

DEPARTMENT REPORTS – JUNE 2022

ADMINISTRATION Justina Farris, Finance Director

Staff Development/Conferences/Trainings Attended:

Justina Farris

- Attended webinar on The Foundation of DEI presented by NYSCAA on June 7
- Attended training on FFY 2023 WIC Budget Justification presented by DOH on June 9
- Attended webinar on Compassion Fatigue Part 1 presented by NYSCAA on June 16
- Attended webinar on Labor/HR Series End of Session Updates presented by the Business Council on June 16
- Attended webinar on 5 Common HR Challenges and How to Solve Them presented by Mineral on June 22
- Attended webinar on Compassion Fatigue Part 2 presented by NYSCAA on June 23
- Attended webinar on The Changing Legal Landscape for Non-Competition Agreements: What HR Professionals Need to Know presented by HR Simple on June 29

Debbie Palmatier

None.

Bonnie Coe

None.

Department Activities:

- Justina attended Director's Meeting on June 21
- Justina, Debbie, Bonnie, and Louise attended Annual Breakfast on June 27
- Justina attended the Annual Meeting on June 27
- Justina attended FFY 2022 LACASA Fiscal Focus Area Interview with DOH on June 29

CHILD CARE RESOURCE AND REFERRAL Dawn Garvey, Director

Department Acronyms

- **ECLC:** Early Care and Learning Council
- **CACFP:** Child and Adult Care Food Program
- **OCFS:** Office of Children and Family Services
- **ACE's:** Adverse Childhood Experiences
- **LE:** Legally Exempt
- **TOT:** Training of the Trainer
- **EWS:** Essential Worker Scholarship
- **STB:** Stabilization Grant
- **SOE:** Standards of Excellence
- **OCCAN:** Otsego Committee on Child Abuse and Neglect
- **ESCCM:** Empire State Child Care Match

Mailings and Outreach

- Updated Mask Requirements
- “How to Cope with Mass Violence” webinar link
- Deserts Grant Flyer
- Stabilization Expense Report Instructions
- Explanation to providers explaining why the curriculum is shorter this month
- Summer Curriculum
- ACEs 201 cancellation
- Video Conferences schedule
- Provider Survey for CCR&R

Legally Exempt Services

- Enrolled Legally Exempt Providers - 13
- Temporarily Enrolled Legally Exempt Providers - 2
- Legally Exempt Inspections Performed – 1 (attempted)

Referrals

- Referrals this month – 9
- Additional Referrals sent - 0
- Number of Online Referrals - 0
- Number of Attempted Follow ups - 6
- Number of Completed Follow Ups - 4

CACFP Services

- Number of Providers – 10
- Monitor Visits Performed - 0
- Number of Trainings Offered – 0

Staff Development/ Conferences/ Training attended

- “Supporting Families and Young Children in Times of Fear and Anxiety” webinar
- “Juneteenth- “The Half-Life of Freedom: Race and Justice in America” webinar
- “Equitable Family-Teacher Relationships for all Children” webinar
- “Achieving Equity and Quality” webinar
- Compassion Fatigue #1 and #2
- “Supercharge Home Visiting with Adult Learning Principles” webinar

Community Meetings/ Collaborative Meetings attended

- ECLC Membership Meeting (6/8)
- ECLC Annual Meeting (6/16)
- CCR&R Department meeting (Every Tuesday)
- ACEs meeting (6/28)
- Childcare Desert Meeting (6/16)
- Stabilization Grant meeting (Every Monday)
- SCCAP Annual Breakfast (6/27)

Trainings/ITA Performed

- Curriculum Development: Summer, Camping and Forest Animals- 3 daycare providers participated
- Curriculum Development: Shapes and Safari - 2 daycare providers participated
- Business Record Maintenance and Management - 1 daycare provider attended
- Child Abuse and Maltreatment Identification and Prevention - 1 Daycare participated
- Statutes and Regulations Pertaining to Child Day Care - 1 Daycare participated
- Curriculum Development: Father's Day Crafts - 2 daycare providers participated
- Curriculum Development: Farm Animals - 1 Daycare participated
- Stabilization Core Business training with 1 provider
- Summer Hydration Zoom training

Success Story

While doing follow-ups for referrals, Heather found out that 3 families were able to find care using the referrals we sent them.

