

2024 Livingston County Department of Health Annual Report





LETTER FROM THE PUBLIC HEALTH DIRECTOR

To the members of the Livingston County Board of Health, Board of Supervisors, and the citizens of Livingston County,

I am pleased to present the annual report for the Livingston County Department of Health (LCDOH), highlighting our accomplishments and progress in promoting the health and well-being of our community. Despite facing challenges due to uncertain federal funding, our department demonstrated remarkable resilience and adaptability in our commitment to protect and promote the health and well-being of our community. We are proud to report that our efforts have resulted in significant improvements to the overall health and quality of life for Livingston County residents.

Our dedicated team delivered vital services to the community while fostering community engagement and promoting health equity. The Livingston County Department of Health is a full-service department and provides mental health support, environmental health initiatives, and community health programs. While all areas of public health are important, mental health continued to be a priority in the Livingston County Community Health Improvement Plan and was a key area of focus in 2024 for our department. Recognizing the critical need for

mental health support, we have focused on sustaining our services and strengthening support networks. Our efforts include outreach programs, counseling, and collaborating with local organizations to promote mental well-being.

Community engagement has been a cornerstone of our efforts, and we are grateful for the dedication of our volunteers who have staffed community events, supported health needs, and helped promote crucial health information. Their selflessness and commitment to our mission have been invaluable and we appreciate their contributions to our department's success.

As we strive to be a credible and trusted source of health information in our community, we have prioritized building strong relationships with local organizations, healthcare providers, and residents. Our goal is to foster a culture of trust, transparency, and collaboration, ensuring that our efforts are effective and responsive to community needs. In the coming year, we will continue to focus on promoting health equity, addressing mental health concerns, and supporting community engagement. We will work to identify new funding opportunities, leverage partnerships, and optimize our services to meet the evolving needs of our community.

I would like to express my sincere appreciation to our staff, volunteers, and community partners for their hard work and dedication. Together, we have made a positive impact on the health and well-being of Livingston County residents. I am confident that our department will continue to excel and provide invaluable service to our residents and community.

Sincerely,

Jennifer J. Rodriguez, M.S., M.S.W.



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- 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

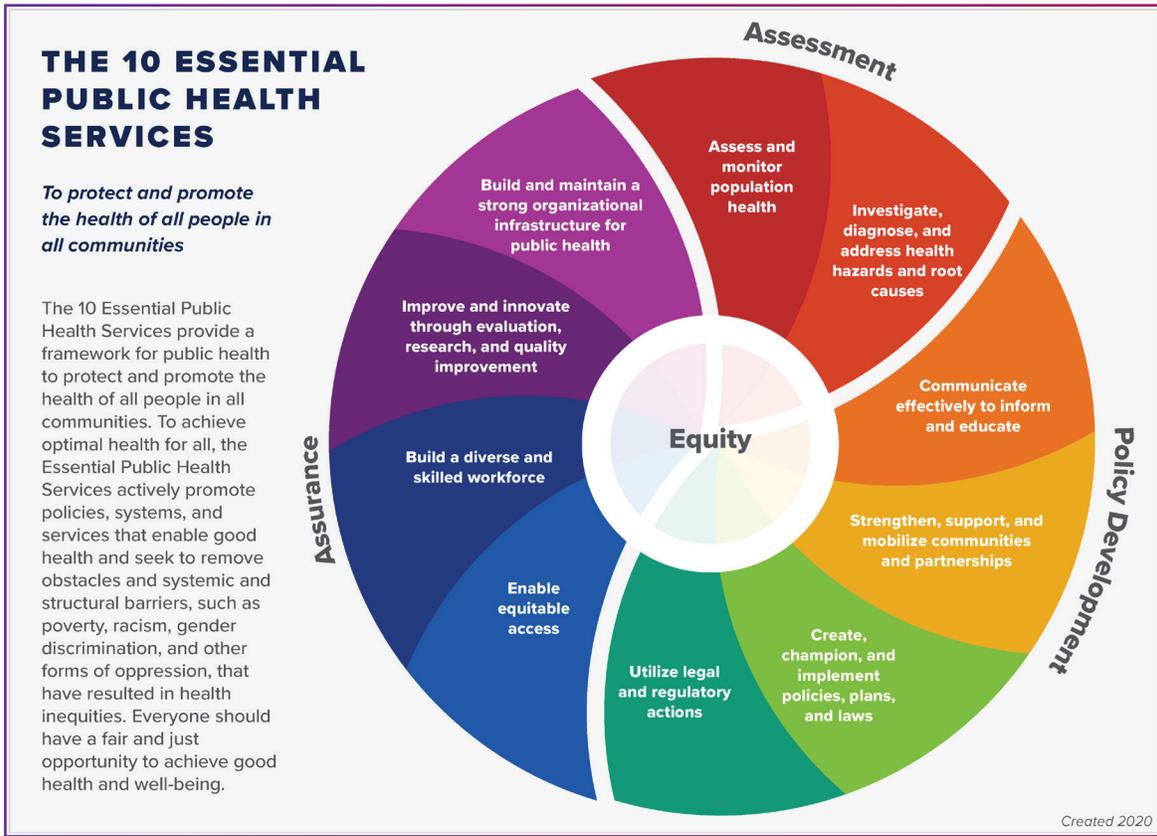


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Essential Service #1:

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 populations
- **Analyzing and using disaggregated data** (e.g., by race) to track issues and inform equitable action
- **Engaging community members** as experts and key partners

In 2024, the Livingston County Community Health Assessment (CHA) Leadership Team, which is comprised of health professionals, community volunteers, and local leaders, reviewed the 2022 CHA and began precursor work for the 2025 assessment. The upcoming assessment will feature a new method known as Mobilizing Action through Planning and Partnerships (MAPP) 2.0.

