increasing inventory supplies.

#### *Storeroom*

- Coordinated three vehicle and equipment auctions, generating \$94,868 in revenue.
- Continued e-waste program with E-WASTE Plus, eliminating the County's need to pay for disposal service, resulting in proper disposal of 14,267 pounds of e-waste and \$1,193 in revenue.
- Expedited surplus disposition process through online inventory offerings and auctions.

- Repurposed 429 pieces of furniture allowing County departments, local municipalities, and agencies to save over \$40,000.

## Community and Family Services

- Continued to deliver vital public benefits to more than 1 in 10 Dutchess County residents in 2018, serving over 30,000 unduplicated individuals across all programs.
- Continued *Navigating the DCFS System* workshop series. In 2018, two workshops covered Foster Care and Employment, with a total of 80 professionals attending, representing 33 agencies.
- Partnered with NYS Office of Children and Family Services, Children Home of Poughkeepsie and the Wendy's Wonderful Kids Foundation to co-locate an adoption recruiter at DCFS. The recruiter assists in finding adoptive homes for children who are freed for adoption and have been in foster care for more than 2 years.
- Received a grant from the *Redlich Horwitz Foundation* to support a shift to family-based placements. The grant supported a new position, which started in April 2018, to advocate for the identification and engagement of kin as the presumptive placement for children whenever possible and when initial placement is not possible, for continuous search and engagement of kin at every step along the continuum of a child's stay in foster care. This position assists DCFS workers in finding and maintaining relative resource placements.
- The result of those various efforts is shown in the following statistics: From November 2017 to November 2018, the number of children in foster care was reduced by 20% (from 265 to 212) and the number of approved relative homes was increased by 24% (from 41 to 51). DCFS efforts were highlighted in an October report issued by the Redlich Horwitz Foundation.
- Collaborated with Division of Veteran Services to support military members, veterans and their families in accessing services. Veterans in need of transportation to maintain employment were identified and three veterans were provided with vehicles through the Wheels to Work program.
- Worked Public Consulting Group to assess youth services throughout the county and create a framework and a strategic plan for positive youth development for the Path to Promise Initiative. Held public hearings and ran surveys for youth, parents and service providers; facilitated stakeholder workshops; held a youth summit, and conducted multiple outreach efforts, reaching over 800 youths, and 100 stakeholders throughout the county. The Path to Promise Strategic Plan will be finalized and implemented in 2019.

- In partnership with Legal Services of the Hudson Valley, 132 DCFS clients were referred and 96 began Social Security Income (SSI)/ Social Security Disability (SSD) applications, yielding \$282,288 in annual benefits to Dutchess households, and \$79,991 in retroactive benefits.
- Expanded Temporary Assistance procedures to include a referral for an Adult Protective Services screening and Housing Intake for all Temporary Housing Assistance applicants. Adult Services and Temporary Assistance staff collaborated on housing and services options for applicants regardless of financial eligibility.
- Applied for and received New York State approval of a shelter allowance supplement for single individuals eligible for Temporary Safety Net Assistance, increasing the shelter portion of the grant to 85% of the fair market value for a studio apartment or a one-bedroom apartment for couples without children. Shelter supplement expected to avoid costly motel placements and result in a potential gross savings of at least \$1,200,000 annually.

*Reception*

- The Poughkeepsie Front Desk handled 80,971 total transactions in 2018; 25,254 were new/recertification applications received or documents dropped off (including 10,431 for Temporary Assistance, 3,789 for Medicaid, 9,878 for Supplemental Nutritional Assistance Program, and 1,156 for the Home Energy Assistance Program.)
- 463 people were checked in to see Medicaid Navigators. (December numbers not included)
- Reception activities totals for the Poughkeepsie and satellite offices are listed below:

Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
8,020	6,454	6,910	6,775	6,874	6,493	6,793	7,279	5,987	6,834	6,506	6,046

- Received and processed 49,726 calls at the switchboard (callers who did not use the main menu options and chose the “operator”).

*Administrative Services*

- Processed 168,607 pieces of incoming US Mail (not including inter office mail).
- Recorded 9,869 incoming voter registration forms (included in benefit application packages).
- 776 Fair Hearings were held and processed in 2018. DCFS was successfully upheld in 93% of fair hearings held.

- Completed 33 Fiscal Day Care Audits for NYS Office of Children & Family Services (OCFS) for the first three quarters of 2018. 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 84,300 fiscal transactions totaling more than \$49,328,000.
- Scheduled all mandatory and necessary training for new and existing staff; tracked CPS staff to ensure compliance with State In-Service training requirements.
- Continued to expand the use of iPads for field workers in Adult Protective Services (APS), and Foster Care units.

#### *Adult & Family Protective Services*

- Received 804 Protective Services for Adults (PSA) referrals and provided ongoing services to 339 adults, of which 33 involved Guardian Services under Mental Hygiene Law, Article 81.
- 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 15 inspections for the Foster Family Home Program, a licensed community congregate care program with medical oversight.
- Provided Domestic Violence Liaisons (DVL) who screen individuals who need assistance in obtaining waivers or domestic violence services. Funding is provided for both non-residential and residential domestic violence services. In 2018, the DVLs conducted 127 new assessments and 22 reassessments.
- Provided Temporary Emergency Housing to 463 adults and 332 children, with \$3,723,247 expended on emergency housing.

#### *Children's Services*

- Child Protective Services investigated 2,427 reports of suspected child abuse or maltreatment.

- 100 children were placed in foster care in 2018, bringing the cumulative total of 207 children in foster care as of 12/31/18.
- Adoption staff members completed 40 adoptions in 2018 and completed 3 private adoption home studies in 2018. There were 10 Kinship Guardianship Assistance Program (KinGap) finalizations in 2018. As of the 12/31, there were 34 children freed for adoption.
- Recruitment efforts continue to locate, train, and certify qualified foster parents for Dutchess County children. Presently, Dutchess County has a total of 81 active foster/adoptive homes and 36 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.
- Children's Services continued to participate in the Bridges to Health (B2H) program with multiple community partners to provide services to children up until age 21. Currently serving 46 severely emotionally disabled children, 1 medically fragile and 3 developmentally disabled children.
- Continued to implement programs in collaboration with the Department of Probation for services to meet the needs of Persons In Need of Supervision (PINS) and Juvenile Delinquent (JD) youth in Dutchess County. In 2018, 41 youth were placed in non-secure detention.
- Continued to coordinate Secure Detention Services on a 24-hour basis. In 2018, 15 children required Secure Detention Services.

#### *Youth Services*

- The Youth Board awarded New York State Office of Children and Family Services funding to 19 programs for a total of \$373,320.
- The Youth Board awarded two students with Dutchess Community College (DCC) scholarships: \$1,500 to second-year student; and \$1,500 to a Spackenkill High School student who was going to attend DCC.
- The Youth Council had 20 members representing 8 public and one private high school. The Youth Council members completed 3 community service projects, hosted 7 guest lecturers, and participated in the Path to Promise focus groups.
- 155 youth received supportive services in 2018. Of those, 117 cases were closed and over 80% of the youth achieved their goals.

- Youth Services hosted 13 different workshops during 2018, with 159 youth served and 135 adults served, for a total of 294 served in 2018.

### *Transitional & Supportive Services*

#### Intake Unit

- Processed 5,762 Temporary Assistance and 7,746 SNAP applications in 2018.
- Referred and opened 128 cases with Legal Services of the Hudson valley to assist with SSI applications from January to December 2018. During these 12 months were received notice that 10 submitted applications were to receive awards; 8 of the 10 awards total \$106,656 in annual benefits to Dutchess households and \$36,500 in retroactive benefits.

#### Day Care Unit

- Provided services to 835 families and 1,483 children, and continue to operate without a waiting list. The eligibility for accessing child care services is now at or below 200% of the Federal Poverty Level.

### *Temporary Assistance (TA)*

- Temporary Assistance averaged 1,068 cases per month. As of December 31, 2018, there were 1,783 individuals receiving temporary assistance. There were 341 TA recipients deemed unemployable due to physical and/or mental health reasons. There were 165 individuals mandated into substance abuse treatment, therefore deemed unemployable.

