

**HEALTH, SOCIAL, EDUCATIONAL & ENVIRONMENTAL COMMITTEE MEETING
HELD IN THE
PUTNAM COUNTY OFFICE BUILDING
ROOM #318
CARMEL, NEW YORK 10512**

Chairwoman Addonizio, Legislators Gouldman & Sayegh

Monday

5:30PM

July 22, 2019

The meeting was called to order at 5:31 P.M. by Chairwoman Addonizio who requested that Legislator Gouldman lead in the Pledge of Allegiance. Upon roll call Legislators Gouldman, Sayegh, and Chairwoman Addonizio were present.

Item #3 - Approval of Minutes – May 21, 2019

The minutes were approved as submitted.

Item #4 - Discussion/United Way's 211 Program/Lini Jacob, Senior Vice President of the 211 Program

Chairwoman Addonizio made a motion to waive the rules and accept the additional; Seconded by Legislator Sayegh. All in favor.

Senior Vice-President of the 211 Program Lini Jacob gave the attached PowerPoint Presentation. She stated working with the 211 Program (211) gave her a new perspective on life and how people can help others. She played a recording of a call into 211 from a person who was behind on rent for her apartment. She stated their call center handles calls from 24 counties in New York State and each year there are approximately 80,000 calls. She stated sometimes people do not know where to go for their problems and United Way has resources to connect them to. She stated the top category of calls are about income support. She overviewed slide #5 which detailed the breakdown of the over 15,427 calls from Putnam County. She stated 211 is the 24/7 hotline for Putnam County. She stated when a person calls 211 they first hear a language option and then options to determine what they need. She stated the staff can see where the caller is calling from to greet them accordingly. She stated the staff does not read off a script because each call and person is different. She stated if there is a crisis call, that person will jump to the front of the queue. She stated there is a set standard for the performance of the 211 center. She stated the staff in the call centers are certified with exams. She stated all calls are supposed to be answered within 30 seconds. She stated the busiest months are January through April and there are a lot of calls regarding taxes.

Legislator Gouldman questioned how the system knows where a person is calling from.

Ms. Jacob stated when the person calls they enter their zip code. She stated some calls are done for other people. She stated the average call is three (3) to six (6) minutes, depending on how complex the situation is.

Legislator Gouldman questioned if the staff in the call centers are trained.

Ms. Jacob stated yes, there is mental health training and information referral training. She stated the staff must renew their certification every three (3) years. She stated if referrals cannot be made, the call is logged as an unmet need and these are analyzed periodically. She stated 211 checks in with other agencies at least once a year to make sure their referral information is up to date. She stated many times the person calling is just looking to talk to someone because they have nobody to talk to. She stated 211 also does follow up calls to make sure the issue was handled. She went over the directory of services on slide #11. She stated when 211 started in 2005, it was fully funded by New York State, but in 2009 the funding dropped to only 8%. She went over the partnerships that 211 has. She stated 211 acts as an entry point for foster care.

Chairwoman Addonizio questioned if a person who is having problems with drugs should reach out to 211.

Ms. Jacob stated they can definitely call 211. She stated they have a list of resources in the system.

Legislator Montgomery questioned if 211 has the ability to know if certain drug rehab centers have space available.

Ms. Jacob stated they do not have that information, but they are working on obtaining it.

Legislator Montgomery questioned how where the call is directed to first is decided.

Ms. Jacob stated this is one (1) of the challenges they have. She stated some people do not want their family or community to know about the problems they are having. She stated the first step is to educate people on how to use what is available to them.

Legislator Gouldman questioned if people who answer the calls are local.

Ms. Jacob stated the call center is in White Plains and covers 24 counties.

Chairwoman Addonizio requested clarification on the "Are You Okay?" program, such as if someone wanted to check on a parent who lives in Florida.

Ms. Jacob stated the person who takes the phone call will take all the pertinent information and is done through the area's police department.

Legislator Sayegh questioned what happens when a call is logged as an unmet need.

Ms. Jacob stated a report is generated monthly by county and zip code. She stated there are various reasons a need may not be met, such as lack of funding or just lack of particular service.

Legislator Sayegh questioned if there is an unmet need that comes up repeatedly, how is it addressed.

Faith Ann Butcher stated 211 sends reports to the County and State to keep them updated on the needs of the constituents.

Legislator Montgomery stated Putnam County should have a protocol for disaster relief set up with 211.