The community health improvement process uses data to:

- Identify data trends specific to Livingston County
- Prioritize issues for action
- Develop and implement strategies to improve outcomes
- Establish accountability to ensure measurable improvement

Livingston County's priorities identified by the CHA 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 CHIP is a long-term effort to address public health problems in our community. The CHIP is developed in partnership with Livingston County agencies, organizations, and individuals with a goal of improving the health of the community. The 2022 CHIP will be in effect and evaluated from 2022-2024.



In 2024, the CHA Leadership Team evaluated its membership to ensure the committee featured diverse participation and interests within the community. As part of Phase 1 of the MAPP process, a Community Partner Assessment was completed. Vision and mission for the group were established.

Vision: To foster a healthy Livingston County through collaborative planning, assessment and engagement.

Mission: To comprehensively assess the health needs of our community by engaging residents and stakeholders, gathering vital data, and collaboratively developing evidence-based strategies using a health equity lens to improve the overall health and well-being of all community members.

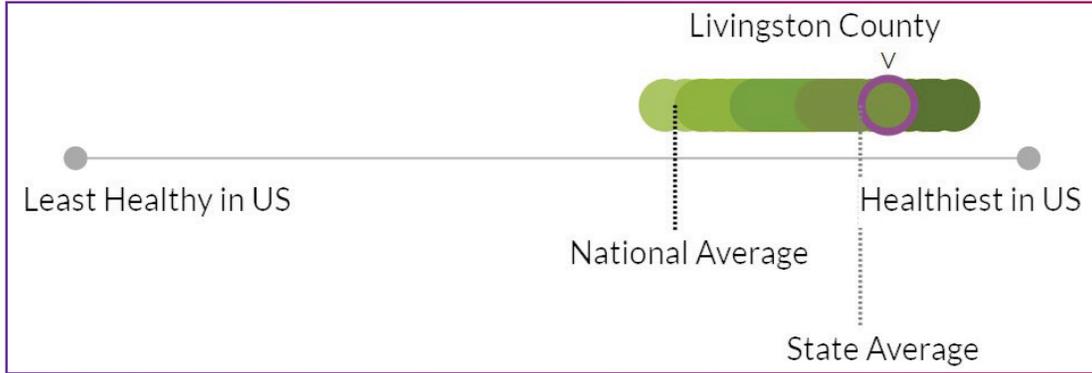
A health indicator is a measurable characteristic that describes the health of a population. The Department of Health is charged with tracking health indicators for the population as data becomes available. County Health Rankings and Roadmaps releases health outcome and health factor data annually.

Essential Service #1 (continued):

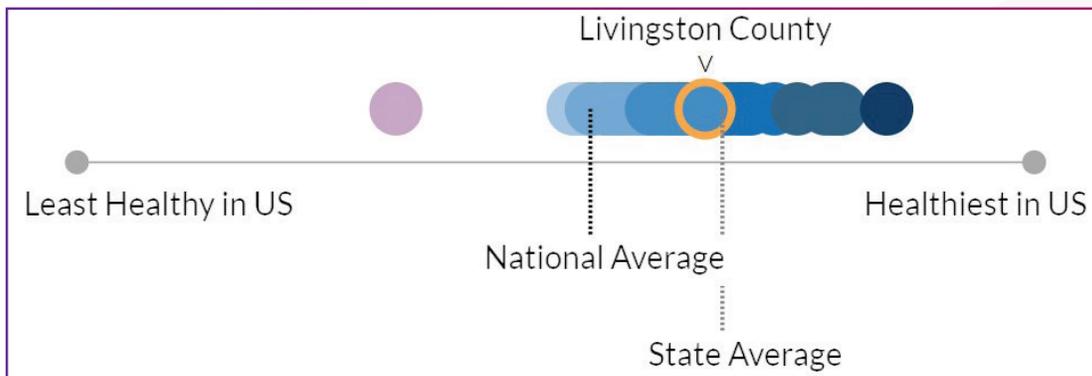
Assess and monitor population health status, factors that influence health, and community needs and assets

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. In 2024, Environmental Health staff:

- Conducted 293 rabies bite investigations and tested 42 animals for rabies, which resulted in three positive rabies cases. This was an increase from one positive rabies case in 2023.
- Conducted 75 complaint investigations in accordance with the Sanitary Codes of Livingston County and New York State. This is an increase from 2023, which had 63 investigations.
- Provided five free rabies vaccination clinics, resulting in 909 total vaccinations for Livingston County animals. A total of 629 dogs, 276 cats and 4 ferrets were vaccinated.

Communicable Disease Control

The communicable disease team facilitated 274 investigations for reportable diseases (excluding COVID-19 and influenza), more than twice as many as 2023. Investigations ensure identification and proper treatment of diseases in accordance with the New York State Department of Health requirements.

In 2024, other special investigations focused on Legionellosis and Salmonella.

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

The Center for Sexual Health and Wellness staff provided approximately 811 tests for sexually transmitted infections (STIs), including 300 chlamydia and eight 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 0.56% decrease and 3.66% decrease from 2023, respectively.

Other lead poisoning prevention program activities for 2024 included:

- Hosted three Lead Renovation, Repair, and Painting courses.
 - A total of 25 individuals attended and obtained initial EPA Certification.
- Partnership with Habitat for Humanity to support families with lead remediation.
 - Assisted with four properties in 2024, two of which completed clearance testing.
- Improved Public Health detailing outreach by updating Day Care Toolkit materials.
- Developed a questionnaire for health care providers to increase knowledge of lead testing barriers and outreach initiatives.
- Purchased a Lead Care II point of care testing device to offer low/no-cost blood lead testing to children under six years old.
- Completed 125 Public Health detailing and outreach visits.