#### Employment

- Through a partnership with BOCES, 118 individuals completed the Test of Adult Basic Education (TABE) intake assessment. Eleven TA recipients enrolled in Adult Basic Education (ABE) classes and/or the High School Equivalency program. Additionally, there were 62 individuals enrolled in other training programs offered at BOCES including Certified Nurse's Assistant (CNA), Heating, Ventilation & Air Conditioning (HVAC) or phlebotomy; 45 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 2018, 31 clients participated in the Workforce Development Program; 14 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. 156 county youth participated, of which 4 were on Temporary Assistance.

- Community Solutions for Transportation program, administered by BOCES for DCFS, continued to assist low-income families. In 2018, twenty-eight (28) previously owned cars were provided to eligible individuals, of which 3 were veterans. Additionally, 20 individuals passed the NYS road test to obtain their NYS driver's license.
- Contracted with Exodus for employment services targeting eligible TANF & Safety Net individuals, post-incarceration, with comprehensive job seeking, job retention services, job education, training career/employment planning. Fifty-two (52) individuals participated, with 17 becoming employed earning an average hourly wage of \$11.00 and working an average of 32 hours per week.

#### Supplemental Nutrition Assistance Program (SNAP)

- Handled a 10,836 SNAP cases representing 17,180 individuals, as of December 2018
- Monitored employment activities for SNAP clients aged 18-49 who are considered Able Bodied Adults without Dependents (ABAWD). This is due to the time limits imposed by federal legislation, limiting SNAP benefits to 3 months in a 36-month period unless the ABAWD works/participates in employment/training program for at least 20 hours per week.

#### Home Energy Assistance Program (HEAP)

- Authorized 10,903 regular benefits for a total of \$3,116,213 for 2017-2018 HEAP season (November 2018 to April 2018)
- Emergency HEAP opened on January 2, 2018 and closed on April 27, 2018. A total of 1,143 Emergency HEAP benefits were issued, totaling \$785,260. A second emergency benefit was available in 2018, and 259 household received a 2<sup>nd</sup> emergency benefit, totaling \$152,161.
- Heating Equipment Repair & Replacement (HERR) started on November 6, 2017 and closed on November 5, 2018. We authorized 67 HERR benefits, totaling \$173,931.
- The Clean & Tune Component of HEAP opened on April 2, 2018 and remains open. 67 Clean & Tune services were completed, totaling \$8,611.
- During the 2017-2018 HEAP Season the Emergency Fuel Depots dispensed a total of 3,570 gallons of heating fuel to 340 households

- Cooling Assistance Component (CAC) of HEAP opened on May 1, 2018 and closed on August 31, 2018. 104 CAC benefits were issued totaling \$48,693. The maximum benefit was \$800 per unit.

#### Indigent Burials

- 267 burials were requested. 171 were approved and 96 denied. A total of \$265,358 was paid to funeral homes for the burial of indigents.

#### Medicaid

- Maternal Infant Services Network (MISN) continued to serve the consumers who are not eligible to apply for Medicaid at the local district and must apply for Medicaid through New York State of Health (NYSOH).
- Processed 39,602 transactions, for a total caseload of 13,066. The breakdown of these cases is as follows:
  - 4,522 applications were Community Medicaid applications, bringing total community Medicaid cases caseload to 6,596.
  - 478 applications were processed through the NYS Health Exchange by Certified Application Counselors.
  - 817 chronic care applications were received, for a total of 899 active cases.
  - 204 SSI applications were received, for a total of 5,624 SSI active cases.
  - 103 cases had determinations for Disability Reviews
  - 1,609 cases referred by New York State of Health (NYSOH) for local processing.
- 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)

- 2018 child support collections totaled \$26,944,290 through November 2018.
- Filed 5,091 Family Court petitions from January 2018 through November 2018.
- Paternity established for 95.62% of children in the IV-D caseload born out-of-wedlock.

## Special Investigations – Fraud Prevention & Detection

- \$127,792, was recovered in claims against estates.
- Amount recovered in lawsuits totaled \$43,701.
- Recovered \$15,807 in bond and mortgages and Medicaid property liens.
- Personal incidentals and other bank accounts totaled \$130,476.
- Income executions accounted for \$4,087.
- There were 123 SSI repayment recoveries amounting to \$495,968.
- There were 4 Temporary Assistance disqualifications (\$9,867) and 22 SNAP disqualifications (\$53,574). The number of Confession of Judgments equaled 61 totaling \$175,377.
- Cost avoidance by Front End Detection System (FEDS) were as follows: Temporary Assistance \$2,740,230; and Day Care \$149,850.

## Think Differently Initiative

- In 2018, Dutchess County was selected to host the 2019 and 2020 Special Olympics New York State Winter Games for two days in June and efforts for volunteer recruitment are underway.
- ThinkDIFFERENTLY” collaboration with Dutchess Community College and other area service providers continued in 2018 to develop curriculum for the second-year program. A second cohort of students was welcomed to the Think Ahead job readiness training certificate program for individual with special needs, with a total of 18 students on campus.
- Launched ThinkDIFFERENTLY website was launched in February 2018 and was selected for a national award as the Project Experience Winner in the 2018 Government Experience Award. The site had a total of 16,369 views/hits; 88% were new visitors with 12% returning.
- Co-hosted with Dutchess County Workforce Investment Board the Second Annual Think Jobs Round Table at Franklin D. Roosevelt – Wallace Center in June bringing together, area businesses, educators and the vocational training community to build partnerships that support efforts to enable people of all abilities to join the job market; 28 individuals attended.
- The Autism Supportive Environment training was offered to 27 organizations/businesses totaling 200 people trained and was also provided to county departments, Grace Smith House and 13 area libraries. Social Story, visual supports for finding books were created for Red

Hook Library, Mid-Hudson Children's Museum; MHRH and the FDR Museum and Library as part of the Advanced Supports offered through this program.

- Currently Life Button is serving nine children and one senior. The families are all responsible for the monthly monitoring fees associated with the devices provided to them by the county.
- Red Hook Library through a grant from ThinkDIFFERENTLY was able to provide their All Abilities Adult, All Abilities Kids Music & Movement and All Abilities Kids Storytime programs with creative materials for their program. Over 100 participants enjoyed these activities, found friendship and social network through their local library.
- Provided a grant to Patricia Weldon, Ph.D., to develop an Emergency Preparedness Survey and Assessment tool using the C-MIST (Communication, Maintaining health, Independence, Support and safety; Transportation) framework for agencies that serve vulnerable populations. Training on the tool was provided on March 20, 2018. This tool continues to be tested with voluntary agencies who provide residential and community-based services for individuals with Intellectual and Developmental Disabilities (IDD). Providers training on a pilot of the assessment was done in March and data collection continue to validate this tool.
- Coordinated a collaboration with Taconic Resources for Independence, Rebuilding Together and the American Red Cross to explore ways to bring smoke alert systems to individual who are Deaf or Hard of Hearing. Continued collaboration with Taconic Resources for Independence's Program Director for Deaf/HH Services resulted in assessments and recommendations to various county offices, for Assistive Hearing Support Signage, and technology recommendations that are both permanent and portable.

Think Differently Events included:

- Collaborated with the Flowers' Family collaborated for an inclusive Easter Egg Hunt at Waryas Park in Poughkeepsie in March.
- Hosted First Responder Autism Sensitive training for area firefighters and local enforcement officers. Training was offered on 4 days with seven sessions throughout Dutchess County, over 340 members of the first responder community trained.
- Co-Chaired the Inclusion Subcommittee in the planning for Dutchess County Chamber of Commerce's two-day KidVenture weekend in April 2018 by creating a "Kid Empowerment Zone," a place for kids to empower kids and learn about kids with all abilities.
- Held 2 movie days (May and November) for individuals with Special Needs were held at Roosevelt Cinemas in Hyde Park and a third movie was hosted by the Lucky Orphan Horse Rescue in Dover Plains, collectively attended by nearly 240 people.