COMMUNITY ENGAGEMENT **Naomi Pickett, Community Engagement Director**

Staff Development/Conferences/Trainings Attended:

Naomi Pickett

- ROMA Training – 6/14 – 6/16/2022

Kirsten Burroughs

- None.

Jamie McFarland

- Community Action: An Overview - 6/7/22

Department Activities:

- Cargies Deli BBQ - 6/10/2022; Outside ACE hardware – Total event profit of \$98.82
- SCCAP Annual Breakfast – 6/27/2022; The Olde Tater Barn in Central Bridge
- Kirsten had her 3-month evaluation on June 7th, 2022
- Jamie had her 1-month evaluation on June 3rd, 2022

COMMUNITY SERVICES **Melissa Pawlak, Director**

Department Acronyms

- **HEAP:** Home Energy Assistance Program
- **SNAP:** Supplemental Nutrition Assistance Program
- **VITA:** Volunteer Income Tax Assistance Program
- **HSCC:** Human Services Coordinating Council
- **RFB:** Regional Food Bank of Northeastern New York
- **EFSP:** Emergency Food and Shelter Program
- **CASH:** Creating Assets Savings and Hope
- **COC:** Continuum of Care (housing)

Community Services:

- The Community Services Department staff are getting ready for the Annual Back to School Event. SCCAP staff have ordered needed supplies and backpacks.
- The Emergency HEAP benefit is open and has been extended through August 31, 2022. Clients can call Schoharie County DSS to complete a phone interview to determine eligibility. Community Services staff will be attending the annual HEAP Conference in August 2022.
- Requests for rental assistance have increased. The eviction moratorium expired January 15, 2022. On April 28, 2022, The Office of Temporary and Disability Assistance (OTDA) had announced an important update that there was additional funding in the 2022-23 State budget for clients who applied for the Emergency Rental Assistance Program (ERAP). The Office of Temporary and Disability Assistance (OTDA) is now processing ERAP applications for those who applied through March 31, 2022. If a client has a pending ERAP application on file, that can prevent the client from being evicted for nonpayment until a decision is made. Clients can apply on the Office of Temporary and Disability Assistance (OTDA) website to see if they qualify for assistance through ERAP.

Food Pantry:

- Clients are encouraged to make an appointment and SCCAP staff are still meeting with client's curbside.
- Community Services staff are interviewing clients over the phone to accommodate their nutritional and dietary needs. Clients are asked if there are any likes or dislikes as this still gives the client choices and preferences from the SCCAP food pantry.
- Food pantry staff are still placing orders with the Regional Food Bank and accepting donations to stock the pantry with needed food and personal care items. Community Services staff have also been shopping at Walmart to ensure the food pantry is stocked with a variety of food choices.
- Clients are being referred to other pantries in Schoharie County as an additional resource if they are in need of food.

Trainings/Meetings/Events:

Melissa Pawlak:

- Addressing the Behavioral Health Needs of NYS School Children Part 1,2,3
- Understanding N.E.A.R. Science
- Compassion Fatigue Webinar Part 1&2
- VITA Celebration
- Dr. Chokshi-COVID-19 Pandemic: Looking Back and Looking Forward
- Tips & Tricks in Excel & Google Sheets
- SCCAP Annual Breakfast

Tracy Gertzberg:

- Human Services Coordinating Council (HSCC) Meeting
- Health & Wellness Fair
- NYSCCA Annual Meeting
- Compassion Fatigue Webinar Part 1&2
- VITA Celebration
- SCCAP Annual Breakfast

Susan Poulsen:

- LGBTQ+ & Etiquette and Common Bloopers by NYSCAA
- Annual Meeting of NYSCAA
- Compassion Fatigue Webinar Part 1&2
- Tips & Tricks in Excel and Google Sheets

Success Story:

Community Services Department does not have a success story to share this month.