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

Education and communication within the community continue to be essential at the Department of Health. Beyond continued work to share Department programs and resources, focus was turned to connecting with the community, collecting feedback, and working to improve the reputation of Public Health.

Health Education

A key function of Health Education is to be the communication hub for all departments. In 2024, the main focus was on modernizing department outreach materials and promoting available local resources. 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 203 social media posts.
- 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 Lima.
- Submitted an application to the Public Health Accreditation Board (PHAB) for 2024 Reaccreditation and began preparing documentation for 2025 submission.
- Began preparation for the 2025 Community Health Assessment.
- Continued to support work in the areas of chronic disease prevention and preventing mental health and substance use disorders, per the established Community Health Improvement Plan priorities.

In 2024, the Livingston County Professional Development Coordinator began management of the Supportive Health Awareness Programs for Employees (SHAPE). For LCDOH, Health Education leads the department-wide SHAPE program. The team consists of employees within the Department organizing peer events, activities, and initiatives for staff. 2024 highlights are below:

- County-led SHAPE events included:
 - Lunch and Learn events providing education about:
 - Ticks and Lyme disease.
 - Preparing homemade food.
 - SHAPE BINGO.
 - Staff Hydration Challenge.
 - Dress in Blue for Colorectal Cancer Day.
 - Other opportunities such as hiking and yoga classes.
- Collaboration with partners allowed for the following offerings:
 - Mt. Morris Dam tours in collaboration with US Army Corps of Engineers.
 - A blood drive event co-hosted by the American Red Cross.
 - County Kickball: Department of Health vs. Department of Social Services.



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 collaborate with partners and the community to improve the health of Livingston County, to align with 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.

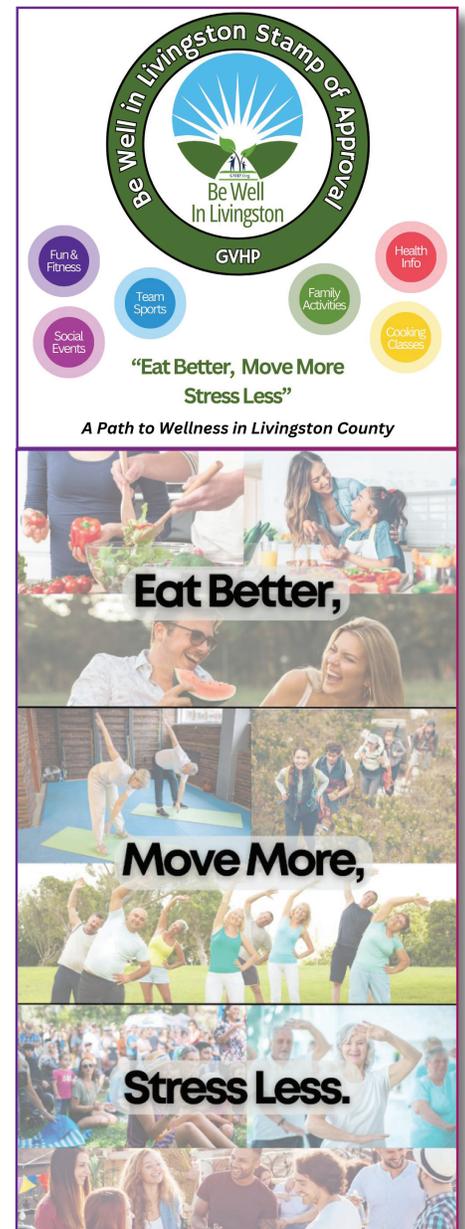
Nunda, Mount Morris and Lima continue to support sustainable healthy lifestyle choices within their communities through policy, system, and environmental changes utilizing local resources.

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. *Be Well in Lima* has sustained a strong launch, building the strength of the group and spreading the word to the community.

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

Nunda:

- Hosted events and activities, including:
 - o Annual First Day Hike
 - o Fruit and Veggie Virtual Facebook Challenge
 - o Monthly Euchre and Cornhole Fun Nights
 - o School/Community Earth Day Clean-Up
 - o Americana Day Fun Run
 - o Be Well 5K Run and Fun Walk
 - o Annual Grinch Walk
- Received outdoor games from GVHP for event use (cornhole boards, Kan-Jam, bocce ball set, and a spinning prize wheel)
- Coordinated with Cornell Cooperative Extension to offer Fruit & Veggie RX classes
- Constructed and opened a new pickle ball court at Nunda Kiwanis Park



Essential Service #4 (continued):

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

Mount Morris:

- Distributed Spanish copies of “Where to Play in Mt. Morris” brochures to Cultures Learning Together
- Continued community-led planting and harvesting at the Community Garden
- Conducted Mt. Morris Community Garden 2023 Post Season Survey:
 - 13/16 rated the garden successful or very successful
 - Most people participated by receiving produce
 - 6 new potential members
 - General interest in opening more garden locations, expanding the MMCS site, and building more Harvest Huts
 - Low Spanish-speaking response rate
- Eclipse Day gathering at Bellamy Park

Lima:

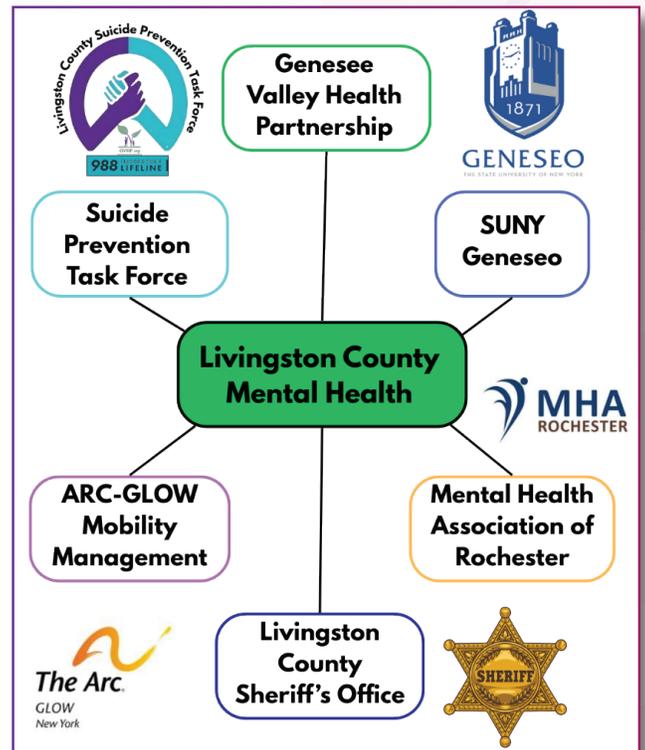
- Updated the GVHP website to include Lima
- Conducted *Be Well in Lima* interest survey (71 responses):
 - High representation from religious or church affiliates and community members
 - Correlation between “Being Healthy” and being able to eat, move, and speak as desired, being active and social, and feeling good
 - Identified community resources such as sidewalks, parks, and playgrounds as mostly in place, while bike lanes, public recreation, and public transportation were not in place or residents did not know about them
- Created Lima-specific *Be Well* logo
- Representation at community events, including the Lima Bean 5K, Eclipse Festival, Crossroads Festival, Pumpkin Fest, Lima Rotary Trunk or Treat
- Completed the School Health Index with Lima Primary
- Development and distribution of Mental Health Book List to local libraries
- Submitted a grant application for sidewalk expansion
- Developed “Where to Play in Lima” brochures
- Conducted a SWOT (Strengths, Weaknesses, Opportunities, Threats) analysis

Promote Well-Being and Prevent Substance Abuse:

The Livingston County Department of Health and Mental Health collaborated with a variety of partners to decrease stigma and improve access to mental health services.

Some of the highlights from 2024 are below:

- The Suicide Prevention Task Force and CASA-Trinity held the annual Candlelight Vigil on World Suicide Prevention Day with 82 attendees – almost double 2023's attendance.
- Increased community groups provided by Mental Health staff and Mental Health Association staff.
- Provided funding for LGBTQIA+ support programs through GLOW Out!
- Launched Livingston County CredibleMind resource webpage.
- Continued to fund mobility management to help with transportation for substance use treatment.
- Continued Medication Assisted Treatment (MAT) program in the Livingston County Jail.



For more information on Be Well in Livingston events and activities, visit: 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 2024, the Livingston County Department of Health formally began working on the 2024-27 Strategic Plan, focusing on two strategic priorities:

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

Notable successes in 2024 include:

- Continued rollout of Clear Impact software within the Department.
- Distribution of a Credibility Assessment to measure public perception of the health department and what it does.
- Establishment and maintenance of cross-department workgroups, such as the CHA Leadership Team, Access to Dental Care Coalition, and Food Security Coalition.
- Conference room technology improvements.

Public Health Emergency Preparedness (PHEP)

PHEP ensures that plans and procedures are continuously updated for public health emergencies. In 2024:

- The Risk Communications Plan was updated to include important media and external partner contacts. It was also reviewed to ensure the current process is up-to-date with LHD standard procedures for risk communications.
- The Local Health Department Point of Dispensing (POD) Plan was updated to reflect current designated POD sites based on Livingston County's capacity and capabilities. This plan was updated with the county's most current population to estimate the quantity of countermeasures needed at a POD during an emergency.
- The Public Health Asset Distribution (PHAD) Plan was updated to reflect current methods on how critical medical resources will be received, managed, and distributed.
- The Volunteer Management Plan was a newly created plan to serve as a guide on how to onboard, train, mobilize, and track Medical Reserve Corps volunteers during emergencies. It also includes general guidance on standard onboarding procedures during non-emergencies.

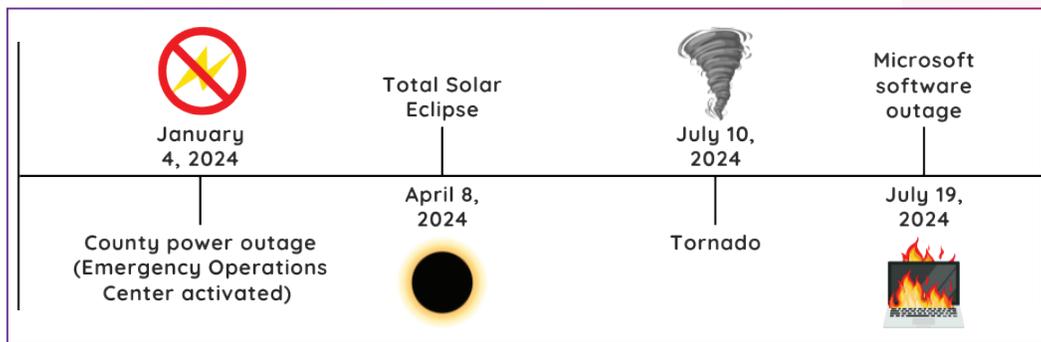
Essential Service #5 (continued):

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

- The following drills were conducted in 2024:

Date:	Partner/Program/Activity:
March 7, 2024	Finger Lakes Public Health Alliance (FLPHA) Mutual Aid Notification Drill
March 21, 2024	Regional Medical Health Emergency Preparedness Coalition (HEPC) Drill
March 21, 2024	Center for Sexual Health and Wellness Communication Drill
October 26, 2024	HEPC Drill
December 18, 2024	HEPC Drill

- In addition to drills, the following real events required implementation of Department preparedness protocols:



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

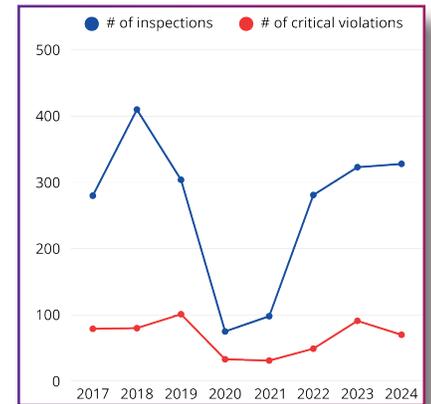
The role of the Center for Environmental Health is to provide effective education and inspection programs to help reduce public exposure to environmental hazards, as well as envisioning an informed community living in a safe environment. The following activities occurred in 2024:

- Conducted 328 food inspections, which resulted in 70 critical violations (21.3%).
- Issued 45 new septic permits and 60 repair permits.
- Performed 212 Weights and Measures visits to various businesses with:
 - 4,887 items checked for pricing accuracy and,
 - 81 adjustments made.

Essential Service #6 (continued):

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

- Staff performed inspections at 57 registered tobacco retail establishments within the county. Sales of illegal flavored vape products containing nicotine resulted in seven violations at four retail businesses.
- In collaboration with nursing staff, Environmental Health performed in-depth assessments of 12 homes to identify probable lead hazards causing elevated blood lead levels in Livingston County children.
- Staff conducted inspections of 49 public water systems and took 67 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 2024, Dog Control seized 178 dogs resulting in the adoption of 64 dogs and others being returned to their owners.

LIVINGSTON COUNTY

DOG CONTROL

What does Dog Control do?

Stray Dogs

Returning pets to their owners and finding homes for strays!
Note: Frequently loose pets may result in a ticket for the owner.

Nuisance Complaints

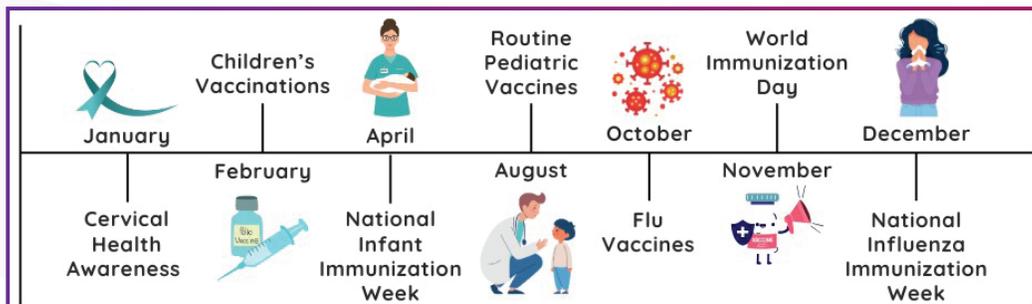
Depends on your town; a ticket may be issued with an in-person violation or deposition from a witness. Otherwise, Agriculture & Markets Law, Article 7 is followed.




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 2024, LCDOH:

- Provided outreach with immunization updates for adults and children to primary health care providers, meeting with nurses at each location.
- Provided all Livingston County school nurses with current NYS school requirements to promote updated vaccine information.
- Shared postings to County website, social media posts, and public service announcements on immunization related topics (postings in English and Spanish).
- Shared training opportunities on vaccine education with partners, including Tepeyac Migrant Services, Office for the Aging, and Office for People with Developmental Disabilities



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**

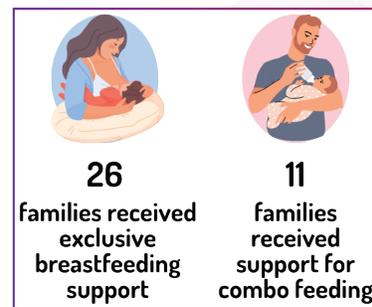


Perinatal Infant Community Health Collaborative (PICHC)

- Maintained two program staff certified in lactation counseling and as licensed car seat technicians.
 - o Conducted 53 car seat checks in 2024.
- Ended 2024 with 100 families enrolled.
- Received 44 referrals to PICHC services from community organizations.
- Referred 26 families to mobility management for transportation support services.
- Launched a second Positive Expressions feeding support group in February of 2024, maintaining weekly sessions at both the Dansville and Avon locations.
- Two staff co-hosted the 2024 World Breastfeeding Week event with Livingston- Wyoming WIC at Highland Park in Geneseo, connecting with 18 attendees.
- Collaborated with Pivotal for a Positive Expressions focus group to evaluate services.
- Both full-time Community Health Workers received the Outstanding Volunteer Award from Cornell Cooperative Extension.
- Collaborated with SUNY Geneseo to provide holiday gifts to 9 families.

Mental Health

- Mental Health clinic numbers: 17,707 total clinic visits and 479 intakes.
 - o In 2023, there were only 6,693 total clinic visits and 126 intakes.
- Forensic bed payments increased from \$625,363 in 2023 to \$755,439 in 2024.
- 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.



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 2024 include:

- Translation of program documents to Spanish to ensure equitable access to services.
- Receipt of 206 referrals from various sources, including:
 - o Pediatricians
 - o Community agencies
 - o Department of Social Services
 - o Parent self-referrals
 - o WIC and PICHC programs
 - o Golisano Children’s Hospital
- Participation in a regional Provider Recruitment Subcommittee to address regional shortages.

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)

- The WIC program served 14,920 participants with an average show rate of 90% and 4,106 completed appointments.
- Issued 5,170 coupon booklets at three events during the 2024 farmers' market nutrition program season – more than three times the 2023 amount!
- All WIC staff attended the NYS WIC Association training conference.
- WIC staff celebrated National Nutrition Month by holding a BINGO contest for physical activity and nutrition goals and Nutrition Tip of the Day.
- WIC continued to collaborate with the Livingston County Head Start program through the Two Bite Club.
- Enrolled 3 Amish families to support with formula and breastfeeding concerns.
- Due to low number of in-person appointments requested by participants, WIC reduced locations to the Warsaw and Mt. Morris clinic sites to allow for more appointment offerings and to provide more flexibility for participants.
- WIC partnered with PICHC staff to host a drive-thru providing WIC goody bags, boppy pillows, pack n' plays and clothes.
- Completed the 2023 goal of procuring a WIC van.