- American Disability Act (ADA) Title II training was coordinated and arranged for key administrators to update the county's ADA Title II policy and procedure in May 2018.
- Collaborated with Commission on Human Rights' 100 Cups of Coffee, co-hosting with Taconic Resources for Independence for two spring time events and Odyssey Church in the fall.
- Collaborated on the Hudson Valley Epilepsy Stroll in May 2018 at Bowdoin Park.
- Collaborated with DBCH, the Medical Director of Regional OPWDD District Office and Mental Hygiene Legal Services to host over 45 community partners in health care at a Medical Orders for Life Sustaining Treatment (MOLST) Training in May.
- Hosted annual ThinkDIFFERENTLY Picnic in July at Franklin D. Roosevelt Presidential Library and Home with over 400 people, included partnership with Cornell Cooperative Extension's 4-H program for "Day at the Farm" theme.
- Collaborated and supported the Town of East Fishkill's Red Wing Park "ThinkDIFFERENTLY" Day at the Beach in July.
- Hosted Disability, Dream and Do (D3) baseball camp at Dutchess Stadium with the Hudson Valley Renegades, with over 120 children participating, a record for the D3 organization.
- Partnered with Dutchess County Fair to hosted annual sensory sensitive early admission morning for people with special needs and provided two days of outreach and information.
- Held the third annual "ThinkDIFFERENTLY Dash," a 1-mile walk/run through the City of Poughkeepsie for residents with special needs, on September 7 as part of the City of Poughkeepsie's Queen City Mile and First Friday festivities. Event saw an increase in participant registration, topping over 400 registered.
- Participated at the Town of Lagrange Harvest Festival to showcase 44 emerging artists from various agencies.
- Hosted 2nd Annual Collaboration of Services and Care Across the Life Span for People with Special Needs was held at the Henry A. Wallace Center at the FDR Presidential Library and Home in November.
- Through a new partnership with Taconic Resources for Independence, ThinkDIFFERENTLY and the Poughkeepsie Galleria an American Sign Language interpreter assisted Santa with interpretive and translating services was coordinated. This service was available for 2 hours window of time on three consecutive Sundays in December.

## Emergency Response

- The Dutchess County Emergency Response 9-1-1 Communication Center answered 254,917 individual phone calls for assistance and dispatched 125,744 individual incidents through the 9-1-1 Computer Aided Dispatch (CAD).
- Dutchess County Emergency Response's specialized volunteer teams were active in 2018:
  - Hazardous Materials Response Team responded to 6 incidents
  - Critical Incident Response Team responded to 5 incidents
  - Fire Investigations Team investigated 56 incidents
  - Medical Reserve Corp volunteer membership totaled 420
  - Deputy Fire Coordinators responded to 195 Mutual Aid incidents
  - The Fire Training Division provided over 2,050 hours of training across the county
- 8,100 individuals participated in training hosted by various agencies at the Dutchess County Emergency Response Center.
- Public Safety Dispatcher Kyle Hunt received the NYS 9-1-1 Coordinators Association's Telecommunicator of the Year Award
- Public Safety Dispatcher Randi Port received the Dutchess County EMS Council's and the Hudson Valley Regional EMS Council's EMS Communications Specialist of the Year Award
- Appointed first Director of 9-1-1 Communications Center.
- Appointed first Deputy Commissioner of Emergency Response.
- Began utilizing new Motorola MCC 7500 dispatch radio consoles, allowing the expansion and integration of various communications systems for other agencies as needed. New system also provides redundancy to the system utilized by Dutchess County Sheriff's Office and immediate back-up if needed.
- Went live with a new integrated 9-1-1 CAD that includes the Dutchess County Sheriff's Office and the Town of Poughkeepsie Police allowing for more rapid and extensive information sharing as well as redundancies. A total of 223,819 incidents were entered into this new system since May 2018.
- In conjunction with the City of Poughkeepsie, a study was published to make recommendations to streamline and potentially consolidate the City of Poughkeepsie Public

Safety Answering Point (PSAP) into ours. The recommendation is for a phased approach. One key recommendation was the integration of the PSAP 9-1-1 phone system, which will be completed in 2019.

- In partnership with Human Resources, DBCH and the Dutchess County Sheriff's Office, trained 610 County employees and 390 citizens on Active Threat/Active Shooter and Stop the Bleed programs.
- Citizen's Advisory Committee on Emergency Medical Services (EMS) was established, as recommended by EMS Task Force Report, to increase community awareness of the EMS system and EMS providers in Dutchess County as well as identify the benefits, feasibility, and the process of establishing an Emergency Service Authority to provide service that is patient centered, consistent, reliable, affordable, and sustainable.
- The North East EMS study for the towns of Amenia, North East, Dover, and the Village of Millerton was completed. Recommendations for improved EMS operations were developed and are currently under development with the municipalities
- Provided emergency management planning and support to multiple special events, including the ThinkDIFFERENTLY Dash, Summer Concert Series at Bowdoin Park, Year of the Veteran Parade, Dutchess County Classic, and Sinterklaas Festival.
- Hosted nine Citizen's Preparedness classes throughout Dutchess County, with 363 Dutchess County residents participating, in conjunction with DBCH and the Medical Reserve Corps.
- Developed plans for new classroom/service facility building at the Emergency Response Center campus to replace current small classroom building and provide capacity to meet growing training needs.
- As part of the Juvenile Fire Setter (JFire) program, 13 interventions were conducted.

### **Finance** (including Real Property Tax)

- Dutchess County's was assigned a bond rating of AA+ with a stable outlook by Standard & Poor's in February 2018.
- Expanded use of the eSuite module in LOGOS, a web base portal granting employee access to view and request changes to areas of their payroll and HR information, including direct deposit enrollment and more. Approximately 80% of County employees have enrolled in paperless direct deposit of their paychecks.

- Worked with the County Clerk's office to complete project to back scan the Real Property Tax Rolls from 1952-2001. This project will grant electronic access to tax rolls for constituents as well as frees up space in the County's Records Retention Center. Scanning of the 2002-2016 tax rolls also began and those rolls should be accessible electronically in spring 2019.
- The AUD and Financial Statements for the year ending December 31, 2017 were completed within standard. The Financial Statements were updated to reflect all GASB Pronouncements and Standards applicable to the 2017 statements.
- Continued to work with banking institutions to pursue services which reduce risk of check fraud as well as other breaches that may occur. Review of all bank accounts is ongoing and has continued to result 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 2018 by moving toward a reimbursement method for capital expenditures, reducing the county's interest expense and associated costs of issuance.
- Entered into an agreement with Host Compliance to assist in identifying non-compliant short-term rentals who have not registered with the County to collect Hotel Tax. Hosts continued to be advised of their responsibility to collect and remit Hotel Tax to Dutchess County with ongoing notification. This resulted in additional revenue for the county in 2018.
- Worked with representatives from the Budget Office, Comptroller, Finance and DPW to develop capital plan procedures.
- Worked with the Capital Plan Committee to develop the 2019-2023 Capital Improvement Plan.

### Real Property Tax Division

- RPT 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:
  - 78 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,

- Processed 8,277 property transfers, and other documents.
  - 8,488 manual escrow account transactions.
  - 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 and forwarded Tax roll data to NYS Tax & Finance for 60 school segments for Property Tax Relief Credit and STAR School Tax Credit check programs.
  - Maintained the division's web pages on the County's website, enumerating changes in Real Property Tax Law, especially as related to local exemption options and provided new content and edits for the new county website to be launched in 2019.
  - Implemented changes to the assessment software, along with new procedures mandated by changes to the State's STAR exemption and STAR Credit Check programs.
  - Processed 13 exemption renunciation requests under RPTL 496, most of which were for STAR exemptions.
  - Provided administrative and systems support for 18 municipalities in Dutchess seeking to sustain annual reassessment.
  - Provided administrative and software support to the Town of Rhinebeck to assist in their reassessment for 2020.

## **History**

- Completed Phase 5 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 \$14,185.00.
- Secured \$9,935 for Phase 6 imaging of an additional 15,000 pages of the Ancient Documents Collection through a State Archives LGRMIF Grant.

