



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

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

Wednesday, May 13, 2026

11:00 AM

Room 302

Call to Order

The meeting was called to order at 11:15 a.m. by Committee Chair VanDee.

Roll Call

PRESENT:	Legislator William McGovern, Legislator Christopher Newell, Legislator Jason Prentice, Minority Leader Sandra Price, Legislator Ronald VanDee
ABSENT:	Legislator Douglas Bentley
EXCUSED:	Legislator Keith VanGorder
OTHERS PRESENT:	
Michael Ponticiello	County Administrator
Ashley Millard	Deputy Clerk of the Legislature
Chris Driscoll	Deputy Director of Community Services
Tom Tedesco	Director of Veterans Affairs
Amy Buggs	Cortland County Workforce Development Director
Kristen Monroe	Social Services Commissioner
Amber Giamei	Office of Aging Director
Nicole Anjeski	Health Department Director
Morgan Spaulding	Grant Administrator
Kim Cameron	Resident
Nicole Compton	County Attorney Executive Assistant (Remote)
Andrea Herzog	Finance Director (Remote)

Approval of Minutes

1. Health & Human Services Committee Minutes - April 9, 2026

RESULT:	APPROVED
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Resolutions

ON MOTION OF RONALD VANDEE

AGENDA ITEM NO. 1.

Create One (1) Position of Forensic Counselor - Mental Health Department

WHEREAS, the Mental Health Department currently has one (1) position of Forensic Counselor;
AND

WHEREAS, the needs of the agency will be better served by creating one (1) additional full-time position of Forensic Counselor, which will be 100% grant funded; AND

WHEREAS, the Health and Human Services Committee recommends the creation of this position;
NOW THEREFORE BE IT

RESOLVED, that one (1) position of Forensic Counselor (Grade 22, CSEA \$31.2705-\$39.5804/hr, competitive class, full time with benefits) be created with permission to fill effective May 29, 2026 at 12:01 a.m., said position to remain in effect only for the duration of available grant funding and to be abolished upon the discontinuation or unavailability of such funding.

RESULT:	APPROVED (5 TO 0)
MOVER:	Legislator Jason Prentice
SECONDER:	Legislator William McGovern
AYES:	William McGovern, Christopher Newell, Jason Prentice, Sandra Price, Ronald VanDee
NAYS:	None
EXCUSED:	Keith VanGorder
ABSENT:	Douglas Bentley

ON MOTION OF RONALD VANDEE

AGENDA ITEM NO. 2.

Award Bid/Authorize Agreement with Salvation Army for Code Blue Funding - Department of Social Services

WHEREAS, Cortland County advertised for and issued a Request for Proposals (RFP) for Code Blue Services (RFP 26-DSS-004) on February 19, 2026; AND

WHEREAS, all proposals were solicited in accordance with County policy; AND

WHEREAS, sealed proposals were received by and opened in the Office of the Clerk of the Legislature on April 16, 2026; AND

WHEREAS, the County received the following bid from the following for Code Blue Services for Cortland County:

<u>Company</u>	<u>Address</u>	<u>Price</u>
Salvation Army	138 Main Street Cortland, NY 13045	\$567,371.00

;AND

WHEREAS, it is the recommendation of the Health and Human Services Committee of the Cortland County Legislature to award the bid to the Salvation Army, of 138 Main Street, Cortland, NY 13045, as outlined in the RFP submission; AND

WHEREAS, the RFP authorizes up to four (4) annual renewals of the contract, and The Salvation

Army will require an annual increase of up to five percent (5%) for each renewal period; AND

WHEREAS, the New York State Office of Temporary and Disability Assistance mandates counties to implement regulations in Title 18NYCRR Section 304.1 titled Protection of Vulnerable Homeless Persons, otherwise referred to as “Code Blue” to provide shelter during inclement weather when air temperatures are at or below 32 degrees Fahrenheit; AND

WHEREAS, the New York State (NYS) Code Blue policy was established as an emergency Executive Order on December 16, 2016, with a commitment of reimbursement for additional costs to counties that are directly related to the requirements of the Code Blue regulation; AND

WHEREAS, the current Code Blue policy is no longer adequate or effective given the significant changes in affordable housing availability and evolving complex human needs of unhoused individuals since that time; AND

WHEREAS, the cost of delivering Code Blue services continues to escalate due to increasing numbers of individuals in need, rising behavioral challenges stemming from untreated mental health conditions, substance use disorders, developmental disabilities, and the rising costs of staffing, utilities, and essential supplies; AND

WHEREAS, NYS has capped the amount of funding allocated to counties for the operation of Code Blue programs, with Cortland County receiving funding equal to the expenditures of the previous year, which does not account for the annual increase in operational costs or the growing demand for services; AND

WHEREAS, the NYS proposed SFY 26-27 budget does not increase Code Blue funding and the current level of funding is inadequate to cover the increased staffing and resources necessary to safely operate warming centers, Cortland County is forced to place the burden of these rising costs on local taxpayers as a new unfunded mandate; AND

WHEREAS, Cortland County was allocated \$323,648 by NYS for the 2025-2026 Code Blue season; AND

WHEREAS, the contract costs for Code Blue services will be paid from expense account A60105.54800.4696; NOW THEREFORE BE IT

RESOLVED, that the Cortland County Legislature be and hereby awards the bid for Code Blue Warming Center to Salvation Army, 138 Main Street, Cortland, NY 13045, as outlined in the RFP submission; AND BE IT FURTHER

RESOLVED, that the County Administrator, upon review and approval of the County Attorney or designee, be and hereby is authorized to enter into a one-year agreement for the months of October 1, 2026 – April 30, 2027 with up to four annual renewals, with Salvation Army, Cortland, NY 13045, for the Code Blue Warming Center, with each renewal term subject to an increase of up to five percent (5%) annually; AND BE IT FURTHER

RESOLVED that the following budget accounts be changed for 2026:

Increase:

Expense A60105.54800.4696 current \$540,526 change \$40,767 new \$581,293

Revenue A601043.43689.4696 current \$323,648 change \$40,767 new \$364,415

RESULT:	APPROVED (5 TO 0)
MOVER:	Minority Leader Sandra Price
SECONDER:	Legislator William McGovern
AYES:	William McGovern, Christopher Newell, Jason Prentice, Sandra Price, Ronald VanDee
NAYS:	None
EXCUSED:	Keith VanGorder
ABSENT:	Douglas Bentley

ON MOTION OF RONALD VANDEE

AGENDA ITEM NO. 3.

Authorize 2026 Budget Modifications - Mental Health Department

WHEREAS, the County of Cortland continues to closely monitor fiscal performance in light of current budget constraints and projected deficit; AND

WHEREAS, additional revenue has been identified within the Mental Health Department related to the Federal Salary Sharing (FMAC); AND

WHEREAS, it is necessary to adjust the 2026 Adopted Budget to accurately reflect this increase in revenue and align appropriations accordingly; NOW THEREFORE BE IT

RESOLVED that the Cortland County Legislature hereby authorizes a budget modification to increase revenue and appropriations within the Mental Health Department as follows:

INCREASE REVENUE:

Account No.: A43105-44490

Account Description: Mental Health Federal Salary Sharing (FMAC)

Amount: \$75,000

EXPENSE:

Account No.:A43105-55055

Account Description: Professional Services

Amount: \$60,000

Account No.:A43105-54025

Account Description: Utilities

Amount: \$15,000

; AND BE IT FURTHER

RESOLVED that the Director of Finance is hereby authorized and directed to make the above budgetary adjustments.

RESULT:	APPROVED (5 TO 0)
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MOVER:	Minority Leader Sandra Price
SECONDER:	Legislator Christopher Newell
AYES:	William McGovern, Christopher Newell, Jason Prentice, Sandra Price, Ronald VanDee
NAYS:	None
EXCUSED:	Keith VanGorder
ABSENT:	Douglas Bentley

ON MOTION OF RONALD VANDEE

AGENDA ITEM NO. 4.

Appoint Commissioner of Social Services

WHEREAS, the Cortland County Legislature will have a vacant position of Commissioner of Social Services; AND

WHEREAS, pursuant to New York State Social Services Law, the term of office for a Commissioner of Social Services shall be five (5) years; AND

WHEREAS, interviews were conducted by the County Administrator and interview committee and they have offered a recommendation for this appointment; AND

WHEREAS, the Health & Human Services Committee approves the appointment as recommended by the interview committee; AND

WHEREAS, the County Legislature has received from the County Administrator and the Health & Human Services Committee the recommendation for appointment of _____ as Commissioner of Social Services at an annual salary of \$_____ (Grade 2, Step __, Management Compensation Plan, non-competitive class); NOW THEREFORE BE IT

RESOLVED, that the Cortland County Legislature does hereby appoint _____ as Commissioner of Social Services at an annual salary of \$_____ (Grade 2, Step __, Management Compensation Plan, non-competitive class) effective June 27, 2026 at 12:01 AM through June 26, 2031; AND BE IT FURTHER

RESOLVED, that the incumbent shall have the right to return to their previous position for one year from appointment, which includes a ninety day notice from the incumbent to return to said position or upon a mutually agreeable time period.

It was MOVED by Mr. McGovern, seconded by Mr. Prentice, and unanimously approved by voice vote of members present, to enter into an executive session to discuss the matters leading to the appointment of a particular person. MOTION CARRIED.

An executive session was held from 11:53 a.m. to 11:58 a.m., at which time on motion of Mr. Newell, seconded by Mr. McGovern, it was unanimously approved by voice vote to exit the executive session.

RESULT:	APPROVED (5 TO 0)
MOVER:	Legislator Jason Prentice

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

ON MOTION OF RONALD VANDEE

AGENDA ITEM NO. 5.

Authorize Agreement and Accept New York State Office of Mental Health Loan Repayment Program Funding - Mental Health Department

WHEREAS, the New York State Office of Mental Health (OMH) has established the Community Mental Health Loan Repayment Program (CMHLRP) to support the recruitment and retention of qualified clinical staff in community mental health settings; AND

WHEREAS, the Cortland County Community Services Board, through the Cortland County Mental Health Department, submitted an application for funding under the CMHLRP 2026 Mental Health Clinicians Request for Proposals; AND

WHEREAS, OMH has approved said application and awarded funding in the amount of \$26,250 to support student loan repayment for Lindsay Meldrim, Licensed Master Social Worker; AND

WHEREAS, the award requires a three (3) year service commitment beginning March 21, 2026 and ending March 20, 2029, with a minimum schedule of at least 35 hours per week, including at least 28 hours of clinical services, for no fewer than 45 weeks per year; AND

WHEREAS, the acceptance of this funding will enhance the County's ability to recruit and retain critical clinical staff, thereby strengthening the delivery of mental health services to residents; AND

WHEREAS, this award is contingent upon execution of a contract between OMH and Cortland County, subject to approval by the New York State Attorney General and the Office of the State Comptroller, with funds to be disbursed retroactive to the start date of the service commitment; NOW THEREFORE BE IT

RESOLVED that the Cortland County Legislature does hereby authorize the acceptance of CMHLRP funding in the amount of \$26,250 from the New York State Office of Mental Health; AND BE IT FURTHER

RESOLVED that the County Administrator is hereby authorized to execute any and all contracts, agreements, and related documents necessary to accept and administer funding; AND BE IT FURTHER

RESOLVED that the 2026 General Fund budget be amended as follows:

INCREASE:

A43105.43490.LRP	Mental Health State Aid	\$26,250
A43105.54035.LRP	Education & Training	\$26,250

RESULT:	APPROVED (5 TO 0)
MOVER:	Minority Leader Sandra Price
SECONDER:	Legislator Christopher Newell
AYES:	William McGovern, Christopher Newell, Jason Prentice, Sandra Price, Ronald VanDee
NAYS:	None
EXCUSED:	Keith VanGorder
ABSENT:	Douglas Bentley

Action Items

Discussion Items

1. **Department of Social Services First Quarter Statistics**

RESULT:	COMPLETED
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2. **2025 Office For Aging Annual Report**

RESULT:	COMPLETED
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3. **2025 Health Department Annual Report**

RESULT:	COMPLETED
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4. **Department of Social Services Homeless Data**

RESULT:	COMPLETED
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Monthly Reports

1. **Office For Aging Monthly Report**

RESULT:	COMPLETED
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2. **Mental Health Department Monthly Report**

RESULT:	COMPLETED
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3. **Health Department Monthly Report**

RESULT:	COMPLETED
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Adjournment

The meeting was adjourned at 11:59 a.m.



Personnel Change Justification Form

Requested Change

☐ Abolish/Create ☐ Reallocation ☐ Abolish ☒ Create

Position Name(s): Create

Forensic Counselor

Position Name(s): Abolish

Bargaining Unit:

CSEA

Purpose and Background

County Mental Health received OMH Grant funds to cover this position in 100%.

Fiscal Impact:

☐ County Funded ☒ Grant Funded

Grant Funded Percentage

100

Grant Exp. Date

Current Grade/Salary of Position:

Grade

22

Salary Range \$

\$31.2705-39.5804

Requested Grade/Salary of Position:

Grade

Salary Range \$

Annual Increase \$

County Share \$

of Positions Affected

Goals

Better support the forensic population that engage with AOT services or are at risk of engagement with AOT services. This position will allow County enhanced Voluntary Agreements to better serve this population.

Operational Impact:

Add one additional position to better navigate forensic population in the community. This position could support law enforcement and other County Departments with complex situations and individuals with higher needs.

Requested by:

*

Patricia Schaap

Signature of Requesting Department Head

05/06/2026

Date

Personnel Officer Approval:

*

Pamela Abbott

Signature of Personnel Officer

05/06/2026

Date

Are you going to deny the form? *

☐ Yes

☒ No

County Administrator Budget Impact Statement *

Grant Funded

County Administrator
Approval:

*

Michael A. Ponticiello

Signature of County Administrator

05/07/2026

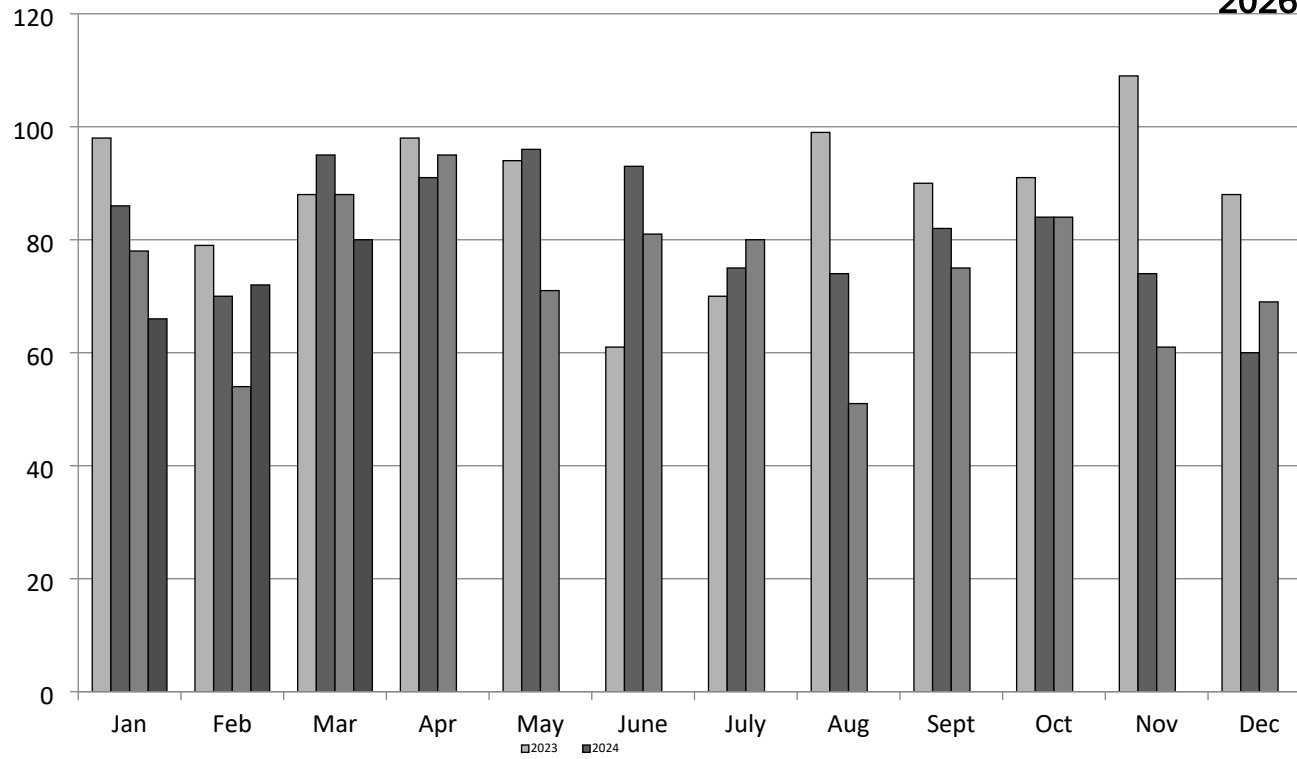
Date

DSS Caseload Statistics

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Child Protective Services Hotline Reports