Hospice

Livingston County Hospice completed its 30th year of providing end-of-life care to Livingston County residents.

- Provided 6,734 days of care to Livingston County residents.
- Received the Hospice Consumer Assessment of Healthcare Providers and Systems Award of Distinction for superior performance in patient satisfaction for the fifth year in a row.
- Hosted community informational sessions to educate the community about what Hospice is and how it can add quality to the end-of-life journey.
- Completed a 2024 state survey, identifying and implementing improvements to admissions processes.



Testimonial

"[The Perinatal Infant Community Health Collaborative] made it so we could provide a safe home that I am 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 had provided have created a whole world of parenting I never imagined possible. This program is invaluable to my children and our family."

– E.W., Dansville, NY

Essential Service #7 (continued):

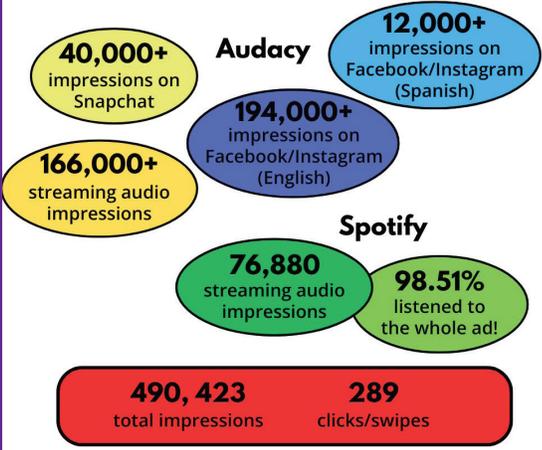
Assure an effective system that enables equitable access to the individual services and care needed to be healthy

Center for Sexual Health and Wellness

The Center for Sexual Health and Wellness continued to provide reproductive and sexual health care to members of the community throughout 2024. Services are available at the SUNY Geneseo campus, the Mount Morris clinic, the Dansville clinic, and Geneseo at CASA-Trinity.

Additional highlights:

- From 2023 to 2024, unduplicated client numbers increased by 4% and new clients increased by 33%.
- The Public Health Specialist utilized marketing strategies including advertising, messaging, and distribution channels to:
 - Promote positive behavioral changes related to family.
 - Educate the community about available options.
 - Increase access to those services.
- Public awareness campaigns included radio and social media ads to promote CSHW services.
- Attended school and community events to provide education and address questions to the following groups:
 - GLOW OUT!
 - Genesee Valley BOCES
 - SUNY Geneseo
- Updates were shared with key stakeholders during presentations, internal and external meetings, and via email.
- CSHW utilized mobile technology by sending program updates to clients via text messages.
- Promoted an outreach campaign highlighting our telehealth and STI services in English and Spanish.

<p style="text-align: center;">Sexually Transmitted Illness (STI) Screening Options</p> <ul style="list-style-type: none"> • Trichomonas • Chlamydia • Vaginitis • HIV • HSV • Hepatitis C • Gonorrhea • Syphilis 	<p style="text-align: center;">Birth Control and Family Planning Options</p> <ul style="list-style-type: none"> • IUD • Implant • Depo • NuvaRing • Condoms • Birth control pills • Birth control patch 									
<p>Center for Sexual Health and Wellness Outreach</p>  <table border="1" style="margin: auto; border-collapse: collapse;"> <tr> <td style="background-color: #f44336; color: white; padding: 5px;">40,000+ impressions on Snapchat</td> <td style="background-color: #2196f3; color: white; padding: 5px;">194,000+ impressions on Facebook/Instagram (English)</td> <td style="background-color: #00bcd4; color: white; padding: 5px;">12,000+ impressions on Facebook/Instagram (Spanish)</td> </tr> <tr> <td style="background-color: #ffc107; padding: 5px;">166,000+ streaming audio impressions</td> <td style="background-color: #4caf50; color: white; padding: 5px;">76,880 streaming audio impressions</td> <td style="background-color: #4caf50; color: white; padding: 5px;">98.51% listened to the whole ad!</td> </tr> <tr> <td colspan="2" style="background-color: #f44336; color: white; padding: 5px;">490,423 total impressions</td> <td style="background-color: #f44336; color: white; padding: 5px;">289 clicks/swipes</td> </tr> </table>		40,000+ impressions on Snapchat	194,000+ impressions on Facebook/Instagram (English)	12,000+ impressions on Facebook/Instagram (Spanish)	166,000+ streaming audio impressions	76,880 streaming audio impressions	98.51% listened to the whole ad!	490,423 total impressions		289 clicks/swipes
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490,423 total impressions		289 clicks/swipes								

Testimonials

"Because of [Livingston County Hospice's] unwavering support, we felt confident that we could manage Mom's care at home. Your guidance and ability to supply us with equipment, care and medical needs kept us afloat. Livingston County is very lucky to have such dedicated and knowledgeable people. Each of you gave us the confidence to ask questions and plan for our situation. Thank you for making it possible to honor her wishes."
-Kristin D. and family

"I just wanted to reach out and say thank you! (Child Name) has done so well this last year with speech services. (Child Name) is now considered age appropriate and will be discharged from services. Thank you for all that you have done for (Child Name) over the last year. You helped navigate my husband and I through the steps of EI and get everything set up."
- Parent whose child received Early Intervention services in 2024

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 and 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 2024, LCDOH began implementing priorities in alignment with the 2022-2026 Workforce Development Plan. Focus areas include Leadership and Systems Thinking Skills and Building Capacity of the Public Health Infrastructure. These competencies were incorporated into training opportunities in 2024, which coincide with the work of the current CHIP and Strategic Plan.