- Added 15,043 pages of records to the Ancient Documents Search Portal, expanding free public access to a total of 52,043 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.
- Directed month-long internship in archival studies for Millbrook High School senior.
- Delivered or facilitated 29 presentations on the Ancient Documents Project and other Dutchess County History topics throughout the county and state, including:
  - Led four quarterly meetings of all Dutchess County history organizations at locations across the county, for collaborative planning and networking.
  - Planned and managed the third Dutchess County Historic Tavern Trail Series in collaboration with local historical societies across the county, commemorating the “Year of the Veteran.”
- Presented on the role of the local government historian in partnership with the New York State Historian at the request of the New York State Archives to the annual conference of the New York Association of Local Government Records Officers at Lake Placid in June.
- Presented on the technical aspects of the Ancient Documents Project at the New York Archives Conference at Albany in June.
- Presented at the August County Historian Training Symposium at the State Museum in Albany on granting researcher access to government records.
- Presented on Poor Relief in Dutchess County during the colonial and Early Republic Eras at the Researching New York Conference in Albany in November.
- Conducted a special workshop on the Ancient Documents Collection with cadets from the US Military Academy at West Point in Poughkeepsie in November.
- Continued serving on the Board of Trustees for the Association of Public Historians of New York State (APHNYS), premiere professional organization for NY government historians.
- Served as Region 3 coordinator for APHNYS, which includes Dutchess, Orange, Putnam, Rockland, and Westchester Counties.
- Became president of the Greater Hudson Heritage Network (GHHN) Board and continued to serve 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.

- Drafted content for the new Department of History landing page for the new county website to be launched in 2019.
- Researched and drafted panel exhibit for the Dutchess County Office of Veterans Services.
- Advised Dutchess Community College on applying for a state archives grant.
- Represented county government at history programs and presentations throughout the county and region.
- Advised the Clinton Historical Society and the Amenia History Society on proposed historical document imaging projects.
- 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 2018 Society Yearbook journal, awards dinner, and the 2018 “Year of the Veteran” program.
- 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 9,587 employees of County and municipalities.
- Reviewed over 3,400 applications for eligibility for appointment and administration of 189 civil service exams for 144 titles.
- Reviewed approximately 300 positions from County and municipalities for classification.
- Payroll audit and certification for 64 agencies for civil service compliance.
- Attended eleven job fairs throughout the County to promote Dutchess County Government.
- Received NYS approval for three updates to the Civil Service Rules for titles.
- Partnered with Marist College to provide a discounted tuition for Dutchess County employees.
- Rolled out County-wide the Labor Law posters in compliance with Federal and State Laws.
- Established a Policy Review Committee. formalizing policy review and adoption procedures resulting in several policies being revised and posted on the Intranet
- Human Resources Associate attended the NYS Civil Service Institute for three weeks of training.

- Held a Civil Service 101 Training for municipalities.
- Negotiated the CSEA MOA and adopted the CSEA Contract.
- Filled three critical department positions - HR Associate, Senior HR Assistant and HR Assistant.
- Conducted a targeted recruitment for a Director of Veterans, DBCH Director of Financial Services, Transit Administrator and Part-time Correction Officers.
- Held mass Police physical agility testing.
- Opted into the NYS Paid Family Leave for CSEA employees and developed a policy and procedure to implement the benefit.
- Organized two Employee Appreciation events attended by several hundred employees.
- Conducted a scheduling study at the Dutchess County Jail.
- Implemented changes to the Seasonal Student Worker Program to increase recruitment.

Human Rights / EEO

- Establish 55-a procedure and updated policy and eligible titles section on website
- Implemented and adopted Discrimination and Harassment Policy, and planned training schedule for entire workforce
- Continued the 100 Cups of Coffee Project: coordinated training for 25 facilitators and organized 14 events
- Hosted multiple Listening Sessions including a LGBTQIA group regarding hate crimes.
- Co-hosted the International Human Rights Day for the 70<sup>th</sup> Anniversary of Universal Declaration of Human Rights, with over 185 people attending.
- Processed complaints from the community at large related to hate crimes.
- Developed the first CHR Annual Report for 2017
- Launched a Facebook page for the Commission on Human Rights (CHR)
- Attended and represented the County and CHR at numerous events
- Case management continued to grow as employees reach out about Equal Employment Opportunity (EEO) concerns, American with Disabilities Act (ADA) rights and Workplace Violence (WPV).

<b>EEO/Year</b>	<b>Cases/Inquiries</b>	<b>Investigations</b>	<b># People spoken with/interviewed</b>	<b>Interviews conducted</b>	<b>Depts. involved</b>
2016	6	0			

2017	10	3	30		5
<b>2018</b>	<b>36</b>	<b>21</b>	<b>70</b>	<b>78</b>	<b>10</b>

ADA /Year	Cases	Team reviews	Individual mtgs. w/employees	Depts. involved
2016	9	2		2
2017	34	38		4
<b>2018</b>	<b>58</b>	<b>55 + 7 pending</b>	<b>5</b>	<b>7</b>

2017: 7 cases required 2 or more reviews. 2018: 8 cases had 2 or more reviews

WPV/ Year	Cases	Incident reports	# People interviewed	Depts. involved
2016	28			
2017	27	44	72	7
<b>2018</b>	<b>23</b>	<b>26</b>	<b>33</b>	<b>6</b>

Exit Interviews/Year	Interviews
2016	19
2017	24
<b>2018</b>	<b>19</b>

### Risk Management Division

- Rolled out On-Line Defensive Driving classes, reduced in person class to occur monthly.
- Coordinated roll out of Active Shooter Class county-wide between Sheriff's Office and DBCH.
- Negotiated a reduction of the Dental commission of \$85,000.
- Saved \$80,000 on Workers' Comp by categorizing DCC as an educational institution for the quarterly assessment.

- Conducted a classification audit of employee participation categories for Workers' Comp codes.
- Filled the Assistant Director of Risk Management position and two Principal Program Assistants
- Submitted RFP for Medical Screening Services.
- Submitted RFP for Employee Benefits Broker, expected to save \$216,000 starting in 2019.
- Established a formula for best practices on new premiums for Workers' Comp participants.
- Implemented Trust Participation Agreements.

## **Department of Law**

- Prepared and submitted over two-hundred resolutions on behalf of County departments to the County Legislature for their review and approval.
- Prepared and circulated, through the Onbase system, over 1,000 Agreements, Extension and Amendment Agreements on behalf of all the County departments.
- Reorganized Department with the reassignment of intra-county departmental representation among staff.
- Department worked with departments impacted by "Raise the Age" legislation.
- Drafted new Discrimination and Harassment Policy in compliance with changes in New York State Law related to sexual harassment. Administered and coordinated County-wide training on the new policy, as further described below.
- Participated in fifty-five (55) Americans with Disabilities Act (ADA) team meetings concerning fifty-eight (58) applications for accommodation under the ADA. Seven County departments used the process to obtain accommodation under the ADA.
- Ensured every County resident affected by the Dutchess County tax foreclosure was notified, in writing, of Dutchess County's "The Land Disposition Policy" which was adopted by the County Legislature and extends a landowner's time to save their property from foreclosure by five (5) months, in consideration for the landowner's payment of delinquent taxes, interests and penalties.

- Hosted Freedom of Information Seminar, featuring Robert Freeman from the New York State Committee on Open Government for County Department Heads and Records Access Officers.
- Participated Blue Ribbon Committee to propose improvements to Dutchess County’s Code of Ethics as well as develop a process to recommend for upcoming legislature reapportionment based on decennial census.
- Prepared leases for new locations for Planning, Aging, and Central Services.
- Conducted training regarding the new “Raise the Age” law for several police agencies in Dutchess County including the Sheriff’s Office, the New York State Police as well as local police agencies.
- Assisted in the acquisition of the open space project through the Partnership for Manageable Growth Program in collaboration with the Jane W. Nuhn Charitable Trust and the Cider Mill Friends. This acquisition enhances the preservation of historic Kimlin Cider Mill site, ensures public access now and for our future generations.
- Dutchess County Attorney, James M. Fedorchak, was elected the President of the County Attorney’s Association of New York State (CAASNY).