Ms. Jacob stated 211 has partnered with Westchester, Dutchess, Rockland, and Orange Counties on disaster services.

Item #5 - Discussion/Pesticides and Other Hazards to Local Beekeeping/Jennifer Lerner, Senior Resource Educator at Cornell Cooperative Extension

Chairwoman Addonizio stated she believes it is important to bring this topic forward. She stated she spoke with Rodney Dowl, who has been beekeeping for 54 years. She stated he uses natural neem oil and has had a lot of success with it. She stated Mr. Dowl noted that the liquid Sevin, which is a commonly used insecticide, can kill bee hives.

Senior Resource Educator Jennifer Lerner stated misapplication is a big issue.

Chairwoman Addonizio stated awareness needs to be raised, not just for bee keepers, but for people applying it around their house.

Ms. Lerner stated it is a misconception that organic agriculture does not use any pesticides, but there is a list of organic approved pesticides. She stated even those, including neem, can be deadly to bees if they are misapplied. She stated for instance an orchard needs bees but also needs to protect the fruit, so it is a delicate balance. She stated Cornell Cooperative has made a guide for homeowners and for orchardists to protect bees. She stated there are many other pollinators, but they are the most important. She stated there are about 400 bee species native to New York State. She stated there are many more bees as well, such as honey bees, which are not native. She stated there four (4) main ways that bees are in danger are: non-native bees bringing in pathogens, habitat fragmentation, improper pesticide use, and climate change. She stated approximately 1/3 of the world's food is pollinated by bees or other pollinators, while the rest of the crops are pollinated by wind. She stated pesticide is a general term that includes fungicides, insecticides, and herbicides, which are all potentially harmful to bees. She stated when pesticides are applied, they may end up in puddles where bees drink or in mud which bees use to make certain hives. She stated the goal is find the happy medium with pesticide use.

Chairwoman Addonizio made a motion to waive the rules and accept the additional; Seconded by Legislator Sayegh. All in favor.

Ms. Lerner stated to avoid applying pesticides when you know it is going to rain. She stated to choose the least hazardous pesticide that will still get the job done.

Chairwoman Addonizio questioned how to know what the best choice is.

Ms. Lerner stated it requires research and anyone can contact Cornell Cooperative for guidance.

Legislator Montgomery questioned if Ms. Lerner works with local municipalities on this issue, specifically Highway Departments which apply pesticides.

Ms. Lerner stated most pesticides have a label regarding toxicity to bees. She stated she does not educate the Highway Departments but would be interested in doing so. She stated Highway Departments usually have different pesticides that they can use, as opposed to homeowners.

Chairwoman Addonizio questioned why other countries ban certain pesticides that the United States has not.

Ms. Lerner stated Europe did not have baseline data when they banned certain pesticides. She stated Cornell Cooperative is going through all the pesticides to figure out baseline data. She stated Europe did not see a decrease in bee colony loss after implementing the ban.

Lynne Eckardt, Town of Southeast Councilwoman, questioned if there has been any studies on deer repellent.

Ms. Lerner stated there has not been enough research yet. She stated there are a lot of ingredients in deer repellent that are known insecticides.

Item #6 - Approval/Budgetary Amendment 19A048/Office for Senior Resources/Fund the Unmet Needs Program per the Additional Funding by the New York State Office for the Aging

Director of Senior Resources Michael Cunningham stated this pertains to the number of seniors who are on the waiting list for services. He stated there are not enough home health aides in the area. He stated counties were asked to tell New York State how many seniors are on the waiting list. He stated the State allocated an extra \$648,000. He stated the Office for Senior Resources (OSR) has been looking into how to spend the funds. He stated they have looked into increasing the wages for home health aides to increase the workforce. He stated there is no County match for this funding. He stated the State has indicated that the funds will recur each year, if they are spent. He stated OSR is going to target 30 additional clients and hire a caseworker to assist in the coordination. He stated there will be an additional three (3) aides along with a driver brought in to help with mobility of the aides.

Chairwoman Addonizio questioned why Dutchess County only received \$2,652. She questioned if it is because they did not have the need for additional funding.

Director Cunningham stated he is unsure, but Putnam County received the fifth largest allocation.

Legislator Nacerino applauded the diligence of OSR in demonstrating their needs to the State.

Chairwoman Addonizio stated the personnel positions are the home health aides and a driver.

Director Cunningham stated yes and in the future it may be considered to bring them on as employees, not just contracts.

Legislator Albano questioned if the funding of \$648,000 is for the remainder of the year, or for a calendar year.