**CREATIVE CONNECTIONS FOR YOUTH
Melissa Bevins, Program Coordinator**

Department Acronyms:

- **ACES:** Adverse Childhood Experiences
- **BTS:** Back to School
- **CCY:** Creative Connections for Youth
- **CARRT:** Child at Risk Response Team
- **Safe Sitter®:** A program that teaches young adults how to handle the responsibilities of staying home alone or babysitting for other families.

Meetings Attended:

- LaSalle ACES Symposium - 6/1/2022

Additional Comments:

Camps are open, and we have several youths attending this summer.

**EMPLOYMENT TRAINING CENTER
Max Horning, Director**

Department Acronyms:

- **ETC:** Employment Training Center
- **DHP:** *Displaced Homemaker Program*- Provides employment skills training, computer workshops, job search training and support to qualified Displaced Homemaker
- **DSS:** Department of Social Services
- **FFS:** *Fee for Service*– Customizable business computer skills training for area businesses and individuals
- **ACES:** *Assistive Competitive Employment Services*- Program provided through Catskill Center for Independence designed to assist Schoharie County residents with mental health diagnoses obtain competitive employment.
- **NYATEP:** New York Association of Training and Employment Professionals
- **PARWCC:** Professional Association of Resume Writers and Career Coaches
- **OSOS:** Department of Labor One Stop Operating System

Meetings Attended:

- Carolyn & Max – Schoharie County workforce development meeting (ETC, SEEC, SUNY, SCCASA, CCE, FMSWS, Destination Marketing); Mohawk Valley workforce/tourism meeting; DOL Survey Results Presentation
- Max – June Directors’ Meeting, Budget meeting with Justina, Outreach meeting with Kirsten, Case Worthy planning with Louise

Conferences/Trainings Attended:

- Max – PARWCC webinar “Writing the Perfect Résumé”
- Carolyn & Max – PARWCC Résumé Office Hours, College/Recent Graduate Résumés
- Carolyn – 3 individual meetings with John Suarez, PARWCC Résumé Fundamentals instructor; 2 DOL webinar trainings; continued computer skill refinement through GoSkills online

Department Activities

- A new ETC advertisement is rotating through the Times Journal, Mountain Eagle, and My Shopper for the summer months, as well as the Agency Facebook page
- Carolyn worked to revamp some existing computer trainings – Outlook & PowerPoint
- Carolyn & Max attended some DOL virtual career fairs to connect with hiring managers about current needs and trends

Displaced Homemaker Program

The DHP provided 82 employment-related services to 16 participants. There were 0 new participants enrolled, 0 obtained employment, and 1 participant retained employment 90+ days.

DHP Success Story

The participant who retained employment for 90+ days enrolled in December 2021 seeking assistance with résumé preparation to apply for an anticipated opening with SCCASA. The client had been a volunteer with the organization and was hired part-time. The client loves the work and is hopeful it will become a full-time position. In lieu of a congratulatory Walmart gift card, the ETC provided \$40 in Stewart’s gas gift cards to help offset the fuel expense of driving from the client’s home in Greene County to assist the SCCASA participants in Schoharie County.

Fee for Service

The Employment Training Center did not provide any Fee for Service computer trainings or individual services this month.

Kelly Pitt, Director

Department Activities

The Weatherization Contract is still pending, and the department is still participating in the shared work program. The crew have completed work on 1 unit and currently has 2 units in progress. Some of the energy saving measures that were installed includes wall/attic insulation, LED bulbs, whole house ventilation, pipe wrap, windows, and air sealing. After the weatherization work was completed the average annual fuel savings per household is approximately 433.62gallons. The average cost of a gallon of fuel for the month of June was \$5.08*. This makes an approximate savings of about \$2202.79 per household. As of the end of June, we have installed 31 air conditioners for HEAP Cooling Program

Month	Households Completed	Gallons per Household Saved	* Avg. Cost per Gallon Oil	Total \$ Saved per Household	Total \$ Saved Overall per Month	Total \$ Saved year to date under Weatherization (cumulative)
January	7	219.63	3.84	843.38	5903.66	5903.66
February	4	115.67	4.17	482.35	1929.40	7833.06
March	4	141.30	5.08	717.78	2871.12	10704.18
April	0	0	0	0	0	10704.18
May	3	590.82	5.08	3001.35	9004.05	19708.23
June	1	433.62	5.08	2202.79	2202.79	21911.02

*http://www.eia.gov/dnav/pet/pri_wfr_a_EPD2F_PRS_dpGal_w.htm
Fuel prices do not change from April - October

FAMILY SUPPORT AND RESOURCE CENTER
Becky Foland, Director

Department Acronyms:

14 CARAT Training: *Collaborative Action Research and Treatment*- hosted by Northern Rivers, 3-day Mental Health training on engaging families.

