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23

# Livingston County Department of Health Annual Report





## LETTER FROM THE PUBLIC HEALTH DIRECTOR

Dear residents of Livingston County,

On behalf of the Livingston County Department of Health (LCDOH), I am pleased to present the 2023 Annual Report. Throughout 2023, our focus has been on progressing beyond the COVID-19 pandemic era. This has involved sustaining COVID-19 response funding to maintain essential programs and addressing everyday health issues such as food security and mental health access in Livingston County.

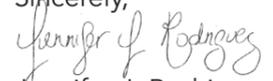
While the impacts of COVID-19 are still evident, much of the financial support from the pandemic has diminished. To uphold the quality and breadth of services that the Department of Health is known for, we have concentrated on securing funding to sustain recent improvements and organizational growth.

The past several years have underscored the need for additional attention to issues such as food security and mental health. Data from pop-up pantries and SNAP has consistently shown a need for additional food resources across Livingston County, leading to the

establishment of the Livingston County Food Security Coalition. As pandemic-related food supports were phased out, further interventions, such as the Mt. Morris Pop-Up Pantry established by LCDOH and Foodlink, were necessary.

In alignment with the LCDOH Community Health Improvement Plan priorities, mental health remains a critical public health concern. Continued efforts with opioid settlement and mental health funding have prioritized mental health access. Enhancements to after-hours care and 24/7 crisis treatment are part of our ongoing efforts to improve access to care as we move into 2024.

Looking ahead, our goal at the Department of Health is to ensure that all Livingston County residents have the tools they need to maintain their health and well-being. This includes providing vaccines, promoting access to fresh, healthy foods, funding substance use treatment, and expanding access to mental health services. The Livingston County Department of Health is committed to providing core public health services and to partnering with community partners to strengthen a comprehensive health care system. We extend our gratitude to the partners who support us and enable us to support them in their work on behalf of Livingston County. We look forward to continuing our collaborative efforts to improve our communities with both our partners and our residents.

Sincerely,  
  
 Jennifer J. Rodriguez



## Board of Health

- Ahsen Sheikh, M.D. .... President
- Aaron Farney, M.D. .... Vice President
- Carol A. Carey ..... Secretary
- Merilee G. Walker..... Legislative Member
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- Douglas J. MacKenzie, Au.D., CCC-A..... Member
- Mary Margaret Stallone ..... Member
- Andrea Belen Judkins, M.D. .... Member
- Jennifer Rodriguez, M.S., M.S.W. .Public Health Director
- Joan E. Flender, M.D. .... Medical Director
- Stephanie Johnson... Secretary to the Public Health Director

## Vision

Commitment to Leading the Community for a Healthier and Safer Tomorrow

## Department of Health Locations

**Public Health Building**  
 2 Murray Hill Drive, Mt. Morris, NY 14510

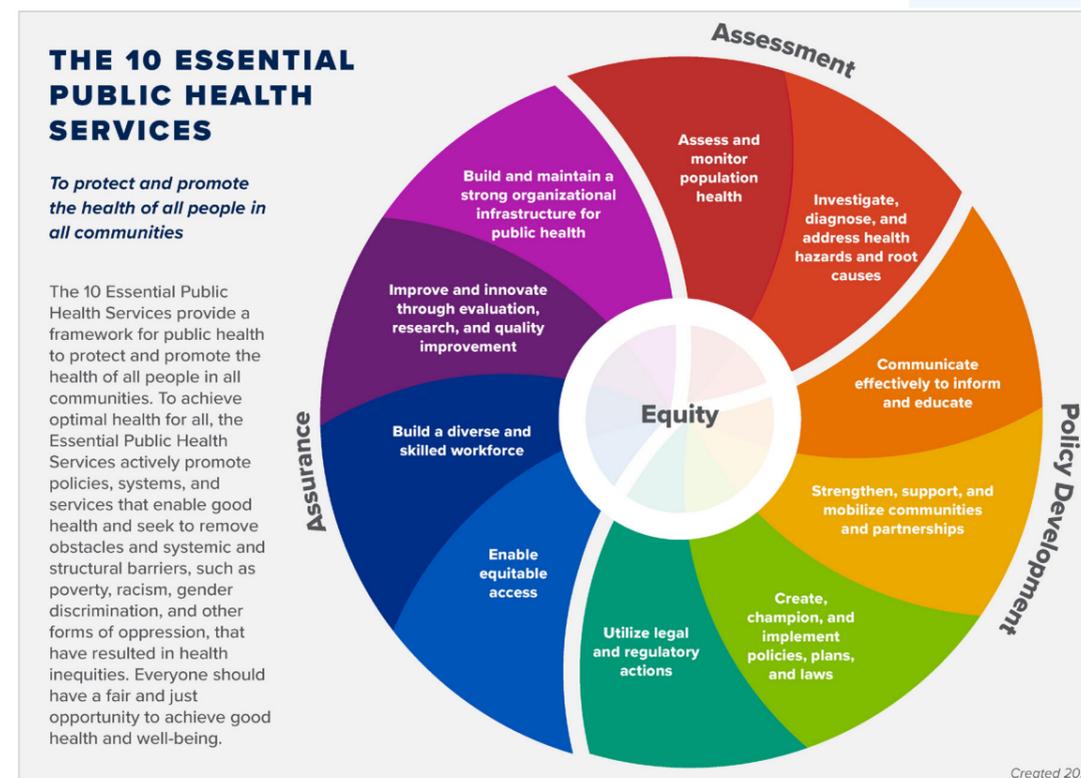
**Mental Health Building**  
 4600 Millennium Drive, Geneseo, NY 14454

**Dog Control Building**  
 3386 Gypsy Lane, Mt. Morris, NY 14510

## Mission

The Livingston County Department of Health works with the community to assure the availability and accessibility of health services, to promote healthy living and to ensure a safe environment today and tomorrow.

