



**Cortland County Health &
Human Services
Committee
Committee Meeting
~ Minutes ~**

60 Central Ave.
Cortland, NY 13045
www.cortlandcountyny.gov

Thursday, February 12, 2026

11:00 AM

Room 302

Call to Order

The meeting was called to order at 11:06 a.m. by Chair VanDee.

Roll Call

PRESENT:	Legislator Douglas Bentley, Legislator William McGovern, Legislator Christopher Newell, Legislator Jason Prentice, Legislator Keith VanGorder, Committee Vice Chair Sandra Price, Committee Chair Ronald Van Dee
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ABSENT:

EXCUSED:

OTHERS PRESENT:

Deputy Clerk of the Legislature	Ashley Millard
Chair of the Legislature	Kevin Fitch
County Administrator	Michael Ponticiello
Veterans Services Director	Tom Tedesco
Child Advocacy Center Director	Kristen Beard
Social Services Commissioner	Kristen Monroe
Employment and Training Director	Shannon Phillips
Public Health Education Manager	Rebecca Main
Office of the Aging Director	Amber Gamei
Health Department Director	Nicole Anjeski
Health Department Nursing Intern	Ashley Upsom
Seven Valley Health Coalition	Carol Costell-Corbin
Cortland Standard Reporter	Sidney Lee
Cortland County Resident	Kim Cameron
Chief Assistant County Attorney	Jeri DuVall (Remote)
County Attorney Executive	Nicole Compton (Remote)

Assistant Director of Finance	Andrea Herzog (Remote Left early 11:20 a.m.)
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Approval of Minutes

1. January 8, 2026 Health & Human Services Committee Minutes

RESULT:	APPROVED
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2. January 13, 2026 Special Health & Human Services Committee Minutes

RESULT:	APPROVED
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Resolutions

ON MOTION OF RONALD VANDEE

AGENDA ITEM NO. 1.

Authorize Lease Agreement with Crescent Commons Master Tenant, LLC for Lease of Property

WHEREAS, Cortland County Office for Aging (Lessee) is in need of leasing property at Crescent Commons, 165 Main Street, Suite B2, Cortland, New York, from Crescent Commons Master Tenant, LLC (Lessor) to be used as the Age Well Center for Cortland County residents; AND

WHEREAS, the term of the lease is for five (5) years commencing August 1, 2026 and ending July 31, 2030; AND

WHEREAS, the rent, which includes utilities, is to be paid in monthly installments of \$2,200 per month, or a total of \$26,400 per year; NOW THEREFORE BE IT

RESOLVED, that the County Administrator, upon review and approval by the County Attorney or designee as to form and subject to any appropriation of funding by the Legislature, be and hereby is authorized and directed to sign a lease with Crescent Commons Master Tenant, LLC and authorizes the Cortland County Treasurer's office to release funds accordingly.

RESULT:	APPROVED (6 TO 0)
MOVER:	Legislator Jason Prentice
SECONDER:	Legislator Douglas Bentley
AYES:	Douglas Bentley, William McGovern, Jason Prentice, Keith VanGorder, Ronald VanDee, Sandra Price
NAYS:	None
EXCUSED:	
ABSENT:	Christopher Newell

ON MOTION OF RONALD VANDEE

AGENDA ITEM NO. 2.

Authorize 2025 County Budget Amendment for Increased Juvenile Delinquent Expenditures - Department of Social Services

WHEREAS, expenditures for youth in Non-Secure Detention increased for 2025 and exceed the amended amount appropriated in the 2025 budget; NOW THEREFORE BE IT

RESOLVED, that the 2025 County Budget be and hereby is amended as follows:

INCREASE:

EXPENDITURES

A60105.56123 Juvenile Delinquent current \$10,000 INCREASE \$43,544 new = \$53,544

DECREASE:

EXPENDITURES

A60105.56140 Safety Net current \$4,617,804 DECREASE \$43,544 new = \$4,574,260

RESULT:	APPROVED (7 TO 0)
MOVER:	Legislator Christopher Newell
SECONDER:	Legislator William McGovern
AYES:	Douglas Bentley, William McGovern, Christopher Newell, Jason Prentice, Keith VanGorder, Ronald VanDee, Sandra Price
NAYS:	None
EXCUSED:	
ABSENT:	

ON MOTION OF RONALD VANDEE

AGENDA ITEM NO. 3.

Appoint Member to the Cortland County Board of Health

WHEREAS, there is a vacancy on the Cortland County Board of Health to be filled by the current Chair of the Health and Human Services Committee, or their designee; NOW THEREFORE BE IT

RESOLVED, that Sandra Price of 1189 Church Street, Cortland, New York 13045, be and hereby is appointed to the Cortland County Board of Health for a term to expire December 31, 2027.

RESULT:	APPROVED (7 TO 0)
MOVER:	Legislator Christopher Newell
SECONDER:	Legislator Keith VanGorder
AYES:	Douglas Bentley, William McGovern, Christopher Newell, Jason Prentice, Keith VanGorder, Ronald VanDee, Sandra Price
NAYS:	None
EXCUSED:	
ABSENT:	

ON MOTION OF RONALD VANDEE

AGENDA ITEM NO. 4.

Appoint Member Older Americans Act Advisory Council – Office for Aging

WHEREAS, the By-Laws of the Older Americans Act Advisory Council of the Cortland County Office for Aging state membership shall be 15-25 voting members with at least fifty percent of the membership to be at least sixty years of age that represent target group seniors according to the Older Americans Act of 1965, as amended, and shall also include representatives of health care provider organizations, including veterans and supportive services provider organizations, be broadly representative of all aspects of the county, and include local elected official and the general public; AND

WHEREAS, Article 4, Section 4, states the term shall be for three years, or appointed to complete a term of a person who has resigned, the new person's length of term is defined as the period of the original member's term, with a maximum of two consecutive terms; NOW THEREFORE BE IT

RESOLVED that the following be and hereby are appointed to the Older Americans Act Advisory Council as follows:

Eline Haukenes – Community Member (1st Term) Term to expire 12/31/2028

RESULT:	APPROVED (7 TO 0)
MOVER:	Legislator Jason Prentice
SECONDER:	Legislator William McGovern
AYES:	Douglas Bentley, William McGovern, Christopher Newell, Jason Prentice, Keith VanGorder, Ronald VanDee, Sandra Price
NAYS:	None
EXCUSED:	
ABSENT:	

ON MOTION OF RONALD VANDEE

AGENDA ITEM NO. 5.

Accept Funds Resource Allocation Plan New York State Office of Children and Family Services - Health Department

WHEREAS, the Association of New York State Youth Bureaus has made available the sum of \$2,775 to Cortland County, through the County Youth Bureau; AND

WHEREAS, the County Youth Bureau will use these funds to increase the number of youth and youth serving professionals participating in positive youth development and leadership networking; NOW THEREFORE BE IT

RESOLVED, that the 2026 Adopted County Budget is hereby amended as follows:

Increase Expenditure:

A73125.54035	EDUCATION/TRAINING	\$2,075
A73125.54045	TRAVEL	\$700

Increase Revenue:

A73125.43820.YBYOUTH BUREAU	\$2,775
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RESULT:	APPROVED (7 TO 0)
MOVER:	Minority Leader Sandra Price
SECONDER:	Legislator Christopher Newell
AYES:	Douglas Bentley, William McGovern, Christopher Newell, Jason Prentice, Keith VanGorder, Ronald VanDee, Sandra Price
NAYS:	None
EXCUSED:	
ABSENT:	

ON MOTION OF RONALD VANDEE

AGENDA ITEM NO. 6.

**Accept Children and Youth w/ Special Health Care Needs (CYSHCN) Supplemental Funding and
Authorize Memorandum of Understanding with Local Municipalities - Health Department**

WHEREAS, the New York State Department of Health has awarded Cortland County Supplemental funding for the Children and Youth w/Special Health Care Needs (CYSHCN), Contract C41711GM for \$31,340 for the contract period of 10/1/2025-9/30/2026; AND

WHEREAS, the funds will be used to purchase adaptive swings for parks within local municipalities in Cortland County to address and improve community inclusion and accessibility within the parks; AND

WHEREAS, the Cortland County Health Department will be entering into a formal, written Memorandum of Understanding with local municipalities in Cortland County to provide them with an adaptive swing to be installed and utilized within their park to increase community inclusion and accessibility to help facilitate grant deliverables; AND

WHEREAS, the local municipality within Cortland County will be responsible for any construction, installation and maintenance of the provided adaptive swings; NOW THEREFORE BE IT

RESOLVED, that the County Administrator and/or Chair of the Legislature, upon review and approval by the County Attorney or designee, are hereby authorized to sign a Memorandum of Understanding with the participating Cortland County Municipalities; AND BE IT FURTHER

RESOLVED, that the 2026 Adopted County Budget is hereby amended as follows:

Increase Expenditure:

A40595.52015.4052	Department Specific Equipment	\$20,860
A40595.54048.4052	Program Supplies	\$10,480

Increase Revenue:

A40595.44451.CSH	CYSCHN Grant	\$31,340
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RESULT:	APPROVED (7 TO 0)
MOVER:	Minority Leader Sandra Price

SECONDER:	Legislator Jason Prentice
AYES:	Douglas Bentley, William McGovern, Christopher Newell, Jason Prentice, Keith VanGorder, Ronald VanDee, Sandra Price
NAYS:	None
EXCUSED:	
ABSENT:	

Discussion Items

1. **Department of Social Services Fourth Quarter 2025 Statistics**

RESULT:	COMPLETED
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2. **Child Advocacy Center Five Year Statistical Comparison Report**

RESULT:	COMPLETED
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Monthly Reports

1. **Health Department Monthly Report**

RESULT:	COMPLETED
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2. **Office for Aging Monthly Report**

RESULT:	COMPLETED
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Adjournment

The meeting was adjourned at 11:55 a.m.



ID#

Older Americans Act Advisory Council
Name of advisory group

Community Member

3 years

Seat Title (Area or constituency represented)

Term length

11/26-12/31/28

CORTLAND COUNTY LEGISLATURE

County Office Building

60 Central Avenue, Cortland, NY 13045

www.cortland-co.org/legislature

607-753-5048

ADVISORY BOARD APPLICATION

Please type or print in black ink (Revised September 2015)

If you are interested in serving as a member of an advisory group please complete this form; attach additional sheets if necessary. You may be called for an interview and you may wish to attend a meeting of the advisory group if you have not yet done so. Please contact the Legislature Office at 753-5048 or by e-mail: shempstead@cortland-co.org if you have any questions.