4 R's and 2 S's: Skill building for the entire family. Must have a child with Oppositional Defiant Disorder but all children in the family attend group.

ACES: *Adverse Childhood Experiences*- ongoing research into how these childhood experiences affect people later in life- especially medically

ASIST Training: *Applied Suicide Intervention Skills Training*- Recommended for anyone working with families involved in the Mental Health system.

Berkshire Farm: a set of preventive programs for youth, mostly school based, contract held by DSS

CARRT: *Child at Risk Response Team*- look at ways to support and help severely abused and maltreated children in our community.

Coached Visitation: training on supervised visitation with a teaching component so staff can assist parents with parenting concerns.

Cooperative Parenting: parenting for divorced and separated parents. Both parents attend for 8 weeks in a group format to learn how to 'cooperatively parent' their children.

CSE: Committee on Special Education

Domestic Violence Task Force: committee that meets to look at ways to educate the community about domestic violence and make sure appropriate services are in place for those families impacted by domestic violence

FPA: *Family Peer Advocate*- state designation for Family Partners

FANS: *Family Assessment of Needs and Strengths*- assessment tool used to determine what a family needs to focus on and how to help them move forward.

FSRC: Family Support and Resource Center

HARP: Health and Recovery Program/part of Health Homes

Health Homes: A Medicaid initiative to reduce Medicaid spending by having a network of services to support families- intent is to reduce placement, ER visits and hospital admissions.

Family Support is one of those services. There are both adult and children's Health Homes

HCBS: Home and Community Based Services/part of Health Homes

Hudson River Regional Meeting: regional meeting for Family Support providers to network and stay up to date on what is happening in the region and on the state level

OMH: Office of Mental Health

Peer Specialist: part of adult health homes- peer support for individuals/families with mental health challenges

PEP training: *Parent Empowerment Program*- required training for Family Peer Advocates

SPOA: *Single Point of Access*- looks at services for at risk youth in our community

SCCASA: Schoharie County Council on Alcohol and Substance Abuse

Department Activities:

We continue to have department meetings, unit meetings and supervision of programs. Becky attends Director's meetings. Our department meetings are every other week to do a check in and discuss any program issues and what we have accomplished.

Meetings attended:

- A-SPOA
- C-SPOA
- Directors Meeting
- Schoharie County Systems of Care Meeting
- Hudson Region Family Support Directors Meeting

Conferences/Trainings:

- LaSalle ACE's Symposium
- Resilience in Youth & Families

Family Support

- Facilitate and attend Family Team Conferences - 10 held by zoom and 3 cancelled. FTCs are currently being scheduled by zoom
- Collaborative work with other agencies is ongoing
- Continue to work 1:1 with families and offer peer support, advocacy, and systems navigation. Families are currently being served by phone, in person or by zoom.
- Attending Annual Child Special Program (CSE) meetings with families by zoom and in person at local public schools.

Skill Building

- Skill Building continues with families during supervised visitations
- 1:1 Skill Building and Parent Education is ongoing- Anger Management is active
- Referrals continue to come in from court - Attorney referrals - Fee for Service

**HEALTHY FAMILIES CENTER/WIC
Jackie LaLonde, Director**

Department Activities:

Farmers Market Checks are now available for WIC families, every participant this is 6 months of older gets a \$25 booklet to be used at designated Farmers Markets in the state. These vouchers are used to buy fresh and local fruits and vegetables.