## TEN ESSENTIAL PUBLIC HEALTH SERVICES



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## Essential Service #1:

Assess and monitor population health status, factors that influence health, and community needs and assets

**THIS SERVICE INCLUDES:**

- **Maintaining an ongoing understanding of health** in the jurisdiction by collecting, monitoring, and analyzing data on health and factors that influence health to identify threats, patterns, and emerging issues, with a particular emphasis on disproportionately affected populations
- **Using data and information** to determine the root causes of health disparities and inequities
- **Working with the community** to understand health status, needs, assets, key influences, and narrative
- **Collaborating and facilitating data sharing** with partners, including multi-sector partners
- **Using innovative technologies**, data collection methods, and data sets
- **Utilizing various methods and technology** to interpret and communicate data to diverse audiences
- **Analyzing and using disaggregated data** (e.g., by race) to track issues and inform equitable action
- **Engaging community members** as experts and key partners

The Livingston County Community Health Assessment (CHA) Leadership Team, which is comprised of health professionals, community volunteers, and local leaders, conducted the Community Health Assessment. The Livingston County Department of Health, UR Medicine | Noyes Health, Genesee Valley Health Partnership, Pivotal Health Partnership, and Common Ground Health coordinated the process by using Results Based Accountability.

The community health improvement process uses data to:

- Identify priority issues
- Develop and implement strategies for action
- Establish accountability to ensure measurable health improvement

The Community Health Improvement Plan (CHIP) is a long-term, systematic effort to address public health problems in our community. It is based on the results of Community Health Assessment. The Community Health Improvement Plan is developed collaboratively with a goal of improving the health of the community. Community health improvement planning and leading health indicators are highlighted within this section as examples.

The priorities that were identified through the Community Health Assessment include chronic disease prevention, and promoting well-being and preventing substance use disorders. From this process, a Community Health Improvement Plan (CHIP) was developed. The plan is a long-term effort to address the health problems that were identified. The CHIP will be implemented and evaluated from 2022-2024.



In 2023, the CHA Leadership Team collected updated Livingston County data to update the previous CHA and presented updates to staff and community partners, in addition to sharing on the Livingston County social media and Department of Health website.

## Essential Service #1 (continued):

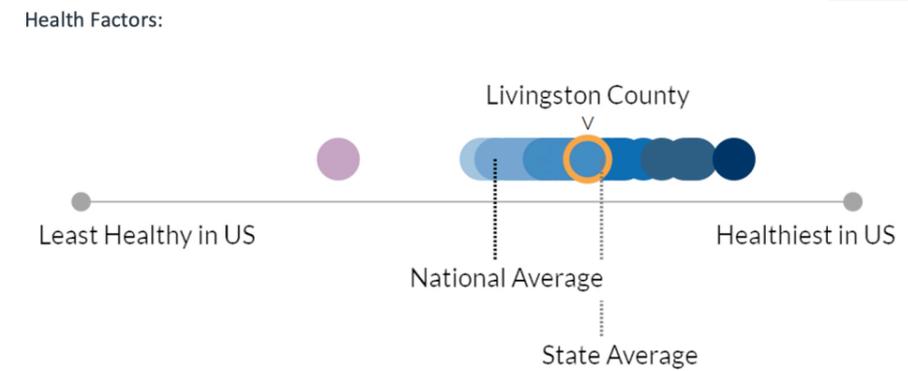
Assess and monitor population health status, factors that influence health, and community needs and assets

A health indicator is a measurable characteristic that describes the health of a population. Public Health is charged with tracking health indicators for the population as data becomes available. County Health Rankings and Roadmaps releases health outcome and health factor data annually. In addition to County Health Rankings, the New York State Department of Health's Prevention Agenda releases data surrounding the health priorities in New York State as data becomes available. Below are some of the indicators for Livingston County:

*Health Outcomes:*



*Health Factors:*



Health Behaviors	Livingston County	New York	United States
Adult Smoking	19%	12%	15%
Adult Obesity	39%	29%	34%
Food Environment Index	8.8	8.6	7.7
Physical Inactivity	21%	25%	23%
Access to Exercise Opportunities	78%	93%	84%
Excessive Drinking	19%	18%	18%
Alcohol-Impaired Driving Deaths	20%	21%	26%
Sexually Transmitted Infections	160.8	512.5	495.5
Teen Births	6	11	17

Source: 2024 County Health Rankings National Findings Report

## Essential Service #2:

Investigate, diagnose, and address health problems and hazards affecting the population

**THIS SERVICE INCLUDES:**

- **Anticipating, preventing, and mitigating emerging health threats** through epidemiologic identification
- **Monitoring real-time health status and identifying patterns** to develop strategies to address chronic diseases and injuries
- **Using real-time data** to identify and respond to acute outbreaks, emergencies, and other health hazards
- **Using public health laboratory capabilities and modern technology** to conduct rapid screening and high-volume testing
- **Analyzing and utilizing inputs** from multiple sectors and sources to consider social, economic, and environmental root causes of health status
- **Identifying, analyzing, and distributing information** from new, big, and real-time data sources

### Rabies and Sanitary Code Investigations

Environmental Health staff receive complaints about animal bites and public health nuisances such as sewage and garbage as they relate to the NYS Sanitary Codes. This year, Environmental Health staff:

- Conducted 284 rabies bite investigations and tested 46 animals for rabies, which resulted in one positive rabies case. The number of positive cases stayed the same from 2022 to 2023.
- Conducted 63 complaint investigations in accordance with the Sanitary Codes of Livingston County and New York State. This is a decrease from 2022, which had 72 complaint investigations.
- Provided five free rabies vaccination clinics, resulting in 973 total vaccinations for Livingston County animals. A total of 644 dogs, 316 cats and 13 ferrets were vaccinated.

### Communicable Disease Control

The communicable disease team facilitated 139 investigations for reportable diseases (excluding COVID-19 and influenza) to ensure identification and proper treatment in accordance with the New York State Department of Health requirements.

In 2023, other special investigations focused on RSV, Meningitis, Legionellosis, and Salmonella.

### Most Reported Communicable Diseases in Livingston County (non-COVID)

The Center for Sexual Health and Wellness staff provided approximately 780 tests for sexually transmitted infections (STIs), including 299 chlamydia and gonorrhea tests.

### Number of Children Tested for Lead

Approximately 59.67% of one-year-olds and 58.08% of two-year-olds were tested for lead. This is a 4.59% decrease and 5.90% decrease from 2022, respectively.