Name Eline Haukenes Date of application 1-29-26
Address (residence) 4980 Foster Rd Cortland, NY 13045
Street City Zip Code
Telephone (home) _____ (work) _____ (mobile) 607-423-2668 (fax) _____
Email address ehaukenes2@hotmail.com Length of residence in Cortland County 43 years

*If not a Cortland County resident, please stop here and contact the Office

Eline Haukenes
Signature of Applicant

Office use only

Type of appointment: new or reappointment [Replacing: (if new)] _____ Term expiration date _____

Seat Title (area or constituency represented): _____

Municipal Recommendation on File ☒Nominating Committee Recommendation Received ☒

Copied to Comm.: _____ Legislative Committee recommendation _____ Date _____

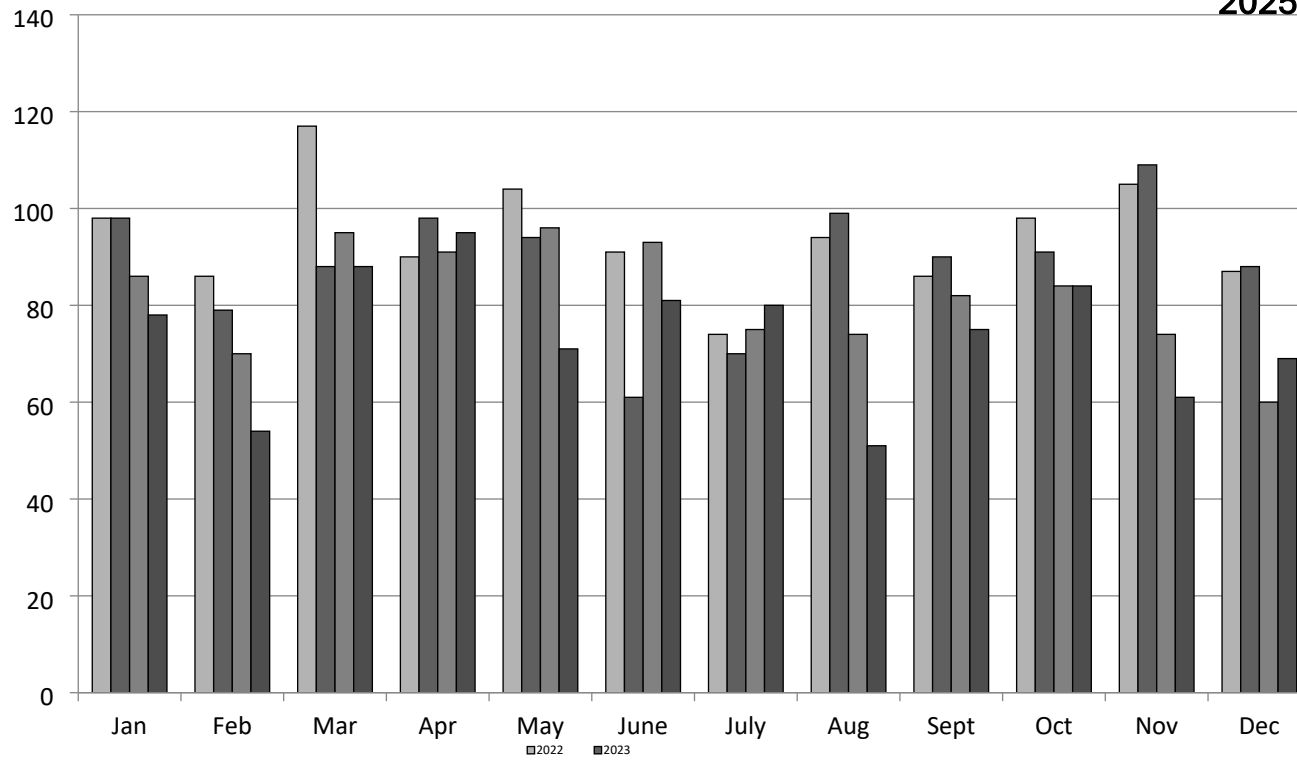
Legislature appointment date _____ Appointment letter mailed date _____

DSS Caseload Statistics

[illegible]

Child Protective Services Hotline Reports

2025

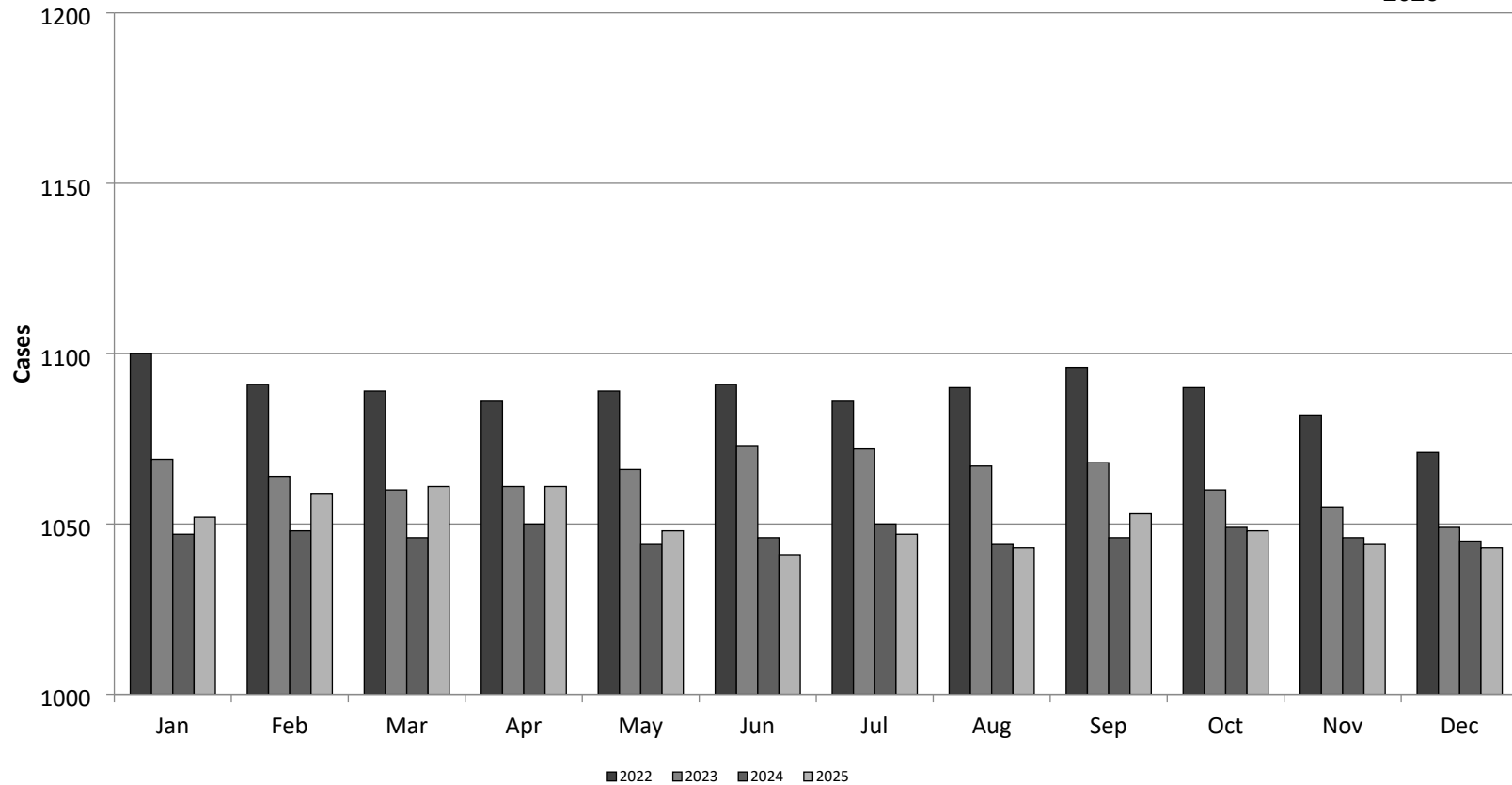


Yearly Totals:

2022	1130
2023	1065
2024	980
2025	887

Medical Assistance - Supplemental Security Income Caseload

2025

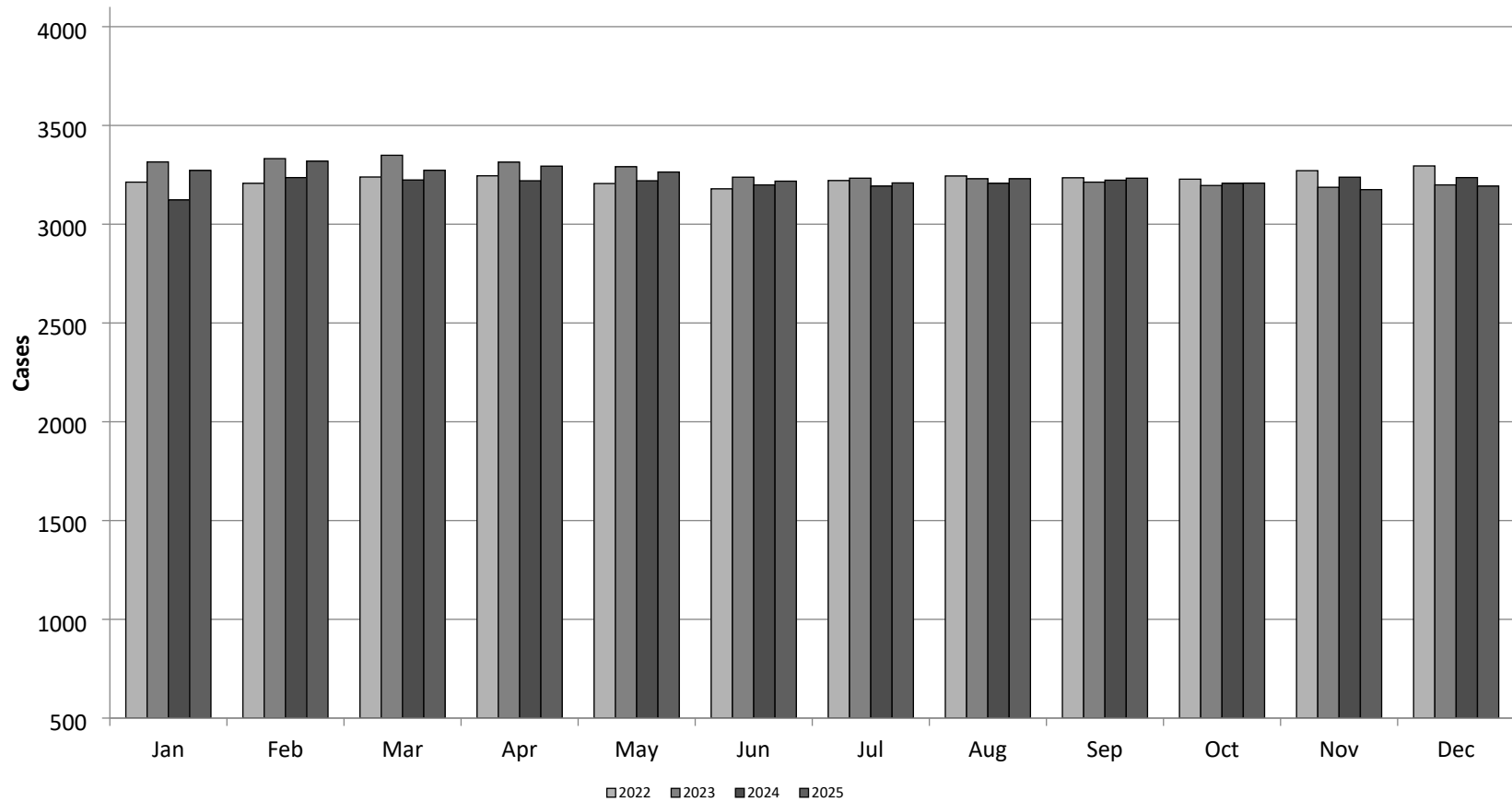


Monthly Caseload Averages:

2022	1088
2023	1064
2024	1047
2025	1050

SNAP Caseload

2025

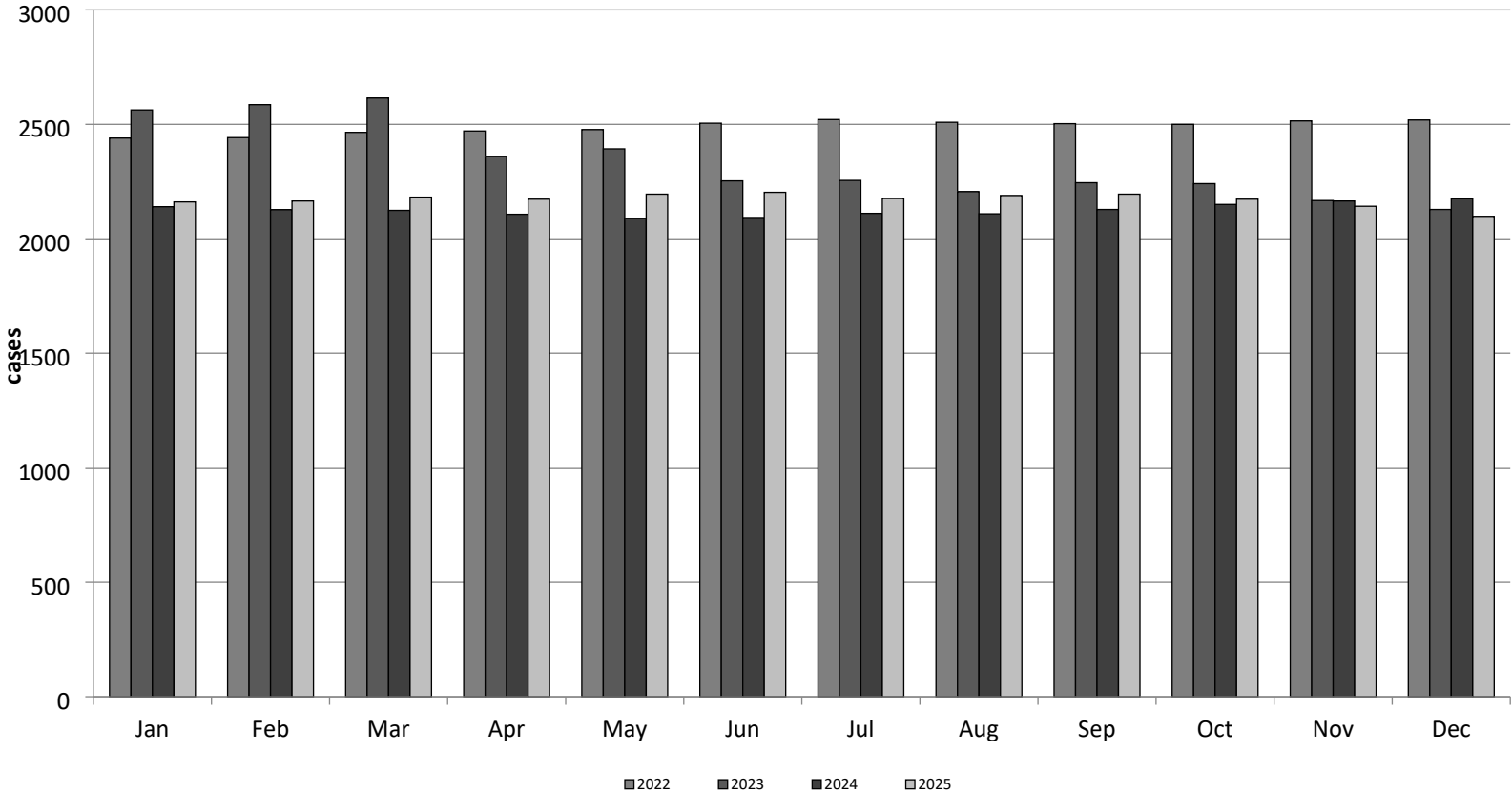


Monthly Caseload Averages:

2022	3232
2023	3258
2024	3211
2025	3241

Medical Assistance Only Caseload

2025

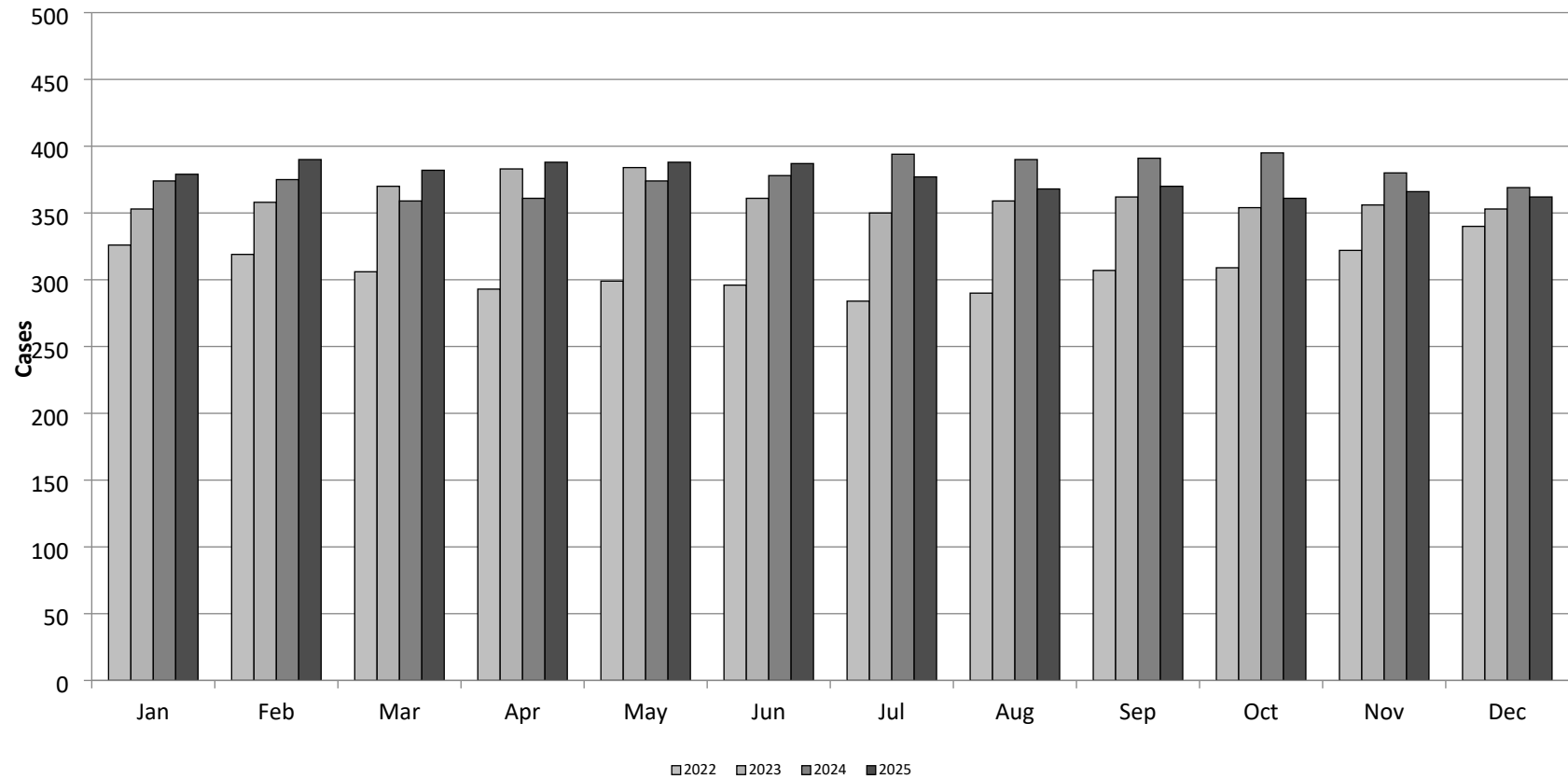


Monthly Caseload Averages:

2022	2489
2023	2334
2024	2127
2025	2171

Temporary Assistance Caseload

2025



Monthly Caseload Averages:

2022	308
2023	362
2024	378
2025	377

Child Advocacy Center Statistical Summary

Five Year Comparison

	2021	2022	2023	2024	2025
Victim: Female	105	100	97	105	150
Victim: Male	64	43	62	64	99
Victim: Intersex	1	0	0	1	0
Victim: TOTAL	170	143	159	170	249
Victim: 0-5 yrs old	35	24	38	35	51
Victim: 6-10 yrs old	54	38	52	54	85
Victim: 11-17 yrs old	81	81	69	81	113
Victim: 18-24 yrs old	3	2	4	3	0
Victim: 25+ yrs old	0	0	0	0	1
Suspect: Step-Parent	13	4	4	13	11
Suspect: Other Relative	39	29	49	39	54
Suspect: Other Known Person	47	50	48	47	73
Suspect: Unknown Relationship	27	13	8	27	29
Suspect: Adoptive Parent	2	1	4	2	0
Suspect: Foster Parent	9	3	4	9	14
Suspect: Babysitter	1	4	2	1	1
Suspect: Biological Parent	83	46	58	83	128
Suspect: Parent's Significant Other	11	13	8	11	15
Suspect: 11 yrs old and under	18	10	19	18	18
Suspect: 12-17 years old	22	30	19	22	25
Suspect: 18-24 years old	16	16	18	16	36
Suspect: 25+ years old	147	107	125	147	185
Suspect: Not Disclosed	29	0	4	29	62
Abuse: Sexual	111	110	113	111	157
Abuse: Physical	47	18	34	47	62
Abuse: Drug Endangerment	14	11	11	14	4
Abuse: Child Sex Trafficking	1	5	2	1	1
Abuse: Commercial Sexual Exploitation of Children (CSEC)	0	0	0	0	2
Abuse: Child Sexual Abuse Material (CSAM)	7	8	5	7	4
Forensic Interview: On-site	82	99	101	82	125
Forensic Interview: Off-site	13	8	5	13	8
% of Interviews On-site	86%	93%	95%	86%	94%
CPS: Substantiated / Indicated / Founded	19	46	30	19	55
CPS: Unsubstantiated / Unfounded	48	59	52	48	80
Prosecution: Accepted	14	27	16	14	23
Prosecution: Convictions	0	0	3	0	4
Prosecution: Pleas	6	21	11	6	3
Prosecution: Acquittals	0	2	3	0	0
Prosecution: Charges Dismissed	2	0	0	2	0

CORTLAND COUNTY HEALTH DEPARTMENT



Public Health
Prevent. Promote. Protect.

Cortland County Health Department

Administration

Nicole Anjeski, MS, MPH

Public Health Director

Lisa Perfetti, BSN, RN

Deputy Public Health Director

Douglas MacQueen, MD, MS, FIDSA

Medical Consultant

Board of Health

Bonni C. Hodges, Ph.D., President

Susan Williams, Vice-President

Marisa Clifford, D.M.D.

Matthew Noble, D.O.

Erica Skipton, M.D.

Mary Wright, R.N.

Ronald VanDee, Legislator

Cheryl Mrozowski, Secretary



Health and Human Services Committee

February 2026

NYS 2026 Executive Budget Proposal

The NYS 2026 Executive Budget proposal is flat funding for most of the programs in Public Health, except for the Healthy Neighborhoods Program Grant. The Governor's current proposal has eliminated funding for this grant. There is current advocacy by NYSACHO (supports local health departments in NYS) to put it back in the budget fully funded. Counties (17 counties hold this grant) are providing data and information to strengthen advocacy at the state level.

Healthy Neighborhoods Program (HNP)-Impact and Data 2014-2025

The Cost Benefit Analysis is based on visits (initial/re-visits) made by the Cortland County Health Department's Healthy Neighborhoods Program Staff.

2014-2025 Total Initial Home Visits- 2700; Total Home Revisits-635

Average expense (excluding FFYs 2020-2022, during COVID Pandemic, program was not fully operational) per visit \$348, residents received several if not all of the below listed services and products during the home visit:

- A thorough environmental assessment of the home and referrals as needed.
- Smoke detectors are checked, given replacements or batteries as needed.
- Escape routes were questioned and/or checked.
- Child safety items were provided to families with small children, these included safety gates, outlet plugs, cabinet latches, oven and refrigerator locks, corner guards, door knob cover, etc.
- Carbon monoxide levels are checked, given replacements or batteries as needed.
- Potential sources of carbon monoxide are identified and corrected if possible.
- Children 12-72 months old are checked to determine if they are up to date with lead screenings.
- Households are visually checked for lead paint.
- Lead poisoning prevention education is provided to parents and appropriate individuals.
- Asthma triggers are discussed and identified, asthma education is provided.
- Hypoallergenic pillow and mattress covers are supplied to those households with asthma.
- NYS DOH Asthma Action Plan is given to those with asthma.