Director Cunningham stated it is an annual figure from April to March 31st. He stated he does not expect to spend the entire sum due to the short time frame given.

Legislator Nacerino stated it is important to encumber as much funding as possible.

Legislator Sayegh questioned how a resident can go about getting a home health aide.

Director Cunningham stated OSR tries to get the word out about the availability. He stated they could also call 211. He stated they can also call OSR.

Legislator Montgomery stated there is 2015 report on the growing need for senior programs.

Director Cunningham stated OSR is starting to see programs reach capacity. He stated that is why this funding helps.

Legislator Sayegh made a motion to move Budgetary Amendment 19A048 to the Audit & Administration Committee meeting; Seconded by Legislator Gouldman. All in favor.

Item #7 - Other Business - None


Item #8 – Adjournment

There being no further business, at 6:54 P.M., Chairwoman Addonizio made a motion to adjourn: Seconded by Legislator Sayegh. All in favor.


Respectfully submitted by Administrative Assistant Ed Gordon.



Hudson Valley Region ★
2-1-1
Get Connected. Get Answers.



1. Post 9/11
2. FCC Designation
3. Launched 2005
4. Now 100% coverage of NYS
 - Handle 4 regions calls
 - 24/7.....**Confidential**....Multilingual....Free
 - Toll-free & Hearing-impaired numbers
 - Multi-channel including Text
 - 2-1-1 HVR Policy Board



AUDIENCE:

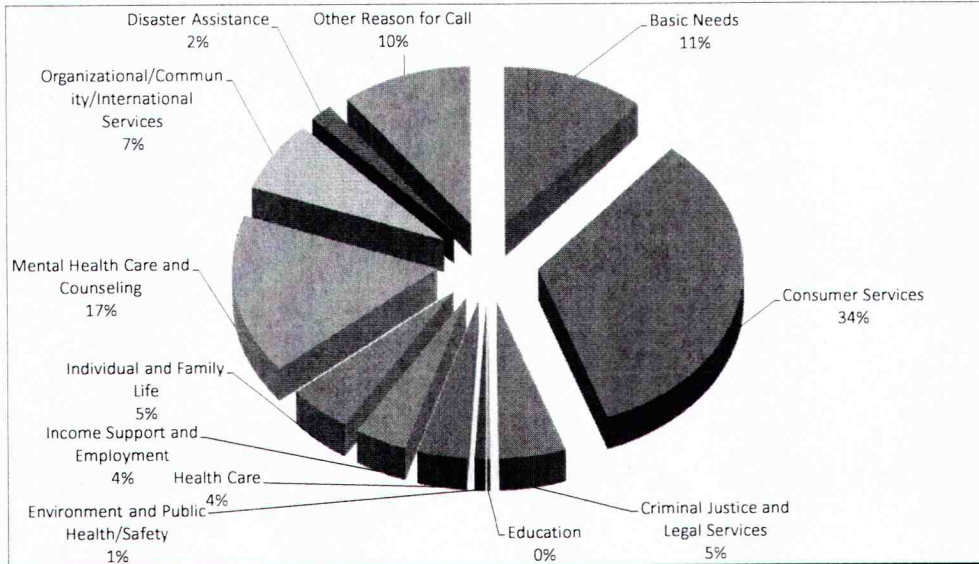
**2-1-1
is for
EVERYONE**



4 Regions - Quarterly Call Inquiries Report

	HV Region	NE Region	LI Region	ADK region	
Categories	2018 Totals				Total
Arts, culture & recreation	47	13	28	0	88
Clothing/personal/household needs	293	301	202	12	808
Disaster services	1334	87	21	16	1,458
Education	82	34	72	1	189
Employment	202	98	106	3	409
Food/meals	974	284	326	17	1,601
Health care	392	275	348	27	1,042
Housing	6058	1225	2022	131	9,436
Income support/assistance	17969	8492	1001	93	27,555
Individual/family/community support	2127	414	718	33	3,292
Information services	2566	2359	1327	200	6,452
Legal/consumer/public safety svces.	2342	905	1672	90	5,009
Mental health/addictions	777	334	810	29	1,950
Other government/economic svces.	16851	172	592	6	17,621
Transportation	244	171	297	14	726
Utilities assistance	733	278	2247	35	3,293
Volunteers/donations	244	119	148	4	515
Other	369	390	472	26	1,257
Total	53,604	15,951	12,409	737	82,701

Need Calls from Putnam... Total Service Request: 15,427



Type of calls handling now...