Other lead poisoning prevention program activities for 2023 included:

- Created and filled lead coordinator role, which links Environmental Health and clinical care of lead program needs.
- Partnered with Genesee County and local public libraries to provide outreach to the community.
- Developed a Lead Poisoning Prevention Toolkit to educate providers during Public Health Detailing Events.
- Collaboration with Geocove to create a geographic information system (GIS) mapping app for lead prevention.
- Purchase of Lead Care II machine, training for staff on use of the machine, and plans to utilize in the community and health care provider offices to increase the total number of lead tests being performed.
- Received 14 referrals and managed 18 work plans.

## Essential Service #3:

Communicate effectively to inform and educate people about health, factors that influence it, and how to improve it

**THIS SERVICE INCLUDES:**

- **Developing and disseminating accessible health information** and resources, including through collaboration with multi-sector partners
- **Communicating with accuracy and necessary speed**
- **Using appropriate communications channels** (e.g., social media, peer-to-peer networks, mass media, and other channels) to effectively reach the intended populations
- **Developing and deploying culturally and linguistically appropriate and relevant communications** and educational resources, which includes working with stakeholders and influencers in the community to create effective and culturally resonant materials
- **Employing the principles of risk communication, health literacy, and health education** to inform the public, when appropriate
- **Actively engaging in two-way communication** to build trust with populations served and ensure accuracy and effectiveness of prevention and health promotion strategies
- **Ensuring public health communications and education efforts are asset-based** when appropriate and do not reinforce narratives that are damaging to disproportionately affected populations

### Health Education

A key function of Health Education is to be the communication hub for all departments. In 2023, the main focus was on promoting available local resources and supporting partners. The department also collaborates with key partners on health improvement projects within the county. Health Education continues to use marketing, policy development, environmental change, and education to enhance the health of the community. Highlights of the past year include the following:

- Submitted 363 social media posts.
- Participated in the 2024-2027 Strategic Planning process.
- Continued to act as the liaison for Be Well in Livingston communities to Eat Better, Move More, and Stress Less. Committee reports are below, including Nunda, Mount Morris, and the newly established Be Well in Lima.
- Submitted annual reports for reaccreditation to the Public Health Accreditation Board (PHAB).
- Collected new data to update the 2022 Community Health Assessment asset map.



Effective communication and community education continued to be a vital service at the Department of Health. Beyond continued work to share Department programs and resources, focus was turned to address food insecurity and nutrition, translate outreach materials into Spanish, and collaborate with partners to improve access.



Health Education leads the department-wide Supportive Health Awareness Programs for Employees (SHAPE). The SHAPE team consists of employees within the Department organizing peer events, activities, and initiatives for staff. Data from the COVID-19 response showed that chronic stress and burnout were among the side effects for many staff.

In response to these issues, the SHAPE program was revived in 2022 and 2023 highlights are below:

- County-led SHAPE events included:
  - Colorectal Cancer Awareness Month.
  - Eating Healthy on a Budget Event with 19 participants.
  - Get Moving Challenge with 96 registrants and an average of 62 participants across three weeks.
  - March Muffin Madness.
  - The SHAPE 5K with 27 registrants and a 93% show rate.
  - September Wellness Bingo with an average of 83 participants over three weeks.
    - More than 50% of participating staff reported increased mindfulness (71%), self-care (65%), and physical activity (54%).
  - Wear Red for Heart Health Day.
- Collaboration with partners allowed for the following offerings:
  - Genesee Valley Council on the Arts Yoga.
  - University of Rochester Employee Wellness health risk assessments.

## Essential Service #4:

Strengthen, support, and mobilize communities and partnerships to improve health

### THIS SERVICE INCLUDES:

- **Convening and facilitating multi-sector partnerships** and coalitions that include sectors that influence health (e.g., planning, transportation, housing, education, etc.)
- **Fostering and building genuine, strengths-based relationships** with a diverse group of partners that reflect the community and the population
- **Authentically engaging with community members** and organizations to develop public health solutions
- **Learning from, and supporting, existing community partnerships** and contributing public health expertise

Public Health continued to work with partners and the community to improve the health of Livingston County, as per the Community Health Improvement Plan.

## Prevent Chronic Disease

*Be Well in Livingston* (BWIL) is a community-led effort of the Genesee Valley Health Partnership. This is a vital initiative of the Community Health Improvement Plan. The objective of *Be Well* is to reduce obesity in children and adults by coming together to create healthier places to live, work, and play. The focus is to eat better, move more, and stress less.

Nunda and Mount Morris continue to support sustainable healthy lifestyle choices within communities through policy, system, and environmental changes utilizing local resources.

As the *Be Well* initiative continues to grow and become integrated into the communities it serves, the program itself becomes more diverse. Nunda, the first *Be Well* community, continues to do outreach and provide opportunities to be healthy, but as *Be Well* becomes a known resource to the Nunda community, the focus can shift to strengthening partnerships and tackling larger projects. *Be Well in Mount Morris* has found footing through the community garden, with an active garden sub-group and partnerships including students at Mt. Morris Central School District.

Finally, in 2023, *Be Well in Lima* was established. Between May and December of 2023, the Lima community accomplished several data collection and committee-focused tasks, building the strength of the group and spreading the word to the community.



## Essential Service #4 (continued):

Strengthen, support, and mobilize communities and partnerships to improve health

The Livingston County Department of Health has assisted these communities with:

### Be Well in Nunda

- Community gardens at Nunda and Dalton schools harvested by students
- Ordered and received all grant covered garden materials
- Partnered with CCE to offer Fruit & Veggie Rx and three food preservation and canning classes (25+ attendees)
- Joined Community School Committee to grow partnerships to educate and support our district's children
- First partnership event: KCS Color Run with 100+ registrants
- Hosted fall walk with 8 participants
- Fruit-themed Trunk or Treat (100+ contacts)
- 2023 Grinch Walk (125+ participants)

### Be Well in Mt. Morris

- Hosted Annual First Day Hike
- Partnered with local and state organizations to promote "I Love My Park Day" clean-up
- Created a community garden sub-group and Facebook page, held two orientation sessions, and broke ground on a garden hosted at Mt. Morris Central School
- Promoted BWIMM at Liv. Co. Walls Festival with corn hole tournament, Winter in MM (120 attendees), CCE Safety and Wellness Fair, and Glory Days Kids' Run, Small Business Saturday
- Harvest Hut for garden harvest established at Mount Morris Library to share bounties