## **Planning and Development**

### *County Planning*

- Completed an audit of all 30 Dutchess County municipalities to gauge “farm friendliness.”
- On behalf of all 30 municipalities, completed a review of 140,000+ addresses data points in the county in preparation for the 2020 Decennial Census as part of the United States Census Bureau Local Update of Census Addresses (LUCA) program.
- Worked with OCIS to develop a new online portal for communication between county planning and municipal officials regarding GML 239 referrals. The portal is currently being beta tested by three communities and will result in complete information being submitted to the County and more streamlined communications.
- Completed the 2017 Major Projects Report, a compilation of selected information about development projects proposed in Dutchess County (as of December 2017). This report is designed to identify economic activity throughout Dutchess County and provide local officials with information on proposed developments affecting their communities and their decisions.

- Completed the 2017 Rental Housing Survey, a survey of the rental housing market for market rate, tax credit and inclusionary apartments, and subsidized housing.
- Organized and participated in the fourth annual Agricultural Forum hosted by the Dutchess County Agricultural Advisory Committee on August 23rd at the Dutchess County Fair.
- Completed annual review and update of County's Agricultural Districts as required by NYS Department of Agriculture and Markets.
- Assisted 3 Dutchess County municipalities in adopting seven new Greenway Guides.
- Worked with local municipalities to enter into inter-municipal agreements (IMAs) with the County to eliminate the requirement to send certain planning and zoning actions to the Dutchess County Department of Planning and Development, reducing the amount of time and cost spent by the municipalities in preparing and tracking these referrals through the review process. At the end of 2018, 93% (28 out of 30) had adopted the IMA.
- Worked with the Capital Plan Committee to develop the 2019-2023 Capital Improvement Plan.
- Completed a review of the Planning Time Accounting application with OCIS staff and proposed changes to increase efficiency in entering data and running reports.
- Completed a review and comprehensive edit of webpages with regard to Plain Language for new county website launch in 2019.
- Relocated the Planning Department office from 27 High Street to 85 Civic Center Plaza including the review of office contents for retention/destruction.

#### *Municipal Planning Support*

- With the assistance of Pace University, analyzed legal issues of dark leases and non-conforming uses to help local municipalities address their negative issues.
- In cooperation with Cornell Cooperative Extension of Dutchess County, produced a draft technical memorandum on Biodiversity.
- Worked with the Towns of Dover and North East, and the Villages of Millerton and Pawling on their respective updates of their Comprehensive Plans.
- Worked with the Towns of East Fishkill, Hyde Park, Pawling, Poughkeepsie, Union Vale and the Village of Fishkill on general planning issues, potential revisions to their zoning code and/or sign ordinances and major projects.

- Worked with the City of Poughkeepsie, under the direction of a consultant team, to support their update to the City's draft Local Waterfront Revitalization Plan.
- Worked with the City of Poughkeepsie and Metro North Railroad to host a pre-bid information session for qualified developers interested in the Request for Expressions of Interest (RFEI) for a dynamic mixed-use development adjacent to the Poughkeepsie station, and conducted subsequent review of submittal.
- Assisted the Dutchess County Planning Federation Board of Directors to organize 8 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.
- Worked with County Legislature to adopt Pace 2.0 to improve and strengthen the sustainable energy loan program.
- Worked with the County Executive and County Legislature to form a Climate Smart Communities Task Force and host the first meeting of the Task force with goal of being a bronze level community in 12-18 months.
- Supported the Dutchess County Agricultural Advisory Committee, Dutchess County Farmland Protection Board, and Dutchess County Planning Board and Dutchess County Planning Federation.
- Completed 414 development reviews and referrals under General Municipal Law Sections 239-l and 239-m and the State Environmental Quality Review Act.
- Responded to 227 information requests from municipalities and the public.

#### *Community Investment Programs*

- Awarded \$1.13 million in CDBG funds to 7 municipal community development projects and 6 public service projects.
- Awarded 26 Agency Partner Grant awards, totaling nearly \$1.1M in funding to 20 non-profit organizations.
- Received notification of 2017 Continuum of Care (CoC) Tier 1 and Tier 2 renewal awards totaling \$1,336,134. Funds will be used to support 14 programs for the homeless.

- Created and adopted draft policies and procedures and implemented Dutchess County Coordinated Entry, a CoC-wide process to consistently prioritize and facilitate access for the most vulnerable homeless persons to the CoC limited supply for permanent supportive housing.
- Implemented the use of Foundant, an application and grant management software program to aid in streamlining the application, evaluation, and grant management process.
- Awarded more than \$2.1 million in funding to 14 projects through the Municipal Innovation Grant (MIG) Program to promote shared services and consolidation efforts, enhance accessibility, and improve public safety, with each of the 30 municipalities benefiting.
- Completed 10 Municipal Innovation Grant projects including:
  - City of Poughkeepsie, Strategic Fiscal Plan Implementation
  - Town of East Fishkill, John Jay Sewer Improvement;
  - Town of Wappingers, Tall Trees Water Connection;
  - Town of Red Hook Solar Farm; and
  - Town of Amenia, Regional Ambulance Services Study.
- Completed 14 community development projects and 68 housing units through the CDBG and HOME Programs including:
  - Village of Millbrook, ADA Crosswalks
  - Town of North East, ADA Library Improvements
  - Village of Tivoli, Pine Street Improvements
  - Town of Washington, Town Hall ADA Improvements
  - Underwear Factory, 8 North Cherry Street, Poughkeepsie – 15 units of affordable rental housing
  - 40 Cannon Street, Poughkeepsie – 40 rental units in downtown Poughkeepsie

### *Partnership for Manageable Growth*

- Two PMG farmland preservation project closed in 2018:
  - Chaseholm Farm (T/Pine Plains) - 176 acres
  - Brookby Farm (T/Dover) - 49 acres

- One PMG open space preservation project closed in 2018:
  - Cider Mill Friends Lot 1 Acquisition (T/Poughkeepsie) - 1 acre
- Awarded four farmland protection projects through the 2018 Partnership for Manageable Growth (PMG) Program:
  - Glendale Farm (T/Amenia) - 283 acres
  - Meili Farm – (T/Amenia) - 115 acres
  - Speeter/Jordan Lane Farm (T/Pine Plains) - 156 acres
  - Destined Wind Farm (T/Amenia) - 233 acres

### *Transportation Planning*

- Completed the Downtown Poughkeepsie Parking Improvement Plan, which provides the City with a prioritized blueprint to maximize existing parking assets while supporting its future development goals. The Plan determined that sufficient parking supply exists in the downtown to accommodate existing demand and demand in the future. The Plan also recommends ways to improve parking management policies (to include pricing and regulations), operational procedures (e.g. payment systems), organizational structures, and parking requirements in the current zoning law.
- Completed the Millerton Pedestrian Plan and held a final Task Force meeting to discuss next steps and implementation strategies. Distributed the final report to the project Task Force, NYSDOT, and County DPW.
- Completed a High-End Speeding Analysis for Dutchess County, which identified county and local roads with high percentages of ‘high-end’ speeding, defined as those vehicles traveling more than 10 mph over the posted speed limit.
- Completed a Safety Assessment of CR 9 (Beekman Rd) from CR 29 (Carpenter/Clove Branch Rd) to the Taconic State Parkway (TSP) in the Town of East Fishkill. The SA seeks to identify low cost improvements to improve highway safety.
- Completed an analysis of 2012-2016 crash data to identify possible locations for one or more Safety Assessments.
- Initiated and completed substantial work on the Village of Pawling Pedestrian Plan. After inventorying existing walking conditions, identifying gaps, and prioritizing needs,

preliminary recommendations have been developed and the Plan is expected to be complete in 1Q 2019.