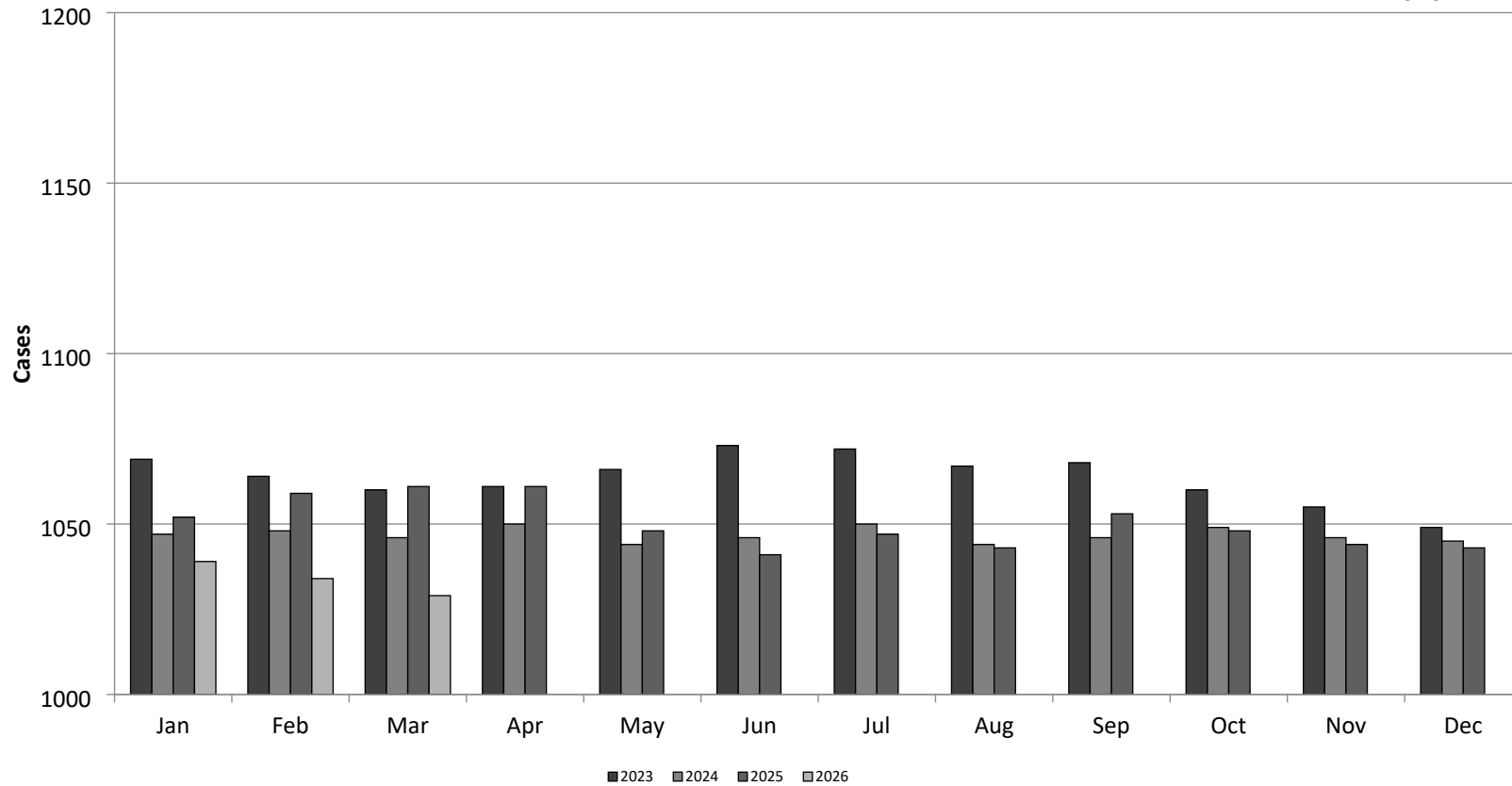
2026



Yearly Totals:
2023 1065
2024 980
2025 887
2026 218

Medical Assistance - Supplemental Security Income Caseload

2026

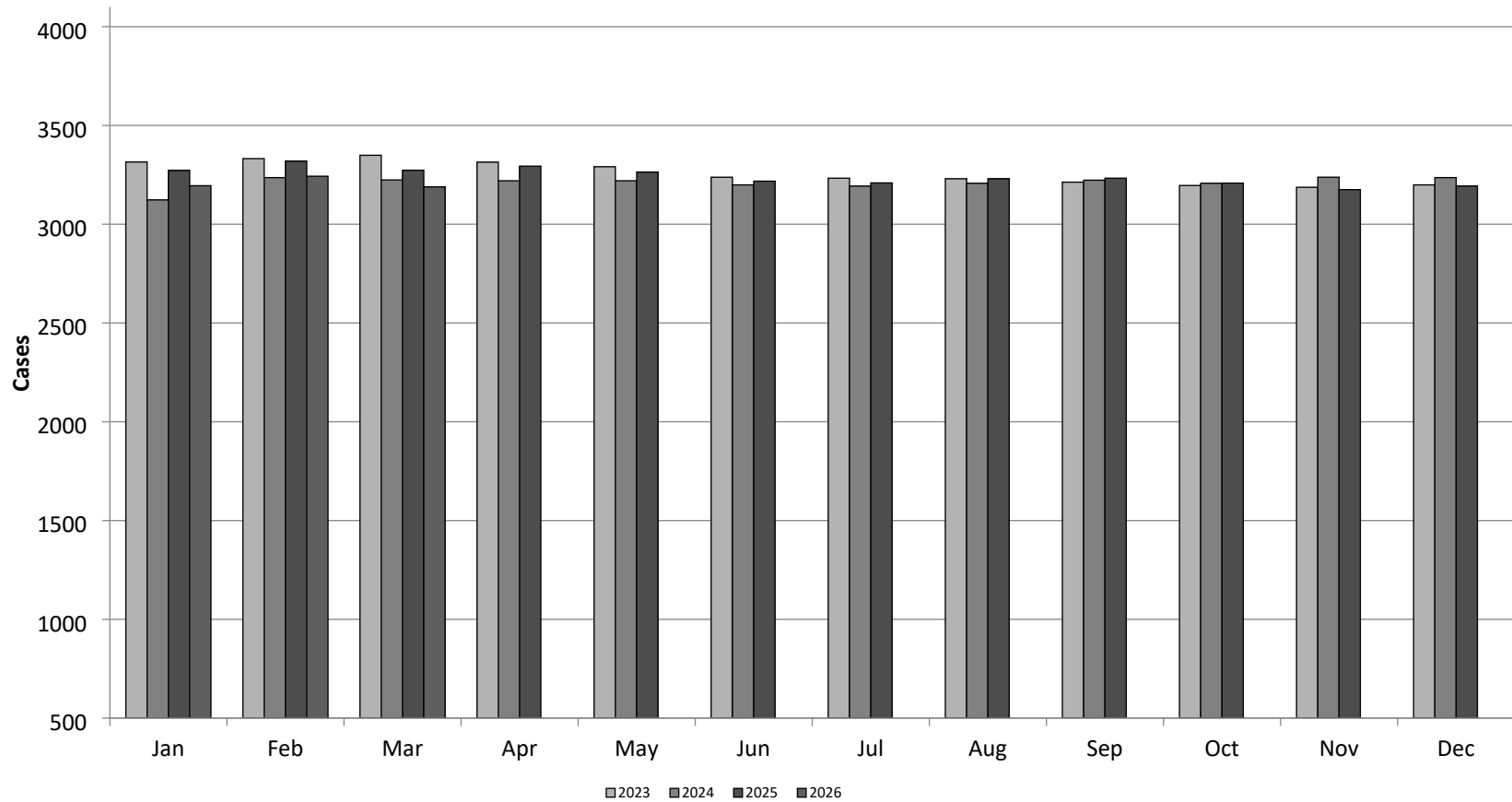


Monthly Caseload Averages:

2023	1064
2024	1047
2025	1050
2026	1034

SNAP Caseload

2026

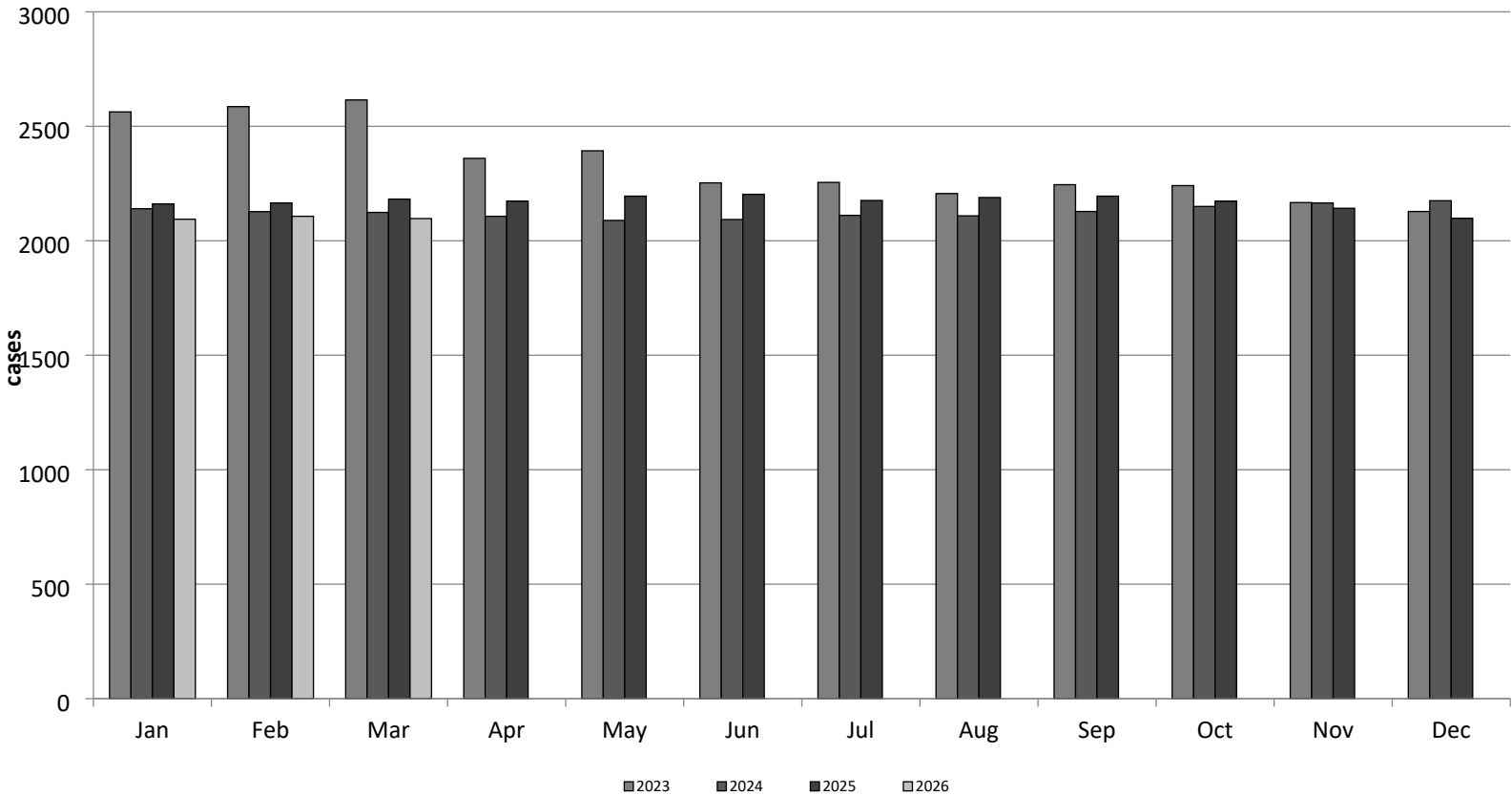


Monthly Caseload Averages:

2023	3258
2024	3211
2025	3241
2026	3209

Medical Assistance Only Caseload

2026

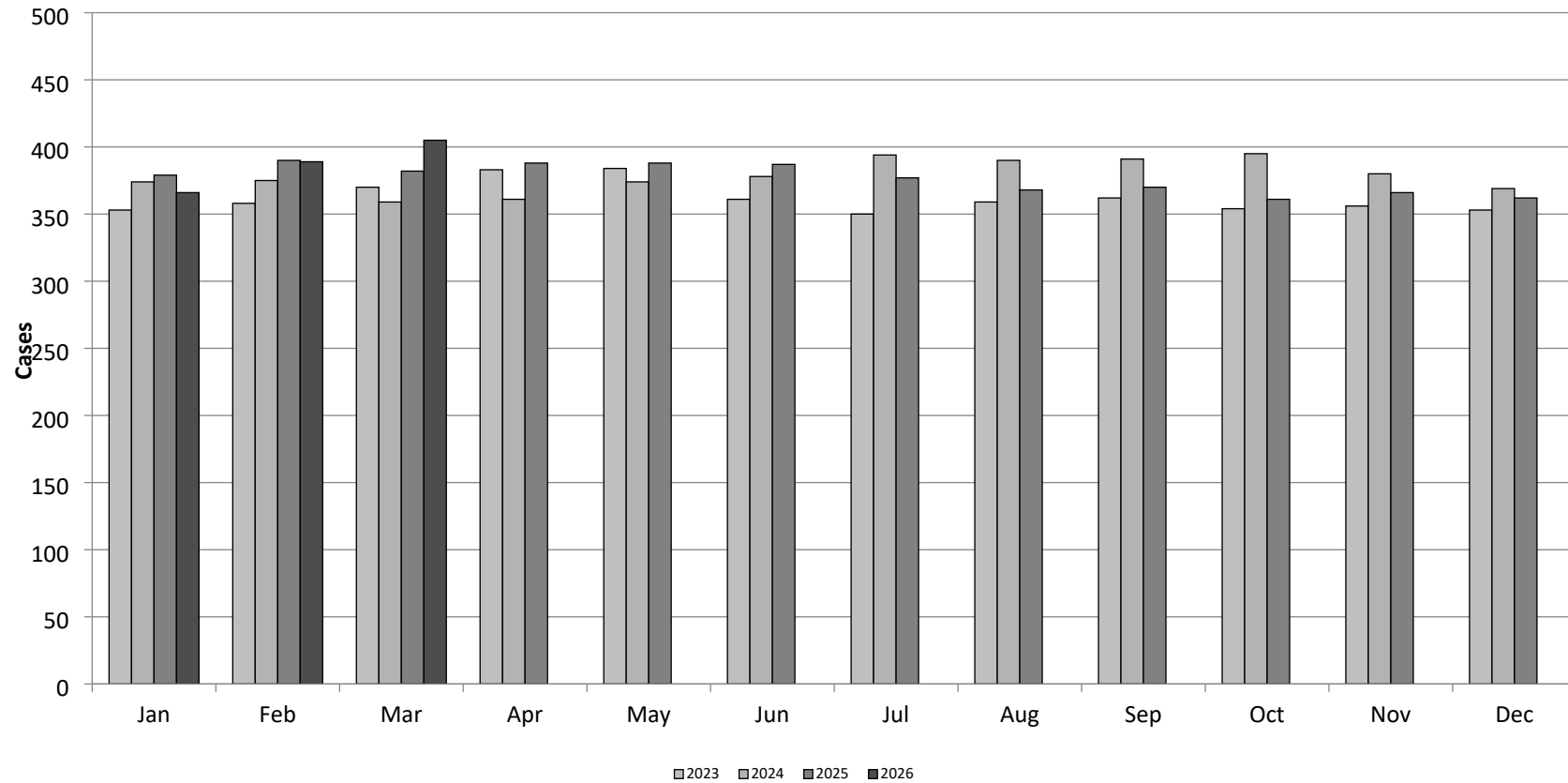


Monthly Caseload Averages:

2023	2334
2024	2127
2025	2171
2026	2099

Temporary Assistance Caseload

2026



Monthly Caseload Averages:

2023	362
2024	378
2025	377
2026	387

Cortland County Office for Aging Annual Report 2025

Cortland County Office for Aging
County Office Building
60 Central Avenue
Cortland, NY 13045
Phone: (607) 753-5060 • FAX: (607) 758-5528
E-mail: ccofa@cortlandcountyny.gov
Website: <https://www.cortlandcountyny.gov/434/Office-for-Aging>



2025 Cortland County Office for Aging Annual Report

The Cortland County Office for Aging (CCOFA) operates under the auspices of the Older Americans Act (OAA) of 1965, as amended. The OAA provides funding for social supportive services targeting older adults and caregivers with greatest economic or social needs. Funding is provided through the New York State Office for the Aging (NYSOFA) and is allocated based on demographic data, local planning and public service areas. When OAA funding is accepted, many of the programs and services offered by CCOFA are provided in accordance with federal statutes and mandates.

Federal, state and local funds, grants, contracts and participant contributions support the Cortland County Office for Aging. In addition, the agency depends upon the financial support from individuals and organizations in the community. These funds are obtained either through direct donations or participation in agency sponsored fundraising activities.

The service units under the Office for Aging work in collaboration to meet the needs of the older population throughout the county and are crucial to enable frail, older persons to remain in the community with maximum independence thereby preventing additional costly care settings.

The Cortland County Office for Aging retains the services of 24 Full-time, 14 Part-time and 6 Per-diem employees. In all areas, the Agency relies heavily on the assistance of volunteers.

Mission Statement

The Mission of the Cortland County Office for Aging 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 which provide maximum independence and dignity for older adults, families and caregivers.

Vision Statement

The Cortland County Office for Aging serves as a catalyst and facilitator of systemic change to empower older adults to age in place successfully and remain as independent as possible in their homes and communities of their choice.

2025 Cortland County Office for Aging Annual Report

Peer Place (Statewide Client Database System)

The New York State Office for the Aging has an agreement with Peer Place for the creation and maintenance of a statewide client database system, which allows data gathering and reporting to be consistent among statewide Office for Aging's. This program is a case management and information and assistance tool which allows staff to share information and avoid duplication of effort. Peer Place is also used to gather data for required reporting to the New York State Office for the Aging. Demographic information on service recipients must be transmitted to NYSOFA on a quarterly basis.

Administrative staff uses Peer Place to gather and analyze statistical information. Reports can be generated for any service provided, and Peer Place has the ability to filter this information and sort it in almost any way imaginable.

Since the launch of the statewide client database system, there continues to be training available, which includes bi-weekly drop-in calls, as well as a monthly Peer Place Champion user group webinar hosted by Peer Place and NYSOFA staff in order to share ideas, concerns, and help to navigate through this platform. Changes and additions to the system continue to occur.

Legal Services

The Legal Services for the Elderly Program provides service to individuals' age 60+ in the greatest social and economic need, through a contracted attorney or law firm. Client calls are screened to determine the appropriate service and are referred to the contracted attorney or law firm for legal advice and representation. Assistance includes but is not limited to Power of Attorney, Health Care Proxy, Living Will, age discrimination, abuse, neglect and exploitation. The program served 10 individuals in 2025.

Transportation

Bus Passes

Funding received from the New York State Office for the Aging enables the agency to provide bus passes to older adults in order to utilize Centro's bus system. In 2025, the Office for Aging provided 822 one-way trips for 41 older adults through the bus pass program.

In a satisfaction survey conducted, riders voiced their appreciation for the service, stating that it has helped them to remain independent by allowing them to get to medical appointments and grocery shopping without having to rely on friends or family. The service has also helped to stretch their budgets by removing some of the burden of transportation costs.

2025 Cortland County Office for Aging Annual Report

OFA Bus

The OFA Bus is utilized to transport individuals age 60 and over from outlying areas in Cortland County to the Age Well Center (as part of the senior center restructuring plan approved by NYSOFA).

In 2025, 2,392 one-way trips were provided to 71 older adults in Cortland County. In a satisfaction survey conducted, riders voiced their appreciation for the bus program for allowing them the ability to connect with other older adults, programs, and services at the CCOFA Age Well Center. The bus has provided participants with connections to resources; enhanced independence by enabling the ability to grocery shop for themselves at area stores such as Walmart; and facilitating opportunities to stay active in activities such as area nature walks. This program helps to remove barriers for utilization of the Age Well Center while reducing transportation cost burdens for participants. Further, many persons ride the bus to the Age Well Center for a hot meal each day of the week. This enables socialization, taking part in the plethora of activities and programs now held at the Age Well Center!

Some comments from the survey were:

- “The best service we could ask for”
- “The bus gets me out of my house to see new friends and have a nice meal.”



NY CONNECTS: Choices for Long-Term Care

Established in 2006 through a collaboration between the New York State Office for the Aging and the New York State Department of Health, NY Connects: Choices for Long-Term Care serves as a trusted, community-based resource for individuals seeking long-term services and supports.



2025 Cortland County Office for Aging Annual Report

In 2007, NY Connects was recognized by the Administration on Aging and the Administration for Community Living as an Aging and Disability Resource Center (ADRC).

For nearly two decades, NY Connects has remained committed to ensuring that older adults and individuals with disabilities have access to clear, unbiased information and person-centered guidance that empowers them to live safely and independently in their homes and communities.

Our Mission is to provide comprehensive information, options counseling, and access to long-term services and supports, ensuring individuals and caregivers can make informed decisions based on their preferences, strengths, and goals.