### Be Well in Lima

- Completion of Communication Assessment
- Table and promotion of Be Well in Lima at Independence Day event, Lima Crossroads Festival and Evening of Hope
- Printed posters, business cards, and other promotional materials
- Completed the School Health Index with Lima Primary School
- Letter of intent submitted for Rochester Area Community Foundation grant
- Completed Lima Community Assessment with 56 participants
- Completed Focus Group with Lima-Bloomfield VFW
- Presented at Lima Golden Agers with over 40 participants
- Published ad featuring "Eat Better, Move More, and Stress Less" resources in Lima
- Development and approval of "Be Well in Lima" branded logo

## Promote Well-Being and Prevent Substance Abuse:

The Livingston County Department of Health and Mental Health collaborated with a variety of partners, including CASA-Trinity, Livingston County Sheriff's Office, Mental Health Association of Rochester, and ARC-GLOW Mobility Management to decrease stigma and improve access to mental health services. Some of the highlights from this year are below:

- The Suicide Prevention Task Force and CASA-Trinity held the annual Candlelight Vigil on World Suicide Prevention Day with 43 attendees.
- Utilized collaborations to collect and analyze manner of death data to identify specific evidence-based practices.
- Established a Mental Health/Substance Use Committee as a subcommittee of the Community Services Board.
  - o The committee consists of addiction service practitioners, substance use treatment and prevention services law enforcement, SUNY Genesee partners, and treatment court and other providers.
  - o The goal of the committee is to improve the workforce, transportation, and dissemination of education on available community services.

For more information on *Be Well in Livingston* events and activities, a calendar of events can be found at [www.gvhp.org](http://www.gvhp.org).

## Essential Service #5:

Create, champion, and implement policies, plans, and laws that impact health

### THIS SERVICE INCLUDES:

- **Developing and championing policies, plans, and laws** that guide the practice of public health
- **Examining and improving existing policies, plans, and laws** to correct historical injustices
- **Ensuring that policies, plans, and laws provide a fair and just opportunity for all** to achieve optimal health
- **Providing input into policies, plans, and laws** to ensure that health impact is considered
- **Continuously monitoring and developing policies, plans, and laws** that improve public health and preparedness and strengthen community resilience
- **Collaborating with all partners,** including multi-sector partners, to develop and support policies, plans, and laws
- **Working across partners and with the community** to systematically and continuously develop and implement health improvement strategies and plans, and evaluate and improve those plans

## Strategic Plan

In 2023, the Livingston County Department of Health convened two Strategic Planning sessions facilitated by a private consultant. These sessions were designed to collect feedback from staff about current and anticipated strengths and challenges the Department may face in the next planning cycle. Based on the data collected, two strategic priorities were selected:

1. Strengthen Organizational Capacity to Address Community Healthcare Needs
2. Strengthen Community Engagement Through Collective Impact on Community Health

Other 2023 highlights included:

- Review and update of Department committees list to reduce redundancies, improve community representation, and prepare for upcoming Reaccreditation in 2024.

- Developed an Action Plan for the Community Services Board, based on the results of the 2022 survey, to improve community involvement in mental health decision-making processes.
- Established *Be Well in Lima* to continue improving community engagement, including completion of a Community Survey and demographic-specific focus groups.
- Centered equity and other workforce development priorities through Staff Training Day, which reached 81 employees and volunteers.
- Evaluated Staff Training Day process to assess for areas of improvement and efficiency considerations.
- Full technology inventory completed to determine 2024 Information Technology Management Plan needs and priorities.



## Essential Service #5 (continued):

Create, champion, and implement policies, plans, and laws that impact health

### Public Health Emergency Preparedness (PHEP)

PHEP ensures that plans and procedures are continuously updated for public health emergencies. In 2023:

- Revised the Risk Communications Plan, which was previously part of the Public Health Emergency Preparedness Response Plan (PHEPR), using a health equity lens. The Risk Communication Plan is now a stand-alone plan based on lessons learned during the COVID-19 pandemic, designed to notify and communicate with the public before, during, and after emergencies.
- The PHEPR was updated with partner information, concept of operations, and best practices.
- The Continuity of Operations Plan (COOP) was updated with lessons learned from COVID-19, including departmental tasks needed for essential function and optimal continuity of operations during an emergency.

• The following drills were conducted in 2023:

Date:	Partner/Program/Activity:
January 9, 2023	Finger Lakes Public Health Alliance Mutual Aid Notification Drill
January 24, 2023	Center for Sexual Health and Wellness Emergency Drill
February 16, 2023	Medical Countermeasures Clinical Operations Drill
March 28, 2023	Regional Medical Health Emergency Preparedness Coalition Drill
July 13, 2023	Finger Lakes Public Health Alliance Mutual Aid Notification Drill
July 19, 2023	Hospice Emergency Drill
October 4, 2023	Finger Lakes Public Health Alliance Mutual Aid Notification Drill
December 5, 2023	Regional Medical Health Emergency Preparedness Coalition Drill

Further improvements to Emergency Preparedness include the introduction of new coordinator, Taylor Gerber. Taylor received her Masters of Public Health in Health Policy and Management and an Advanced Certificate in Emergency Preparedness from New York Medical College. During her graduate school education, she had the honor of being selected as a fellow for the prestigious John D. Solomon Fellowship through the New York City Office of Emergency Management. Taylor gained experience with the NYC Department of Education working on continuity planning, city-wide response coordination, and city school shelter project management for access and functional needs.



Returning to the Finger Lakes region after graduation, she accepted an opportunity with the Livingston County Department of Health as a New York State Public Health Corps (NYSPHC) Fellow. With the NYSPHC Fellowship ending in June, Taylor was offered the opportunity to stay on board and transition into the position of full time Public Health Specialist with a primary focus on Emergency Preparedness Planning.