- Completed the 2018 traffic count program, collecting volume, vehicle classification, and speed data at 254 locations across the county. The 2018 count program also deployed tube and video technology to count walkers and bikers at 22 locations throughout the County, including the William R. Steinhaus Dutchess Rail Trail, the Harlem Valley Rail Trail, and various sidewalks and crosswalks.
- Completed an update of the CR 71 (West Road) Sidewalk Feasibility Study for the Town of Pleasant Valley, which recommends a variety of pedestrian improvements for the West Road area.
- Commenced the Mid-Hudson Valley Regional Transit Study in conjunction with the MPO's in Orange and Ulster counties. This Study will identify ways to better coordinate regional transit systems between the three counties, and also between the Mid-Hudson and New York City/ Albany metro areas. Issued an online survey to gather public comments and stakeholder meetings and well as four pop-up events have been held.
- In coordination with DCDPW and the Cornell Local Roads Program, completed the third year of a pavement scoring program for local roads (i.e. county, city, town, and village roads) in Dutchess County. In 2018, the program reassessed pavement conditions in the 17 municipalities first evaluated in 2016, the initiative's first year. Issued individual pavement reports to local municipalities.

#### *Geographic Information Systems and Graphics*

- Completed work with the Dutchess County Historian and Sheriff's Office to create a permanent installation consisting of two 36" x 60" panels showing the history of "Law Enforcement and Civil Divisions" and "Corrections Division" in Dutchess to be installed at the newly completed Law Enforcement Center in 2019.
- Supported Department efforts to guide municipal planning efforts with a wide variety of land use and natural resource mapping:
  - Completed redesign and updates of all 70 trail maps on the Healthy Communities Trail Map website and worked on redesign of the Healthy Communities Trails website to include all recreational opportunities at parks throughout the county.
  - Completed the Local Update of Census Addresses, with over 104,000 addresses flagged for correction.
  - Updated all GIS data for EPA and NYSDEC toxic inventories.

- Assisted Community Development in determining proximity of their proposed projects to industrial fuel storage sites.
  - Supported coordinated water resource planning through the Water Resources Programs Committee.
  - Presented our watershed data and concepts of 'watershed neighborhoods' to the scientists at Cary Institute.
  - Created a presentation map of all watersheds within communities participating in the Hudson River Drinking Water Intermunicipal Council.
  - Compiled historical settlement data that will be used in presentations showing a progression of settlement in the County.
  - Obtained new toxic inventory data from the EPA and New York State.
  - Began updating data in the Simple Dutchess Utility Viewer (SPUD) application, which DBCH engineers and sanitarians use to advise applicants on water supply and sewage disposal.
  - Assisted with crash analysis data.
  - Updated the Historic Register GIS files.
- Supported community pedestrian planning activities with assistance with sidewalk studies and pedestrian plans:
    - Assisted the Dutchess County Transportation Council (DCTC) with mapping for the Millerton Sidewalk Study and Pawling Pedestrian Study.
    - Made a presentation about the popularity of the Healthy Communities Trails Website, and tracking methods, to the Winnakee-Dutchess Trails Roundtable.
    - Completed data collection for the new County Parks and Trails website.
- Supported other County Departments with GIS and mapping for special projects of the Departments of Behavioral & Community Health, Emergency Response, and Public Works, and improving the efficiency of County government:
    - Completed Paratransit/ADA maps of the City of Poughkeepsie bus routes, as well as maps of contemplated route service changes.
    - Completed a site and architectural evaluation and completed draft floor plans and maps for a public health drill to be conducted by the Public Health Emergency Preparedness Committee of DBCH.
    - Assisted the Deputy Commissioner for Special Needs and the Universal Playground Group to identify potential playground accessibility improvements at locations around the county.
    - Completed the latest bus route updates for Public Transit and produced large scale maps for public meetings.
    - Worked with Dutchess County Department of Behavioral & Community Health and Dutchess Outreach to update Farm Market & Food Resources map and brochure for the City of Poughkeepsie.
    - Assisted Central Services with a map of the County to plan new mail routes.

- Assisted with planning and participated in the 2018 NYS Medical Countermeasures Drill at the former Hyde Park Elementary School.
  - Initiated work with the Dutchess County Historian and Division of Veterans' Services to create a permanent installation panel showing the history of military service in Dutchess County.
  - Created maps of residential structures by date of construction for the DBCH's Childhood Lead Prevention Program.
  - Prepared plans for a Public Health Emergency Preparedness Flu Clinic and preparedness drill.
- Provide information and maps to the public and municipalities:
    - Presented at the Cary Institute of Ecosystem Studies Translational Ecology Forum on how GIS can be used to communicate scientific discoveries to the public.
    - Introduced the new Parks and Trails website at the Winnakee-Dutchess Trails Roundtable.
    - Completed a total of 107 map and data requests.
    - Assisted the Towns of Amenia, Beekman, Dover, Fishkill, Hyde Park, LaGrange, Milan, North East, Pawling, Poughkeepsie, Red Hook, Rhinebeck, the Villages of Millbrook, Millerton, and the Cities of Beacon and Poughkeepsie with map and GIS/data requests.

### *Economic Development*

- 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.
- Managed the contract with the Dutchess County Local Development Corporation.
- Collected and provided demographic, development and other socio-economic data to Th!nk Dutchess for implementing the economic development strategy.

### *Division of Solid Waste*

- 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 or initiation of a *Pay As You Throw* system. The last task is a new Local Solid Waste Management Plan, due in 2022.

- Submitted the 2017 Annual Summary Report which shows progress towards completing the tasks listed in our Local Solid Waste Management Plan (LSWMP).
- Submitted the 2017 Annual Planning Unit Recycling Report. Dutchess County's recycling rate increased from 37.7% to 40.6%.
- Hosted three Household Hazardous Waste and eWaste Collection events, over 60,000 pounds of chemicals, over 70,000 pounds of eWaste and 850 pounds of fluorescents were collected from 913 residents.
- Conducted one Conditionally Exempt Small Quantity Generator hazardous waste collection event for small businesses, schools and local governments. Ten (10) 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 5 unlicensed haulers and issued warning notices to 7 entities for non-compliance with recycling and collected a fine for one unlicensed hauler.
- Licensed one (1) new solid waste hauler and relicensed 5 existing haulers.
- Gave 76 solid waste and recycling presentations to schools, institutions and businesses, reaching over 3,200 residents.
- To promote backyard composting, purchased Earth Machine composts bins and made them available for resale to residents.
- Identified and promoted additional yard waste and food scrap composting opportunities and have worked with the Village of Tivoli and Arlington High School on composting initiative.
- Through the Recycle Bin Loan Program, the division loaned recycling bins for 4 events.
- Participated with the National Park Service and NYSDEC to celebrate the second annual Earth Day event in Hyde Park. Staff will also participate in the 2019 Earth Day event.

#### *Stop-DWI*

- Participated in the NYS STOP DWI Foundation Impaired Driving Crackdown Grant project with additional funding totaling \$15,000, supported 321 hours of coordinated enforcement activities with 8 law enforcement agencies; directly resulting in 13 additional impaired driving arrests.

- Awarded a STOP-DWI Program Enhancement Grant totaling \$18,000 supporting multiple Ignition Interlock compliance details (Checkpoints, Compliance Stings) in partnership with the Sheriff's Office, Probation, and the Impaired Driver Program.
- Continued Prescription Drug take back program to reduce the availability of prescription drugs for misuse/abuse. In 2018 more than 3,324 pounds of unused, unwanted medications were collected/destroyed county-wide. Since the drop boxes were established in 2013 more than 12,550 pounds of unused/unwanted medications have been collected and destroyed.

### *Traffic Safety Board*

- Administered a "Multifaceted Injury & Crash Prevention" grant program with an emphasis on unsafe driving behaviors, safe older driver mobility, school bus, motorcycle, and helmet safety.
- Awarded \$10,200 grant was awarded to provide child safety seats and fitting materials to nine (9) fitting stations covered under the TSB grant. Collectively agencies inspected/correctly installed 436 seats and replaced 53 additional child safety seats.
- Awarded \$3,000 to support a Low-Income Seat Distribution (Sched. D) coordinated by the Dutchess County Department of Community and Family Services, more than 45 child safety seats were purchased and provided to identified high risk families and qualifies foster care providers. Caregivers were instructed/educated on proper Child Safety Seat installation and use by certified Technicians.
- The Dutchess County CPS Coalition collectively inspected /installed 828 child safety seats and replaced 157 in the 2017-18 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 Dutchess County CPS Coalition was established in 2001, 27,466 seats have been collectively inspected/installed, with 7,569 child safety seats being replaced.