Core Program Components

1. Information & Assistance: Through a standardized screening process, Aging Services Specialists provide:

- Comprehensive information
- Benefits counseling
- Assistance accessing long-term services and supports
- Personalized follow-up support

2. Options Counseling: A person-centered, interactive process that:

- Identifies strengths, abilities, and resources
- Explores individual preferences and values
- Supports informed decision-making
- Promotes independence whenever possible

3. Public Education & Outreach: Efforts focus on:

- Increasing awareness of community-based services
- Correcting misconceptions that long-term care must occur in institutional settings
- Empowering residents with knowledge about aging in place

4. Long-Term Care Councils (LTCC): Councils include:

- Consumers
- Caregivers
- Service providers
- Advocates
- Government representatives



2025 Cortland County Office for Aging Annual Report

These councils:

- Analyze local long-term care systems
- Identify service gaps
- Remove barriers to access
- Strengthen coordination across agencies

Expansion and System Enhancement

NY Connects continues to serve as a critical component of New York State’s participation in the Balancing Incentive Program (BIP), which supports the shift from institutional long-term care toward home and community-based services.

Through formal interagency partnerships, NY Connects strengthens collaboration among:

- Department of Social Services (DSS)
- Office of Mental Health
- Office for Persons with Developmental Disabilities (OPWDD)
- Independent Living Centers
- Local Department of Health

Together, these agencies function as a “No Wrong Door” system, ensuring residents can access services seamlessly, regardless of where they first seek assistance.

Bi-annual Implementation Team meetings are facilitated by NY Connects to:

- Clarify agency roles
- Streamline eligibility processes
- Improve cost-effectiveness
- Reduce Medicaid long-term care expenditures
- Improve access to home and community-based services

Client Engagement: These numbers reflect both initial consultations and ongoing support provided to residents navigating complex care decisions.

- 667 Client Contacts
- 1,251 Client Units of Service
- 166 Follow-Up Contacts

NY Connects Most Common Topics Discussed: Home-Based Services

- Health Insurance & Benefit Counseling
- Housing Options
- Transportation
- Home Modification & Repairs

These areas highlight the community’s strong desire to remain safely at home while accessing necessary supports.



2025 Cortland County Office for Aging Annual Report

NY Connects in Cortland County remains committed to strengthening community awareness, expanding educational outreach, and empowering individuals to live independently for as long as possible. Through presentations, public events, collaborative initiatives, publications, and ongoing staff development, NY Connects continued to serve as a trusted resource for older adults, caregivers, and individuals with disabilities.

Community outreach remains a cornerstone of NY Connects' mission. Throughout 2025, staff actively engaged with county residents to increase awareness of available supports and services.

Outreach presentations were delivered to:

- Local Area Satellite & Senior Centers
- Service clubs
- Faith-based organizations
- Local social services agencies
- World Elder Abuse Awareness Day Participants
- Senior Housing Facilities
- SUNY EAP
- Fire Departments
- Guthrie Medical Center

The following educational sessions were provided during the year:

- "NY Connects Overview"
- "Housing Assistance"
- "Advance Directives 101"

These programs are designed to equip individuals with practical knowledge and planning tools to support independent living and informed decision-making.

NY Connects participated in numerous tabling events across Cortland County, including:

- Senior Games
- Living History Museum
- Veteran group gatherings
- Wellness events/Senior Fairs
- Cortland County Senior Picnic
- Pride Fest
- ADA Celebration

These events allowed staff to connect directly with residents, distribute educational materials, and provide individualized guidance.

2025 Cortland County Office for Aging Annual Report

In collaboration with the Cortland County DSS Adult Services Program, NY Connects coordinated a public awareness event in recognition of World Elder Abuse Awareness Day on June 16, 2025.

The event was held on the front steps of the Cortland County Office Building and focused on increasing awareness of elder abuse and promoting prevention efforts within the community.

Featured Speakers Included:

- Deputy Chief of the City of Cortland Police, Cheyenne Cute
- Lifespan Fraud and Scam Prevention Coordinator, Sheila Brewer-Montero
- CCMH Clinical Director, Dr. Karl Schmitt
- ATI Executive Director, Alex Mikowski
- DSS Adult Services Supervisor, Tammy McCall



A formal proclamation was presented to the agency by Cortland County Legislative Chair Kevin Fitch, recognizing the importance of elder abuse awareness and prevention efforts in the county.

In collaboration with all units of the Cortland County Office for Aging, NY Connects regularly contributed articles to *Senior News*. These articles focused on:

- Educating older adults and caregivers
- Promoting available services and supports
- LGBTQ Awareness
- Addressing issues impacting older individuals those with disabilities

NY Connects also provided consistent educational content for the Cortland County Office for Aging's social media platforms such as Facebook, Instagram, X and our website expanding outreach and ensuring timely dissemination of important information.

Health Insurance Information Counseling and Assistance Program (HIICAP)

In today's rapidly evolving health care environment, HIICAP remains committed to delivering accurate, up-to-date, and unbiased health insurance information to residents of Cortland County.

New York State Certified HIICAP counselors through the Cortland County Office for Aging (CCOFA) assist:

- Individuals age 60 and older
- Medicare beneficiaries of any age



Counselors provide one-on-one guidance to help clients make informed decisions regarding their health insurance coverage and related benefits.

2025 Cortland County Office for Aging Annual Report

Clients utilized HIICAP services in the following areas:

- “New to Medicare” counseling
- Establishing and navigating the MyMedicare.gov Plan Finder account
- Health Insurance options for individuals age 60+ ineligible for Medicare
- Medicaid application assistance
- Education and application assistance with the Elderly Pharmaceutical Insurance Coverage Program (EPIC)
- Medical Billing issue resolution
- Medicare and Medicaid Fraud and Abuse Education
- Insurance Company Decision Appeals
- Applications for programs that lower health care costs

In 2025, HIICAP counselors provided substantial support to county residents:

- 1,089 clients served
- 2,091.5 units of service delivered

Financial Assistance Program Support

- 110 clients assisted with applications for the Medicare Savings Program
- 123 clients assisted with Medicaid applications

A significant portion of counseling focused on helping individuals reduce health care expenses and access critical financial assistance programs.

Medicare Annual Enrollment Period (October 15 – December 7, 2025)

The Annual Enrollment Period (AEP) remains HIICAP’s busiest and most critical time of year. Because Medicare plans change annually, beneficiaries are encouraged to reassess coverage to ensure it continues to meet their medical and financial needs.

2025 AEP Highlights

- 441 individuals assisted with Medicare plan selection
- Staff included one full-time and one part-time counselor
- Extended service hours:
 - Three Saturdays staffed

Most counseling sessions were conducted in person, though virtual appointments were offered and preferred by some clients.

To prepare for Open Enrollment:

- Flyers were distributed to local pharmacies
- Advertisements were placed in local newspapers

2025 Cortland County Office for Aging Annual Report

- Social media posts encouraged residents to contact the Office for Aging for plan comparisons
- Outreach to the AWC, LASS and Homer Senior Center.

Community Education & Public Awareness

To better educate beneficiaries on Medicare and Medicaid:

- Two public presentations were held at the Age Well Center
- Articles were submitted to:
 - *Cortland Standard*
 - *Senior News*
 - Other senior-focused publications

Social media outreach informed residents about:

- Medicare coverage updates
- Fraud and scam prevention
- Strategies to avoid financial exploitation

Many beneficiaries expressed gratitude for the clarity and reassurance provided during what can often be an overwhelming process.

Professional Development & Compliance

HIICAP counselors participate in extensive and ongoing training to ensure information remains current and compliant with state and federal guidelines.

Training activities include:

- Monthly meetings facilitated by the New York State Office for the Aging
- Collaboration and training sessions with the Medicare Rights Center
- Annual two-day statewide conference
- Regional trainings in the spring and fall
- Additional educational sessions throughout the year

This commitment to continuing education ensures that clients receive accurate, comprehensive, and timely information in a constantly evolving Medicare landscape.

Commitment to Cortland County Residents

HIICAP continues to play a vital role in protecting the financial and health security of Medicare beneficiaries and older adults in Cortland County. Through personalized counseling, expanded outreach, public education, and ongoing professional development, HIICAP empowers residents to make confident, informed health insurance decisions.

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National Family Caregiver Support Program (NFCSP) & Caregivers Resource Center (CRC)

The CCOFA's Caregiver Program has consistently worked to support family and informal caregivers, helping them keep their loved ones at home for as long as possible. In 2025, these initiatives made significant strides in providing resources and assistance to alleviate caregiver stress and prevent premature institutionalization of care recipients.

Key Services and Programs

Options Counseling & Application Assistance

- The Caregiver Program aided 184 unduplicated caregivers by offering personalized assistance in navigating complex health and long-term care systems. This service ensured that caregivers received support tailored to meet their specific needs effectively.

Monthly Support Groups

- To provide emotional support and resources, the Caregiver Resource Center conducted hybrid-format support groups, with sessions available both in-person and via Zoom. In 2025, 19 unduplicated individuals attended, benefiting from shared experiences and expert guidance.

Case Management and Information Dissemination

- Caregivers received thorough case management to coordinate care and services effectively. Additionally, a bi-monthly article in the Senior News kept caregivers up-to-date with developments, and a lending library offered valuable written and digital resources.

Caregiver Assessments and Respite Services

- Through Archangels, caregiver assessments were conducted to evaluate needs and provide tailored support. Respite services were a key focus:
 - **Caregiver Support Initiative (CSI) Program:** In collaboration with the CNY Chapter of the Alzheimer's Association, this program provided financial support for respite services to caregivers of individuals with dementia or Alzheimer's disease. In 2024-2025, the program served seven caregivers with 475 hours of respite, valued at \$6,476.50.
 - **National Family Caregiver Support Program (NFCSP):** Offered respite services to caregivers of individuals aged 60 or older who required assistance with at least two activities of daily living. In 2025, 15 caregivers utilized 636 hours of respite, valued at \$17,223.

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Personal Emergency Response Systems (PERS)

- Fifteen individuals received Personal Emergency Response Systems, enhancing safety and peace of mind for caregivers and their loved ones.

Bright Ideas Program

- This program encouraged innovative solutions for caregiving challenges, offering cutting-edge technology on a sliding scale fee. Eleven individuals enhanced their caregiving capacity with devices such as Reminder Rosie, blood pressure cuffs, Echo Shows, and medication dispensers.

Joy for All Animatronic Pets

- These lifelike companions provided companionship and joy, showing promising results in improving the quality of life for individuals with memory impairments or social isolation. In 2025, CCOFA distributed 18 dogs, 26 cats, and 18 walker squawkers, receiving overwhelmingly positive feedback.

Organizational Tools and Education

- Fourteen Grab & Go notebooks were distributed to help caregivers stay organized. Additionally, the center organized 14 public presentations, attracting 109 attendees and raising awareness about caregiving issues and resources.

Listserv Maintenance and Caregiver Appreciation

- A listserv with 71 members was maintained for ongoing support and resource sharing. The yearly Caregiver Appreciation event celebrated caregivers with a dinner and a presentation from Josie's Journey, attended by 12 caregivers.

Project Lifesaver

- In collaboration with the Office for Aging and the Cortland County Sheriff's Department, this public safety program provided tracking devices to six families, ensuring the safety of those at risk for wandering due to conditions like Alzheimer's or autism.

These achievements reinforce the commitment of the Office for Aging to support and empower caregivers, enriching the quality of life for both caregivers and those they care for.

These programs are crucial in supporting the well-being of caregivers by providing them with the necessary time to recharge and manage their personal responsibilities. The Caregiver Resource Center and National Family Caregiver Support Program has been a beacon of support and assistance for caregivers in Cortland County.

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Expanded In-Home Services for the Elderly Program (EISEP)

The Expanded In-Home Services for the Elderly Program (EISEP) is instrumental in providing services and support to people 60 years of age and over who wish to remain in their own homes rather than move to a long-term care residential facility. These individuals need assistance in their activities of daily living at a level for which limited support will allow them to be safe and independent.

Person-Centered Case Management:

All EISEP clients receive person-centered case management from an Aging Services Specialist certified in Case Management. Aging Services Specialists provide options counseling and assistance to empower individuals in the formation of care plans that meet their unique needs. The care plan may include:

- Light housekeeping
- Personal care
- Personal Emergency Response System (PERS)

Additional Support and Referrals

EISEP case managers provide referrals to other assistance and support programs such as:

- Home delivered meals
- Health insurance counseling
- Handyman/ramp
- Home modifications
- Cost savings programs

Benefits of EISEP

The EISEP program is designed to enhance the quality of life for older adults by promoting safety and independence. By enabling seniors to remain in their own homes, the program helps maintain their dignity and autonomy, while also providing relief to family caregivers.

EISEP not only offers practical support but also emotional reassurance, fostering a sense of community and connection for the elderly. Through personalized care and comprehensive services, EISEP plays a vital role in improving the well-being of seniors and their families.

EISEP Statistics

- Served 48 clients.
- Provided 750 hours of case management.
- Provided 8,661 hours of aide services with a value of \$112,996.
- Provided 33 clients with PERS units at a value of \$10,367.

Health and Wellness

The Health and Wellness program at the Cortland County Office for Aging consists of a collaboration of programs, between the evidence based A Matter of Balance, the ongoing Bonesavers exercise class and recreational-volleyball and pickle ball in the County Office Building Gymnasium.

A Matter of Balance

A Matter of Balance is a series of eight, two-hour classes, to help older adults manage their fears of falling. The classes are conducted by volunteer-trained leaders who receive instruction from certified A Matter of Balance (AMOB) master trainers. These trainers are certified through Maine Health, which is the proprietor of this impactful class series. Cortland County Office for Aging boasts 2 certified Master Trainers. Their expertise ensures that the program is executed with the highest standards and effectiveness.

In 2025, the Agency successfully completed two class series of A Matter of Balance. A total of 23 older adults participated in these sessions, working toward reducing their fears of falling. This achievement not only highlights the dedication of the trainers and volunteers, but also the commitment of the participants to enhance their own well-being.

Through local partnerships, the agency was able to host classes at our Age Well Center and the Cortland County YWCA.

Participants in the A Matter of Balance classes can expect to:

- Increase their awareness of fall hazards and learn strategies to reduce risks.
- Build confidence in their ability to manage and prevent falls.
- Engage in exercises designed to improve balance, strength, and coordination.
- Connect with peers who share similar concerns and goals.

A Matter of Balance is more than just a series of classes; it's a community-driven effort to empower older adults, helping them live independently and without fear. The success in 2025 is a testament to the program's positive impact on individual lives in the community. As the program continues, it aims to reach more individuals, further promoting safety and confidence among older adults.

Bonesavers Exercise Program

Bonesavers is an hour-long routine that provides strength training done slowly with hand and ankle weights and is led by trained volunteers.

- Offered at the Age Well Center, 2 different class times occur year-round, led by trained volunteers.
- Attendance in 2025 was 2,144.

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Recreational Activities

Senior Pickle ball

- Offered in the County Office Building Gym, interested seniors played 4 days/week, coordinated through a volunteer
- Attendance in 2025 was 2,576.

Senior Volleyball

- Offered in the County Office Building Gym, interested seniors played 3 days/week, coordinated through a volunteer
- Attendance in 2025 was 987.

The Nutrition Services Program

The mission of the Nutrition Services Program is to provide Cortland County residents age 60+ and their caregivers with nutritious affordable meals and offer supportive services through education, health & wellness, fitness & exercise, recreation and socialization. Older adult nutrition services are available through a network of senior centers, home delivered meals, and food pantries.

The impact of services on the participants, their families and the community is significant:

- Social interaction, conversation, camaraderie, support and friendship
- Individualized nutrition education and counseling by a Registered Dietitian
- Access to well-balanced meals that meet 1/3 of Recommended Dietary Allowance
- Information and Assistance for programs and services available to older adults age 60+ and their caregivers
- Access to health & wellness programs
- Caregiver support through nutritious meals and weekday wellness checks

Nutrition Counseling

The agency partners with a Registered Dietitian who provides individualized nutrition counseling to older adults' age 60+ and their caregivers. During this service, meal patterns and food recalls are reviewed including snacking and fluid intake. Factors that might increase a client's risk for poor nutrition are identified and discussed including physical activity, drug interactions, and medication's effect on nutrition status. A total lifestyle approach has been the preferred counseling style of the Registered Dietitian providing this service. Food preferences with modifications are obtained, with education provided to generate behavior changes that would meet the older adult's goals individually.

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An office visit with a Registered Dietitian can be costly to individuals depending on the type of insurance coverage they have; that is why nutrition counseling is available through the Office for Aging and is a valuable resource. These services are made available on a suggested contribution basis. In 2025, the Registered Dietitian provided one-on-one counseling sessions to 32 unduplicated clients.

Nutrition Education

The agency Nutrition Program Manager and Registered Dietitian enabled our agency the ability to provide individualized and group nutrition education to older adults age 60+ and their caregivers. 48 individuals received Nutrition Education in 2025.

Age Well Center (AWC)

The Nutrition Services Program continued to grow the Age Well Center (AWC) in 2025. The AWC operates five days a week. The Age Well Center serves as the central location for older adults to congregate, socialize and learn together in Cortland County. The location is open 8:00 AM – 4:00 PM Monday through Friday, excluding holidays. The center has continued to evolve with the lunchtime meals that encourage participants to socialize with one another and provides a more home-style and personable feel.

The Age Well Center is reflective of the vision for a new model with a focus on overall wellness of our older adult participants. Offering recreation and education activities, the center has been able to expand our regular offerings of bingo, cards, puzzling, and Bonesavers. Expanded programming requested by participants such as: crafting, chair yoga, Tai Chi, line dancing, a Wii Bowling League and programming designed to promote socialization. The Center also has an Infinity game table, Pool table, Shuffle board table, Ping pong table, Fitness room, and computer lounge where tech support is available. The Center hosts events in partnership with other organizations. Nature walks, shopping trips and other excursions, are also offered. The location has completed renovations to bring the vision of the Age Well Center to life by offering state of the art program possibilities with new technology and resources available for our older adults.

Comments from Age Well Center participants about what the center means to them:

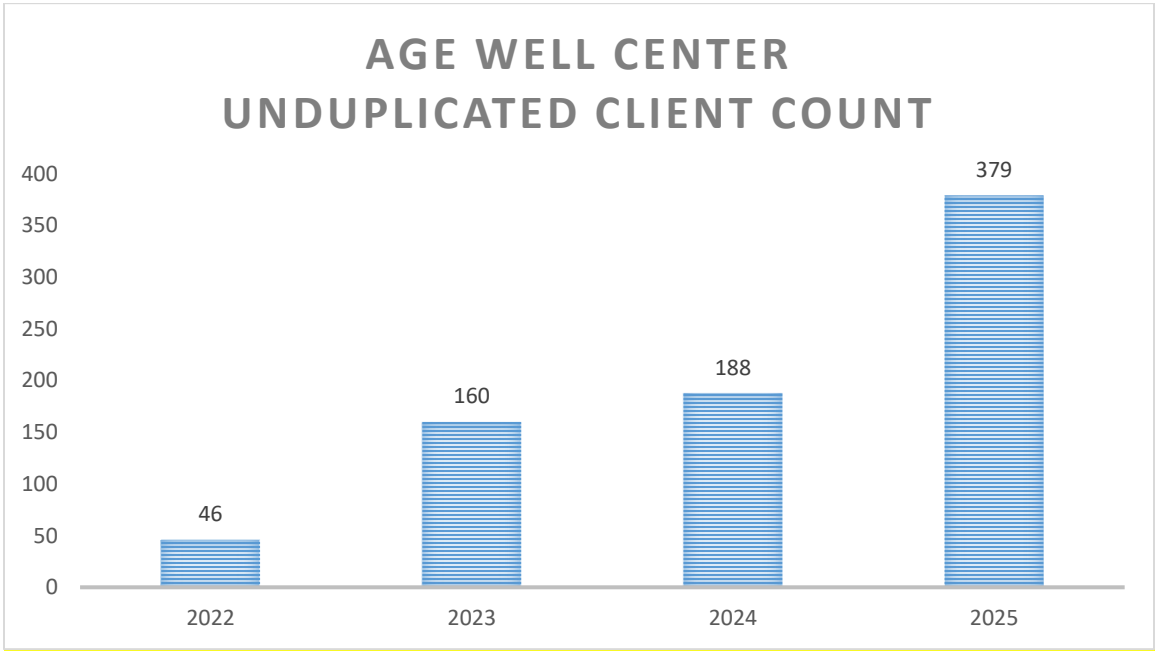
“The Age Well Center means a lot to me. I enjoy going there very much!”