**PARENT & CHILD CONNECTIONS CENTER
Rhonda Wilty, Director**

Department Activities:

In June 2022 Parent & Child Connections Center scheduled 94 visitations. 54% of those visits were scheduled outside of traditional business hours. 72 of those visits were completed. We received three new referrals from the Department of Social Services.

Community Services

Community Services Block Grant (CSBG)													
	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	YTD
Homeless Prevention & Stabilization - Direct Assistance													
Electric payment	0	0	1	0	1	0							2
Emergency shelter	0	0	0	0	0	0							0
Heat assistance (includes cooking)	0	2	0	1	0	0							3
Rent assistance	4	1	1	2	3	1							12
Food Pantry Services - Direct Assistance													
Diapers	4	2	1	3	1	3							14
Food Pantry - Emergency	17	7	11	5	9	11							60
Food Pantry - Supplemental	15	8	16	6	18	13							76
Food Pantry - LSH Pantry includes formula	6	6	0	5	7	4							28
Food Purchase	2	1	2	2	2	5							14
Personal Care	8	8	10	2	8	6							42
Other Services - Direct Assistance													
HEAP applications	54	21	11	6	0	0							92
Clothing (per unit count- coats and work apparell)	0	0	0	0	0	0							0
Prescription assistance	0	0	1	1	1	0							3
School Supplies	0	0	0	0	0	0							0
SNAP applications	0	0	0	1	0	0							1
Transportation	2	4	1	2	1	4							14
VITA Tax Prep. Site	2	76	95	27	0	0							200
Advocacy & Referrals													
Continued Support	2	5	5	6	2	2							22
DSS referrals	14	9	7	5	5	3							43

Food pantry referrals	1	4	6	0	4	9							24
Housing advocacy (non-payment)	2	2	0	1	5	1							11
Referrals to other programs/services	25	14	7	20	17	19							102
Telephone application/federal phones	0	0	0	1	1	0							2
Telephone contacts (may be duplicated)	431	560	553	247	197	126							2114
Utility advocacy (non-payment)	0	0	0	0	0	0							0

Child Care Resource & Referral Center

Child Care Resource & Referral (CCRR)													
	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	YTD
Referrals	1	1	6	4	11	9							32
On-line referrals	0	0	0	0	0	0							0
Number of Families Served	1	1	6	4	11	9							32
Technical Assistance													
Number Attempted	0	0	0	0	12	6							18
Number Completed	0	0	3	0	3	4							10
Core Services													
Basic Technical Assistance	73	70	69	46	38	54							350
Intensive Technical Assistance Hours	14	18	38	18	24	13							125
Best Practice Grants	0	1	1	0	0	0							2
Trainings													
Became Registered and/or Licensed	0	0	0	0	0	0							0
Legally Exempt Providers	14	16	18	19	13	13							93
Legally Exempt Temporarily Enrolled	0	2	0	0	0	3							5
Legally Exempt Enrolled	1	1	2	1	0	2							7
Legally Exempt Inspections Performed	0	0	1	1	0	1							3
Outreach													
Babysitter Trainings Held (FFS)	0	1	0	1	0	0							2
Babysitter Trainings # of Persons Attending	0	12	0	8	0	0							20
Video Conferences Held	0	0	0	0	0	0							0
Video-Conf - # Persons Attending	0	0	0	0	0	0							0
MAT Trainings Held	0	0	0	0	0	0							0
MAT Trainings - # of Persons Attending	0	0	0	0	0	0							0
CPR & First Aid Trainings Held	0	0	2	1	0	0							3
CPR & First Aid Trainings - # of Persons Attending	0	0	16	2	0	0							18
Outreach													
Mailings	9	10	18	6	14	10							67
Community Event Attended	0	0	0	1	1	0							2
Outreach													
Initial Consultation	0	0	0	0	0	0							0
Site Visit	0	0	0	0	0	0							0
Health Care Plan Review	0	0	0	0	0	0							0

Child and Adult Care Food Program (CACFP)													
	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	YTD
Number of Providers	10	10	10	10	10	10							10
New Registered Providers	0	0	0	0	0	0							0
New Legally Exempt Providers	0	0	0	0	0	0							0
Monitor Visits	0	0	0	0	9	0							9
Outreach													
Mailing	1	0	0	0	1	1							3
Trainings	4	0	0	0	0	0							3