### **Probation and Community Corrections**

- Supervised nearly 3,000 adults and juveniles 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.
- Over 3,700 community service hours were completed in 2018 under the direction of Project M.O.R.E., a contract agency to the County.
- Completed more than 1,500 pre-sentence and pre-dispositional reports for criminal courts and Family Court containing legal and social information, risk assessments, victim impact statements, evaluations and sentencing recommendations.
- Collected over \$325,000 in restitution for victims of crimes.
- 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.
- In collaboration with other agencies, developed a countywide plan to address the changes mandated by the State's Raise the Age legislation, which raises the age of criminal responsibility for 16- and 17-year-olds. The first part of the legislation took effect for 16-year-olds on October 1, 2018 and will take effect for 17-year-olds on October 1, 2019.
- Two probation senior staff were trained and became certified instructors in the Revised Domestic Violence Screening Instrument (DVSI-R), an evidence-based screening tool to help determine the level of risk presented by defendants/probationers.
- Introduced Moral Reconciliation Therapy (MRT) curriculum for individuals on probation for domestic violence offenses to reduce recidivism for higher risk offenders through a cognitive approach.
- 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. Funding is provided by the NYS Division of Criminal Justice Services. GIVE supports the efforts of local criminal justice and community partners to reduce gun violence in the community.
- Conducted four Ignition Interlock and DWI enforcement details—three with the Dutchess County Sheriff's Office and one with the City of Beacon Police Department—resulting in 23

arrests for DWI, Operating Without an Ignition Interlock, and Aggravated Unlicensed Operation.

- In partnership with STOP DWI and the Impaired Driver Program, facilitated two informational sessions for judges and clerks on enforcement of the Ignition Interlock Device.
- Probation Officer Ashley Pilla was recognized as the first 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 was honored with the Olgiati Award at the New York Association of Pretrial Service Agencies conference in October. The award is given to agencies and individuals who have had a significant impact on pretrial policies and operations in the state.
- Probation Officer Karmen Smallwood and Women’s Center Director Denise Rivera presented at the New York Association of Pretrial Service Agencies annual conference in October. Their workshop *Interactive Journaling and the Women’s Center in Dutchess County* familiarized attendees with this evidence-based intervention.
- Added an “opioid rider” to the Texas Christian University Drug Screen 5 (TCUDS-5) substance abuse screening instrument to swiftly identify those in need of a full assessment and treatment plan and facilitate rapid placement in an appropriate program.
- RESTART (Re-Entry Stabilization Transition and Reintegration Track), a multi-agency jail to community transition and re-entry program, continued to expand its programming. Probation officers play a significant role in screening and supervising participants.
- Project M.O.R.E., one of the non-profits contracted to provide services to RESTART, received a grant from the NYS Division of Criminal Justice Services to further expand the program in 2019 by adding two additional staff and another evidence-based program, Interactive Journaling.
- In partnership with other agencies, continued to explore the expansion of Medication Assisted Treatment (MAT) for appropriate individuals on pretrial programs or probation supervision.
- Continued to strengthen collaboration with CORE (Comprehensive Opioid Recovery Expansion Program) to assist individuals on probation with treatment needs.
- Participated in the activities and programs of the Criminal Justice Council with probation personnel serving as chairs of the Council, the Juvenile Justice, Special Populations, and the Women Involved in the Criminal Justice System committees.

- Cognitive behavioral groups continued to be expanded at the Office of Probation, Community Transition Center, Transitional Housing, the Women’s Center, and the Intensive Treatment Alternative Program. Extensive research confirms cognitive behavioral approaches are effective in reducing recidivism.
- 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.
- Continued to host student interns to expose them to criminal justice professional experiences. Probation personnel also participated in several career days at local schools and in various community events.

## **Public Defender’s Office**

- Competently and professionally represented 6,852 individuals in the criminal courts of Dutchess and Ulster Counties, as well as the appellate courts.
- Provided legal assistance in 2,263 cases in the Family Courts of Dutchess and Ulster Counties.
- Provided representation in 217 parole revocation matters reducing the average number of parolee jail days in Dutchess County Jail by 4 days as compared to 2017.
- Obtained \$2.3 million grant funding from the Office of Indigent Legal Services to maintain 9 staff members to the Family Court Unit to continue to provide comprehensive assistance to parents whose children are involved in abuse and neglect proceedings.
- 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 43 individuals were incarcerated on civil commitment orders, mainly from Family Court. A total of 631 Jail bed days were used. The average length of stay for civil commitment was 14 days. This represents a year to year reduction of 498 total bed days and average reduction of 4 days per inmate.
- Continued to provide representation in front of all Family Court Judges and Child Support Magistrates.

- Provided legal counsel services at 6,604 arraignments in all Dutchess County criminal courts 24 hours a day/7 days a week. Of those, 1,328 were released on their own recognizance or some other form of immediate release, an increase of 12.5% as compared to 2017. Of the remainder, 258 clients posted bail and 70 of those bailed out prior to being booked-in at Dutchess County Jail.
- Hosted 24 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.
- Alexander Rosen, Criminal Division Bureau Chief received the 2018 Kevin M. Andersen Memorial Award from the New York State Defender's Association (NYSDA).
- Eric Knapp, Family Court Unit Bureau Chief was named a recipient of the 2018 Forty Under 40 Mover & Shaker Awards.

## **Public Works**

### Airport Division:

- 54,558 takeoffs and touchdowns at the airport through November 2018
- Held 7<sup>th</sup> Annual Open House and Car Show in June, attended by more than 2,000 people.
- Worked with the Wappingers Rotary and Highway Division to host the 5<sup>th</sup> annual Touch a Truck event in October.
- Modified the five-year Airport Capital Improvement Plan with C&S Engineering and presented it to the Federal Aviation Administration (FAA).
- Began the Airport Terminal renovation project in October with completion slated for 2019.
- Finalized contract agreement with Tesla Energy Operations Inc. in October.
- Began rehabilitation of the Jet Center hangar doors in December.
- Began installation of LED light fixtures on the terminal ramp, Juliet ramp, and Jet center

- Plans for Dutchess Community College's Aviation College are near completion. Project is slated to go out to bid first quarter 2019.
- Finalized all FAA and local funding for the construction of the new ARFF (Aircraft Rescue and Firefighting) building. Work is scheduled to begin in the spring of 2019.

Buildings Division:

- Started design on the DMV parking lot booth system replacement
- Started design for backup generators at 10, 22, and 60 Market Street and 236 Main Street locations
- Completed modernization and rehabilitation of elevators at the County Office Building (COB) at 22 Market Street.
- Completed lobby renovation project at the Department of Community and Family Services building at 60 Market Street.
- Completed selective demolition and began renovation of Public Defender's Office at 45 Market Street.
- Successfully moved Department of Planning and Development from 27 High Street to Poughkeepsie Journal Building at 85 Civic Center Plaza.
- Started terminal renovations at Hudson Valley Regional Airport.
- Airport water line project completed
- Completed the 230 North Road Lexington Center service window expansion.
- Responded to and resolved 3,767 work orders submitted by various County departments.
- Started Office for the Aging commercial kitchen installation at the new Senior Friendship Center at 114 Delafield Street.
- Started construction documents for E 9-1-1 Training Building at 392 Creek Road.