- Packets and educational materials are reviewed with residents-these include poison control magnets, NYS Quitline cards, Tick cards, etc.
- Bathtub strips, vinegar, baking soda, night lights, roach traps, fire extinguishers, flashlights, mouse traps, batteries, first aid kits, tooth brushes and tooth paste and other items were supplied as needed.
- Buckets, scrubbers, disinfecting wipes and other items supplied as needed at revisits.
- Tobacco cessation programs and information are provided when appropriate.
- Radon test kits are provided to households as needed.
- Referrals were made to other agencies and organizations as appropriate.

In addition to the selected benefit costs complied by the NYSDOH Healthy Neighborhoods Program, additional potential savings specific to our program are noted below:

Tobacco- Of the 2700 homes that were visited (2014-2025) there was a total of 948 smokers. All smokers were given information for the NYS Quitline and information about area cessation programs. The United States spends nearly \$225 billion on medical care to treat smoking-related disease in adults (*Preventive Medicine 2021, and Am J Prev Med 2022*). Health care costs per smoker over a lifetime in New York State averages about \$240,981 per smoker (Resources: <https://wallethub.com/edu/the-financial-cost-of-smoking-by-state/9520/#cost-lifetime>, 2019). The tobacco education provided by the HNP had a potential cost-benefit of \$228,449,988.00 (948 X \$240,981) in smoking related health care costs, if the individuals stop smoking. Tobacco related education and information is given to all dwellings with at least one smoker in the home.

Carbon Monoxide Poisoning Prevention- All Carbon Monoxide detectors were assessed. If there was not a Carbon Monoxide detector present, at least one was given to the resident. A total of 1789 carbon monoxide detectors were given to households during 2014-2025. CO poisoning is entirely preventable. Approximately 50,000 people in the U.S. visit the emergency department each year due to accidental CO poisoning (CDC, 2018) Societal costs for accidental, non-fire, residential CO poisoning are approximately \$3.47 billion annually (Hampson, 2017, cost effectiveness of residential carbon monoxide alarms). Providing these has a potential cost benefit of \$15,769 in related health care costs per person in each household (US Consumer Product Commission, 2013; (Miller and Bhattacharya, 2013).

Fire Prevention- All 2700 dwellings were assessed for working smoke detectors. Once smoke detectors were assessed, batteries were given and/or new smoke detectors were given. If there was not a smoke detector, at least one smoke detector was given to the resident. All dwellings were assessed and all smoke detector deficiencies were corrected. During 2014-2025 FFYs, 2676 smoke detectors were given to residents. Most fire deaths are not caused by burns, but by smoke inhalation and the leading causes of fire are; cooking, heating equipment, electrical, and smoking materials. Home is the place people feel safest from fire, but it's

actually the place they're at greatest risk (NFPA, 2023). Within Cortland County, the main causes of residential fires are related to smoking and fires that start in the kitchen. One thousand nine hundred and thirteen (1913) dwellings were also given fire extinguishers if they did not have one. All residents were instructed to place them in the kitchen. Each home was also encouraged to complete and institute a household fire escape plan. All homes were given important fire safety information and education. The median value of a home in Cortland County is \$167,600 (owner-occupied)(Census Bureau, 2023). Providing smoke detectors and fire extinguishers has a potential cost benefit of a minimum of \$19,500 dollars per structure (NFPA, 2015) and potential cost benefit of \$6,000- \$50,000 per person (CPSC, 2009) in fire related health care costs.

Asthma- Our data shows that we were able to visit 445 asthmatic cases in our target area during 2014-2025. Blank asthma management plans were reviewed and given to all asthmatic cases. With our products and education, we hope that these numbers will continue to decrease. Asthma trigger educational material was reviewed and given to all households with asthma cases. The annual per-person over-all medical costs of asthma were estimated at \$3,266 (CDC, "The Economic Burden of Asthma in the United States, 2008-2013". The cost benefit of providing asthma control and prevention materials has a possibility of saving a total of \$1,453,370.00 per year in our 445 asthmatic cases seen through HNP visits.

Lead Poisoning Prevention- A lead assessment discussion is done in all homes built before 1978. Potential risk and lead poisoning risk reduction education was provided, as well as education about proper lead removal during home remodeling. Of the 2700 homes initially visited, 1553 homes were built before 1978. Of these 1553 homes assessed, 181 had visual evidence of lead paint within the home and 187 had visual evidence of lead paint on the outside of the home. Lead testing was discussed with all parents with children, especially those under 6 years of age. Parents were encouraged if they had any concerns about lead poisoning to contact their pediatricians. Providing education and referral services and encouraging lead testing, has a potential cost benefit of \$5000 per child in hospital costs (NYSDOH, 2016).

Fall Prevention-HNP staff handed out 2219 night lights, and 1184 flashlights, for the dwellings visited. HNP staff also handed out 482 child safety gates to those with children. There is a heavy financial burden to fall-related injuries with a yearly cost of \$1.3 billion in New York State for hospitalizations alone (NYSDOH, 2016). The hospitalization rate due to falls in adults 65+ in Cortland County is 163.7/10,000 (SPARCS,2017). Falls are the leading cause of non-fatal injuries for all children ages 0 to 19. Every day, approximately 8,000 children are treated in U.S. emergency rooms for fall-related injuries. This adds up to almost 2.8 million children each year (CDC, 2016). The falls prevention items will help to prevent unintentional falls within the home. Fall prevention educational materials were also handed out to residents. There is a potential cost savings of \$35,000 (CDC, 2015) for each prevented fall.

Radon test kits- Lung Cancer Prevention-HNP staff handed out 882 radon kits during FFYs 2014-2025.

Thirty-four (34) people are in the process/or completed the process of mitigation, after receiving their results through our program. This will potentially help prevent \$34 million dollars in lung cancer treatment costs (\$1 million dollars per mitigation system saved) (NYSDOH, 2016).

Childhood Lead Poisoning Prevention Program: As noted in Goal 5 of the work plan-we do not have a CLPPP+ program in Cortland County, but we do collaborate with HNP to meet all objectives. There are currently no other staff available in the department to complete these required tasks

HUD Health Homes Production Grant-awarded last year includes this statement under the Intervention Strategies listed in our Policy and Procedures: It is anticipated that a majority of referrals for this program will come from both the CCHD Healthy Neighborhood Program and the CCHD Childhood Lead Poisoning Prevention Program.

HNP Referral Agency Overview 2014-2025

Overview: Partnerships

Cortland County Health Department (CCHD) Healthy Neighborhoods Program staff has developed targeted educational programs and materials about exposures, health risks and effective control strategies for hazards in the home. Staff has participated in coalition and partnership building, with health, housing, advocacy and medical sectors in the community, to share information about low-cost, effective assessment and control strategies. Some of these partnerships include: CAPCO-Weatherization Program, CAPCO-Community Health Worker and Parent Advocates, Cortland County Probation Department, CCHD- Nursing Division, CNY Indoor Air Coalition, Children with Special Needs, Speak Up Cortland, Helping Hands-Healing Hearts, Environmental Health Division, Cancer Services Program of Cayuga, Tompkins & Cortland, Local Fire Departments and Code, Traveling Tots, Advancing Tobacco Free Communities of Cortland, Tompkins and Chenango Counties, Seven Valleys Health Coalition, American Red Cross, Area Agency on Aging, Access to Independence, The Healthy Families Program, Upstate Poison Control, Family Health Network, Dr. Djafari's Pediatrics, Catholic Charities, Child Care Council and DSS-Family and Children Services Division.

Communications have been formalized regarding referrals, remediation, and enforcement, between housing, building, fire, health and related agencies. Training has been provided for staff and clients to recognize health and environmental issues and enhance mechanisms for referrals to support services. With 12 years of program implementation in the Cortland Community, the HNP staff has worked to establish a strong network and referral system that connects people to the home safety education, products and providers needed.

Partnership Examples:

Department of Social Services and Child Protection Services (DSS, CPS): The services provided by this organization involve case management services for families and individuals with supportive needs including

Child and Adult Protective Services, Coordinated Children's Services Initiative (CCSI), Preventive Services, Foster Care, Adoption Services, Long Term Care Services. The goal of all services is to assist individuals and families in achieving and maintaining a safe, permanently established independent life. HNP staff receives direct referrals for clients from DSS/CPS staff every week and helps support the families served. Caseworkers and prevention educators depend on the HNP staff to assist with education and provide products to some of the most vulnerable families in Cortland County. These clients may be struggling with housing insecurity, food insecurity, pest issues, poor housing quality and child proofing needs, to name a few. The HNP staff provides a tangible service to assist this agency.

Cortland County Community Action Program (CAPCO): CAPCO serves individuals and families through programing, such as the energy assistance program, childcare and schooling needs, WIC Program, The Healthy Families Program, to name a few. Their organization provides access to services and supports for people in Cortland County and the surrounding communities, who want to increase their self-reliance, improve their economic circumstances and strengthen their connections to family and community. The HNP program receives direct referrals to support families in need with housing issues such as: pest control, smoke and CO detector set up, child safety products. HNP staff works with parent advocates and energy services to assist families and HNP staff also visits the Early Learning Centers to provide education classes on a variety of home safety topics and directly meets with families to assist with their needs.

Djafari Pediatrics: Djafari Pediatrics is dedicated to providing evidence based, high quality, and comprehensive care to pediatric patients in a comfortable and supportive atmosphere. The medical care staff team routinely provides referrals to our HNP program to assist their patients and families with home safety education and support with a special focus on young children.

Early Intervention Program/Child Find: This program has two components to address; Infants and toddlers who have suspected or confirmed developmental delays or disabilities and The Child Find Program is a developmental monitoring program for infants and children who are “at risk” for developmental delays. Referrals are sent to the HNP program staff to assist families with child safety education and products to make the residents’ home safer, especially as these families often need extra steps to ensuring greater prevention steps are in place because of falls risk and flight risk issues. Families are provided gates, door alarms and appliance safety items.

Access to Independence (ATI): Access to Independence empowers people with disabilities to lead independent lives in their communities and strives to open doors to full participation and access to all. HNP not only supports clients and families by offering direct assistance with implementing home safety measures, the HNP provides ATI staff with in house education programs on how to connect clients to the program and strategies to make homes safer while supporting independence.

Cancer Services Program of Cayuga, Cortland and Tompkins Counties (CSP): The mission is to reach all uninsured/under-insured residents in Cayuga, Cortland and Tompkins Counties (who qualify) to provide free

breast, cervical and colorectal cancer screenings to reduce cancer rates in our counties. This collaboration promotes cancer awareness and combined efforts through outreach and media has proven to be a beneficial relationship. The team meets at least quarterly to share ideas and plan activities. Cancer Services and HNP staff have a direct referral network and CSP relies on the HNP to canvass residents with brochures and materials. HNP distributed over 1000 CSP materials directly to the homes of Cortland County Residents in 2025.

Traveling Tots: Child safety seats are provided to low-income families through this program. HNP staff receives direct referrals from this program to reach some of the most vulnerable residents of Cortland County. HNP staff is able to assist with providing child safety items to these families and one of the HNP staff is a certified car seat technician that assists with car seat safety checks, outreach and appointments in a combined collaboration approach with visits.

Office of the Aging: The mission of this agency is to educate, empower, and enrich the quality of life for all older adults as well as individuals with disabilities in Cortland County. The Office for Aging ensures an inclusive system that promotes services that provide maximum independence and dignity for older adults, families, and caregivers. The HNP staff receives direct referrals from program staff to assist older adults with making their homes safer and supporting independence.