## Essential Service #6:

Utilize legal and regulatory actions designed to improve and protect the public's health

### THIS SERVICE INCLUDES:

- Ensuring that applicable laws are equitably applied to protect the public's health
- Conducting enforcement activities that may include, but are not limited to sanitary codes, especially in the food industry; full protection of drinking water supplies; and timely follow-up on hazards, preventable injuries, and exposure-related diseases identified in occupational and community settings
- Licensing and monitoring the quality of healthcare services (e.g., laboratory, nursing homes, and home healthcare)
- Reviewing new drug, biologic, and medical device applications
- Licensing and credentialing the healthcare workforce
- Including health considerations in laws from other sectors (e.g., zoning)

## Environmental Health

The role of the Center for Environmental Health is to provide effective education and inspection programs to help reduce public exposure to environmental hazards, as well as envisioning an informed community living in a safe environment. The following activities occurred in 2023:

- Conducted 323 food inspections, which resulted in 91 critical violations (28.2%).
- Issued 39 new septic permits along with 67 repair permits, which was a 37% increase in septic program repair activity compared to 2022.
- Performed 237 Weights and Measures visits to various businesses. This resulted in 5,130 items checked for pricing accuracy with 51 adjustments made.
- Staff performed inspections at 122 registered tobacco retail establishments within the county. Sales of illegal flavored vape products containing nicotine resulted in nine violations with corresponding enforcement action at eight retail businesses.
- In collaboration with nursing staff, Environmental Health performed in-depth assessments of 16 homes to identify probable lead hazards causing elevated blood lead levels in child residents.
- Staff conducted inspections of 39 public water systems and took 83 water samples for laboratory testing to help ensure compliance with drinking water standards.

## Dog Control

This department maintains the County dog shelter, operates a dog adoption program, rescues stray dogs, promotes dog licensure and vaccination, and responds to complaints within local ordinances.

In 2023, Dog Control seized 154 dogs, resulting in the adoption of 47 dogs and others being returned to their owners.

## Immunization Program

The immunization program promotes the importance of vaccinations with regard to the public's health as well as providing vaccinations to adults and children in the County. In 2023:

- Weekly/monthly flu surveillance sent to health care providers in a newsletter throughout the year.
- Postings to County website, social media posts, and public service announcements on immunization-related topics (postings in English and Spanish).
- Provided all Livingston County school nurses with current NYS school requirements to share updated vaccine information.
- Vaccination appointments provided as requested for uninsured/underinsured community members and those without a health care provider.
- Shared training opportunities on vaccine education with partners, including Tepeyac Migrant Services, Office for the Aging, and Office for People with Developmental Disabilities, in addition to sharing on social media and the County website.
- Provided outreach with immunization updates to primary health care providers.
- In collaboration with Health Education, vaccine hesitancy toolkits were developed and provided to 18 providers in Livingston County, which included posters encouraging hand washing and routine immunization, flyers advertising COVID-19 vaccination, vaccine confident talking points, and brochures on making an educated health decision.

## Essential Service #7:

Assure an effective system that enables equitable access to the individual services and care needed to be healthy

### THIS SERVICE INCLUDES:

- Connecting the population to needed health and social services that support the whole person, including preventive services
- Ensuring access to high-quality and cost-effective healthcare and social services, including behavioral and mental health services, that are culturally and linguistically appropriate
- Engaging health delivery systems to assess and address gaps and barriers in accessing needed health services, including behavioral and mental health
- Addressing and removing barriers to care
- Building relationships with payers and healthcare providers, including the sharing of data across partners to foster health and well-being
- Contributing to the development of a competent healthcare workforce

## Mental Health

- Mental Health clinic numbers: 6,693 total clinic visits, 126 intakes.
- Forensic bed payments decreased from \$756,961 in 2022 to \$625,363 in 2023.
- Partnered with CredibleMind to offer a one-stop online platform with wellness information. CredibleMind serves as a repository for area services where individuals can find help.
- Reintroduced the Mobile Crisis Team to Livingston County, working with the County Sheriff's Office to support individuals in crisis and limit hospital Emergency Department visits.
- Increased connections with partner agencies, including SUNY Geneseo, the Genesee Valley Health Partnership, the Suicide Prevention Task Force, and other County Departments to support a collaborative effort to better serve the community.
- Strengthened collaborative relationships with area providers, including CASA-Trinity and UR | Noyes Mental Health to improve access to mental health and crisis care.
- 2023 ended with a full team of clinical staff.



## Perinatal Infant Community Collaborative (PICHC)

- Maintained two program staff certified in lactation counseling.
- Both program staff were certified as car seat technicians, allowing LCDOH to be recognized by the Cornell Cooperative Extension as a fitting station.
- Drafted Memorandum of Understanding with the Avon Free Library to launch second Positive Expressions feeding support group in 2024.
- Achieved 2022 goals of increasing enrollment by 10% and establishing referral system with Cultures Learning Together.
- Partnered with the New York State Department of Health Birthing Project.
- Began a quality improvement initiative with the Child Find program.
- 2023 ended with 57 families enrolled.
- Two staff co-hosted a World Breastfeeding Week event with Livingston Wyoming WIC at Highland Park in Geneseo, connecting with 23 attendees.
- Two staff also attended the 2023 New York State Psychological Association conference in Albany.

## Early Intervention

Early Intervention is a national program for infants and toddlers with disabilities or developmental delays administered by the New York State Department of Health. Early Intervention coordination, offered through LCDOH, provides a variety of therapeutic and support services to eligible infants and toddlers (ages 0-3 years) with disabilities and their families. Highlights from 2023 include:

- Implemented monthly case reviews and in-service educational presentations from community partners.
- Streamlined internal referral system.
- Conducted a Parent/Guardian Satisfaction survey to identify priority areas and assess current performance.

## Essential Service #7 (continued):

Assure an effective system that enables equitable access to the individual services and care needed to be healthy

### Women, Infants and Children (WIC)

- 15,545 participants were served with an average show rate of 84% and 6,540 completed appointments.
- Issued 1,500 coupon booklets at five events during the 2023 farmers' market nutrition program season.
  - The farmers' market nutrition program allows all WIC participants ages six months and older to receive five \$5 checks that can be used to purchase locally grown fruits and vegetables at participating farmers' markets.
- All WIC staff attended the NYS WIC Association virtual training conference, with sessions on nutrition education, breastfeeding health equity, client services, NYWIC, and more.
- Celebrated National Nutrition Month by holding a coloring contest, posting a nutrition tip of the day on Facebook, and posting monthly food demonstration videos.
- WIC started offering a hybrid model for clinics. WIC now sends staff to all clinic sites to be able to physically complete an appointment with a participant. Remote appointments are still available for all participants.
- WIC started offering online nutrition education so participants could complete their appointment at their convenience while watching a nutrition education video with their choice of topic on the WICHealth app.
- WIC continues its collaboration with the Livingston County Head Start program, which provides nutrition education in the classroom instead of in the WIC clinic for dual eligible children, through the Two Bite Club.
- Through Pivotal Public Health Partnership, three Community Health staff members enrolled in a Certified Lactation Certification program.
- Submitted a request for funding and was awarded a grant by the NYSDOH through the state's Special Supplemental Nutrition for Women, Infants and Children program to fund the program for the next five years.