2024 successes include:

- Continued rollout of Clear Impact software, including regular data updates and education for staff about reducing silos between programs and departments.
- Revised the Workforce Development Plan to better align with Reaccreditation standards.
- Management training material has been developed for One-on-Ones, Feedback, Coaching and Delegation. Individual contributor material has been developed for Effectiveness, Effective Meetings and Remembering Names.
- Annual One-on-One Stay Interviews between Department staff and the Public Health Director to improve retention.
- Established the Onboarding Committee to make improvements to employee onboarding processes, starting with updates to the Staff Training Matrix.
- Participation in the 2024 iteration of Public Health Workforce Interests and Needs Survey (PH WINS), a regional effort to evaluate the public health workforce and identify strengths and gaps to inform decisions about funding, training, recruitment, and retention.

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. 2024 Staff Training Day incorporated LCDOH Workforce Development Priorities such as Leadership and Systems Thinking through a panel focused on equitable healthcare and a poverty simulation. Additionally, staff were provided information about recent changes and services offered at URMC | Noyes and completed a service project constructing hygiene bags for a local organization serving vulnerable populations. Training Day in 2024 had 84 attendees and 41 survey respondents.

Linkages with Academia

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

- Shadowing field programs, including home visits and restaurant inspections.
- Compiling and updating spreadsheets of local and regional resources for eye care, dental and oral health, and children’s services.
- Assisting the Livingston County Food Security Coalition with creating the food resource list.
- Surveying health care providers regarding Expedited Partner Treatment (EPT).
- SUNY Geneseo campus outreach for Center for Sexual Health and Wellness services.

Essential Service #8 (continued):

Build and support a diverse and skilled public health workforce

Staff Recognition

New Hires:

- Christine Dale Part-Time Clinic Aide
- Bridgette (Guild) Anderson Public Health Specialist
- Colin Wilcox Public Health Specialist
- Heather Burgio Part-Time Social Work Aide
- Amanda Hilyard Public Health Specialist
- Natasha Moose Part-Time Nutrition Aide
- Robert Paul Finance Supervisor
- Judy Meyers Per Diem Registered Professional Nurse
- Joe DeMarco Per Diem Registered Professional Nurse
- Ruby Gropp Senior Typist
- Stephanie Johnson Secretary to the Public Health Director
- Lauren Lavigne Part-Time Social Work Assistant
- Jessica Manley Mental Health Licensed Therapist

- Bethany Craft Social Work Aide
- Jennifer Orman Per Diem Registered Professional Nurse
- Dawn Logsdon Part-Time Nurse Practitioner
- Nathan Mott Senior Account Clerk
- Brandy Chapman Public Health Specialist
- Julie Schultz Assistant Dog Control Officer
- Shelly Gonzales Senior Typist
- Mary Viggiani Public Health Specialist
- Shelly Hierl Home Health Aide
- Rachel Merrick Public Health Specialist
- Stephen Marano Public Health Technician
- Paula Kritz Part-Time Registered Professional Nurse
- Alexandria Stoltman Per Diem Registered Professional Nurse
- Elizabeth Crowder WIC Program Nutritionist
- Hayley Smith Licensed Mental Health Therapist

Promotions:

- Amber Hainey Intensive Case Manager
- Colin Wilcox Director of Environmental Health
- Lynn Forrester Senior Account Clerk
- Robert Mankoff Public Health Sanitarian

Retirements:

- Cheryl Manthey Secretary to the Public Health Director
- Irene Wilcox Registered Professional Nurse
- Erik Henderson Finance Supervisor
- Leath DeRitter Registered Professional Nurse

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**
- **Contribute 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 2024 highlights are shared below:

- Completed an updated Culture of Quality Assessment in January of 2024.
- Continued work on the 2022-2024 Community Health Improvement Plan (CHIP), with focus on the following priority areas and disparity to address:
 - Priority: Promote Well-Being and Prevent Mental and Substance Use Disorders
 - Focus Area: Prevent Mental and Substance Use Disorders
 - 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. 2024 improvements include:

- Streamlined referral process for Early Intervention services.
- Childhood Lead Poisoning Prevention Program partnership with Habitat for Humanity to support Livingston County residents with remediation efforts.
- Creation of the Access to Dental Care Coalition to address gaps in dental services since the Mosaic Health closure in Mount Morris.
- Continued to improve inter-referral processes between maternal child health programming to ensure comprehensive care.

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 continued to participate in the New York State Public Health Corps Fellowship grant program until the end of the program in July of 2024. NYSPHC Fellows at the LCDOH when the grant ended were retained as permanent employees, pending Civil Service Exam requirement completion.

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 45 total activities, including but not limited to:
 - o Rabies Clinics (4)
 - o Educational Outreach (7)
 - o Senior Blood Pressure Clinics (8)
 - o Drills (2)
 - o Pet CPR Classes
 - o Pop-Up Pantries (7)
 - o Meetings (4)
 - o Vaccine/Booster Clinics (5)



Essential Service #10 (continued):