Table 1: 2014-2025 Referrals to Cortland County HNP Program (n=2700)

Referring Agency	# of Referrals
Landlord/Housing	52
CAPCO	56
Pediatrician	68
Early Intervention/Child Find	101
Department of Social Services/CPS/Foster	199
Office of the Aging	254
Canvassing	853
Other Community Agencies	1117

Cortland County Healthy Neighborhoods Program (2014-2025) Impact Stories

1. We had a young woman who was the mother of a 1 year old and was pregnant with another child. She was super excited that we offered not only smoke alarms and carbon monoxide alarms, but that we were also giving out child safety items. She was very worried about not having enough safety equipment for the now walking 1 year old and the upcoming new addition. She was very appreciative about the education we gave her and was especially interested to find out the facts about lead poisoning and how to reduce exposure for her children. She was also not aware of the importance of the carbon monoxide detector and was grateful for the education about that as well. We ended up giving her a smoke detector, fire extinguisher, carbon monoxide detector and child safety items (gate, outlet covers, cabinet latches, and a bath thermometer). She was really appreciative because she stated that her budget was very tight and without our program she would not have been able to afford these items.

2. One participant of the HNP was very grateful for the referrals we gave her. She was recently widowed and was also losing her job at the beginning of summer. Referrals were given for health insurance, weatherization and HEAP. She was also lacking in smoke and carbon monoxide detectors which she received from our program. She was very grateful and was amazed that this program was available and that we were able to complete the home assessment in the evening (this was more convenient for her). She told the HNP staff that she would spread the word about the program.
3. A pregnant woman was really excited about all of the child safety items that we had available to hand out. Her husband had recently been injured at work and was not currently working and they were grateful for these items. The child safety, fire prevention, carbon monoxide poisoning prevention and lead poisoning prevention brochures and education were also very useful for these participants.
4. One participant said her adult children visited from out of town and saw her smoke alarms, carbon monoxide alarm and new fire extinguisher. She discussed her home safety assessment with them and showed them all the safety information she received. They went to the store soon after and purchased these items for their own homes.
5. One participant who has many people with asthma in her home expressed gratitude for the asthma information along with the hypoallergenic pillow and mattress covers. She has cleaned her home of much of the clutter in her basement where she had had a mold/mildew problem in the past and dusts more often. She stated her family has had no worsening episodes of asthma this summer and they feel much safer with the smoke alarms, carbon monoxide alarm and fire extinguisher in their home.
6. One participant sought our table out at a community event and told us that they had to use the fire extinguisher that we provided. They were extremely grateful that we had given this to them. They had a grill that caught on fire that was put out with the fire extinguisher before it caught the awning of their home on fire. He said that if he didn't have the fire extinguisher he felt there was no doubt that his home would have caught fire also. He was very happy that there was no damage to his home or any injuries.
7. One participant said was very glad that we had stopped by; she had just been reading about radon and was nervous about the health implications. She had us set up a radon kit for her and she also participated in the home assessment. She was also in need of a carbon monoxide detector; she was unaware of the health concerns with carbon monoxide poisoning.
8. One participant was extremely thankful that we provided her and her husband with information about HEAP and the CAPCO weatherization program. She was very excited to know about these programs, as well as get the information we provided her.
9. One participant was very pleased with our home assessment, that she had her daughter and her mother call us for home assessments. This was a great validation for our program.
10. Amish Family- The program gave four smoke alarms and one fire extinguisher, as well as toothbrushes and toothpaste for the entire family. Discussed importance of dental hygiene. The family was very receptive to all information given. Also discussed importance of immunizations for their children. Only two of their younger children had received any immunizations. The mother in this family had had pertussis as a child and knows of others whose children have had childhood diseases. Contact was made with our nursing division of the health department and a home visit was made by the nurses, at this visit a revisit was requested by the family to assist in getting the smoke alarms to work. HNP staff made another visit to help them set up the smoke alarms, and assembled them along with the client. Suggestions were made to write the date on the top of the alarm as recommended so they would have a record of when the alarms were put in place as well as know when the ten year life of the alarm period

was up. This family was very grateful for the help and was appreciative that we made another visit before the 90 day revisit.

11. One of our participants was very impressed with the home visit and the safety items we provided. She put a notice after our visit on Facebook. From this posting, four new participants called to schedule home assessments.
12. The program did a home visit with someone that had a new baby and was also taking care of a grandfather with dementia. This participant was very pleased that we had child safety items. These child safety items were not going to be used at this time for the new baby, but for the grandfather. The participant stated that she would be using the safety items (cabinet locks, fridge locks, door knob covers) to help keep her grandfather safe and was glad we could provide these.
13. Another Amish family- This family also needed several smoke alarms and a fire extinguisher. The mother in this family functions as a midwife in her Amish community. She and her husband were very receptive to information we shared with them. We left extra Healthy Neighborhood brochures for her to distribute to her Amish friends and family. We learned a few weeks after our visit that this family had needed and used their fire extinguisher in a fire that broke out in their kitchen stove. They were able to extinguish the fire, saving their home and their family from injury.
14. One participant called me two days after I had made a healthy home assessment visit that she had had a fire and was extremely grateful we had provided her with a fire extinguisher. She was cooking on her grill, right outside her house and it exploded, catching part of the house on fire. She was able to get to her fire extinguisher in the home and put out the fire. She told HNP staff that the fire department told her without the fire extinguisher her whole house could have been destroyed in a matter of minutes (she lives in a trailer). She was very grateful and kept thanking us for this program.
15. One participant had just lost his wife a few months previous to the visit. He was very happy that we were providing new smoke detectors; he said that his were very old and he hadn't checked them in a very long time, so he was happy to have new ones. He also didn't have a carbon monoxide detector and didn't know what the importance of having one in the home, he was very happy we came before he turned on his furnace for the winter.
16. During a re-visit, one of our participants informed us that the child-safety items we had given him at the initial visit were very useful. He was extremely happy to have them, because during the three months after the initial visit, he had an additional toddler move in with them and these items were very handy to have. He particularly likes a specific cabinet latch we had and asked for another one. He also stated that the toddler was trying to turn on the stove, stove knob covers were given and he was very thankful, because he is on a fixed budget right now and could not afford these items otherwise.
17. One participant that lives in one of our trailer parks was extremely happy with our healthy home assessment, she told all of her neighbors within the park. This referral from her gave our program four more healthy home assessment visits.
18. An Amish family who had no smoke alarms and no fire extinguisher had a healthy home assessment. They did have two small children, a toddler and a 9 month old. She was very receptive to the information and asked many questions. She was especially thankful for the child safety items.
19. We completed an initial visit for one participant whose husband had lost his job. She was super excited that we offered not only smoke alarms and carbon monoxide alarms, but that child safety items are provided. She was very worried about not having enough safety equipment for her grandchildren that visit her house regularly. She was very appreciative about the education given and was especially

interested to find out the facts about lead poisoning and how to reduce exposure for her grandchildren. She was also not aware of the importance of the carbon monoxide detector and was grateful for the education provided. She was appreciative because she stated that her budget was very tight and without our program, she would not have been able to afford these items.

20. One participant had called about radon and before the initial visit had told the HNP staff that, they would not need anything else. After the healthy home assessment, it was found that all of their smoke detectors and carbon monoxide detectors were out of date and needed to be replaced. The participant was extremely glad they called and that the program was able to supply these items for their home. They were unaware that these items could expire and need replacing.
21. One participant was very pleased with our program that they referred three family members to the program, who in turn made initial visits for their homes as well.
22. In one of the Amish homes that were revisited, they had properly installed all of their smoke alarms. This participant was happy that a revisit was made so that the placement of their smoke alarms could be reviewed and was reassured that they had placed them correctly.
23. Recently, the HNP staff has had several opportunities to visit with individuals that are 65 and older and still living independently in their homes. The night-lights and flashlights provided have proven to be very useful in lighting dark hallways and stairwells when these individuals get up during the night. One individual discussed her sleep issues and how having the flashlight on her bedside table has alleviated some of her fear of falling. She is able to reach it while still in bed and use it to assist her in turning on the larger over-head lamp. We also spent time on the visit discussing ways she could make adjustments around her home to further prevent falls. The educational material in her packet provided some great reference points.
24. Staff visited a very large older home located right in the city of Cortland. This home was built in the 1850's and the current residents have lived in the home their entire lives. These sisters are now in their 70's. They live on a fixed income and have some mobility issues. The large home only had two very old smoke detectors and a large expired fire extinguisher. The sisters were thrilled to receive the lightweight fire extinguisher and they felt confident they would be able to use it now if needed. With one sister suffering from hearing issues, the new smoke detector for her bedroom is giving her greater peace of mind.
25. A family had just moved into a new home with their two children. Their children were 9 and 10 and the family was working very hard but finances were tight. It was a happy surprise when they discovered that mom was expecting twins! With this happiness also came the reality of the expenses involved with providing for babies years after they had already given their older children's baby items away. It was a great relief that they could receive the safety items for their new home, such as smoke detectors, carbon monoxide detectors and a fire extinguisher. They also received a baby-gate and other child safety items such as cabinet locks and outlet plugs, in order to update for the twins. Educational materials and products on environmentally safe cleaning and using less harsh chemicals, was very valuable for the concerned parents. Overall, the family was extremely thankful for the HNP staff visit and Healthy Home Assessment!
26. Staff visited with two participants in their 60s. The gentleman was a veteran and while our discussion progressed, we talked about the veteran's discount that is available through our county. He was not aware of this and was really excited to hear about how easy it was to apply. They also recently had a reduction in their monthly income and were very excited about the smoke detectors and carbon monoxide detectors that were supplied to them. They also took advantage of a radon test kit and are looking into mitigation at this time. Other referrals to county aging services were also given and greatly

appreciated. At our revisit, they made sure that the HNP staff knew that they were spreading the word about the program.

27. HNP staff visited with a participant that had recently moved into the area. This family has very little financial assistance or resources at this time and were very excited about getting a fire extinguisher, smoke alarms and carbon monoxide alarms. This family was also very interested in the educational print materials given. From this visit, we received two word of mouth referrals.
28. HNP staff visited a participant that has been recently widowed. She previously left the home safety issues to her spouse. She was referred from a friend and was skeptical at first that the service was going to cost money. She was very excited to find out that we could replace her smoke detectors and carbon monoxide detectors that had expired. She was very happy that she did not have to pay for these safety products, especially with her now limited income. She was also very interested in having her home tested for radon; we will be doing this at revisit.
29. HNP staff visited with a woman who is now housing her two grown children and their seven-year-old child. This situation works very well for the family because the woman is a widow and has some mobility issues. The seven year old is disabled. They are all working together to help each other. The woman found out about our program from the door hanger she received during neighborhood canvassing. HNP staff met with her and provided smoke detectors, carbon monoxide detectors and a fire extinguisher. The staff member went through materials about how she could reach out to and find different resources available in the county. The Healthy Neighborhoods Referral Guide was extremely valuable for this client.
30. HNP staff has been visiting many young families in the area who are just starting out. One particular family was trying their best to create a safe environment for their 18 month old but did not have the money and resources to purchase child safety items. HNP staff was able to meet with the family, provide a child safety gate, cabinet locks, and outlet covers, as well as, smoke detectors and carbon monoxide detectors. As a result of the visit, they feel much more confident and prepared to handle the safety issues in their home.
31. HNP staff visited a client in a rural area who lived in a small trailer park. Upon entering the home, it was clear that there were parts of the home that needed work, and she was unable to do much of the work herself. She was grateful for our visit and insisted that we stay and chat a while. We went through the safety products, demonstrated how to use them, and made referrals. While talking with her about income and challenges, she revealed to us that she had her disability payments cut off due to an error, and was living off her savings. She is a proud and independent woman who was reluctant to share this. However, by her disclosing her financial status, we were able to make appropriate referrals and line up some help for her. She tearfully thanked us for all of our help and has referred others to our program.
32. HNP staff went to visit a young family in Cortland who had heard about the program through CAPCO. They were living in a townhouse-style apartment and had concerns about their children's safety with all of the stairs and a door that led out to a busy street. This was an initial survey so staff went through what could be offered for child safety supplies such as outlet covers, anti-tip devices, and cabinet latches. It turned out that they had a sliding glass door off the kitchen that led to a drop off with no stairs on the outside. Naturally, the parents were concerned about their small children opening the door and falling. The HNP staff member suggested a strap style latch typically used for cabinets. We were able to successfully secure the door and the family was very happy with the result. The staff member was also able to supply them with doorknob covers to prevent the children from getting out the front door that leads to a busy street. The family was also put on a waiting list for a child safety gate.