### Center for Sexual Health and Wellness

The Center for Sexual Health and Wellness (CSHW) continued to provide reproductive and sexual health care to members of the community throughout 2023. The Center has increased STI screening options and is now able to provide trichomonas, vaginitis, HSV testing, gonorrhea, chlamydia, HIV, and Hepatitis C testing. Birth control options include the IUD, implant, Depo, NuvaRing, birth control pills, condoms, and the birth control patch. Services are available at the SUNY Geneseo campus, the Mount Morris clinic, the Dansville clinic, and new in 2023, an additional Geneseo location at the CASA-Trinity site.

Additional highlights:

- Received a telehealth mini-grant through the New York State Family Planning Training Center to enhance marketing, promotion and use of telehealth services.
- Developed a formal referral process with WIC to increase bidirectional referrals.
- Collaborated with a SUNY Geneseo intern who provided outreach on campus through presentations and posting promotional items.
- Promoted the new CSHW site at the CASA-Trinity location in Geneseo.
- Promoted Walk in Wednesdays and Drop in Dansville to recruit new clients and to increase access to care in the Mount Morris and Dansville clinics.
- Conducted an STI update in collaboration with Pivotal (Rural Health Network) and the Clinical Education Initiative for Healthcare Providers.



## Essential Service #7 (continued):

Assure an effective system that enables equitable access to the individual services and care needed to be healthy

### Hospice

Livingston County Hospice completed its 29th year of providing end-of-life care to Livingston County residents.

- Exceeded 2022 goal of increasing Hospice days by 2%; the number of days on Hospice was 7,796 in 2023.
- There were 45 veterans served through the We Honor Veterans program in 2023.
- Received the Hospice Consumer Assessment of Healthcare Providers and Systems Award of Distinction for superior performance in patient satisfaction for the fourth year in a row.
- Formed an outreach committee to increase community awareness of the Livingston County Hospice program and available services.

### Testimonials

"[The Perinatal Infant Community Health Collaborative] program made it so we could provide a safe home that I'm proud of. Because of this program, I am confident that I am doing a good job as a parent and that my kids aren't at risk of danger in our home. Jessica's continued support and resources she has provided have created a whole world of parenting I never imagined possible. This program is invaluable to my children and our family."

~ PICHC participant, Dansville

"[Early Intervention] was there for my son and me during an extremely difficult and unfamiliar chapter in our journey together. Everyone has been really wonderful. The different tests and evaluations get confusing but everyone explains it the best they can and I do my best to follow!"

~ Anonymous EI Parent/Guardian Questionnaire



## Essential Service #8:

*Build and support a diverse and skilled public health workforce*

**THIS SERVICE INCLUDES:**

- **Providing education and training** that encompasses a spectrum of public health competencies, including technical, strategic, and leadership skills
- **Ensuring that the public health workforce is the appropriate size** to meet the public's needs
- **Building a culturally competent public health workforce and leadership** that reflects the community and practices cultural humility
- **Incorporating public health principles in non-public health curricula**
- **Cultivating and building active partnerships with academia and other professional training programs** and schools to assure community-relevant learning experiences for all learners
- **Promoting a culture of lifelong learning in public health**
- **Building a pipeline of future public health practitioners**
- **Fostering leadership skills at all levels**

The Livingston County Department of Health utilizes a systematic process in order to maintain a competent Public Health workforce. In 2023, LCDOH began developing new priorities in alignment with the 2022-2026 Workforce Development Plan based on data collected in 2022. New focus areas include Leadership and Systems Thinking Skills and Building Capacity of the Public Health Infrastructure. These competencies were incorporated into training opportunities in 2023, which coincide with the work of the current CHIP and Strategic Plan. The 2023 successes include:

- Development and approval of new policy, DOH-045: Recruitment and Succession Planning. This policy aims to build and train internal leaders to bridge the gaps in leadership and key positions due to anticipated retirements, advancements, and departures.
- Position descriptions were adjusted to be more generalized, allowing the department the ability to shift employees once their strengths and areas of interest were identified.
- Reestablished the Health Equity Committee.

### Workforce Development

An additional priority is "building and supporting a diverse and skilled public health workforce" by providing education and training that encompasses public health competencies. 2023 Staff Training Day incorporated LCDOH Workforce Development Priorities such as Leadership and Systems Thinking and Public Health Sciences. Training Day in 2023 had 90 attendees and 49 survey respondents.

In 2023, LCDOH looked for improvements to Information Technology needs in order to reduce inefficiencies and standardize Department assets. This process included:

- Compiling a full technology asset inventory in the spring of 2023 by checking current asset inventory against IT Department equipment list.
- Tracked changes in personnel and verified equipment location.
- Development of equipment matrix to outline hardware for replacement and needed items, such as monitors, scanners, and printers. Items were purchased and set up in coordination with IT staff and Department staff.
- Secured additional funding to strengthen Department infrastructure by removing outdated equipment and improving functionality for all staff.
- In addition to physical technological improvements, the majority of staff converted from paper to electronic time sheets.
- Analysis and plan regarding conference room equipment to include Zoom and web-based meetings.

Training Day 2023 Agenda	
Work-Life Balance and Burnout	8:25-8:55AM
9:00-9:45AM	Gathering Voices: A Lens to the Experience of Culture and Gender
Strategic Plan Progress and Updates	10:10-10:30AM
10:30-11:10AM	"An Unlikely PAIR"
Accreditation	11:10-11:20AM
11:20-11:50AM	Department of Health Updates Jeopardy

### Linkages with Academia

LCDOH continues to cultivate and build active partnerships with academia and other professional training programs and schools by providing internships. LCDOH also hosted a SUNY Geneseo intern, whose projects included:

- Updating and modernizing management presentations.
- Creating spreadsheets for Early Intervention, Pre-K, and Center for Sexual Health and Wellness programs.
- Writing press releases to promote Livingston County Dog Control and current opportunities in the county, such as Naloxone training.