“Meeting and making new friends, trying new things I haven’t tried before.”

“I can stay active with new and old friends.”

“The Age Well Center means a great deal to me. I can make friends, exercise, play cards and other games. It’s a place where I can come relax and enjoy being with other people.”

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Local Adult Satellite for Services (LASS) Sites

Operations continued for the five locations awarded Local Aging Satellite for Services (LASS) grants with quarterly meetings held by Office for Aging with the five location representatives and their stakeholders. The funding for LASS Sites is made possible by the Cortland County Legislature, County Administrator and Office for Aging. These grants are awarded to municipalities, community organizations, not-for-profits and/or faith based organizations to provide meeting places, activities, services and outreach for the County’s aging adult population; LASS grants initiated in 2021 following the restructuring after COVID. These LASS Site locations were able to form a center location for older adults to create a community environment that provides services and supports needed to thrive and live independently for as long as possible. Locations in

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2025 included Preble, Scott, Truxton, Virgil and Willet/Cincinnati. These locations are not reflected in our senior center participation statistics as they operate independently through a program partnership.

Through grant requirements, locations were identified as either Tier 1 or Tier 2 recipients. Each have slightly different requirements. Tier 1 locations are required to be open at least one day per week for a minimum of three hours per day. Tier 2 locations are required to be open at least two days per week for minimum of three hours per day. Programs/activities are required to be offered for aging persons to gather, socialize and learn. Tier 2 locations are additionally required to offer two programs that have a series of classes such as the A Matter of Balance program. All locations serve as a focal point for services and programs available through the Office for Aging and agreed to offer a space for confidential health and related discussions with individuals. This collaboration enables our program outreach to continue.

Home Delivered Meals (HDMs)

The Home Delivered Meals program – often known as – Meals on Wheels, is coordinated by the Nutrition Services Unit. It continues to be a cornerstone service for Cortland County residents aged 60 and older. Meals are prepared daily by skilled kitchen staff and delivered across Cortland County by seven part-time paid drivers. While the program is widely recognized for providing nutritious meals, its impact extends far beyond food delivery.

Promoting Health and Independence.

Through consistent access to high-quality, nutritionally balanced meals, the program supports older adults in maintaining their health and remaining independent in their homes. For many clients, this daily meal is essential to sustaining overall well-being.

Meal Options

To meet the diverse nutritional needs of our clients, the Home Delivered Meals program offers several meal types designed to support health, convenience, and continuity of care:

- **Hot Nutritious Lunches:** Freshly prepared meals delivered midday to ensure clients receive a balanced, ready-to-eat entrée each weekday.
- **Bagged Suppers:** Convenient, ready-to-eat evening meals that provide additional nourishment for clients who require support beyond the lunchtime delivery.

Frozen Weekend Meals: Pre-packaged meals available for weekend consumption, ensuring clients maintain consistent access to nutritious food when daily delivery is not available

Reliable Service Delivery

Meals are delivered Monday through Friday, excluding holidays, ensuring consistent support throughout the week for those who rely on this essential service.

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Strengthening Safety and Early Intervention

Drivers play a critical role in client safety. During daily deliveries, they monitor for potential hazards, changes in condition, or signs that a client may need additional support. These observations are communicated to Aging Services Specialists, enabling timely follow-up, problem-solving, and connection to appropriate services. This proactive approach helps prevent crises, supports aging in place avoiding unnecessary moves into nursing facilities and saves taxpayers billions in Medicaid expenses.

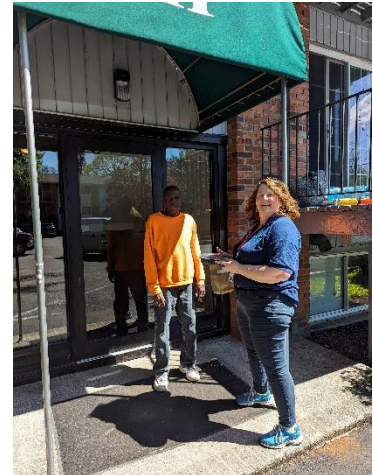
Reducing Isolation and Enhancing Social Connection

Daily wellness checks and brief interactions with drivers provide meaningful social contact for clients who may otherwise experience isolation. In-home assessments allow staff to gain a clear understanding of each individual's needs, ensuring that services remain responsive and person-centered. Ongoing communication between drivers and specialists ensures that emerging needs are identified and addressed quickly.

The dedication and compassion of our Home Delivered Meals drivers continue to make a meaningful difference in the lives of the older adults we serve. Their daily interactions provide not only nourishment but also reassurance, connection, and a sense of safety. In many instances, family members credit these wellness checks with potentially saving the lives of their loved ones.

Below are some of the comments clients have shared about their drivers:

- “Positively uplifting, always cheerful, always asks about my personal health and wellness and share her enthusiasm with me in an authentic way”.
- “He is always on time. Asks how I am and if I need any help. Thanks me for clearing off the snow and is always in a good mood”
- “He is such a kind man. He is so helpful to me, he opens my milk every day, which I cannot do. He checks on me every day, which means so much to me and always has a few pleasant words for me. If I had to rate him it would be A+”.
- “He went out of his way to walk my meal to me when the driveway was blocked with snow. He also brought a pantry bag from Office for Aging with much needed items like toilet paper and cat food”.
- “He is a kind and caring person. He is always very helpful and accommodating. He is always willing to go the extra mile and I truly appreciate him and his efforts”.
- “I look forward to seeing him Monday – Friday. He is my daily happy time. Always asks how I am doing/feeling”.



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- “Motivates me to come down from my bedroom to meet her. My dog runs right to the back door when she comes with a treat. Always upbeat and gets my day off to a good start”.

Referral and Assessment Process

Referrals for the Home Delivered Meals program can be made by anyone, including:

- Family members
- Health care providers
- Human service agencies
- The individuals themselves

Aging Services Specialists initiate services by conducting a comprehensive in-home assessment upon referral to determine program eligibility. Each client then receives an annual reassessment to monitor changes in needs and circumstances. Six months after the yearly assessment, a follow-up phone call is made to review the client’s status and update service plans as needed.

During these contacts, Specialists:

- Screen for programs and supports that may help reduce daily living expenses
- Provide guidance to promote improved health and wellness
- Identify and address home safety concerns
- Offer information, assistance, and referrals to connect clients with additional community resources

These activities ensure that clients receive timely support, maintain access to essential services, and benefit from interventions that enhance safety, stability, and overall well-being.

Partnerships with Managed Long-Term Care Plans

The agency collaborates with three Managed Long-Term Care Plans, Fidelis iCircle and Nascentia. These partnerships further extend the reach and effectiveness of the Home Delivered Meals program, ensuring that older adults receive the nutrition and care they need.

Home Delivered Meals Summary

In 2025, the Home Delivered Meals program made a substantial impact on the community by delivering nutritious meals to those in need. Below is a summary of the key statistics and achievements for the year.

- Clients Served: 379
- Number of New Referrals: 183
- Number of Home Visits: 240
- Total Number of Managed Long Term Care (MLTC) Clients Served: 19

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Meal Distribution

There were 73,693 meals delivered in 2025 consisting of:

- Congregate (AWC) Meals: 3,673
- Meals on Wheels Deliveries: 66,537
- Contracted Meals (Fidelis, ICircle, and VNA/Nascentia): 3,422
- Mealtime Express (Under Age 60): 61

The 2025 data highlights a continued dedication to community well-being, client support and reducing food insecurity. With expanded services, increased referrals, and more home visits, the program is reaching a broader group of individuals and strengthening its impact. These efforts contribute to a healthier, more connected community, and the program remains committed to sustaining and growing this progress in the years ahead.

Blizzard Bags

Each year in late fall, the Nutrition Department assembles Blizzard Bags for clients who receive Home Delivered Meals or Case Management services. These bags include three days of non-perishable food to ensure clients have meals on hand when severe weather prevents drivers from making deliveries.

Food Pantries

The program focuses on ensuring reliable access to nutritious food for people of all ages. Its services are built around three key components:

- Two community food pantries located in Truxton and Willet — Open to individuals and families of any age who need short-term or ongoing food support. These pantries typically offer a mix of shelf-stable items, fresh produce, dairy, and proteins depending on availability.
- A dedicated 60+ pantry located in Cortland — Tailored to older adults, recognizing that they often face unique barriers such as fixed incomes, mobility limitations, or dietary needs. This pantry provides age-friendly access and may offer items suited to older adult nutrition needs.
- Support for individuals and families — the program aims to reduce food insecurity, promote health, and help households stretch their budgets by providing consistent, stigma-free assistance.

Truxton	Willet
Christ's Church in the Valley 3670 Route 13 Truxton, NY 13158 3 rd Saturday: 10:00 AM – 1:00 PM	Willet Town Hall, Route 41 Willet, NY 13863 2 nd Thursday: 1:00 PM – 4:00 PM

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Helping Hands Food Pantry

Located in the Cortland County Office Building, the Helping Hands Food Pantry operates independently of the other two pantries. It specifically serves individuals aged 60 and above. OFA's 501-C3 provides funds to sustain Helping Hands food pantry along with private donations, reflecting the community's generosity and commitment to supporting its older residents.

Cortland - Helping Hands

60 Central Avenue, Cortland, NY 13045

607-753-5060 | Room B-23

Pantry Hours: Friday 9:00 AM – 3:00 PM

Funding and Support

The sustainability of these pantries depends on the continued generosity of the community. Food and monetary donations remain essential, ensuring that shelves stay stocked and operations remain stable. To strengthen this support, the Willet and Truxton Food Pantry Programs also pursue grant opportunities such as the Hunger Prevention and Nutrition Assistance Program (HPNAP). These funds allow the pantries to offer meat, non-perishable items, and other vital goods to participants purchased from the Food Bank of CNY.

In contrast, the Helping Hands Pantry currently operates without grant funding. Its success is driven entirely by private donations, reflecting the community's commitment to supporting older adults. This shift in funding highlights the ongoing need for consistent local support and creative fundraising strategies to keep all three pantries strong and responsive to community needs.

In 2025, the three food pantries made a significant impact on the community by serving 391 households. This included:

- 43 children
- 211 adults
- 410 elderly individuals

In total, these efforts translated into the provision of 8,979 meals to 709 individuals.

The Nutrition Program's food pantries serve as a vital lifeline for individuals and families across Cortland County. They provide more than groceries—they offer stability, dignity, and a sense of community for residents facing food insecurity.

What Makes These Pantries Effective:

- Community donations sustain a reliable supply of nutritious food and essential items, ensuring shelves remain stocked even during periods of high demand.

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- Strategic funding allows the program to expand services, improve infrastructure, and respond quickly to emerging needs.
- Dedicated volunteers form the backbone of daily operations, offering compassionate support and creating a welcoming environment for every visitor.

In 2025, the following donated to the pantries: Seven Valleys Health Coalition, Cortland County Health Department, United Way, McGraw Lions Club, various anonymous county residents, CAPCO, and Joey Rivers Painting.

A Model of Community Collaboration:

The continued success of these food pantries reflects the strength of local partnerships. When residents, organizations, and volunteers work together, they create a safety net that ensures no one in Cortland County has to face hunger alone.



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Helping Hands FP

Impact Summary – January 1 through December 31, 2025



7,879 total pounds distributed
including 7,260 pounds of food – enough to provide 5,808 meals –
and 619 pounds of non-food items.

22 individuals served monthly
on average, determined by monthly service reporting



1,531
pounds of donated food
distributed, valuing
\$2,913.38



3,343
pounds of TEFAP food
distributed, valuing
\$5,749.96



3,005
pounds of wholesale food
distributed



\$9,870.35
received in Food Bank
curated products*
*Includes TEFAP, donated, and
other free food and grocery items
made available to partners



\$-
received in grant support
through the Food Bank



\$9,870.35
estimated total value of
Food Bank support

CORTLAND COUNTY FAST FACTS

- ★ 337 Food Bank deliveries to community partners
- ★ 32 Food Bank partners serving neighbors in need
- ★ 6,170 individuals experiencing food insecurity
- ★ 1,430 children experiencing food insecurity



Agency Number: 20373
All values are estimates. Valuations
of donated and USDA foods are
calculated using an average dollar
per pound of food items.

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Truxton FP

Impact Summary – January 1 through December 31, 2025



3,923 total pounds distributed

including 3,591 pounds of food – enough to provide 2,873 meals – and 332 pounds of non-food items.

16 individuals served monthly

on average, determined by monthly service reporting



614

pounds of donated food distributed, valuing \$1,167.72



1,039

pounds of TEFAP food distributed, valuing \$1,787.08



2,270

pounds of wholesale food distributed



\$5,190.59

received in Food Bank curated products*

*Includes TEFAP, donated, and other free food and grocery items made available to partners



\$1,499.42

received in grant support through the Food Bank



\$6,690.01

estimated total value of Food Bank support

CORTLAND COUNTY FAST FACTS

- ✱ 337 Food Bank deliveries to community partners
- ✱ 32 Food Bank partners serving neighbors in need
- ✱ 6,170 individuals experiencing food insecurity
- ✱ 1,430 children experiencing food insecurity



Community Partner

Agency Number: 20053

All values are estimates. Valuations of donated and USDA foods are calculated using an average dollar per pound of food items.

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Willet FP

Impact Summary – January 1 through December 31, 2025



4,272 total pounds distributed
including 3,664 pounds of food – enough to provide 2,931 meals –
and 608 pounds of non-food items.

17 individuals served monthly
on average, determined by monthly service reporting



361
pounds of donated food
distributed, valuing
\$685.90



1,370
pounds of TEFAP food
distributed, valuing
\$2,356.40



2,541
pounds of wholesale food
distributed



\$3,689.33
received in Food Bank
curated products*
*Includes TEFAP, donated, and
other free food and grocery items
made available to partners



\$2,407.78
received in grant support
through the Food Bank



\$6,097.11
estimated total value of
Food Bank support

CORTLAND COUNTY FAST FACTS

- ✦ 337 Food Bank deliveries to community partners
- ✦ 32 Food Bank partners serving neighbors in need
- ✦ 6,170 individuals experiencing food insecurity
- ✦ 1,430 children experiencing food insecurity



Agency Number: 20055
All values are estimates. Valuations
of donated and USDA foods are
calculated using an average dollar
per pound of food items.

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Volunteer Engagement Program

The goal of this program is to offer a variety of volunteer jobs that would benefit the OFA, while providing engaging and fulfilling opportunities to interested individuals.

In 2025, 80 Volunteers donated 4,145 hours in a variety of roles/jobs. Some highlights include:

- Health & Wellness – 332 volunteer hours 11 volunteers
 - A Matter of Balance & Bonesavers Exercise Program
- Home Delivered Meals – 577 volunteer hours 14 volunteers
- Clerical – 1,028 volunteer hours 76 volunteers
 - HEAP, HIICAP, NY Connects, Nutrition, Newsletter, EISEP, Farmer's Market Coupons, Employee Meal Program and Donut Cart Cashiers
- Advisory Council – 66 volunteer hours 7 volunteers
 - OFA Older Americans Advisory Council
- In-Home Support Programs – 338 volunteer hours 11 volunteers
 - Friendly Visiting, Telephone Reassurance, Shopping Assistance
- Food Pantries - 205 volunteer hours 10 volunteers
- Age Well Center - 1,493 volunteer hours 19 volunteers
- Special Events - 97 volunteer hours 9 volunteers

Cost Savings Programs

The agency assists individuals age 60+ with the application process for programs that help to reduce the costs of daily living. In most cases clients must meet age and income guidelines. Public education and application assistance responsibilities are primarily assigned to one Aging Services Specialist. Cross training in the Aging Services and NY Connects units allows for all Aging Services Specialists to be knowledgeable of eligibility guidelines and have the ability to assist clients.

- Farmers' Market Coupons
- Supplemental Nutrition Assistance Program (SNAP)
- Home Energy Assistance Program (HEAP)
- Medicaid, Medicare Savings Program (MSP)
- Lifeline Telephone Discount

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Farmers' Market Coupons

In 2025, the Agency took significant steps to enhance its outreach initiatives, with a focused effort on improving the nutritional intake of seniors across the county. By expanding the number of outreach locations and emphasizing the importance of fresh produce, the Agency aimed to make a meaningful impact on the health and well-being of the older community.

Distribution of Farmers' Market Coupons: 1,304 Farmers' Market coupon booklets were distributed, with a combined value of \$32,600. These booklets were made available in various towns, including Cortland, Homer, Scott, Virgil, Preble, Cincinnatus, Harford, Willet, McGraw, Marathon, and Truxton. The initiative was designed to provide seniors with access to fresh fruits and vegetables, which play a crucial role in maintaining a balanced diet.

Benefits to Seniors and Local Farmers: The distribution of these coupons offers dual benefits. Firstly, seniors receive nutritional advantages by incorporating more fresh produce into their diets, which can lead to improved overall health. Secondly, the program supports local farmers by encouraging the purchase of locally grown produce, thereby strengthening the community's agricultural economy.

Supplemental Nutrition Assistance Program (SNAP)

This is a crucial resource designed to help income-eligible individuals purchase the nutritious food they need to maintain their health. However, despite its importance, many seniors in New York remain unaware of their eligibility for these benefits. Addressing this gap is vital for reducing food insecurity and improving health outcomes among older adults.

To bridge this gap, outreach efforts are critical. The responsibility of raising public awareness about SNAP and assisting with applications is primarily assigned to one dedicated Aging Services Specialist. All Aging Services Specialists are trained in eligibility guidelines and provide application assistance when needed.

Outreach and Assistance

- **Screening and Application Support:** Seniors are screened for eligibility and assisted with completing and submitting their SNAP applications. This support is crucial for those who may struggle with the application process.
- **Public Knowledge:** Increasing public knowledge about SNAP benefits among seniors is essential to ensuring that more individuals that are eligible receive the support they need.

In 2025, 90 individuals received assistance with their SNAP applications, demonstrating the ongoing effort to connect seniors with the resources available to them.

SNAP is an invaluable program that helps seniors access the nutrition they need to lead healthy lives. By increasing awareness and providing application assistance, we can ensure that more eligible seniors benefit from this program, ultimately leading to improved health outcomes and

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reduced healthcare costs. Continuing to strengthen outreach and support efforts is essential to addressing the growing challenge of food insecurity among older adults.