33. HNP staff visited a single mother with a toddler in Cortland who had heard about the program from a friend. She was interested in seeing how safe her home was for an active toddler. She lived in an apartment in a multi-unit building. When doing the assessment, it was clear that the mother had been smoking in the apartment. We talked about cessation options and programs in the Cortland area to help her quit smoking. We also discussed fire safety and indoor air quality. Staff provided her with smoke detectors and a carbon monoxide detector as well as child safety products such as cabinet latches, stove knob covers, and outlet covers. She was very happy to receive assistance and has referred others to the program.
34. HNP staff visited with a couple in their early 80's. They are still very active in the Cortland community and live independently. They set up an initial visit at a Resource Fair sponsored by NY-Connects and the Area on Aging. HNP staff met with the couple in their home and had a great conversation that led to the responders being educated on how to make their home safer, as well as, the HNP staff making a meaningful connection with community members who were anxious to refer the program to their other "Senior" friends. One of the major concerns the couple wanted addressed was falls prevention and safety in the case of a fire. Staff provided education and tips on falls prevention and provided non-slip strips for the bathtub. A fire extinguisher was provided as well as a smoke detector. Staff made a referral to contact the local fire department because one of the members of the couple is severely hearing impaired. The local fire department had recently talked with HNP staff about having a limited supply of alarms for the hearing impaired.
35. HNP staff met with a woman for an initial visit. She had recently moved to Cortland County and had heard about the Healthy Neighborhoods Program from a class she was taking on asthma management. She has worked hard all of her life but now is living on a fixed income. She had many questions about how to make her home safer and how to better control asthma triggers. HNP staff provided a smoke detector and CO detector to cover the basement area. She had a living space with a furnace in the basement and had not realized she should have a smoke detector and CO detector on each level. Staff also provided a fire extinguisher and demonstrated how to properly use one if necessary. The woman was extremely grateful to receive the mattress and pillow coverings in order to better control her asthma triggers.
36. An HNP staff member met with a family that was attempting to become foster parents. The husband and wife were currently living in a doublewide trailer with their 16-year-old daughter. The 16 year old was diagnosed with asthma and severe allergies and as a result, she was being homeschooled. With just one income, the family worked hard to manage a tight budget. They would be fostering a 14 month old and needed to be ready to welcome the child with as many safety measures in place as possible. The HNP staff member worked with the family to put in place a "baby proofing" plan. The 16 year old was extremely excited about this plan and she was put in charge of the project. HNP staff provided a baby gate, cabinet locks, doorknob covers, toilet locks and education on fall and poison prevention. The family also installed a carbon monoxide detector, which was provided through the program. The 16-year-old daughter was also looking forward to trying the mattress and pillow covers in order to hopefully relieve some of her allergy/asthma symptoms.
37. A recent participant of the HNP was a 96-year-old woman living in her own home. Her 64-year-old son had moved back home with her and this was helpful in providing companionship and assistance with upkeep and house projects. This woman was still very active, gardening every day. Being on a fixed income, the purchase of new smoke detectors had not occurred in the last thirty years. The HNP staff member was able to educate and offer instruction on how to improve the safety of the home. A new smoke detector and a carbon monoxide detector were provided. The staff member demonstrated how to use a fire extinguisher and one was left with the participant. She felt confident that she could use a fire extinguisher if necessary and having one in her possession helped relieve some of the stress she has about a fire occurring. She is concerned about fire safety because there is a large wood stove in the

home and her son smokes a pipe in the living room. Implementing the new safety plan and installing new alarms helped the woman feel more in control of her surroundings.

38. Recent referrals have been made to the HNP staff through a woman that works with vulnerable single mothers. This woman operates under the name "Helping Hands, Caring Heart". She assists clients that may be struggling with addiction, fleeing abuse or working to overcome poverty. One client that the HNP staff member visited had escaped an abusive spouse and was now starting with nothing to establish a safe home for herself and young child. HNP staff provided the client with child safety items, first aid kit, flashlight, nightlight and a variety of personal care items. The woman was extremely grateful for the items. The HNP staff member was also able to provide her with contact numbers to further connect her to other services available to Cortland County residents.
39. An HNP staff member responded to a call from a family that needed a new carbon monoxide detector. They had heard about the HNP program from a neighbor. Their home was being completely renovated and they had only recently moved in. Of great concern was the lack of a carbon monoxide detector in the dwelling because the family had first-hand experience with a CO leak. In their previous home, due to a CO leak, the family's pet parakeets were poisoned and died. The family plans to tell others about the Healthy Neighborhoods Program.
40. HNP staff members met with a family living in Marathon. The family had recently purchased a home and they were working diligently to renovate, clean and improve the overall safety of the structure. Six children live in the home, the youngest being two years old. Initially, when the family moved in, the home was not in good condition. The basement needed to be completely cleaned out and the parents reported finding needles and other dangerous items. The upper living level had water damage. With hard work, the family fixed many of the issues and when HNP staff arrived for an initial visit, the home was clean, updated and fixtures and appliances were in good working order. One of the concerns of the parents was that the bedrooms were spaced out at each end of the home. Products such as a fire extinguisher, smoke detector and carbon monoxide detector were given to the family and HNP staff provided guidance on placement. Two of the younger children in the family have special needs and the parents asked for assistance with child proofing and falls prevention. Staff distributed child safety items and a wooden gate to the family and made several referrals to different area programs that could assist the family with being prepared. For example, the father wanted to become certified in CPR in case the need ever arose. Living in a rural area, he wanted to be able to respond quickly to an emergency in the event of a delay of medical responders arriving fast enough.
41. A call came in to the HNP staff as a result of an individual searching the Cortland County website and landing on the HNP page. She was over 65 and living on her own and was on a fixed income. After deciding to clean out her basement a few months ago, she had been suffering from irritating symptoms and had been feeling ill enough that she sought medical attention. Her doctor determined it might have been due to mold exposure from her extreme cleaning methods. HNP staff met with her and did a complete walk through of the home. Mold educational materials, resources and referrals on clean up were distributed and discussed. The participant was interested in testing for radon as well. After further discussion and examination of her smoke detectors, it was determined that they were extremely old and needed to be replaced. The participant was very appreciative of the HNP visit and thankful for the products.
42. An HNP staff member received a phone call from an individual who was very concerned that her carbon monoxide detector. It had been going off at different times even when the battery was changed. She lived out in a very rural area of Cincinnati. HNP staff visited with the individual, used the portable CO detector (no level detected) and provided a new CO detector. The individual needed assistance with batteries, testing and guidance on placement. She felt extremely relieved that she now had the new working detector in place.

43. An HNP staff member met with a woman during an initial home visit. She was disabled but supporting her 10-year-old son and living independently. She was new to the area and very unaware of what the community had to offer. During the visit, HNP staff assisted the participant by doing a walk-through of the property, tested all existing smoke and CO detectors and determined what areas of the home needed more coverage. The participant was delighted to receive a new fire extinguisher, smoke detector and CO detector. Her son is diagnosed with moderate to severe asthma and after reviewing possible triggers in the home, it was decided that she would try using the mattress and pillowcase covers. She was determined to reduce triggers in the home environment in order to manage her son's asthma more effectively. The HNP staff member also set up a radon test kit and worked with the participant to connect with local agencies. Several weeks after the initial visit, the participant called the HNP staff member to thank them for their assistance. The participant had connected with a local agency, Access to Independence. This agency was able to assist with a home modification program. The participant also reached out to a handyman, an individual from the Amish community, and he was able to fix a broken lock in her home for an extremely reasonable price. She had been suffering from an increased level of anxiety due to worrying about home safety, and the overall experience of participating in the Healthy Neighborhoods Program has helped ease some of her fears.
44. Two initial visits were set up by neighbors that had found the Healthy Neighborhoods Program door hanger. An HNP staff member visited with both neighbors in order to address their concerns about home safety. These two particular neighbors often checked up on each other and worked together to assist each other. One individual was an elderly single woman living on a fixed income. She has a beautiful old home and was previously a business owner. Her grown son was now living with her and often would assist her with projects. Living on a fixed income sometimes means that some items often are not purchased and updated as often. The second neighbor was a retired disabled veteran and a first responder at Ground Zero of the 911 terrorist attacks. He was suffering from some medical complications and appreciated the relationship and assistance he received from his neighbor and her son. The initial visit resulted in each participant receiving new smoke and CO detectors, fire extinguishers and a radon test kit. Staff reviewed proper placement and instructions on installation and it was determined that the son would work on following through with installation for both his mother's house and the neighbors.
45. A re-visit was scheduled with a family that wanted to test for radon. The exciting part of this re-visit was that at the initial visit, HNP staff had assisted with child safety and baby proofing because the family was in the process of fostering and hopefully adopting two children. At the revisit, the HNP staff member was able to meet the children and was thanked profusely by the parents for assistance with the childproofing process! The family showed the HNP staff member all of the home safety measures they had put in place and were very interested in learning what the results of radon testing would be. They plan to mitigate if there is an issue because they do not want the children being exposed to dangerous levels of radon.
46. HNP staff scheduled a re-visit with an elderly participant in order to make sure that her fire extinguisher was mounted on the wall correctly. The staff member checked the location and it was appropriate. The participant was so grateful for the assistance and for the Healthy Neighborhoods Program. She felt safer living alone and more in control of her personal safety because of the products that were given to her.
47. HNP Staff visited an elderly woman living in a trailer in the City of Cortland. She lives independently but has several medical issues and struggles to pay her bills. She enjoys taking care of her dog and uses a walker to take the dog out and get fresh air and light exercise. A cleaning woman stops in once a week to assist her with home chores and this service also provides her with a check-in and friendly visitor. HNP staff assisted the woman with reaching out to area agencies that can further improve her quality of life. These included the Area Agency on Aging, 211, the local food pantry and DSS. She needed

assistance with paying her bills and getting a phone. Her medical issues make it very difficult to write. This woman greatly appreciated the cleaning supplies, personal care items and the kitchen fire extinguisher provided through the HNP program. Staff took the time to demonstrate how to use a fire extinguisher. The woman remarked that she would be looking forward to a revisit!