## Essential Service #8 (continued):

*Build and support a diverse and skilled public health workforce*

### Staff Recognition

#### New Hires:

- Pamela Taggart-Rice ..... Senior Typist
- Sharon Dingeldine ..... Temporary Senior Typist
- Melissa Friscia ..... Senior Typist
- Lisa Faulds ..... Senior Typist

#### Promotions:

- Stacey Bennett..... Principal Typist
- Sue Ladley ..... Principal Typist
- Vickie Finazzo..... Principal Typist



## Essential Service #9:

Improve and innovate public health functions through ongoing evaluation, research, and continuous quality improvement

**THIS SERVICE INCLUDES:**

- **Building and fostering a culture of quality** in public health organizations and activities
- **Linking public health research with public health practice**
- **Using research, evidence, practice-based insights, and other forms of information to inform decision-making**
- **Contributing to the evidence base** of effective public health practice
- **Evaluating services, policies, plans, and laws continuously** to ensure they are contributing to health and not creating undue harm
- **Establishing and using engagement and decision-making structures** to work with the community in all stages of research
- **Valuing and using qualitative, quantitative, and lived experience as data and information** to inform decision-making

### Quality Improvement

Effective evaluation and future planning are essential in providing high-quality, accurate, relevant, and critical services, resources, and programs to the public. The 2023 highlights are shared below:

- A new Performance Management/Quality Improvement (PMQI) plan was created and adopted in 2023.
- LCDOH purchased and began implementation of Clear Impact, our new performance management system.
- Quality Improvement (QI) coordinator and key staff participated in results-based accountability training and many trainings to learn the features of the Clear Impact performance management system.
- Continued work on the 2022-2024 Community Health Improvement Plan, with focus on the following priority areas and disparity to address:
  - o Priority: Promote Well-Being and Prevent Mental and Substance Use Disorders
    - Focus Area: Prevent Mental and Substance Use Disorders
  - o Priority: Prevent Chronic Diseases
    - Focus Area: Healthy Eating and Food Security
    - Disparity: Low Socioeconomic Status
- The Community Health Improvement Plan includes evaluation of the evidence-based initiatives. Within this plan there are a variety of methods to collect feedback and analyze data to show the effectiveness of the outlined interventions.

- *Be Well in Livingston* eliminated the *Be Well* Workplan deciding to simplify goals by following the Livingston County CHIP priorities into 2024 and moving forward. A *Be Well* Seal of Approval was developed to support outreach events and facilitate collaboration with partners.
  - o *Be Well in Nunda* continued to offer training, challenges, and healthy recreation opportunities to Nunda residents in 2023. Additionally, the Coordinated Approach to Child Health program was implemented at Keshequa Central School, community gardens were established at both the Nunda and Dalton schools, and a pickle ball court was built at Nunda Kiwanis Park.
  - o *Be Well in Mt. Morris* used feedback from a survey to establish a community garden by applying for Solar Ridge Grant funds and collaborating with the Mt. Morris School District. A Harvest Hut was established at the Mt. Morris Library to share the garden's bounty with the community.
  - o *Be Well in Lima* began work in April of 2023 and in the remaining eight months, completed a School Health Index with the Lima Primary School, completed a Community Assessment, including a survey and focus group, and began recruiting community members.

## Essential Service #10:

Build and maintain a strong organizational infrastructure for public health

**THIS SERVICE INCLUDES:**

- **Developing an understanding of the broader organizational infrastructures and roles** that support the entire public health system in a jurisdiction (e.g., government agencies, elected officials, and non-governmental organizations)
- **Ensuring that appropriate, needed resources are allocated equitably** for the public's health
- **Exhibiting effective and ethical leadership, decision-making, and governance**
- **Managing financial and human resources effectively**
- **Employing communications and strategic planning capacities and skills**
- **Having robust information technology services** that are current and meet privacy and security standards
- **Being accountable, transparent, and inclusive** with all partners and the community in all aspects of practice



### New York State Public Health Corps Fellows Program

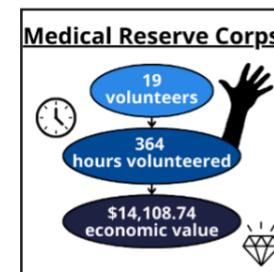
The Livingston County Department of Health continues to participate in the New York State Public Health Corps Fellowship grant program. This program builds public health capacity to support COVID-19 response and improves preparedness for future public health emergencies.

In 2023, we recruited and hired three Public Health Corps Fellows to support the Department's current projects and future initiatives. Four staff also attended the NYSPHC Summit in December, where Fellow Taylor Gerber presented an abstract focused on strengthening community resilience through strategic partnerships in emergency preparedness.

### Medical Reserve Corps (MRC)

The Livingston County Medical Reserve Corps (MRC) focuses on building and maintaining a strong organizational infrastructure for public health:

- Volunteered at 35 activities, including:
  - o Rabies Clinics
  - o Educational Outreach
  - o Senior Blood Pressure Clinics
  - o Drills
  - o Pet CPR Classes
  - o Pop-Up Pantries
  - o Meetings
  - o Vaccine/Booster Clinics



- The partnership between the Office for the Aging and Livingston County's Medical Reserve Corps continues to be part of the foundation for the MRC's community outreach to the population of those aged 60 and older by partnering on media outreach, transportation, staff services, and the recognition of MRC volunteers.

- The Medical Reserve Corps developed and shared a media campaign focused on highlighting the MRC service and community benefits.
- Coordinated with partners to provide free Pet Safety and Citizen Preparedness classes for community members to increase personal preparedness.
- Partnered with the Livingston County Office of Emergency Management to plan and prepare for the Solar Eclipse event.