The screenshot displays the inContact agent console for user Claire Salenberg. It features a navigation bar with 'Admin', 'Routing', 'Personal Connection', 'WFO', and 'Reporting/Analytics'. The main interface is divided into several sections:

- Agent List (6):** A table showing agent names and their current status. Agents include Elyse Boostall (Inbound), Jessica Perez (Unavailable), Keith Birney (Inbound), Liliana Christian (Inbound), Marjona Cubisno (Unavailable), and Rameel Lashley (Inbound).
- Contact List (7):** A table showing active calls with details like name, status, and agent. Active calls include MYP English, Northeast_Eng, and Westch Cnty Recycle.
- Performance Metrics:** A 'Service Level' widget shows 13 contacts in queue and a 107% service level. A 'Queue Counter' widget shows 0 contacts in queue.



Crisis takes many forms.....
.....caller in the driver seat, no judgment

- Community & Personal
- Might not know what they actually need
- Might involve the caller, a family member or a friend
 - Open ended assessment
 - Referrals based on conversation

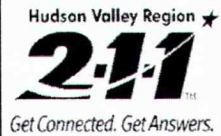


“Unmet basic needs...diminish people’s ability to attend to health issues [and] their responses to interventions promoting health.”



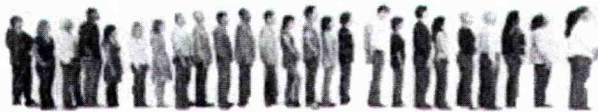
- 3-6 minutes of complexity**
- Issues beyond what they call for
 - We see needs becoming more complex
 - Relationship of health outcomes & social needs
 - Not a script....live in the moment conversation
 - By Nationally certified helpline specialists





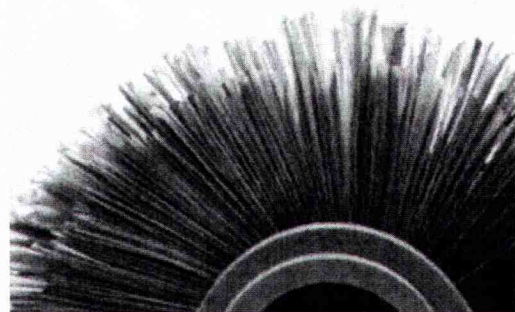
What if we can't make a referral?

1. Call is logged as "unmet need"
2. Periodically analyze
3. Give feedback to agencies and planning group
4. Sometimes we discover through follow up calls



The Database (Resource Guide)

- Everywhere, the organizations providing human services are
 - Adding/removing programs
 - Changing their names
 - Reorganizing
 - Merging
 - Expanding or contracting
- How many times can you change the information on your Rolodex?
 - [Explain Rolodex]



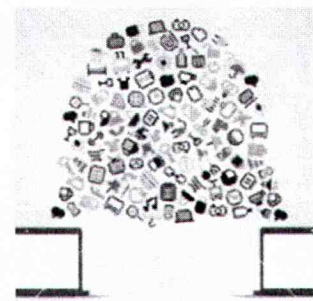
Comprehensive directory of services:

- TANF, WIC, food pantries
- Tenant rights
- Summer Food Service Programs
- Transportation options
- Rent payment assistance
- Utility payment assistance & emergency disconnect hotline
- Medicaid Managed Care enrollment/carriers
- ...Etc.



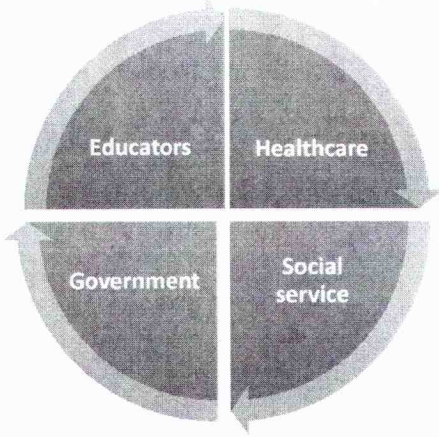
IT Infrastructure

- Critical functions include:
 - Database
 - Classification system
 - Call & referral records
 - Unmet needs
 - Case management
 - Reporting
 - Potential for inter-operability & migration of data to & from other sources



Our partners make it go

Call
2-1-1



- We refer people to them
- They refer clients to us
- They ask for specific contracts



Questions?

@unitedway211hv