48. A young family was referred to the HNP staff through the Early Intervention Program. The new parents were excited about moving into their first home. They had a daughter that was just beginning to crawl and explore her environment. HNP staff was able to assist with child-proofing by walking through the home and identifying areas of possible risk. Child safety items and a gate were provided to the family. The home was also checked for existing smoke detectors and a new carbon monoxide and fire extinguisher was provided. The family was extremely happy to benefit from the HNP visit because they were just starting out and money is carefully budgeted. The products provided at no cost relieved some of the burden on their finances.
49. One participant of the HNP program was a man in his 50's who was living by himself in a rural area. He had a small apartment and walked most places because he did not have a car. He was living on a fixed income and he did not have any smoke detectors in his apartment. The HNP staff member discussed contacting the landlord and code office about some of his issues with the apartment. HNP staff also provided a smoke detector and carbon monoxide detector and assisted with identifying the proper place to install them. The man was very excited to receive the fire extinguisher because he often grilled out in the back yard. This participant was thankful that the HNP staff canvassed in the rural areas because otherwise, he does not feel he would have accessed a program like this.
50. HNP staff was given a referral through the Cortland County Adult Services Program. They were concerned about a family they were working with. The family consisted of two elderly parents living in a trailer with their adult son, who was severely disabled. HNP staff stopped by the home and was greeted warmly. The elderly couple was confused about how to use their new thermostat. An HNP staff member assisted the couple with setting the temperature and reviewed the instructions on how to use the device. HNP staff also activated a new smoke detector and carbon monoxide detector and placed them. Old fire extinguishers were lying around still in the original boxes. A new fire extinguisher was provided to the family and they were shown where to place it and how to use it.
51. The Health Department's Early Intervention (EI) program continues to be a very valued referral point. This last quarter, 11 families were visited as a result of the EI referrals. One of the wonderful things about this type of appointment is that the family is looking forward to a visit that reviews child proofing in the home and falls prevention. The program is able to supply a gate, along with a variety of other child safety products. Several of the families are often unable to afford these items and have been trying to protect their child with "home-made" measures that end up being unsafe. One family in particular was very thankful for the program. They were living in a very rural area with limited resources. As a new mother, she was extremely nervous about keeping her child safe. The HNP staff member took the mother through each room and they carefully reviewed possible dangers and how to make the home a safer environment.
52. HNP staff received a referral from Adult Services concerning a retired disabled veteran who was living independently in a small apartment in the city of Cortland. HNP staff stopped in for the visit to find the client recovering from surgery. He had been suffering through a smoke detector that was beeping intermittently for days. Our staff member took down the old detector and replaced it with a new one. After assessment, it was determined that the apartment also needed a carbon monoxide detector and a fire extinguisher. Staff demonstrated how to use the equipment and installed the batteries in the carbon monoxide detector. The participant was very grateful that the HNP staff was able to come visit him and assist. That is a positive aspect of the program-bringing services to the people of the community.

53. The HNP staff member met with an individual during a home visit who was dealing with a cockroach infestation. Staff was able to provide traps and work with the renter on steps for integrated pest management. It was very stressful to the renter because she was cleaning constantly and trying to minimize the problem but after a discussion about how rental properties sometimes need the whole house treated, just working in one apartment will not take care of the problem. The participant planned to contact the landlord and planned to be back in contact with HNP staff at a revisit to see if further assistance was necessary. She felt relieved that she was addressing the issue and had a non-judgmental person to discuss the problem with.
54. A family was living out in the rural part of the county in an old farmhouse with their three young children. They heard about the program through an outreach event at the Salvation Army. The woman called the HNP Staff to schedule an initial visit. When staff arrived, they began the assessment and checked the existing smoke and carbon monoxide detectors. Some needed replacing. The family was thrilled to receive a baby gate and child safety items. They were working with a family advocate through Social Services who stopped by during the HNP visit. This was very helpful so that everyone could have a discussion about home safety and the advocate would be able to reinforce the ideas during future visits with the family.
55. During the COVID-19 health crisis, many families were temporarily working from home and were also suddenly having the responsibility of helping school-age children with distance learning, as well as manage very young children. This brought new challenges to families with keeping them safe at home for longer periods of time. The HNP staff has set up a direct referral system with a local pediatrician. This pediatrician's office staff was able to meet with families and if during the appointment, the staff member determines there is a need for a safety item or additional education, they will make a direct referral to the HNP. HNP staff was able to connect with two families via this route and provide a gate, child safety items, first aid kits and cleaning products. Phone interviews were conducted and then products were delivered using all safety precautions. The families were extremely grateful because they needed help but had felt very isolated due to social distancing and new living situations.
56. Once staff received word that modified visits could resume, we put out information about the program on social media, in the local paper and on the radio station. The response was immediate. People called to set up a visit and then referred friends and neighbors to the program. One woman that called discussed how she was the mother of five children. Her youngest had special needs and that very morning, the smoke detector had started beeping in his bedroom and causing issues. She realized it was old and needed replacing. Money was tight but she knew she needed to replace that detector because it would cause too much worry if she did not feel her son had that extra alert in the room in case of a fire. She went to run an errand and while driving heard the news about the Healthy Neighborhoods Program on the local radio station. She called and set up a visit!
57. One of our local pediatrician offices has continued to be an excellent referral contact. They are able to meet with the families and then send on the referral to HNP staff. We have been able to contact families that have a need for child safety items. These cases often involve a family that is low income, has a child with special needs, or a child whose parents are struggling with baby proofing and difficult behaviors. These parents then are able to work with an HNP staff member to brainstorm ideas and solutions and to receive assistance with accessing the products provided through the program.
58. Another referral source is our local support agency, "Helping Hands, Healing Hearts". They operate a food and supply pantry out of a neighborhood church. They are able to refer directly to us and put us in contact with vulnerable families. HNP staff was able to work and assist one family who needed cleaning supplies and child safety items and another family that was an elderly couple in need of fire safety items.

59. A family reached out to the HNP staff because they were in need of both fire and child safety products. They were working on becoming emergency foster care parents and needed to ensure that the home had enough coverage with smoke detectors and carbon monoxide detectors. They were excited about becoming foster parents and the child safety items and guidance/education provided on child proofing was important to clearing the way for their final approval from the foster systems inspection. Follow up with the family later revealed that they had indeed become foster parents and the HNP was able to provide a fire extinguisher because it had been discovered that the one they had on hand was outdated.
60. A referral came through a local non-profit organization, CAPCO. This family lived out in a rural area of Cortland County, up a long driveway, into the wooded area of McGraw. They were in need of fire safety items because due to the location of their home, they understood that in the case of a fire, emergency response teams could be delayed and they needed the extra layer of protection and coverage with smoke detectors, carbon monoxide detectors and a fire extinguisher.
61. The HNP served several families that were considered high needs and at risk. Staff met with a grandmother who had been given custody of her young grandchildren. The referral was brought to the HNP's attention through Preventative Services/Foster Care. The grandmother was in need of child safety items, baby gates, cleaning products and a first aid kit. Her apartment was small and needed updated CO and Smoke detectors. The HNP staff member was able to visit with the grandmother, talk through child safety education and provide products to assist her with this new living situation.
62. Sometimes it only takes one key community member to start talking about Healthy Neighborhoods, and the calls start coming in for visit requests. Staff had worked with an elderly individual providing updated smoke detectors and a fire extinguisher. He was very pleased to be able to participate in the program. Being retired and on a fixed income, the products were greatly appreciated. He was attending a birthday party for a friend and through conversation; he described the program and the products. Within a week, all the birthday party attendees called the HNP staff and set up initial visits. The Cortland residents were thrilled about the fire safety items and many wanted to test their homes for radon. Word of mouth continues to be a valuable way of garnering visits.
63. Child safety and falls prevention is an area that our HNP staff considers a priority for the wellness of our families. Assisting with childproofing homes, providing educational materials and providing a variety of products, such as a gate, doorknob covers, outlet covers, latches, toilet guards, corner guards, etc., remains a focus of our staff. One of our valuable resources is the Upstate New York Poison Center. The Poison Center provides the HNP staff with no cost items such as magnets, medicine droppers for proper dosing, and a variety of other items to increase awareness of what to do if a child ingests or comes in contact with a poison. Recently, we were made aware of how our families could acquire a free medicine lock box from the Poison Center. We are now assisting our families with that process and guiding them to that service.
64. This time of year, many families are concerned about pests. Mice, roaches and bed bug complaints have been increasing. We have increased our focus and education piece on pest control, running social media pieces, providing materials and traps for our families. One family had been struggling with roaches and rodents. Our staff met with the family, provided the education, traps and cleaning products. Several weeks later the family called to say that the situation had greatly improved! People often just need to get a plan in place to tackle a problem and then they do not feel so overwhelmed and panicked.
65. Roaches, Bed bugs and Mice are still a hot topic in Cortland County. As we reported in our last quarterly, many families continued to need traps, assistance with pest control and cleaning tips. "Starve Them Out, Dry Them Out, Keep Them Out" became our mantra! One family our staff worked with was dealing with a mouse and roach issue. When staff visited the home, they found the family had taken many of the proper steps to address the issue but were still struggling. Staff provided educational

materials, resources on the web and assisted with trap set up, placement and baiting. Within a week, the family called to report that the traps were working! More families have called in because word is spreading that approaching the problem aggressively, implementing IPM, can work. This approach often solves the problem before the need to pull in Pest Control professionals must occur.

66. A resident called HNP staff because she was concerned that the home she had moved into was missing all of the smoke detectors. A door hanger had been left on her front door by our staff who were canvassing the day before. Staff was able to work with the resident on how to activate the detectors, proper placement, and develop a fire safety plan. She also received a carbon monoxide detector, fire extinguisher and a first aid kit. Other handy items such as a flashlight and nightlight were provided. The resident promised to spread the word about the Healthy Neighborhoods Program!
67. On October 31, 2022, one of Cortland County's local news outlets, X101, printed a story on the Cortland County Health Departments Healthy Neighborhoods Program offering tips on childproofing homes:
<https://www.wxhc.com/cortland-county-health-department-provides-tips-on-childproofing-your-home/>
The news outlet had seen the information about child proofing on social media outlets and decided to promote the program. This news article generated several visits for our staff. Community members reported that they read the article and it prompted them to reach out about a home visit. Education materials and child safety items were supplied to these families.
68. A woman called the HNP program and spoke with a staff member about many different issues she was struggling with. She was a cancer survivor with three young children. She had left an abusive relationship and had returned to the Cortland Community to "start over". In speaking with the HNP staff member, she was able to complete a Healthy Home Assessment, she received education, and related products on fire safety, indoor air quality, pest control and child proofing. She was incredibly thankful for the bag of home safety items because she was lacking so many things due to being in a financially difficult situation. She also appreciated receiving referrals for other agencies in order to get connected to local support services that could assist at a higher level of need
69. Sometimes visits can remind staff of how important it is to have basic freedoms and safety needs met. A woman was referred to our program by her neighbors. Her husband had recently left her with 3 young children and she had limited resources. This was a domestic violence situation. Our team worked in conjunction with her social worker, our local domestic violence agency, the courts and her caring neighbors to address some immediate and long-term needs. She was living in a very rural community and HNP staff were able to provide, through the HNP program, fire safety products, child safety items, cleaning products, first aid kit, and gunlocks. A referral to traveling tots car-seat program was also imperative because the resident had been left with no car seats and unable to travel from her rural location.
70. A young mother was struggling both personally and financially. She was receiving assistance from Social Services and had recently left a bad relationship. She now had her own apartment with her young child and was starting a new job. Money was very tight and her caseworker discussed contacting the HNP about child safety items. The mother gave permission to her caseworker to reach out to HNP on her behalf. HNP staff received the referral, background information and then our staff reached out to the mother. One of the important pieces that resulted from the home visit was working with the mother on childproofing for her three-year-old son. HNP staff assisted with surveying the home to identify potential hazards. Staff then assisted with installing a baby gate because the mother was having difficulty and needed help reviewing/reading instructions. The situation resulted in the mother gaining more confidence in providing a safe home environment for herself and her child.