Avg/Mo

Creative Connections for Youth

Creative Connections for Youth (CCY)													
	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	YTD
Mentoring													
Individuals served/families	0	0	0	0	0	0							0
New Referrals	0	0	0	0	0	0							0
Active Mentors	0	0	0	0	0	0							0
Youth with 1:1 Mentors	0	0	0	0	0	0							0
Youth Engagement Activities:													
Individuals served/families	42	44	44	44	43	43							260
New Referrals	2	8	3	4	0	2							19
Attended camp	0	0	0	4	0	0							4
Group activities	16	16	18	18	18	0							86
Individual activities	8	8	9	9	9	10							53
Participant Contacts:													
Youth Contacts	0	0	0	0	0	0							0
Parent/Guardian Contacts	0	2	1	4	2	4							13
Phone Contacts/Email/Text	14	18	22	28	22	38							142
Other Youth Supports:													
Back to School Clothing	0	0	0	0	0	0							0

Energy Services

Weatherization Assistance Program (WES)													
	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	YTD
Units Completed:	7	4	4	0	3	1							19
Audits Completed:													
Weatherization	2	3	3	1	3	2							14
Rural Preservation (WAP coordinated)	0	0	0	0	0	0							0

Home Energy Consultants													
	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	YTD
Blower Door w/calculations	0	0	0	0	0	0							0
Cooling Initiative (units installed)	0	0	0	0	9	22							31
Energy Audits (non-WAP)	0	0	0	0	0	0							0
Rural Preservation Energy Audits (non-WAP coordinated)	0	0	0	0	0	0							0

Family Support and Resource Center

Family Support													
	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	YTD
Individual Served (Families)	43	34	39	59	43	40							258
New referrals	7	2	11	7	5	2							34
Family Team Conferences held	13	14	10	9	11	10							67
Contacts: Phone/Email/Text	124	118	92	130	122	201							787
Contacts: Collateral	392	348	338	357	382	296							2113
Contacts: Face to Face	29	49	26	36	26	33							199

Skill Building													
	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	YTD
Individuals Served/Families	7	15	17	15	14	10							78
New Referrals	0	5	5	1	2	0							13
Skill Building sessions	14	23	30	18	8	18							111
Groups held	0	0	0	0	0	0							0
Contacts: Phone/Email/Text	46	35	36	14	27	18							176
Contacts: Collateral	17	18	22	31	37	33							158
Contacts: Face to Face	14	29	34	18	15	20							130
Intakes	0	6	4	1	2	0							13

Healthy Families Center

Women Infants Children (WIC)														
	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	YTD	
Enrolled	392	389	386	391	388	383							388	Avg
Served	358	348	354	353	365	352							355	Avg
eWIC Cards - # issued	9	5	7	7	8	2							38	
Breastfeeding														
Contacts	6	6	4	6	14	12							48	
Classes	0	0	0	0	0	0							0	
WIC participants attending classes	0	0	0	0	0	0							0	
Non-WIC participants attending classes	0	0	0	0	0	0							0	
Pumps issued	0	1	0	0	0	0							1	
Outreach														
Total outreach contacts	0	0	1	2	0	1							4	
Other Department Activities														
Milk Bank - # Donors	1	0	0	0	1	0							2	
Milk Bank - # Ounces	500	0	0	0	500	0							1000	
Lead screenings performed	0	0	0	0	0	0							0	
Farmers Market checks - # issued	0	0	0	0	0	205							205	
Farmers Market checks - \$ value	0	0	0	0	0	\$1,025							\$ 1,025	

Parent & Child Connections Center

Supervised Visitation													
	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	YTD
Individuals Served (duplicated)	70	71	70	75	82	87							455
New Referrals	2	3	4	2	2	3							16
Visitations that occurred	57	54	78	68	75	72							404
Intakes	0	5	5	0	2	2							14
Contacts: Phone/Email/Text	44	70	59	66	81	78							398
Contacts: Collateral	81	64	75	77	75	87							459