Home Energy Assistance Program (HEAP)

The Home Energy Assistance Program (HEAP) is a vital federally funded initiative designed to support income-eligible individuals, helping them manage the cost of heating during the winter months. In Cortland County, the program is administered under a contract with the Department of Social Services. The Office for Aging plays a crucial role in this process, particularly for individuals aged 60 and above and their caregivers.

Outreach and Education: The Office for Aging is responsible for providing outreach and education regarding HEAP eligibility and benefits. This outreach ensures that older adults and their caregivers are informed about the assistance available to them.

Application Assistance: For the 2024-2025 HEAP season, the Office for Aging processed 528 applications, resulting in \$309,774 in benefits granted to older adults in Cortland County. The program is supported by one dedicated Aging Services Specialist, with all applications requiring review and sign-off by an Aging Services Coordinator. The staff is well-versed in eligibility guidelines, able to screen applicants, and offer comprehensive application assistance.

Furnace Clean and Tune: Beyond heating assistance, Aging Services staff also help income-eligible older adults with services to clean and tune their furnaces. This preventive maintenance is crucial for sustaining the heating source, potentially reducing the need for costly replacements and repairs. Referrals for this service are made to the Department of Social Services (DSS).

Cooling Assistance: For seniors with severe chronic health conditions requiring cooling during summer months, the HEAP Cooling Assistance component is available. This service provides support in applying for and obtaining air conditioning units or fans. Like the furnace maintenance service, referrals for cooling assistance are also directed to the Department of Social Services (DSS).

Overall, the HEAP program is a comprehensive support system for older adults, ensuring they have access to necessary heating and cooling resources to maintain their health and comfort throughout the year.

Handyman Program - Promoting Safe and Independent Living

The Handyman Program is a vital initiative that focuses on supporting individuals aged 60 and older by providing minor home repairs and installing safety devices and equipment. This program plays a crucial role in enhancing the quality of life for seniors, allowing them to live independently in a safe and secure environment.

2025 Cortland County Office for Aging Annual Report

The program offers a range of services to income eligible seniors, including:

- **Minor Home Repairs:** Addressing small-scale repair needs to maintain the functionality and safety of the home.
- **Installation of Safety Devices:** Installing essential equipment such as grab bars and handrails to prevent falls and accidents.

These services are designed to ensure that seniors can continue to live comfortably and safely in their own homes.

Partnerships

The Office for Aging collaborates with the Cortland Housing Assistance Council to deliver these essential services. Additionally, funds are occasionally leveraged from other Community Based Organizations, to better assist clients with their home repair needs.

For larger repair projects, the Aging Services Specialist offers guidance and assistance in applying for grants and loans. Funding opportunities are available through organizations such as THOMA Development and USDA Rural Development

Priority is given to repairs that address health and safety concerns, ensuring the most urgent needs are met promptly.

Impact in 2025

In the year 2025, the Handyman Program successfully provided home repairs to 28 seniors, with a total expenditure of \$6,936. This investment underscores the program's commitment to improving the living conditions of older adults, ensuring they remain in a safe and supportive environment. The Handyman Program exemplifies a community's dedication to its senior residents, providing them with the resources and support necessary to maintain their independence and well-being.

Make-A-Ramp Program

The Ramp Program is designed to support individuals aged 60 and older who experience mobility issues, allowing them to remain in their homes longer and with greater ease. This initiative ensures accessibility and independence for seniors by providing modular aluminum ramp systems.

Program Overview

- **Purpose:** To assist seniors with mobility challenges in maintaining independence by providing home accessibility solutions.
- **Target Audience:** Individuals 60 years and older with mobility problems.
- **Cost:** There is no required cost to the individuals participating in the program.
- **Eligibility:** No income eligibility requirements; open to all qualifying seniors.

2025 Cortland County Office for Aging Annual Report

Features of the Ramp Systems

- **Modular Design:** The ramps are made from aluminum and can be re-configured to suit different home layouts.
- **Compliance:** All ramps meet ADA (Americans with Disabilities Act) regulations and are installed in accordance with local code specifications.
- **Sustainability:** Once a ramp is no longer needed, it is dismantled and re-used for another individual.

Program Implementation

- **Installation and Removal:** Ramps are installed for both short-term and long-term use. When no longer required by an individual, the ramp is removed and reconfigured for another user.
- **Contractor Involvement:** Site work for the ramp installations is completed under a contract with the Cortland Housing Assistance Council, ensuring professional and compliant setup.

Program Statistics for 2025

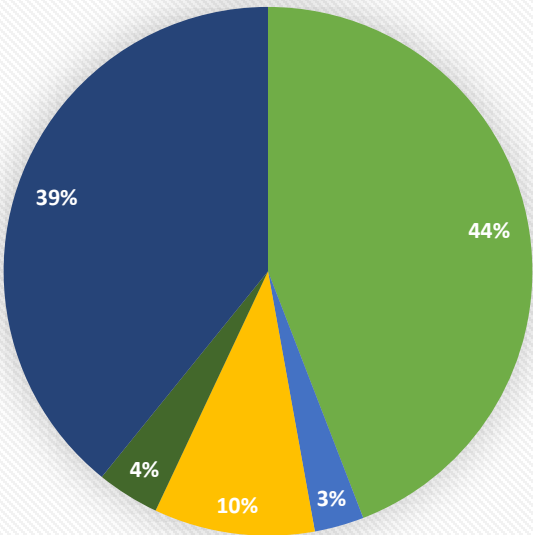
- **Active Ramps:** On average, the program maintained 26 active ramps across the county.
- **Installations and Removals:** In 2025, 3 ramps were removed and another 5 were installed.
- **Funding:** The total value for these operations was \$18,481.

The Make-a-Ramp Program exemplifies a community-focused initiative that not only enhances the quality of life for seniors but also promotes sustainability through the reuse of materials. This program reflects a commitment to accessibility and care for the senior population, ensuring they can enjoy the comfort and security of their own homes for as long as possible.



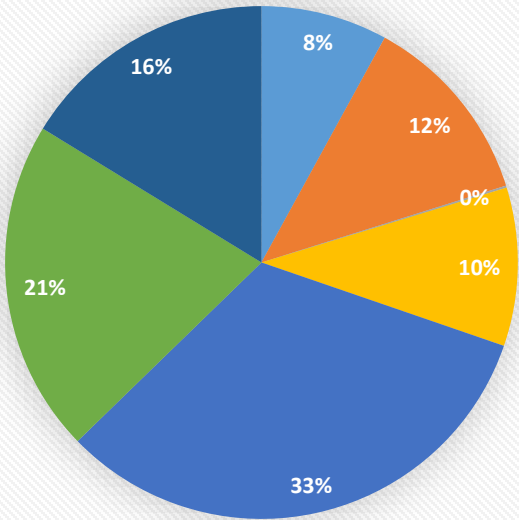
2025 Cortland County Office for Aging Annual Report

2025 REVENUES



Cortland County (44.13%) Donations (3.03%) Federal Aid (9.83%)
Other Revenues (3.83%) State Aid (39.18%)

2025 Expenditures by Category



Information & Assistance (7.98%) In-Home Services (12.17%)
Legal Services (0.13%) Case Management (9.99%)
Senior Centers & Home Delivered Meals (32.46%) Other Services (21.01%)
Administration (16.26%)

2025 Cortland County Office for Aging Annual Report

OFA Special Event Highlights

Older Americans Month

In May, we celebrate Older Americans Month, a time to recognize and honor the countless contributions of older adults in our communities.



World Elder Abuse Awareness Day

Observed annually on June 15, World Elder Abuse Awareness Day (WEAAD) shines a light on the issue of elder abuse and the need for communities to take action. This day serves as a call to unite in raising awareness and developing solutions to combat abuse, neglect, and exploitation of older people.



2025 Cortland County Office for Aging Annual Report

Senior Picnic

The Senior Picnic is a beloved tradition, offering a relaxed and enjoyable day for seniors to socialize and enjoy the great outdoors. This annual event is an opportunity for older adults to gather, share stories, and engage in a variety of fun activities.



March for Meals – Champion’s Week

As part of the nationwide March for Meals campaign, Champion’s Week celebrates the community leaders, volunteers, and advocates who support home-delivered meal programs for older adults.

During this special week, local champions—including elected officials, community partners, and volunteers—help deliver meals, raise awareness, and highlight the vital role nutrition services play in helping older adults remain healthy and independent at home.



These events collectively underscore the commitment to celebrating and safeguarding the well-being of older adults, fostering a society where aging is respected and supported.

2025 Cortland County Office for Aging Annual Report

Older Americans Act Advisory Council

The Cortland County Office for Aging has individuals serving on the Older Americans Act Advisory Board. These individuals are citizens of this community serving in a voluntary capacity and they provide information, guidance, advice and support to the agency. They assist in the development, coordination and administration of services to the older population in Cortland County. This council serves as a critical linkage between OFA and the local senior community. Council members' participation in programs, communications with recipients of service, relationships with community groups, senior organizations and oversight groups play an important part in enhancing the members' ability to effectively represent the older population in this area. The Office for Aging wishes to thank the 2025 Older Americans Act Advisory Board members for their time and dedication:

Mary Ellen Bloodgood, Vice Chairperson

Sheila Cohen, Ex-Officio

Cindy Craig

Jan Dempsey, Chairperson

Shawna Grinnell

Jane Hall

Karen Knauerhase

Dixie Latimer

Christopher Newell, Legislator

Melissa Potter, Planning

Mary Robillard

Sharon Torres

Tom Tedesco, Veterans Services

Sharon Zeches

The Office for Aging also wishes to thank members of the Cortland County Legislature, Cortland County Administration, Towns and Villages, participants, volunteers and donors who have made the agency successful.



Cortland County Health Department



Public Health
Prevent. Promote. Protect.

Cortland County Health Department



ANNUAL REPORT 2025





VISION

To promote health, prevent disease, injury, and disability while enhancing the quality of life within our community.

MISSION

Healthy People in a Healthy Community

VALUES

Leadership

We are recognized throughout the community for our integrity, advocacy, innovation and effective approach to public health.

Transparency

We maintain the highest levels of professionalism, accountability, honesty and fairness as responsible public health professionals.

Excellence

We have a strong commitment to quality and competency in order to provide optimal service to the community.

Collaboration

We develop, nurture, and leverage key partnerships throughout the community to improve health and support a strong public health system.

Inclusiveness

We promote a diverse culture that encourages inclusivity, collaboration, flexibility, and approachability.



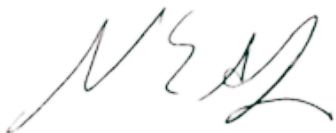
NOTE FROM THE PUBLIC HEALTH DIRECTOR

I am pleased to share the 2025 Cortland County Health Department's Annual Report with our community. As in previous years, the Annual Report continues to demonstrate the commitment of staff to ensure the people of Cortland County benefit from comprehensive, science and evidence-based public health practice, policy, services and programs.

This report highlights the Cortland County Health Department's essential efforts to promote the health and wellness of our residents and visitors to Cortland County. Despite national challenges, we remain persistent in our commitment to protect public health and advance the well-being of our community.

Collaboration with community partners remains essential to our mission of providing high-quality public health services. I extend my sincere admiration to the entire Cortland County Health Department team for their continued dedication to public health and the Cortland County community.

Sincerely,



Nicole Anjeski, MS, MPH
Public Health Director



Cortland County Public Health Team

Our dedicated team works collaboratively to protect and improve the health of Cortland County residents.



Nicki Anjeski	Beth Green	Marisa Mancini	Katee Padbury	Taylor Romanyk-
Marissa Archer	Paul Gugerty	Courtney Maxson	Hinal Patel	O'Brien
Missi Babcock	Jenn Hamilton	Maureen McDermott-	Lisa Perfetti	Lisa Schmitt-Bacani
Anna Bennett	Scarlett Head	Mulherin	Laura Pforter	Kathy Smith
Jhenelle Clarke	Jennifer Hillman	Lisa McGee	Chris Quinlan	Pam Stanton
Kelli Cobb	Courtney Johnson	Cheryl Mrozowski	Regina Reinschmidt	Rose Walsh
Nancy Colasurdo	Kathleen Jorgensen	Adrienne Nadge	Jeannine Reyngoudt	Don Ware
Maria DeRado	Nikki Koekebacker	Liz Nichols	Sandra Rivera	Ianthe Warner
Derek Green	ReBecca Main	Suzanne Osterhoudt		

Leadership & Acknowledgements

Special Recognition

Nicki Anjeski - *15 years of service*
Missi Babcock - *20 years of Service*
Kathleen Jorgensen - *20 years of service*
Adrienne Nadge - *25 years of service*
Suzanne Osterhoudt - *25 years of service*
Don Ware - *10 years of service*

Staff Farewells

Margaret Broderick - *Epidemiology
Manager*
Brooke D'Agostino - *Public Health
Fellow II*
Rhonda Fitzpatrick - *Principal Medical
Services Clerk*



Interns

Kaitlyn Worden – *SUNY Cortland*
Kaitlyn Rauch – *SUNY Cortland*



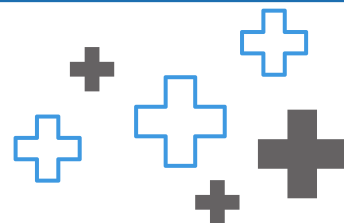
Medical Consultant

Douglas MacQueen, MD, MS, FIDSA

Board of Health

Bonni C. Hodges PHD (President)
Susan Williams (Vice President)
Marisa Clifford, DMD
Matthew Noble, DO

Erica Skipton, MD
Mary Wright, RN
Ronald VanDee (Legislator)
Cheryl Mrozowski (Secretary)



Public Health Week 2025

The American Public Health Association celebrates National Public Health Week the first week in April each year. National Public Health Week recognizes the contributions public health makes globally, nationally, and locally that improves health.

The 2025 National Public Health Week theme was *It Starts Here: Your Health Is Our Mission*. This marks the 30th anniversary of the observance and emphasizes that public health is rooted in individual actions, community, and the environments where people live, work and play. Each day, CCHD highlighted our divisions, as well as a program that aligned with the daily theme.



Workforce Development, Employee Recognition and Appreciation

In 2023, CCHD staff established the 3Cheers! Committee with the goal of strengthening employee morale and workforce culture through appreciation, recognition, and engagement. 3Cheers! hosted a variety of employee engagement initiatives throughout 2025.

Goals of the 3Cheers! Committee:

- Strategic Plan Priority #1; Goal 1.2: Build a Supportive Work Environment.
- Workforce Development Plan Goal #2: Build a Supportive Work Environment.

Funding:

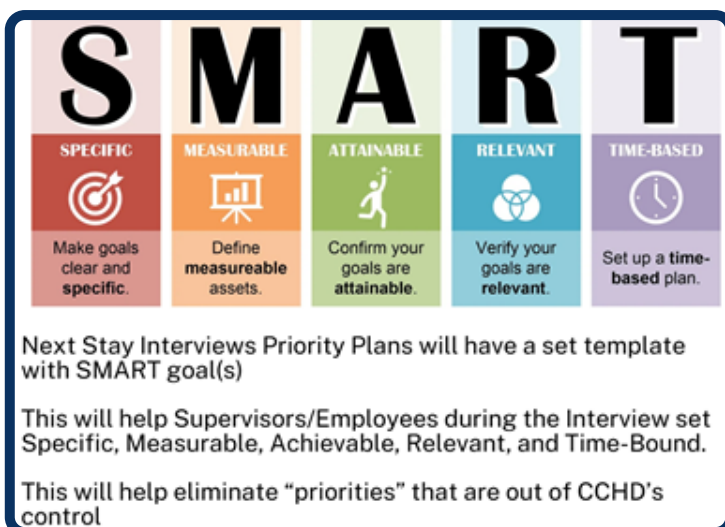
- The 3Cheers! Committee is funded until 2027 through the CDC Public Health Infrastructure Grant (PHIG).
- The PHIG grant has also funded furniture and break room upgrades.



Stay Interviews Initiative

In 2025, Cortland County Health Department (CCHD) supervisors completed the first round of Stay Interviews to strengthen employee engagement and retention. These discussions encouraged employees to share what motivates them to come to work each day, how they feel they contribute to the department's mission, and what knowledge or skills they are developing through their roles. The interviews also explored professional goals, career development interests, workplace challenges, and instances when employees may have considered leaving the organization. Importantly, conversations centered on how supervisors can better support employee success and engagement. Each interview concluded with an employee-identified professional goal to support continued growth and workplace satisfaction.

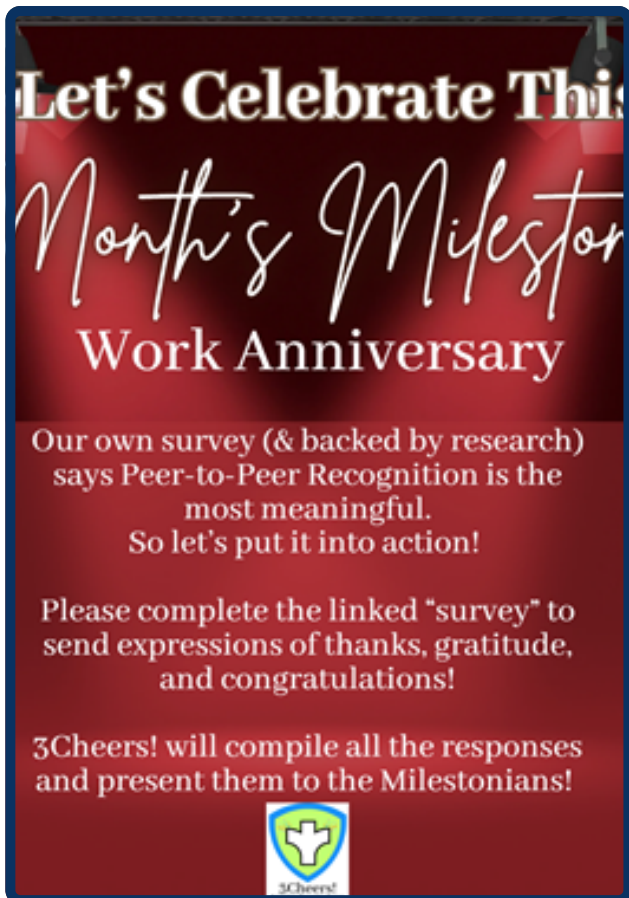
To assess the effectiveness of the initiative, evaluation surveys were conducted immediately following interviews and again several months later. Supervisor staff reviewed the feedback and recognized the value of Stay Interviews in promoting communication, engagement, and retention. Based on these findings, CCHD leadership committed to continuing the initiative with a second round of Stay Interviews during 2025–2026, reinforcing the department's dedication to employee engagement and continuous organizational improvement.



Appreciation: Work Anniversary Milestones and Highlights!

In 2025, the Cortland County Health Department (CCHD) continued to strengthen its commitment to workforce engagement and a positive organizational culture through continued employee recognition and appreciation initiatives. Staff reaching significant work anniversary milestones (5, 10, 15, 20, 25, and 30 years of service) were formally recognized for their dedication, institutional knowledge, and ongoing contributions to advancing public health services within the community.

To celebrate these achievements, employees were invited to share messages of gratitude, congratulations, and appreciation for their colleagues. These messages were compiled into commemorative cards and presented alongside framed certificates by the 3Cheers! Committee. This peer-supported recognition approach promotes employee engagement, reinforces a culture of appreciation, and supports workforce retention by recognizing the value of long-term service.