Engineering Division:

- Constructed the rehabilitation and replacement of 3 bridges:
  - Rehabilitation of Bridge PV-6 (Hibernia Road, Town of Pleasant Valley)
  - Rehabilitation of Bridge E-5 (Beekman Road, Town of East Fishkill)
  - Replacement of Bridge PP-12 (CR 83, Town of Pine Plains)
- Bid the Harlem Valley Rail Trail Phase IV, construction to begin in 2019.
- Completed the North Avenue/Hurley Road Intersection Improvement project, Town of Pleasant Valley.
- Replaced Culvert RH-13, Turkey Hill Road, Town of Red Hook.
- Completed design, permitting and reconstruction of a failing retaining wall on CR-91, Wappinger Creek Road, Town of Wappinger.
- Completed the Engineering Assessment of the Fallkill Dam and obtained regulatory agency approvals, towns of Poughkeepsie and Hyde Park.
- Advanced the Myers Corners Road Federally Funded Highway Improvement Project into the construction phase.
- Completed the design of two bridge projects for the 2019 construction season:
  - Bridge S-37 Replacement (Bulls Head Road, Town of Stanford)
  - Bridges U-27 and U-28 (CR-21, Town of Union Vale)
- Painted 6 County bridges.
- Improved traffic flow and maintenance efficiency on IBM Road.

Highway Construction & Maintenance Division:

- Performed bridge and highway maintenance throughout Dutchess County's highway system, including washing and sealing concrete decks.

- Worked with Engineering Division to perform bridge and highway improvement projects and address bridge flags.
- Completed training for snow-plow operators to become certified and re-qualified in One-Person-Plowing operations.
- Completed \$200,000 Countywide guide rail repair and replacement program.
- Implemented shared services inter-municipal agreements for towns that contract with DPW for snow and ice control during winter months.
- Continued to provide tree removal through Highways, Parks (including Rail Trails), and Airport as needed.
- Assisted Airport staff with removal of EMAS (Emergency Management Arresting System).
- Maintained County's fleet of over 400 vehicles and replaced vehicles through the 2018 Capital Bond.
- Completed the rehabilitation and re-surfacing of the DPW yard at 626 Dutchess Turnpike.
- Vendor highway paving and repair completed, included over 18 miles of surface improvements:
  - Dorsey Lane (CR-40), Town of Hyde Park
  - Crum Elbow Road (CR-41), Town of Hyde Park
  - Freedom Road (CR-47), Towns of LaGrange and Pleasant Valley
  - Waterbury Hill Road (CR-89), Town of Union Vale
  - Green Haven Road (CR-8) Town of Beekman
  - Pleasant Ridge Road (CR-32) Union Vale/Beekman
  - IBM Road (CR-48) Town of Poughkeepsie
  - Titusville Road (CR-49) Town of LaGrange
  - Shunpike (CR-57) Town of Washington

Parks Division:

- Began development a comprehensive Parks Master Plan. Phase One included extensive public outreach and a Parks Community Needs Survey. Public outreach and core stakeholder meetings were held at County park facilities to collect feedback and discuss needs and formulate a road map for the future development of County Parks.

- Overall Program revenue increased by 20%
- Homeschool student attendance in Park Naturalist programming increased by over 25%.
- Archery program continues to be popular with 110 students annually
- The new Adventure Summer program, launched in 2017, has been successful addition to summer programming with nearly 100 participants in just the second year of being offered.

#### Bowdoin Park

- Processed nearly 400 facility rentals (Pavilions, Auditorium, Lodge, Chapel)
- Processed 56 Athletic Field reservations
- Hosted Maple Open House in March
- Hosted Pancake Breakfast April
- Hosted two concerts with Dutchess Tourism and Fox Oldies in July and August
- Completed installation of Access Ramp at the Ellesdie Chapel.
- Hosted 6 major Cross Country meets (Bowdoin Park Classic; Westchester, Rockland and Dutchess Coaches Invitational; Section 1 Championship; United States Military Academy meet; and 2 Nike Regional Finals) as well as 2 local high school meets at nationally recognized Cross-Country course.

#### Wilcox Park

- Expanded operating hours.
- 78 pavilion rentals
- Camping: 223 tent site reservations; 253 RV site reservations
- Hosted Dutchess County Employee Appreciation Picnic in August.
- Created additional 9 holes for Disc Golf Course bringing the total to 27 holes.

#### Quiet Cove Park

- Expanded operating hours.
- Installed two split A/C units at Navy Barracks building.

- Began public rental of Navy Barracks' main room.
- Completed shoreline renovation and installation of ADA pathways, second riverfront observation deck and floating kayak dock (to open in 2019)
- Painted Wisconsin Boathouse in prep for kayak concession in 2019.

#### William R. Steinhaus Dutchess Rail Trail (DRT)

- Issued 9 permits for special events held on WRSDRT in 2018.
- Worked with Hopewell Depot group to allow expansion of leased property for completion of new pavilion and two new replica light signals.
- Completed Memorial Bench program with the installation of 6 benches in 2018 for a total of 120 benches installed along the WRSDRT.

#### Harlem Valley Rail Trail

- 4<sup>th</sup> Annual BBCycling event (25, 50 and 100-mile rides) in July welcomed 125 participants.
- Assisted the Village of Millerton and Tighe & Bond Engineering with installation of a composting toilet at Millerton trail head.

#### Dutchess Stadium

- Installed ADA accessible ramp providing access to the playing field.
- Installed new ceilings in main concourse restrooms.
- Installed new drainage swale outside the Players Clubhouse to divert runoff and reduce water infiltration.
- Continued to negotiate with the Hudson Valley Renegades for a long-term, mutually beneficial lease agreement.
- Received approval to begin \$3 million in renovations at the stadium to improve fan experience and add accessibility features.

#### Public Transit Division:

- Expanded transit services in the City of Poughkeepsie on five full-time routes (J, K, L, M, and P) and redesigned Route H to offer hourly service.
- Hired a new County Transit Administrator.
- Provided customer service and disability awareness training to bus operators and customer service personnel.
- Formed or continued partnerships with Hudson River Housing, Dutchess Community College, Marist College, Vassar College, City of Poughkeepsie Schools, and City of Beacon.
- Hired additional management and supervisory staff at Transit Management of Dutchess County to support expanded operations.
- Received \$1.4 million Congestion Mitigation Air Quality (CMAQ) grant to fund expansion of transit services within the City of Poughkeepsie, Sunday service, and evening service.
- Received \$667,627 in funds from the Federal Transit Authority (FTA) and \$5,339 from Orange County for bus replacement.
- Received \$1.5 million from New York State to fund the replacement of 3 buses.
- Received more than \$1.3 million in grant funding from New York State for new paratransit vehicles, bus shelters and signs.
- Submitted a grant application to New York State for \$900,000 to replace two buses.
- Re-implemented the Universal Accessibility Transportation Task Force and Transit Advisory Committee.
- Extended First Transit Management Agreement through June 30, 2019.
- Finalized a lease agreement with City of Poughkeepsie regarding the use of their transit assets.
- Partnered with Office for the Aging and Department of Community and Family Services to make transportation more useful and obtainable for people of all abilities.
- Implemented new fare category, LifeLine, 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, implemented a “Books on Buses” program to provide a lending library on each bus.

## **Water and Wastewater Authority**

- Successfully managed and operated twenty-six water and sewer systems, providing services to about 5,450 customers. All systems closed out 2018 within the adopted system budget parameters.
- Closed out the Dutchess County Airport Water Line Project over \$330,000 below budget and commenced operation of the water system.
- Completed the acquisition of the Vanderburgh Cove Sewer System, providing services to properties in the Towns of Rhinebeck and Hyde Park.
- Executed an Agreement with the Village of Tivoli for the transfer of ownership to the Authority of the Village’s water and sewer systems.
- Co-applicant with the Village of Tivoli for a County Municipal Innovation Grant, which received an award of \$108,000 to fund the actions necessary to transfer the Village’s Water and Sewer Systems to the Authority.
- Obtained a \$2,033,705 NYS Water Infrastructure Improvement Act Grant for upgrades to construct an interconnection between the Pinebrook Water System and the Authority’s Hyde Park Regional Water System.
- Co-applicant with the Village of Rhinebeck for a County Municipal Innovation Grant, which received an award of \$87,750 to fund a feasibility study on the transfer of the Village’s Water and Sewer Systems to the Authority.
- Executed agreements with Red Hook Acres LLC for the Authority operation and eventual ownership of the water and sewer systems to be constructed to provide services for the Tradition at Red Hook residential development.
- Executed an agreement with T-Rex Hyde Park Owner LLC for the provision of water service to the Bellefield mix-use development project in the Town of Hyde Park.