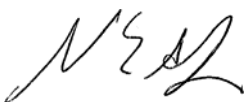
71. One of the nice things that happens with canvassing is that sometimes when you meet with a person on their porch and they give you a chance to describe the program, they get very excited that it is available to our residents for no charge! A retired couple living in Cincinnatus was out on their porch when staff approached. They agreed to participate on the spot and invited staff into their home to complete the home assessment. They were thrilled to receive the products offered because it had been years since they had purchased smoke detectors, co detectors and a fire extinguisher. They promised to spread the word to their neighbors that this program is legitimate. The whole experience was a nice morale boost for staff putting in the legwork with canvassing.
72. Being independent is very important to many seniors 65 and older. Our staff received a call from an elderly male resident inquiring about a fire extinguisher. He had been given the program information from a caseworker at the Area Agency on Aging. He spoke with our staff over the phone, describing how he still lived in his home alone, and needed to update his fire safety alarms. Our staff went to visit with him and walked through the home, identified areas that needed to have a smoke detector, replaced old detectors, checked batteries and provided a carbon monoxide detector and....the fire extinguisher. Many other home safety topics were covered with products provided. A simple phone call turned into something more with this homeowner on a fixed income being pleasantly surprised by all that the program offered!
73. HNP Staff worked with a young mother that was living in an apartment that was part of a domestic violence safe home. She had seen one of the program door hangers and went to the HNP website to look at what the program offered. She filled out the on-line web form and then HNP staff called her to set up an appointment. This was a step up to independent living for individuals fleeing an unsafe environment. The apartment was part of a newly built complex with security, fire safety and co detectors in place. HNP staff worked with the mother on child proofing the apartment and provided a gate and child safety items. The young mother felt empowered to be setting up her own apartment, taking care of the safety needs of her child and securing a better future for herself.
74. Our staff depends on the good word of others to help spread the message, from neighbor to neighbor, about the program. Trust is a big part of gaining entry into someone's home. A group of older ladies that our staff met at one of the local senior centers helped promote our program. Our staff had attended a senior luncheon and food pantry and were able to speak about what HNP entails. We provided education on a variety of home safety topics. We then were able to have people sign up for a follow up phone call and initial home visit. Word spread throughout the group that this program was "legitimate". At the home visits, the seniors enjoyed answering the questions on the home safety survey and this promoted much discussion. They appreciated all the products that were provided. Our staff continue to receive phone calls requesting home visits because they "heard" about the HNP program from these ladies!
75. During Quarter 3, HNP staff met with a family that was residing in a trailer park in a rural area of the county. They had come home to find a door hanger after HNP staff had canvassed the area. The resident called HNP staff and requested a visit. During the home assessment, staff helped the resident walk through the premise and check each smoke detector. It was discovered that some were missing batteries and others were very old and needed replacing. The HNP staff also provided carbon monoxide detectors, a fire extinguisher, first aid kit and a variety of other home safety items and educational materials. The family promised to share with other trailer park residents that the program was easy to participate in.
76. Staff worked with a young father who had recently purchased his first home and was raising a young child. It was an older home built before 1900 and needed many updates. The father was making repairs, updates and painting. His child had shown a lead level of .2µg/dL which was under being flagged by the doctor but was very concerning to the father. HNP staff assisted with providing lead safe cleaning

practices and products and educational material to refer to. The home also benefited from receiving a radon test, fire extinguisher and child safety gate. This resident was very interested in discussing home safety, being proactive and working on prevention plans in his home.

77. The referral network that is set up with the HNP staff and the Department of Social Services (DSS)- Child Protective and Foster Care Networks, has been strengthened this quarter. DSS often works with the most vulnerable populations in Cortland County. Caseworkers act as a gateway into these families for the HNP. Because so much is built on trust, the families will often respond to our staff's call or visit positively because of the trusted referral network. Several visits this quarter helped relieve an immediate safety concern. Visits to families were provided with education and assistance from an HNP staff member and products such as cleaning supplies, a baby gate and pest traps helped these families gain some control over their situation and environment.
78. Working with the older clients can be very rewarding. One community member we visited with was 93 years old, still living independently. Her daughter made daily check-ins with her. We visited with both individuals at the home and went through the home safety checklist to identify what they needed replacing and provided recommendations on safety improvements. Assisting with activating alarms, proper placement, giving a quick lesson to the 93 year old about how to use a fire extinguisher, and helping her feel comfortable with the weight of it, was very interactive and empowering to the family!
79. A major concern for our community is lead poisoning prevention. Often times, the HNP staff is referred a family from a local pediatrician. As the family works through the home assessment with an HNP staff member, lead poisoning prevention education is discussed at length and our staff is able to refer the family to a newly instituted additional program that our Health Department Lead Team is operating. This program provides further education and home cleaning supplies to help with the burden and cost. During Quarter 2, our HNP team established a referral system with this new program and were immediately able to connect five families who reported older homes and have children under 6 years of age. It is exciting to be able to offer more assistance to help families create and maintain a safer environment! HNP was also able to provide some child safety items and baby gates to some of these clients.
80. One of the benefits of working for the HNP program is that the community members respond so positively in most cases and help spread the word to other people. Recently, HNP visited with a homeowner that lived in a rural part of the county. He and his wife needed to update smoke detectors, CO detectors and their fire extinguisher. During the course of the discussion about overall home safety, the issue of radon was brought up. The homeowner had no idea that radon was linked to lung cancer. They decided to test and were relieved when the results came back very low. This encounter with HNP lead the family to recommend the program to their neighbors, family members and coworkers, generating four more visits for the program!
81. The HNP staff worked with an elderly man that had recently inherited a home from his mother. It was the home he grew up in and everything was very outdated. HNP staff walked through the home with him, checked smoke detectors and carbon monoxide detectors. Most lacked batteries, were not functioning and some were falling out of the ceiling. The old fire extinguisher was still boxed and from the 1980's. HNP staff assisted with setting up more coverage for the home, provided new alarms and mapped out the best place to put new alarms. Staff also assisted with radon test kit set-up and provided overall home safety education to the homeowner. The resident felt much more secure about moving into his "new" old home.
82. A very scary situation happened with a family where they had a house fire. Thankfully, everyone was able to get out safely and the fire department and social services and the landlord worked to assist the family with temporary housing while the home was cleaned and repaired. The fire department personnel

was familiar with the HNP program and passed the information on to the family. The family reached out to have the HNP staff visit with them, replace the smoke alarms, and provide a new fire extinguisher. This set the tenant's mind at ease to have these items back in place and to work through developing a new home safety plan. Our HNP staff really appreciates those local connections that help spread the work to our Cortland County Residents.

83. During Quarter 4, HNP staff presented to a local disability advocacy center. Staff made their employees aware of the referral process for the HNP program and outlined some home safety checkpoints. As a result of this presentation, referrals started to increase to the program. One visit that occurred was a very difficult situation to deal with. A woman had recently inherited a home from her very elderly father. The home needed to have updated smoke and CO detectors and needed to be cleaned out. She was distraught, overwhelmed and grieving. She also had some access and functional needs so she greatly appreciated that the HNP staff member could come to perform a home assessment and assist with product set up and use. Sometimes just working with residents to map out a plan of action can provide great relief to individuals struggling with tackling home safety.
84. A family reached out to the HNP because they had concerns about radon risk in their home. The basement was being used as a playroom for their young children. HNP staff provided education and step-by-step instructions on testing the home. When the test results came back with a very low radon level, the family was relieved and thankful to the program and NYSDOH that these tests were available.
85. An elderly resident called because one of her smoke alarms was beeping and needed replacement. She was unsure of how to check the alarms. Our HNP staff member took her through the house, identifying each alarm and showed the resident how to check the detectors. The resident was delighted to learn this skill and felt empowered!
86. HNP staff was excited to be a part of a community initiative to bring two refugee families from Afghanistan to live in Cortland County. These families have young children and are being supported through services to ensure that their transition into the community is as successful as possible. HNP staff worked with a caseworker to make the initial contact at the home. The home has two apartments to house the families. Each apartment was visited by HNP staff and surveyed for safety issues using the home assessment tool. As a result, smoke detectors, CO detectors, fire extinguishers and child safety items and gates were provided. The landlord was also working with the team to make sure everything was up to date and in place. The families expressed thanks and appreciation as they settle into a new home and country. HNP staff worked to be culturally sensitive to the residents' customs and traditions during the visits.
87. A favorite item of the program product line is the baking soda, vinegar and spray bottle combo for environmentally friendly cleaning! HNP staff also provides a tip sheet for cleaning "recipes" to use these inexpensive items. Many families report they changed their cleaning habits to avoid always using toxic, chemical based cleaners when appropriate.



Nicole Anjeski, MS, MPH
Public Health Director



Cortland County Office for Aging

Health and Human Services Committee
February 2026

Agency Updates & Events

March for Meals

The Nutrition Program participates in the national March for Meals campaign, a month-long initiative focused on increasing public awareness of older adult hunger and social isolation while recognizing the essential services provided by senior nutrition programs.

Community Champions Week, taking place March 16–20, 2026, provides local officials with the opportunity to help package and/or deliver meals to older adult clients in our community. This involvement offers a meaningful way to connect with vulnerable residents while increasing visibility for the Nutrition Program and this important cause. Those interested in participating during Community Champions Week are encouraged to contact us at their earliest convenience at 607-753-5183 or ogehm@cortlandcountyny.gov.

Senior Citizen of the Year

As part of Older Americans Month celebrated in May, the Office for Aging is accepting nominations for the Senior Citizen of the Year award. Nomination forms are available online at <https://forms.gle/HFwh3uocwkxxtCAf9> or may be obtained directly from the Office for Aging. An independent panel of judges from the Older Americans Act Advisory Council will review all submissions. The deadline for nominations is March 6, 2026.

Outreach

Medicare 101 - A presentation tailored towards people new to Medicare or contemplating retirement.

March 3, 2026 at 5pm, located at the Age Well Center.

The Cortland County Office for Aging presents:

Medicare 101

(A presentation tailored to people new to Medicare or contemplating retirement)

March 3, 2026 at 5:00 pm

At the Age Well Center (165 Main St, Cortland, NY)

Call to reserve your spot:
(607) 753-5060



Caregiver Support Group - Providing a safe, supportive space for individuals caring for an older adult to share experiences, receive encouragement, and access information, resources, and coping strategies. February 26, 2026, 2:30 pm, located at Access to Independence.

COME JOIN CORTLAND COUNTY OFFICE FOR AGING CAREGIVER SUPPORT GROUP

CALL (607) 753-5060 TO REGISTER

EVERY FOURTH THURSDAY FROM 2:30-3:30PM VIA ZOOM AND IN PERSON AT ACCESS TO INDEPENDENCE LOCATED 26 N. MAIN ST., CORTLAND

THE CORTLAND COUNTY OFFICE FOR AGING IS SPONSORED BY THE CORTLAND COUNTY LEGISLATURE IN CONJUNCTION WITH THE NEW YORK STATE OFFICE FOR THE AGING UNDER TITLE XIX OF THE OLDER AMERICANS ACT OF 2020, AS AMENDED.

Program Snapshot

Core Services

Service Type	December 2025 Units	December 2025 Unduplicated Clients	Total 2025 Units	Total 2025 Unduplicated Clients
Case Management	238	87	2,495	398
Home Care / Respite	458	32	5,227	56
Congregate Meals	272	57	3,673	328
Home Delivered Meals	5,895	198	66,557	325
Health Promotion	516	58	5,829	102
HIICAP Beneficiary Contact	129	120	1,875	1,076
I&A / NY Connects	6,539	5,494	21,688	6,721
Personal Emergency Response	41	41	530	56
Home Repair & Modifications	9	6	114	58
Senior Center Rec & Ed	165	180	2,055	242
Transportation	3,214	92	292	25
HEAP (25/26 season)			352	352
Food Pantries	594	50 (duplicated)	8,979	709 (duplicated)

Waitlists

Service Type	Individuals	Reason
EISEP - Personal Care	4	No PC2 aides available
Personal Emergency Response	2	Limited funding
Home Repair & Modifications	26	Weather
Home Delivered Meals	13	Case load / reassessment due dates

New Initiatives

GoGo Grandparent

The Office for Aging is partnering with GoGo Grandparent through a contract held between NYSOFA and GoGo Grandparent. OFA is not a pass-through for funding. GoGo Grandparent utilizes local ride share services such as Uber, Lyft, and local taxi companies. Cortland County OFA will be able to authorize up to \$25,000 in rides for OFA case-managed clients. This initiative is intended to help address transportation gaps, with a primary focus on access to medical appointments. The program will be implemented in February. Additional information will be provided as the program moves forward.

Respectfully Submitted,

A handwritten signature in black ink that reads "Amber Giamei". The script is cursive and fluid.

Amber Giamei
Director