Let's Celebrate This Month's Milestones
Work Anniversary

Our own survey (& backed by research) says Peer-to-Peer Recognition is the most meaningful.
So let's put it into action!

Please complete the linked "survey" to send expressions of thanks, gratitude, and congratulations!

3Cheers! will compile all the responses and present them to the Milestonians!



Congratulations Suzanne!

You should be proud of yourself for all the hard work and dedication that you put into achieving this milestone because we are proud of you!

25



Appreciation: Work Anniversary Milestones and Highlights!

Additionally, the 3Cheers! Committee launched the 2025 Employee Recognition Program through a weekly feature titled Employee Spotlight: Work Edition. This initiative highlighted staff roles, responsibilities, professional backgrounds, and personal pathways into public health, fostering greater connection, awareness, and appreciation across the department. The goal of a continued yearly Employee Recognition Program is to increase cross-program awareness, strengthening organizational connectedness, and supporting a culture that values employee contributions and professional identity.

Employee Spotlight Work Edition

KATEE PADBURY



Health Admin

Program(s) Duties/Responsibilities:

Programs Coordinator – Written processes & work instructions, Auditing Tools w/ Auditors guide, Web-forms, electronic filing and systems, administering the PHIG Grant and assisting with any special and specific projects for each division as requested.

PREK Duties – ensuring documentation for each child from each district is on file, liaison for billing purposes between the County (the payer), the provider (the biller), and NYS & Medicaid (the reimbursement agent), and ensuring billing compliance from providers for each service provided.

IT Support – some light in-house IT duties & TechTalks - See you in 2025!

Employee Spotlight Work Edition

COURTNEY JOHNSON



Environmental Health

Program(s) Duties/Responsibilities:

I do a little bit of everything but I primarily work in the food service, children's camp, and rabies programs. Depending on the time of year I am likely out doing inspections of high risk restaurants or children's camps in the summer. I also plan all of the rabies clinics and make sure they run smoothly.

Employee Spotlight Work Edition

LIZ NICHOLS



Health Education

Program(s) Duties/Responsibilities:

Healthy Neighborhoods Program: I am responsible for the bulk of program implementation. Daily tasks include; ensuring that all aspects of the program are being met in accordance with the performance measures and state guidelines for the Healthy Neighborhoods Program. This includes neighborhood canvassing, initial and revisit home assessments, home assessment preparations (putting together home assessment product bags and health promotion education packets), printing and organizing educational materials, networking and collaborating with agencies/organizations and partners, data entry,

Employee Spotlight Work Edition

JENNIFER HAMILTON



Health Education

Program(s) Duties/Responsibilities:

I am the Community Engagement Lead Coordinator for the Tobacco Free Zone program of Cortland, Tompkins and Chenango Counties, grant-funded through the NYS Bureau of Tobacco Control. My role is to engage with community members, media reps, decision-makers and elected officials to create local environments that are receptive to commercial tobacco-related policy change (e.g. reduce tobacco marketing, increase tobacco-free outdoor shared spaces, increase the availability of smoke-free multi-unit housing).



Public Health Planning & Community Initiatives

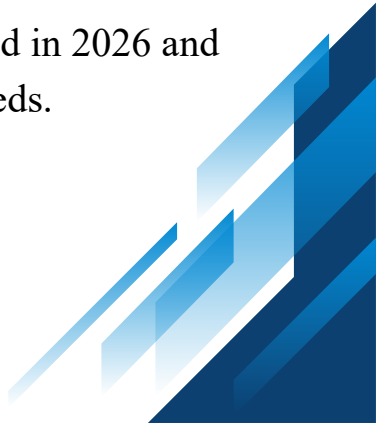
Community Health Assessment

In 2025, the Cortland County Health Department completed the Community Health Assessment (CHA) to evaluate current health needs, priorities, and disparities affecting residents across the county. This work was driven by strong community engagement and collaborative partnerships with local organizations, service providers, and community members, ensuring the assessment reflected lived experiences and diverse perspectives. A total of 2,807 community survey responses were collected, alongside partner input and analysis of local, state, and national data sources, to provide a comprehensive understanding of health trends and inequities. Findings from the CHA are now guiding development of the next Community Health Improvement Plan (CHIP) and informing strategic, cross-sector efforts to improve health outcomes and advance equity for all Cortland County residents.

Community Health Improvement Plan

In 2025, the Cortland County Health Department was in a transition period between Community Health Improvement Plan (CHIP) cycles, as the previous plan had concluded. During this time, efforts focused on continued data collection, maintaining partner engagement, and monitoring community health indicators.

This work supports the development of the next CHIP, which will be launched in 2026 and will guide coordinated, community-wide efforts to address priority health needs.





Public Health Planning & Community Initiatives

CCHD Strategic Plan

In 2025, the Cortland County Health Department developed and launched its 2025–2027 Strategic Plan as a structured, data-informed effort to strengthen organizational effectiveness, enhance internal capacity, and guide priorities for the next three years. This planning process was approached as a strategic and collaborative initiative, incorporating staff engagement, leadership input, partner perspectives, and review of performance and quality improvement data to ensure goals are measurable, actionable, and responsive to evolving public health needs. The finalized plan defines measurable objectives across three core strategic priority areas—Public Health Workforce, Communication, and Collaboration—creating a coordinated framework that promotes accountability, supports continuous improvement, and advances high-quality public health service delivery through 2027.

Healthy Homes Production Grant

In 2025, the Cortland County Health Department was awarded a federal Healthy Homes Production Grant from the U.S. Department of Housing and Urban Development (HUD) to address housing-related health and safety risks. Throughout the year, efforts focused on building the program foundation, including partnerships, policies, environmental reviews, and outreach systems. In collaboration with the Community Action Program of Cortland County (CAPCO) and the Rural Health Institute (RHI), these efforts position the program for full implementation in 2026 to support safer, healthier homes across Cortland County.



Cortland County Health Department Strategic Plan

In 2025, the Cortland County Health Department launched its *2025–2027 Strategic Plan* to guide organizational priorities and strengthen capacity.

Priority #1 Public Health Workforce



Strengthening workforce development, retention, and organizational capacity.

Priority #2 Communication



Enhancing internal and external communication to improve engagement and information sharing.

Priority #3 Collaboration



Strengthening partnerships to support coordinated public health efforts.

How Progress is Measured

Progress on strategic priorities is tracked through defined performance and process measures, with data collected and reviewed regularly to monitor outcomes and inform ongoing implementation.

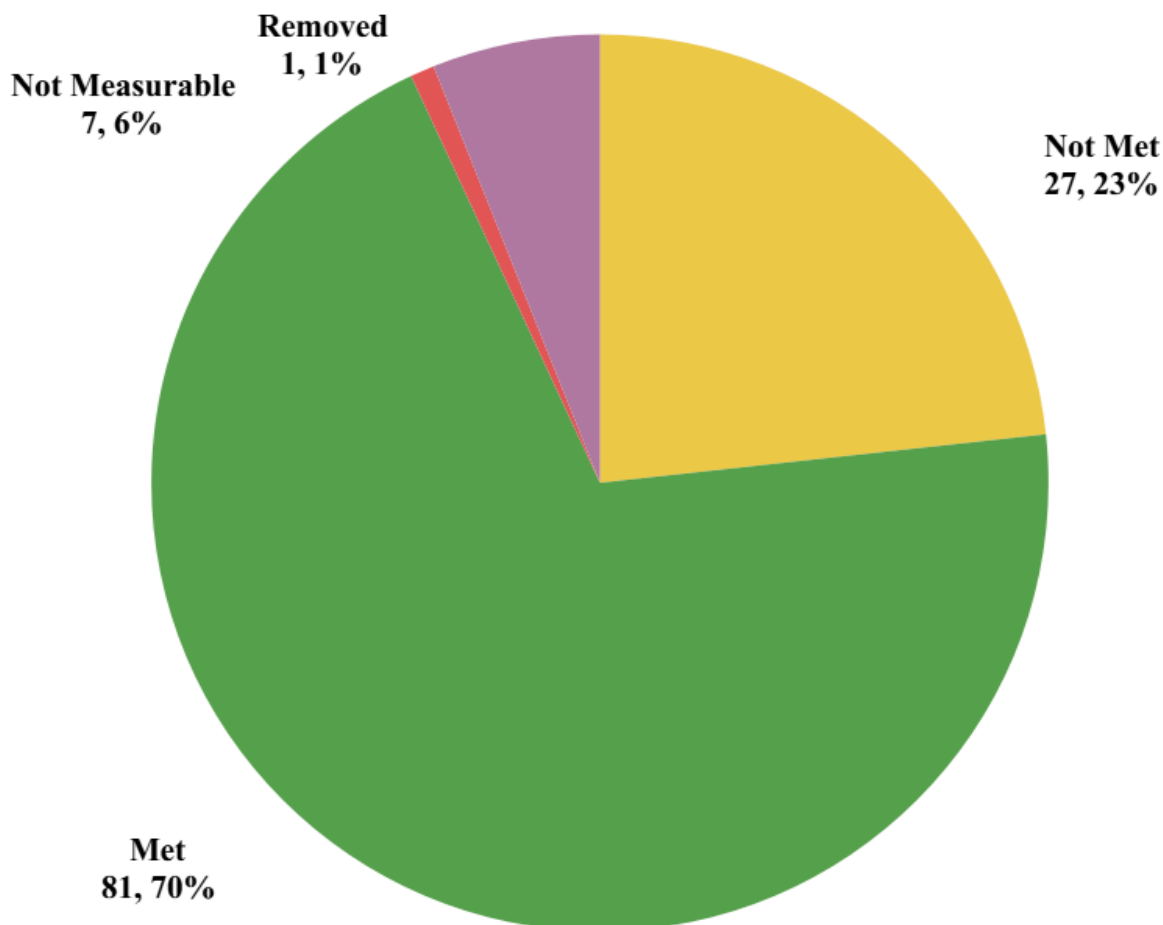
Cortland County Health Department Strategic Plan

2025 Year-End Progress

In 2025, the majority of performance measures were successfully met, with **81 measures (70%)** achieving their targets. The remaining measures included **27 (23%) not met**, 7 (6%) **not measurable**, and 1 (1%) **removed**, reflecting areas for continued evaluation and improvement.

All : 2025 Performance Measure Outcomes
(Labels display the number and percentage of performance measures)

2025 Final



Cortland County Health Department Strategic Plan

Priority #1: Public Health Workforce

In 2025, workforce development efforts demonstrated strong performance, with **25 measures (83%) met**, reflecting progress across training, professional development, succession planning, and workforce pipeline initiatives. A small number of measures were **not met 4 (13%)** or **not measurable 1 (3%)**, identifying specific areas for improvement in 2026.

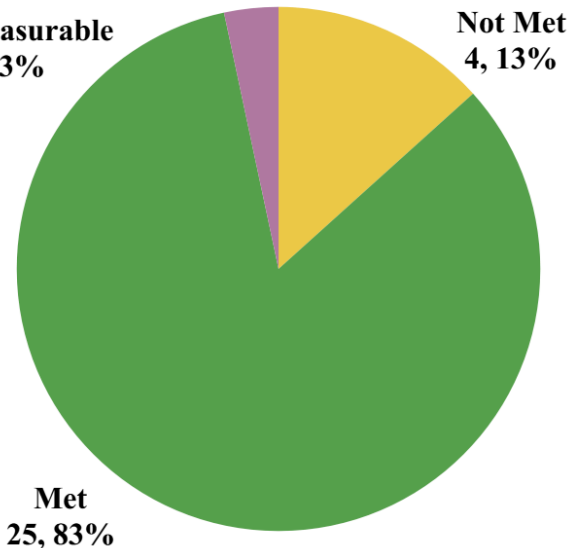
2025 Workforce Highlights:

At-a-Glance

- 🎓 **4** Professional development days held
- 👩 **10** Expert guest speakers at professional development days
- 🌍 **9** Guest speakers related to DE&I at professional development days
- 📊 **94%** Staff participation in at least one professional development opportunity
- 👩 **4** Interns or service-learning students hosted

Develop and maintain a qualified and diverse workforce (Labels display the number and percentage of performance measures)

Not Measurable
1, 3%



Met
25, 83%



Cortland County Health Department Strategic Plan

Priority #1: Public Health Workforce

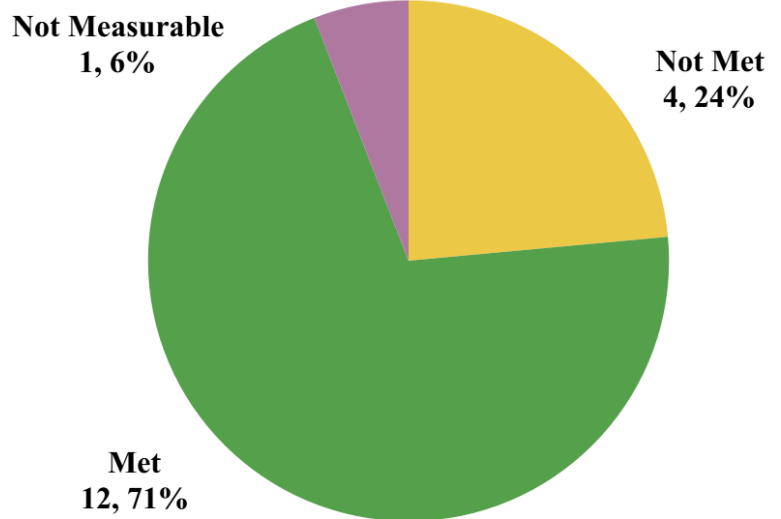
In 2025, efforts to build a supportive work environment demonstrated solid progress, with **12 measures (71%) met**. While most measures were achieved, **4 (24%) were not met** and **1 (6%) was not measurable**, highlighting opportunities to strengthen workplace support initiatives in 2026.

2025 Workforce Highlights: At-a-Glance

- 🎉 **33** Employee appreciation days held
- 👏 **100%** Staff participated in employee recognition program
- 👏 **84%** Staff attended employee appreciation days
- ☕ **22** Break-time activities provided to staff
- 🌱 **93%** Staff participated in informal mentorship

Build a supportive work environment

(Labels display the number and percentage of performance measures)



Cortland County Health Department Strategic Plan

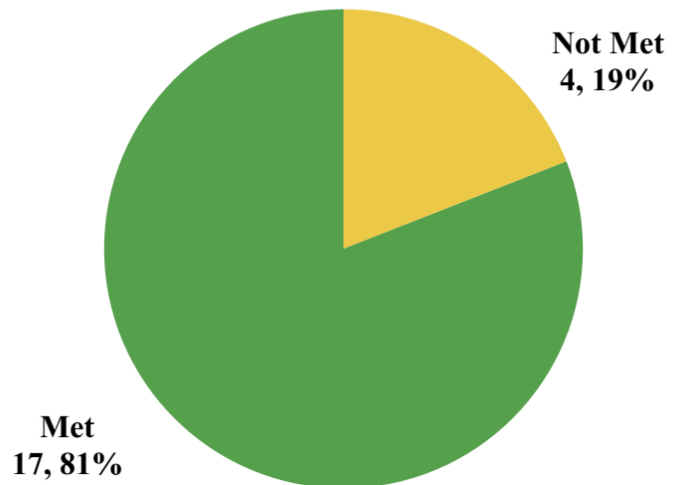
Priority #2: Communication

In 2025, efforts to enhance effective, engaging, and inclusive health communication demonstrated strong progress, with **17 measures (81%) met**. While the majority of measures were achieved, **4 (19%) were not met**, indicating opportunities to strengthen specific areas such as content volume, accessibility resources, and diversity-focused communication efforts in 2026.

2025 Communication Highlights: At-a-Glance

-  **61** posts related to CHIP focus areas
-  **81%** of social media posts aligned with branding
-  **7** programs conducted formative research
-  **29** media channels used to reach the community
-  **87%** of Facebook posts included image descriptions

Enhance effective, engaging, and inclusive/equitable health education and behavior change communications between CCHD and community members
(Labels display the number and percentage of performance measures)



Mini-grant funding available for local organizations to address negative outcomes from commercial tobacco products

The Cortland County Health Department's Tobacco Free Zone program of Cortland, Tompkins and Chenango Counties is offering up to \$35,000 in mini-grant funding to address tobacco use and exposure.

 **Tobacco Free Zone**
Cortland, Tompkins & Chenango



Cortland County Health Department Strategic Plan

Priority #2: Communication

In 2025, efforts to increase the visibility of health department services showed strong progress, with **6 measures (75%) met**. While most measures were successfully achieved, **2 (25%) were not met**, highlighting opportunities to strengthen strategic plan promotion and complete planned website improvements in 2026.

2025 Communication Highlights:

At-a-Glance

👥 **41** community coalitions/task forces with CCHD representation

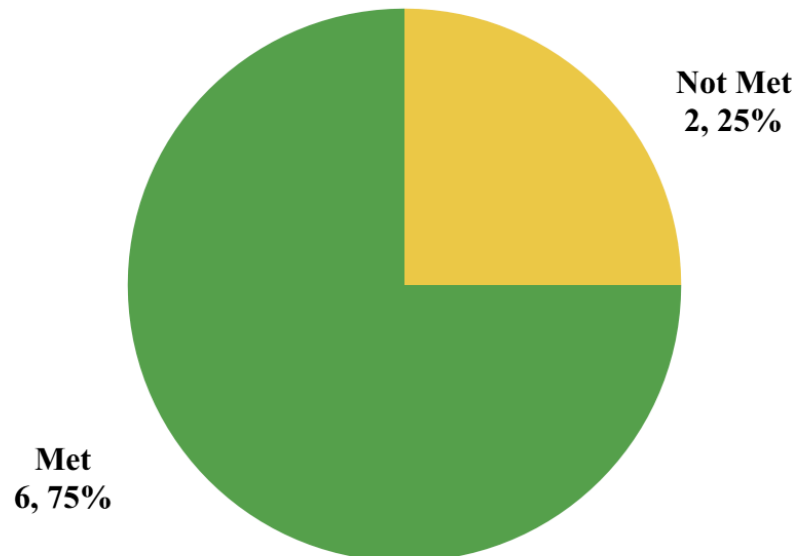
📊 **15** coalition projects supported by CCHD

🎉 **149** outreach activities conducted

📱 **98** social media posts promoting events

📢 **14** departmental/division promotion posts

Increase visibility of health department services (Labels display the number and percentage of performance measures)



Cortland County Health Department Strategic Plan

Priority #2: Communication

In 2025, efforts to strengthen internal communication between leadership, supervisors, and staff showed moderate progress, with **7 measures (64%) met**. While most measures were achieved, **2 (18%) were not met**, and **1 measure each (9%)** was not measurable and removed due to updates in the new strategic plan. These results highlight opportunities to improve internal communication tools and employee engagement strategies in 2026.