## Essential Service #10 (continued):

*Build and maintain a strong organizational infrastructure for public health*

### Looking to the Future

- Implement and evaluate the Community Health Improvement Plan and prepare for the 2025 Community Health Assessment.
- Continue implementation of the LCDOH Strategic Plan priorities which are to strengthen, support, and mobilize communities and partnerships to improve health; and to build and support a diverse and skilled public health workforce.
- Develop a Memorandum of Understanding (MOU) with the CLPP program to release information about lead test status information of one- and two-year-old participants to the CLPP program, so lead care coordination can be provided.
- Communication with subject matter expert, Art Wheaton, to schedule two free Lead Renovation, Repair, and Painting (RRP) classes for the public in 2024.
- Facilitate 2024 Finger Lakes Lead Coalition meetings.
- Attend the 2024 NYS WIC Association Conference.
- Complete the Two Bite Club nutrition education program at Head Start four times in 2024.
- Attend Farmers Markets in Livingston/Wyoming counties at least five times to increase coupon redemption rate.
- Procure new WIC van for Livingston-Wyoming WIC program.
- Analyze COVID-19 response, identify gaps, and enhance our capabilities based on lessons learned.
- Continue training our staff/volunteers through ongoing drills, enhance partnerships within the community, update our emergency plans with focus on weather/hazards, and promote preparedness through education and outreach.
- Successfully guide staff and Early Intervention providers through the launch of the EI-Hub, the new statewide service and data management system for Early Intervention.
- Increase participation of parents of children with disabilities in the Local Early Intervention Coordinating Council.

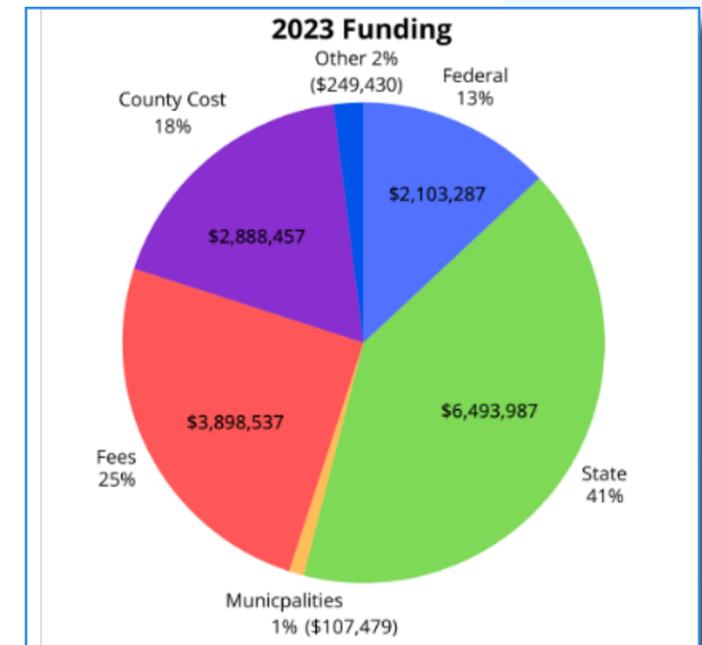
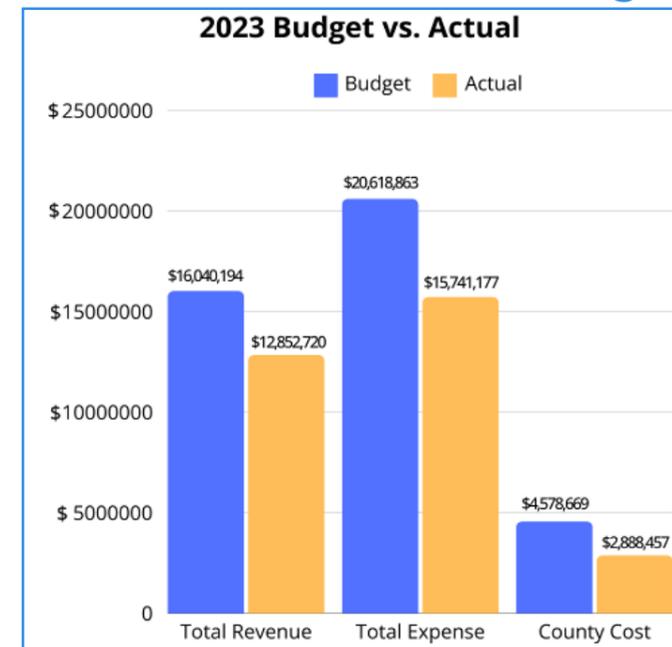
- Incorporate additional virtual and electronic strategies to expand support options for the families served by the Early Intervention Program.
- Increase the rate of Hospice patients served by 2%.
- Increase the length of stay for Hospice patients by 2%, so families and patients can receive the full benefits of Hospice services.
- Continue to implement a data management information system to collect breast feeding data.
- Certify additional PICHC staff as a certified lactation counselor.
- Obtain reaccredited status from the Public Health Accreditation Board.
- Hold the grand opening of Positive Expressions 2 feeding support group.
- Successfully implement use of acquired Lead Care II machine in HCP offices and community based organizations in the county, and offer to community members at the LCDOH.
- Improve communication and collaboration with local law enforcement and area schools.
- Enhance the quality of existing services by improving caseload size, crisis response time, and clinical documentation.
- Collaborate with schools and community organizations to offer additional social support and wellness groups/activities.
- Utilize additional funding to strengthen the Department infrastructure and successfully transition staffing due to evolving needs and retirements.
- Administer innovative technology for all staff to utilize such as laptops, monitors, printers, and updated conference room equipment.
- Integrate Strategic Plan monitoring into Performance Management/Quality Improvement (PMQI) meetings to align QI projects with Strategic Plan and CHIP Priorities.
- Participate in New York State Public Health Corps 2.0 and acquire two new Fellows.
- Perform marketing campaigns for various Environmental Health issues, including tick-borne diseases, rabies, and vaping.

## GRANTS

- Children with Special Health Care Needs
- Contact Tracing
- COVID-19 Vaccine Response
- Early Intervention
- Epidemiology Laboratory Capacity Reopening Schools
- Emergency Preparedness
- Family Planning
- Family Planning Telehealth Grant
- Immunization
- Lead

- Medical Reserve Corps
- Mental Health Workforce Grant
- New York State Public Health Corps Fellowship
- Perinatal Infant Community Health Collaborative (PICHC)
- Public Health Infrastructure Grant
- Public Water Supply Enhancement
- Rabies
- Septic Replacement
- Tobacco (Adolescent Tobacco Use Prevention Act Program)
- Women, Infants, & Children

### Budget at a Glance



*"The power of community to create health is far greater than any physician, clinic, or hospital."  
-Mark Hyman*