Build and maintain a strong organizational infrastructure for public health

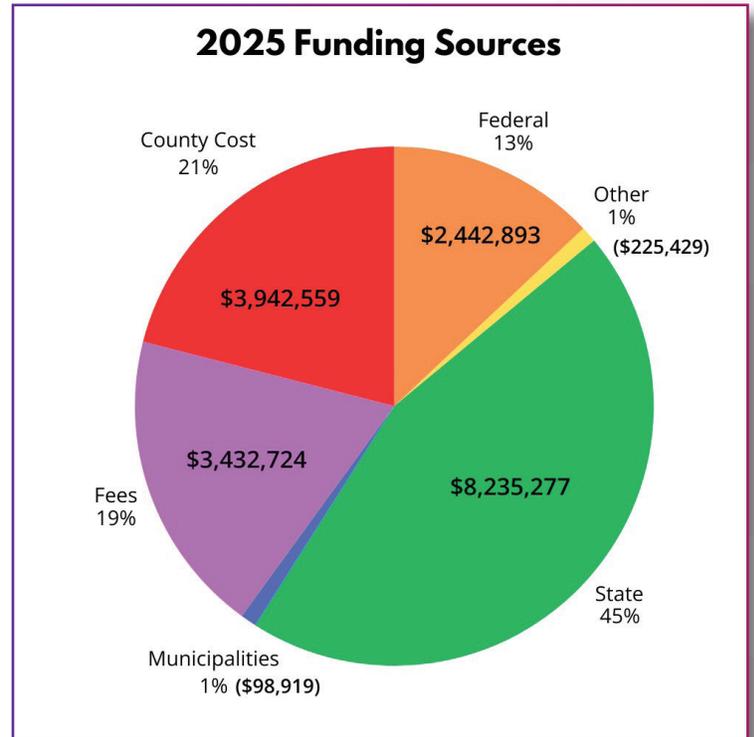
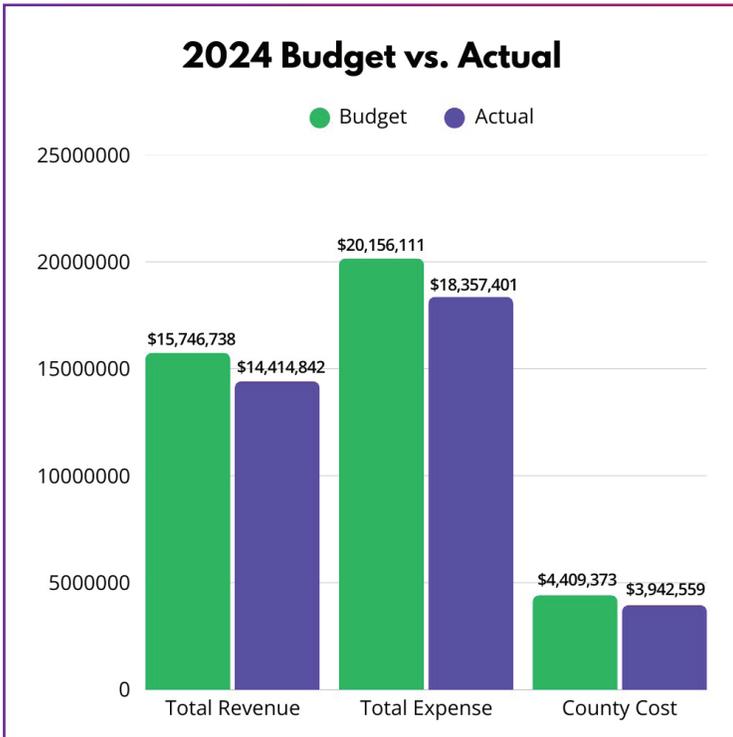
Looking to the Future

- Begin the 2025 Community Health Assessment.
- Continue implementation of the LCDOH Strategic Plan priorities to:
 - Strengthen, support, and mobilize communities and partnerships to improve health; and
 - Build and support a diverse and skilled public health workforce.
- Increase the length of stay for Hospice patients by 2%, so families and patients can receive the full benefits of Hospice services.
- Make improvements to Hospice documentation processes, allowing staff to complete documentation within seven days of visit.
- Collaborate with Coordinated Care Services Inc. (CCSI) to improve long-term viability of mobile crisis response services.
- Launch an opioid prevention campaign targeted to Livingston County in collaboration with Trellis Marketing.
- Offer rapid syphilis testing in Center for Sexual Health and Wellness clinics.
- Provide STI Boot Camp including Expedited Partner Treatment for Health Care Providers.
- Increase education for food service operators to decrease total critical violations.
- Expand provider recruitment efforts to address growing Early Intervention service needs.
- Integrate Strategic Plan monitoring into PMQI meetings to align QI projects with Strategic Plan and CHIP Priorities.
- Improve efficiency and effectiveness of new staff through training and process improvement.
- Maintain partnerships with underserved communities through outreach to: Tepeyac Migrant Welcoming Center, Cultures Learning Together, Livingston County Office for the Aging, and Office for People with Developmental Disabilities.
- Partner with health care providers who do not offer point-of-care lead testing to offer testing services at LCDOH.
- Improve provider retention, education, and compliance to expand service provision for eligible children in accordance with state and federal guidelines.
- Enhance collaboration with community partners to improve transportation and meeting demand for out-of-county transports.
- Update and maintain Department emergency and continuity plans.
- Increase community member attendance at Positive Expressions by 5%.
- Increase PICHHC program enrollment by 2%.
- Increase awareness of the PICHHC program by 2% (measured by referral).
- Complete the Joint Program Service Agreement (JPSA) for Wyoming County Head Start Program to host the WIC Two Bite Club.
- Attend Livingston County Head Start program four times to complete the Two Bite Club.
- Send at least two staff members to the 2025 NYS WIC Association Conference.
- Attend at least four Farmers Markets between Livingston and Wyoming County to help increase the redemption rate of coupons.
- Have all Nutritionists and Competence Professional Authorities (CPAs) certified as lactation counselors.

GRANTS

- Children with Special Health Care Needs
- Contact Tracing
- COVID-19 Vaccine Response
- Early Intervention
- Emergency Preparedness
- Family Planning
- Family Planning Telehealth Grant
- Immunization
- Lead
- 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 best way to predict the future is to create it."
- Peter Drucker