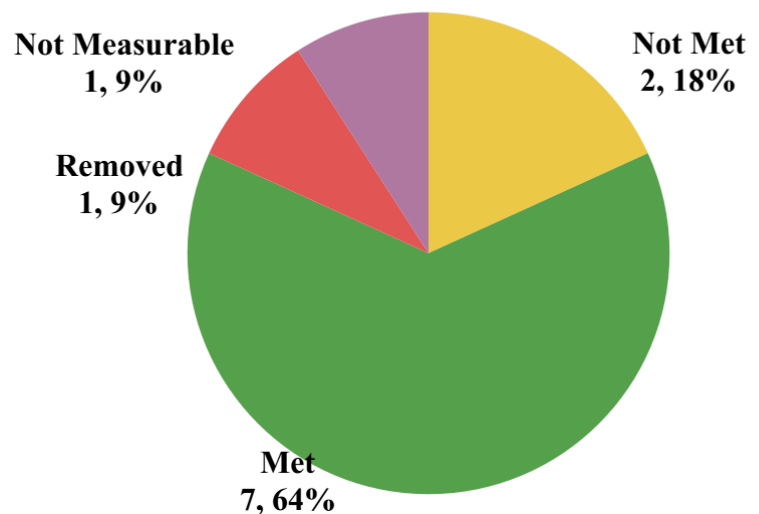
2025 Communication Highlights:

At-a-Glance

- 👥 **84%** of staff participated in one-on-one meetings with supervisors
- 📅 **1** annual department-wide meeting completed
- 🗓️ **11** supervisory staff meetings held to support leadership communication
- 🗣️ **Regular staff meetings** maintained across all divisions to support internal communication

Ensure, maintain, and enhance effective internal communications between leadership, supervisors, and staff

(Labels display the number and percentage of performance measures)



Cortland County Health Department Strategic Plan

Priority #3: Collaboration

In 2025, efforts to lead collaborative CHIP implementation with community partners showed mixed progress, with **3 measures (38%) met** and **5 (63%) not met**. While progress was made in strengthening data infrastructure and partner reach, results highlight opportunities to improve data sharing, partner engagement, and consistent reporting processes in 2026.

2025 Collaboration Highlights:

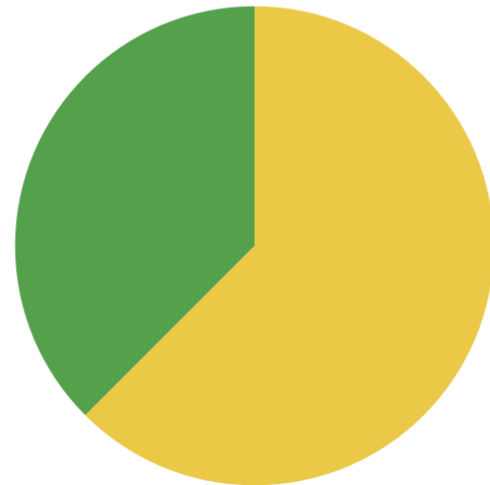
At-a-Glance

-  **3** CHIP newsletters sent
-  **75%** of CHIP measures had quarterly data collection
-  **257** individuals reached through CHIP newsletters
-  **Ongoing collaboration** maintained with partners to support CHIP implementation

Lead collaborative efforts with partnering organizations to implement, support, and evaluate Community Health Improvement Plan interventions.

(Labels display the number and percentage of performance measures)

Met
3, 38%



Not Met
5, 63%

2024 YEAR END CHIP UPDATES

Progress updates and Upcoming CHA/CHIP Timeline. All are welcome!

- 5/20 4PM**
ALL FOCUS AREAS
Meeting: Cortland County Board of Health
Location: 60 Central Ave Cortland, NY
Contact: Cheryl Mrozowski at cmrozowski@cortlandcountyny.gov
- 5/20 10AM**
TOBACCO & VAPING
Meeting: CSB Substance Use Disorder Subcommittee
Location: 60 Central Ave Cortland, NY
Contact: Gail Spitzer at gspitzer@cortlandcountyny.gov
- 4/24 8:30 AM**
COVID-19/FLU
Meeting: Cortland County Immunization Coalition
Location: Zoom (date TBD contact Suzanne for more info)
Contact: Suzanne Osterhoudt at sosterhoudt@cortlandcountyny.gov
- 5/29 9AM**
SUICIDE
Meeting: SPEAK UP Cortland Suicide Prevention Coalition
Location: Webex
Contact: Cristin Marshall at cmarshall@cortlandcountyny.gov
- UPON REQUEST**
OPIOIDS & OTHER SUBSTANCES
If you are interested in hearing about progress updates, or want to contribute to this CHIP focus area, please reach out to Ashley Lewis at alewis@nyrhi.org



Year 2 CHIP Report: Tobacco/Vaping

Hinal Patel, MPH - Epidemiology Manager
Cortland County Health Department
SUD Subcommittee Meeting
May 20th, 2025

Cortland County Health Department Strategic Plan

Priority #3: Collaboration

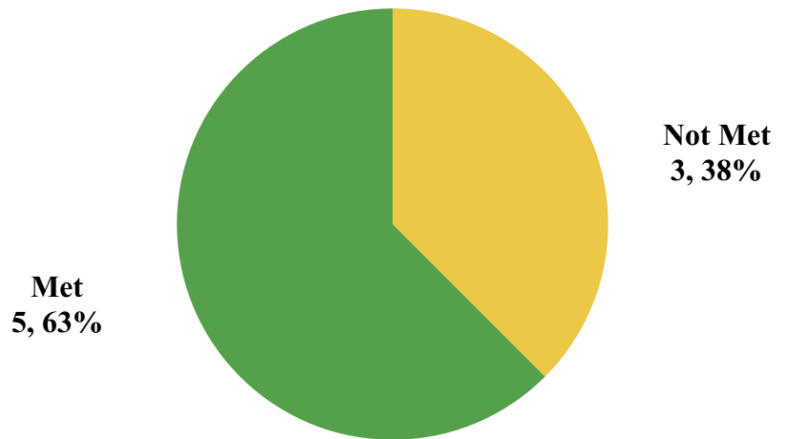
In 2025, efforts to strengthen Quality Improvement (QI) alignment, spread, and capacity across the department showed solid progress, with **5 measures (63%) met** and **3 (38%) not met**. While key areas such as staff training participation and cross-divisional QI collaboration were achieved, opportunities remain to improve onboarding training and communication of QI efforts in 2026.

2025 QI Highlights: At-a-Glance

- 🔄 2 QI projects implemented
- 👥 100% of QI projects included staff from multiple divisions
- 👤 100% of QI projects engaged staff at all levels

Improve alignment, spread, and capacity for CCHD Quality Improvement (QI) efforts by encouraging a collaborative approach to QI that engages staff at all levels

(Labels display the number and percentage of performance measures)



Cortland County Health Department Strategic Plan

Priority #3: Collaboration

In 2025, efforts to enhance collaboration with the Board of Health (BOH) and Legislature showed moderate progress, with **6 measures (46%) met**, **3 (23%) not met**, and **4 (31%) not measurable**. While strong engagement, training, and communication efforts were achieved, opportunities remain to better integrate BOH input into decision-making and strengthen system-level alignment in 2026.

2025 Collaboration Highlights:

At-a-Glance

 **4** presentations of CHIP/SP/PM data to BOH

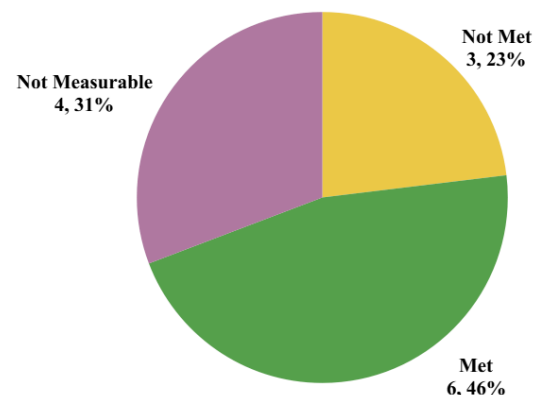
 **100%** attendance at HHS Legislative Meetings

 **100%** of BOH members completed Corporate Compliance Training

Enhance collaboration with the Cortland County Board of Health (BOH) and Cortland County Legislature

(Labels display the number and percentage of performance measures)

2025 Final



Explore Detailed 2025 Quarterly Updates & Data Methodology Here
Access the full dashboard by clicking the link or scanning the QR code below.



SCAN ME

2025 Community Health Assessment

In 2025, the Cortland County Health Department completed a comprehensive Community Health Assessment (CHA) using a structured, data-driven approach to analyze health trends, community needs, and disparities across the county. The process included in-depth analysis of survey data, secondary data sources, and stakeholder input to identify priority health issues and understand the underlying factors impacting community health.

This work provides the foundation for the 2026–2030 Community Health Improvement Plan (CHIP), which will focus on targeted, equity-driven strategies to address the county’s most pressing health priorities and will be adopted in June 2026.

Thank You, Cortland County!

**2,807 community members shared
their voices to shape our county’s
health priorities.**



**Your voice helps shape a healthier
Cortland County!!**



2025 Community Health Assessment

2026–2030 CHIP Priority Areas

Based on CHA data and stakeholder prioritization, the following four priority areas were identified:

**Priority #1
Substance
Misuse and
Overdose
Prevention**



**Priority #2
Depression
and Suicide**



**Priority #3
Tobacco /
E-Cigarette
Use**



**Priority #4
Nutrition
Security**



Explore the Detailed 2025 CHA Data Dashboard and Full Report [Here](#) or scanning the QR code



SCAN ME

Cortland County Health Department Programs

- Emergency Preparedness
- Early Intervention
- Children and Youth with Special Healthcare Needs
- Pre-K Special Education
- Child Find
- Cancer Services Program
- Healthy Neighborhoods Program
- Injury Prevention & Traffic Safety
- Tobacco Free Zone
- Radon
- Opioid Overdose Prevention
- Cortland County Youth Bureau
- STI Prevention
- Communicable Disease
- TB program
- Immunization
- Lead Poisoning Prevention
- Rabies Control & Response
- Public Health Nuisances
- Temporary Residence
- Vector Surveillance & Control
- Food Service Establishments
- Public Water Supplies
- Individual Water Supplies
- Well Head Protection & Aquifer Monitoring
- Mobile Home Parks
- Pools & Beaches
- Septic Systems
- Children's Camps
- Clean Indoor Act
- The Adolescent Tobacco Use Prevention Act (ATUPA)
- Environmental Assessment
- Cooling Towers
- Migrant Farmworker Housing
- Agricultural Fairgrounds

View the detailed 2025 Board of Health program updates by clicking the [link](#) or scanning the QR code below to access meeting minutes.



2025 Public Health At-A-Glance

Community Health & Prevention



Early Intervention Referrals

2023	153
2024	156
2025	147



Children & Youth w/ Special Healthcare Needs Participants

2023	41
2024	61
2025	64



Breast and Cervical Cancer Screenings

2023	153
2024	156
2025	46

Through the CCHD Cancer Services Program



Lead Poisoning Prevention Cases

2023	23
2024	24
2025	16

Cases with BLL ≥ 5 $\mu\text{g/dL}$ for children

Environmental Health & Safety



Food Inspections

2023	217
2024	291
2025	302

Temporary and permanent food establishments



EH Inspections

2023	479
2024	459
2025	500

(All permitted facility inspections along with Water and ATUPA)



Public Health Nuisance Complaints

2023	43
2024	53
2025	41



Individual Sewage Permits Issued

2023	105
2024	79
2025	46



Potential Rabies Exposures

2023	208
2024	250
2025	236



Animals Vaccinated Against Rabies

2023	333
2024	690
2025	678

At CCHD sponsored rabies vaccination clinics



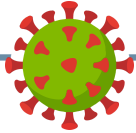
Tickborne Illnesses

2023	117
2024	152
2025	196

(Anaplasmosis, Lyme, Babesiosis, etc. cases reported)

2025 Public Health At-A-Glance

Disease Surveillance & Investigation



Vaccine Preventable Illnesses

2023	2327
2024	2581
2025	2544

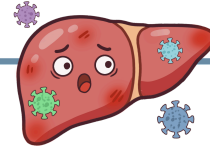
(COVID-19, Flu, RSV, Pertussis, etc.)



Sexually Transmitted Infections

2023	117
2024	152
2025	196

(Syphilis, Gonorrhea, and Chlamydia)



Hepatitis Investigations

2023	25
2024	20
2025	14

(Cases of hepatitis A, B, and C)

Community Services & Outreach



Child Safety Seats Distributed

2023	94
2024	106
2025	117



Bicycle Helmets Distributed

2023	32
2024	88
2025	112



Radon Kits Distributed

2023	228
2024	159
2025	150

2025 Public Health in Action



2025 Program Highlights

Communicable Disease (CD)

The Communicable Disease Program works to protect the health of the community by preventing and controlling the spread of communicable and vector-borne diseases. The CCHD nursing staff conduct surveillance, perform timely case investigation, assist in outbreak response, provide vaccination support, and collaborate with healthcare providers and other community partners.

- Communicable diseases reported: 420 (this excludes flu, COVID and Respiratory Syncytial Virus-RSV)
- Reportable illnesses followed up by Communicable Disease Program nurses: 144
- Reports of Anaplasmosis saw the greatest increase.
- Sexually Transmitted Disease (STI) cases followed up to collect exposure and treatment data: 159
 - Reports of chlamydia and gonorrhea decreased
- Top 3 Communicable Diseases reported
 - Lyme Disease -119
 - Chlamydia-113
 - Anaplasmosis-62



Immunizations

The Cortland County Health Department offers 24 immunization clinics per year, with two additional back-to-school clinics held each fall to help families meet school vaccination requirements. In addition, an annual training session is conducted in collaboration with school nurses, local provider offices, and the New York State Department of Health (NYSDOH) to review current school immunization requirements, address questions related to immunization schedules and timing. Through the Cortland County Immunization Clinic, 36 children and 5 adults were vaccinated in 2025.



2025 Program Highlights

Childhood Lead Poisoning Prevention Program (CLPPP)

CCHD Nursing and Environmental Health Divisions manage the CLPPP focusing on identification, case management, and environmental intervention of children with elevated blood lead levels.

Nursing: Sixteen children were enrolled for case management due to blood lead levels $\geq 5\text{mcg/dL}$. Other program goals include working with healthcare providers to increase lead testing rates among children ages 1 and 2 years old, as well as conducting surveillance and providing education in the community. Lead testing rates for 2025 for children living in Cortland County: 1-year-olds 66.87% and 2-year-olds 69.70%. This is an increase from 2024 testing rates!

Environmental Health: In 2025, the Division recorded 20 childhood lead poisoning prevention referrals, reflecting a 39% decrease from the previous 3-year high of 33 referrals in 2024. This reduction suggests continued progress in early identification, housing interventions and community education efforts.



Early Intervention

Early Intervention

The Early Intervention (EI) program is for children birth to 3 years old with a confirmed or suspected disability or delay.

- Referrals: 147
- Evaluations: 120
- Provider visits: 3,469 (provided by the Cortland County Health Department Therapy and Evaluation Team)
- Added a parent survey for parents of children who are evaluated but who do not qualify for services to increase opportunity for parent feedback
- Made improvements to the CCHD team evaluation process through improved testing measures to better serve children and families
- Updated forms and policies and streamlined procedures to make the program more efficient



2025 Program Highlights

Child Find Program

The Child Find (CF) program is a developmental monitoring program for children birth to 3 years old who are “at risk” for a developmental delay but who have no current developmental concerns. If concerns develop, the children are seamlessly referred to EI.

- Referrals: 39
- Children referred to EI: 19

Children and Youth with Special Health Care Needs

The Children and Youth with Special Health Care Needs program (CYSHCN) is an education and referral service for children birth to 21 years old.

- Children served: 64
- Received new five-year grant and program goals
- Maintained the online Community Resource Guide
- Distributed quarterly newsletters to schools and daycares, sharing information about relevant local trainings and resources
- Posted the weekly Parent/Youth Calendar featuring local, family-friendly events and training opportunities for parents and youth.
- Increased outreach by meeting with community partners, providing presentations, and participating in an interview on our local radio station
- Posted the weekly Parent/Youth Calendar featuring local, family-friendly events and training opportunities for parents and youth.
- Increased outreach by meeting with community partners, providing presentations, and participating in an interview on our local radio station



2025 Program Highlights

Safeguarding the Community against Rabies

In 2025, the Department successfully executed a countywide rabies vaccination initiative, administering vaccinations to 678 animals across four clinics, significantly strengthening community-wide disease prevention efforts.

Through continued partnership with Cornell University Animal Health Diagnostic Center and NYS Wadsworth Laboratory, the Department streamlined rabies specimen processing and testing, improving turnaround time and response efficiency. This collaboration supported faster case resolution and improved public health protection.

Rabies-related incident reports remained increased in comparison to historical norms. In total, the Department received 236 incident reports, reflecting a 6% decrease from a 5-year high of 250 in 2024. We also confirmed 2 positive rabies specimens collected in Cortland County, representing a 60% decrease from 5 positive specimens in 2024. Elevated rabies incident reports and positive rabies specimens continue to highlight the ongoing importance of our rabies prevention initiatives.

Collectively, these efforts demonstrate the Departments strong disease surveillance, rapid response capability and sustained commitment to protecting residents, pets and livestock from rabies exposure.



2025 Program Highlights

Individual Sewage System Essential Statistics

In 2025, the department issued 46 individual sewage system permits, representing a 42% decrease from 2024, consistent with the overall reduction in development activity. Despite a 52% reduction in engineering staffing hours, the septic permitting program continued to meet demand, maintain regulatory compliance and deliver timely service to applicants.

Process efficiency remained strong, with completed applications typically processed within 2-3 weeks, well within the 45-day standard established by Uniform Procedures Regulations. Throughout the year, permit reviews were conducted on a first-come, first-served basis with emergency situations appropriately prioritized to protect public health.

Program enhancements include the development of a public-facing septic process guide, providing clear expectations, timelines and permitting requirements to homeowners and design professionals. Collectively, these efforts demonstrate the Departments sound operational management, adaptability under staffing constraints and continued commitment to protect public health.



2025 Program Highlights

Injury Prevention and Traffic Safety

In 2025, the focus on Injury Prevention and Traffic Safety activities was paramount in Cortland County.

Highlights included:

- 106 Traveling Tot appointments were held in which parents were educated on the correct use and installation of a seat.
- Engaged with seniors at various senior centers throughout the county about safe driving considerations and accommodations
- Collaborated with the Municipalities in Cortland County, on a bike helmet event to promote helmet use among cyclists, emphasizing injury prevention and safe riding practices.
- Developed and implemented the Learn to Ride Program, teaching young children how to learn to ride a bike in a 45-minute session.
- Developed the Cortland Youth Bike Initiative, (CYBI)- Forty-eight gently used bikes were distributed through our CYBI program to young people who may need transportation or just a way to get physical activity.
- Collaborative car seat events with CAPCO, Sales Day in Cincinnatus, local day care agencies and Dr. Djafari Pediatrics, provided opportunities for education, inspection, and distribution of car seats to ensure proper installation and usage.
- Bike Rodeo's were held in McGraw, Marathon, Scott, Cincinnatus and the City of Cortland this allowed for hands-on bike safety education and skills development for children.



2025 Program Highlights

Healthy Neighborhoods Program *Initial Home Visits: 312*

The overarching goal of the Cortland County Healthy Neighborhoods Program (CCHNP) is to improve the design and maintenance of home environments to promote health, reduce related illnesses, and reduce fall risks among the most vulnerable populations. Many home safety items are distributed to community members each year. Products distributed cover a wide variety of home safety needs and include: first aid kits, cleaning products, pest traps, mattress covers, night and flash lights, toothbrush/toothpaste, gunlocks, medication lock boxes, and child safety items (to name a few). Other products distributed included:

- Fire Extinguishers: 179
- Smoke Detectors: 342
- Carbon Monoxide Detectors: 319
- Baby Gates: 88
- Child Safety Items: 3,700
- Radon Kits: 150 (Out of Stock for Part of the Year)



The Cancer Services (CSP)

The CSP provided breast, cervical, and colorectal cancer screenings and diagnostic services at NO COST to people who:

- Live in New York State
- Do not have health insurance
- Have health insurance with a cost share that may prevent a person from obtaining screening and/or diagnostic services
- Meet income eligibility requirements
- Meet age requirements

In 2025, the CSP program provided 77 clients with 99 cancer screenings, and an additional 33 diagnostic services were provided for those who received abnormal results and two breast cancer were diagnosed. Total of 82 breast and cervical cancer screenings were performed in 2025



2025 Program Highlights

Advancing Tobacco Free Communities

We are celebrating 25 Years of the New York State and Cortland County Tobacco Control Program!

In 2025, program highlights included:

- Began another 5-year awarded grant cycle from the New York State Bureau of Tobacco Control. Continuing coverage of Cortland, Tompkins and Chenango Counties. The Cortland County Legislature presented a proclamation to Zone staff recognizing 25 years of effectiveness toward the betterment of public health.
- Collaborated with Chenango County's The Pulse coalition (drug-free communities program) in paving the way forward to a tobacco retail licensing plan in the City of Norwich.
- Strengthened tobacco-free outdoor area policies, including the elimination of designated smoking areas on Cortland County worksite property; partnered with the Bainbridge Chamber of Commerce to increase the number of worksite properties with tobacco-free policies; and conducting area clean up events in Cortland and Chenango Counties to demonstrate the importance of a tobacco-free environment.
- Provided numerous opportunities for young people to learn and raise awareness in their communities about the impact of nicotine on their bodies and brains; and the damage of tobacco products to our planet.



2025 Program Highlights

Cortland County Youth Bureau

In 2025, the Cortland County Health Department/ Youth Bureau funded 15 local organizations to enhance initiatives that benefit young people. The Cortland County Youth Bureau supports and partially funds programs and initiatives that enable youth to build on their strengths. It supports programs that provide opportunities for youth to gain important life skills and core competencies, and that allow youth to have meaningful roles in their communities. Youth development initiatives benefit young people in their homes and neighborhoods, in schools, as well as in foster care and residential treatment. The goal is for all Cortland County Youth to reach their full potential and become healthy, productive adults.

- \$67,415 Youth Development – 11 programs funded
- \$20,000 Youth Sports and Education- Seven programs funded
- \$21,315 Youth Team Sports – Seven programs funded

Twenty-five youth programs were funded in 2025 through Youth Bureau (OCFS) funding.

Cortland County Youth Council was established in April of 2024. Our meetings are held at the City Rec Center, YMCA, Homer Jr High and McGraw School. Youth Council members racked up hundreds of service hours in 2025. We attended events in the community and partnered with several agencies and adult service clubs. Our program assisted with CYBI and developed a Hygiene Project. The Hygiene Project was developed to provide young people with everyday necessities to keep them clean and feeling fresh. There are fifteen youth who regularly attend meetings and events.





THANK YOU TO OUR COMMUNITY AND PARTNERS!!!!

Through collaboration and prevention, we improved health and well-being across Cortland County in 2025.

CONNECT WITH US



@cortgovhealth



@cortgovhealth



cortlandcountyny.gov/health

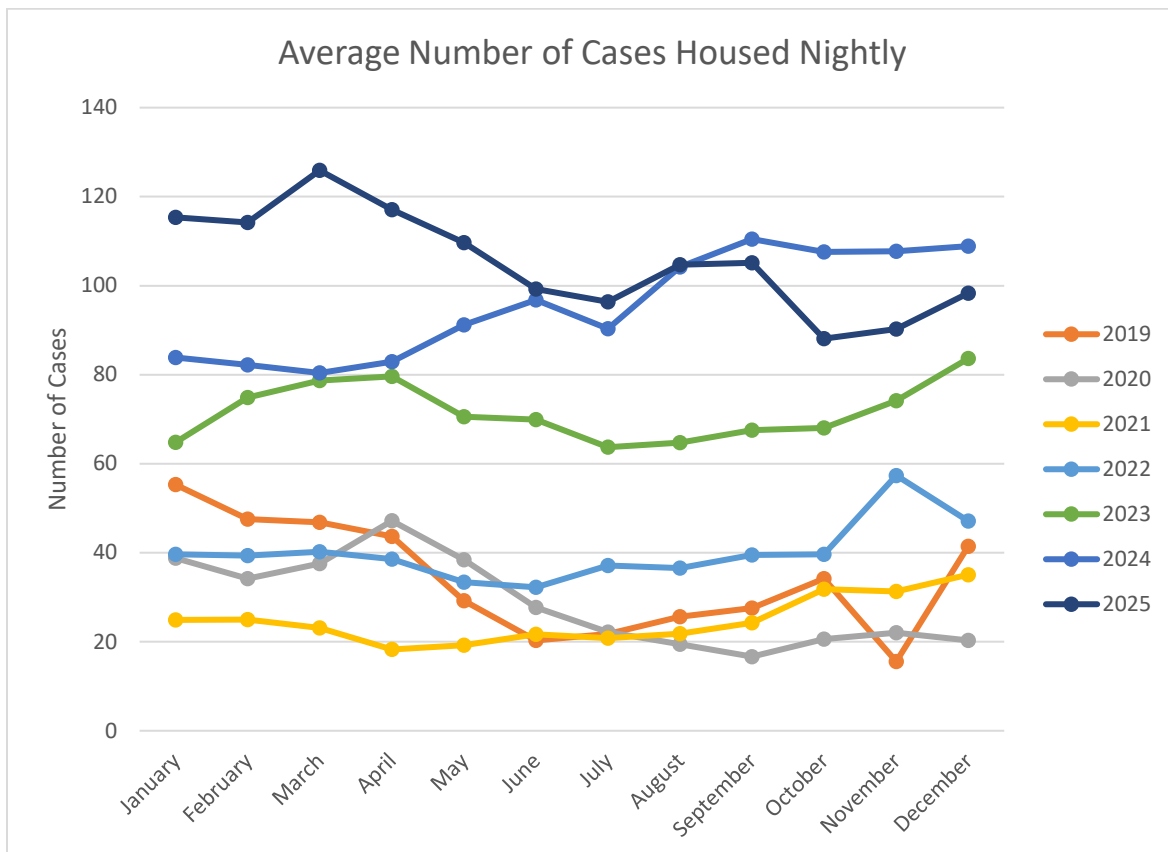
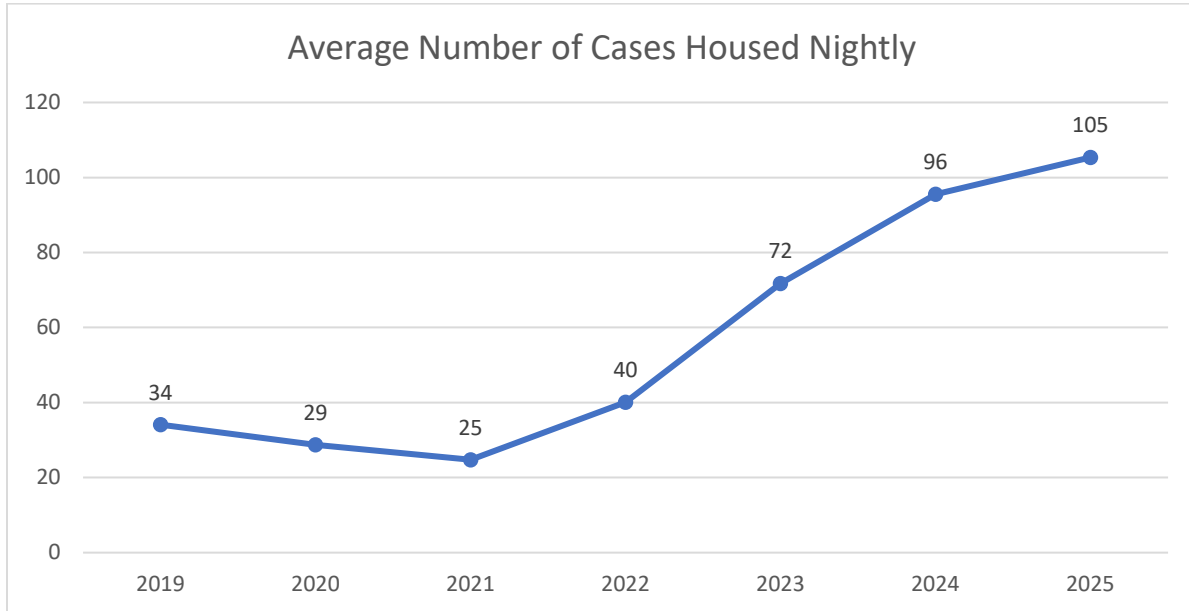


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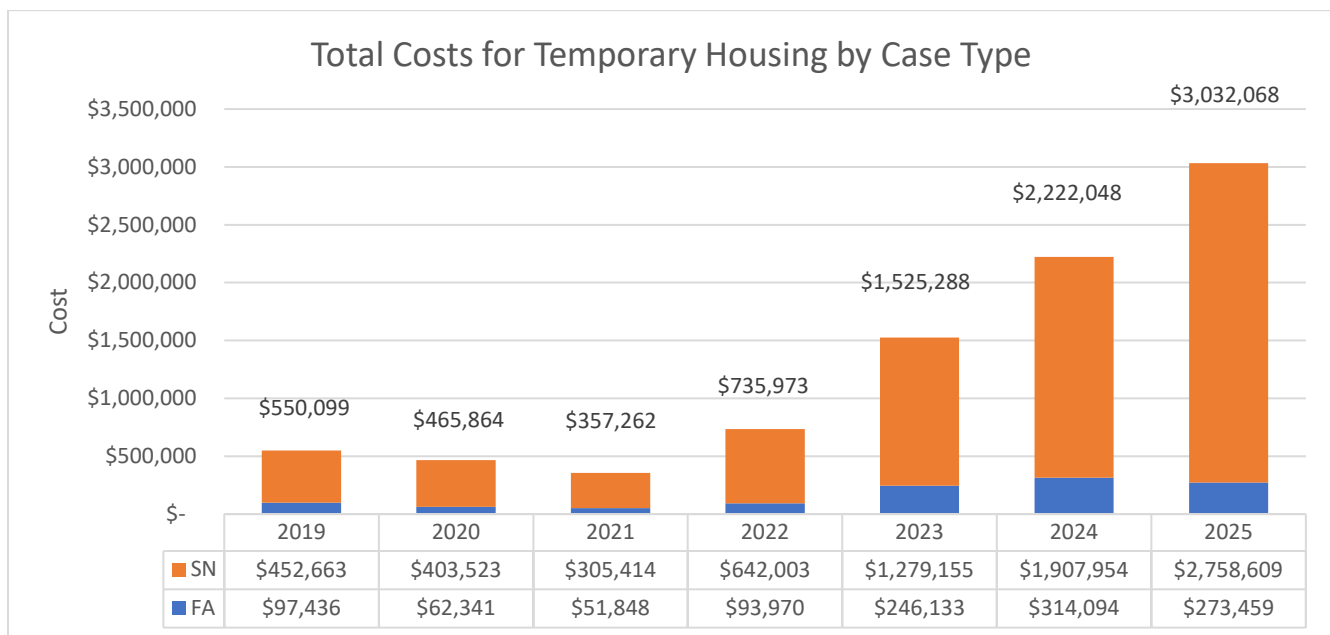
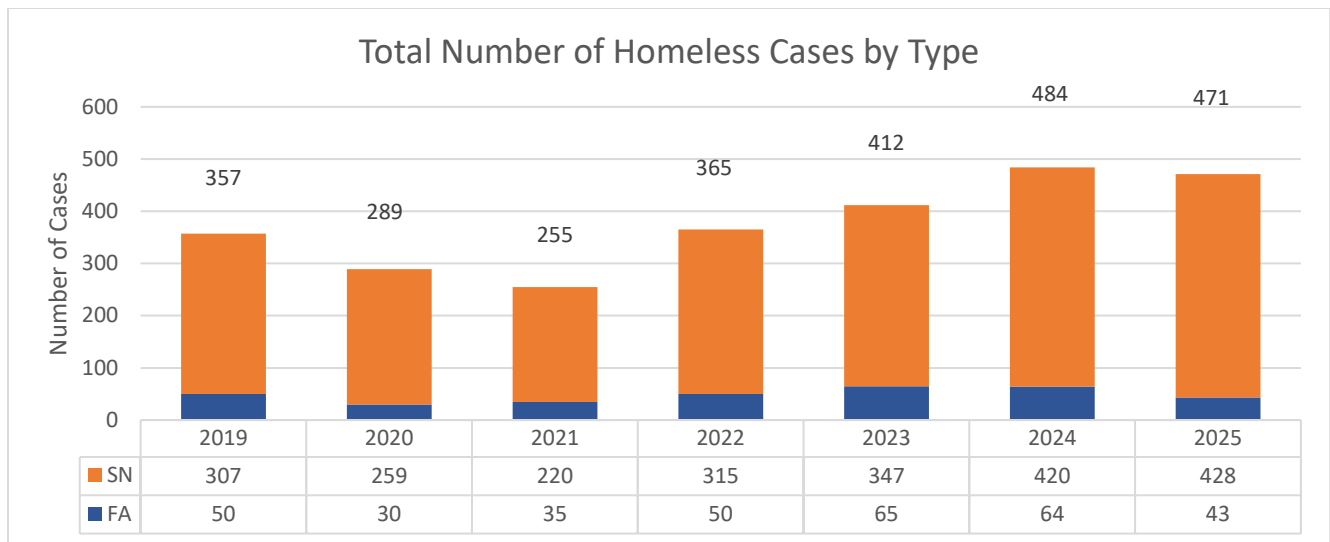


Cortland County Department of Social Services Homeless Data

Section 1: Cases and Cost Trends



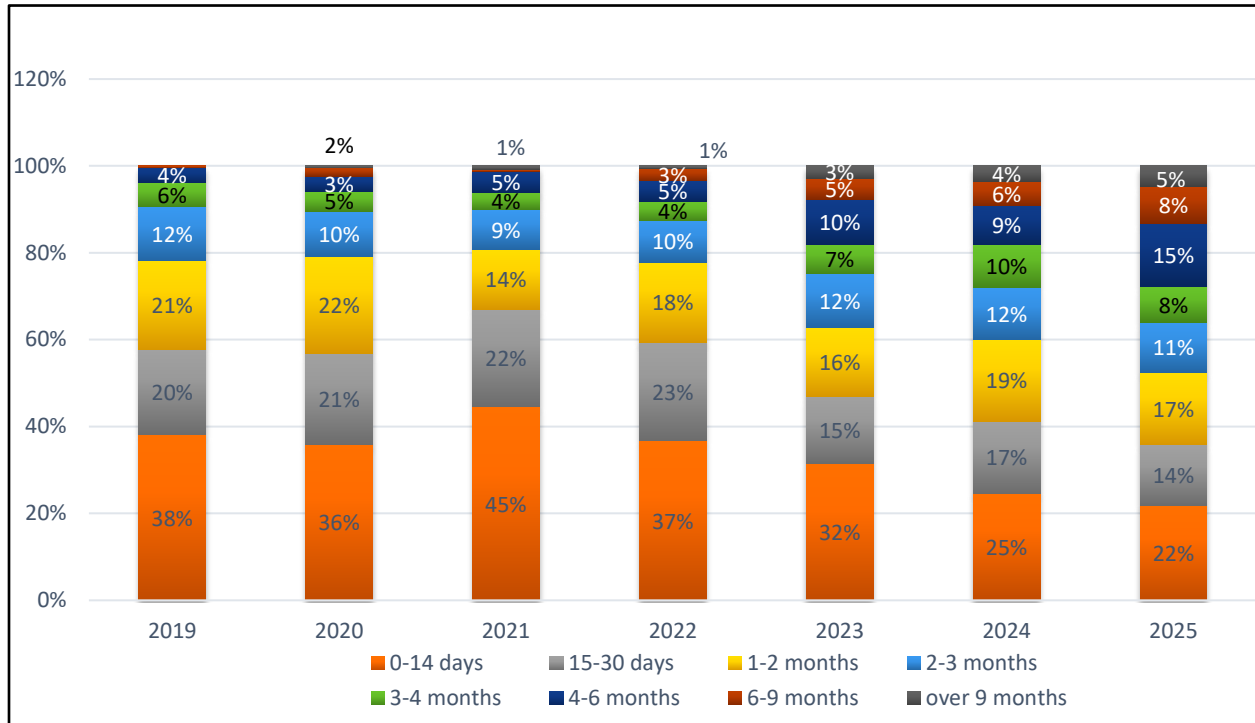
Note: Data is from payments made for stays in each month and year.



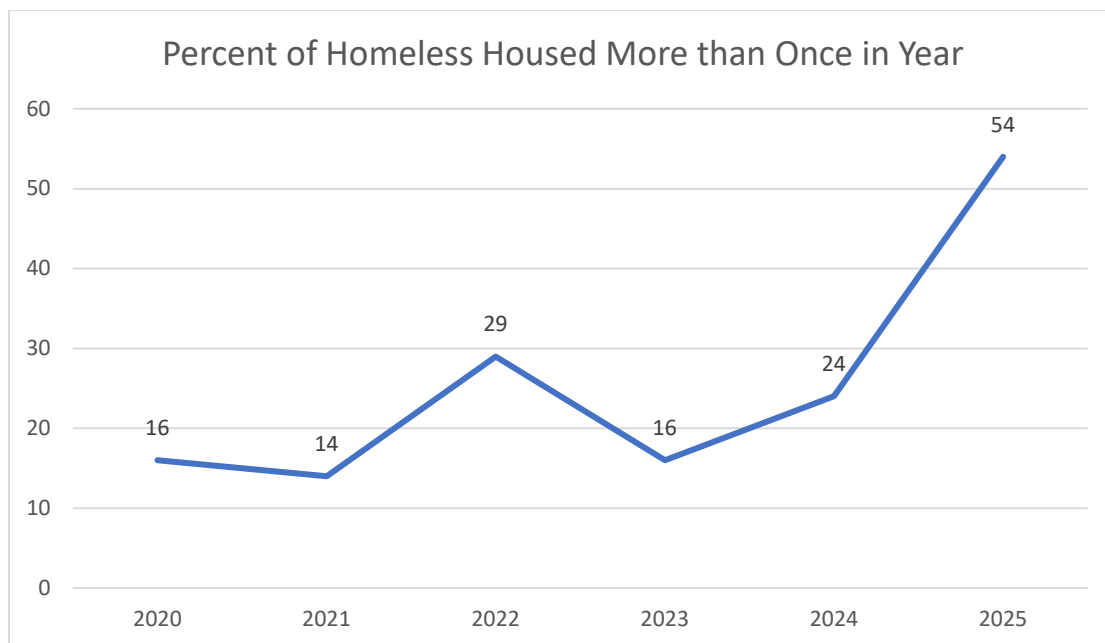
Note: Data is from payments made in each calendar year.

Section II: Case Information

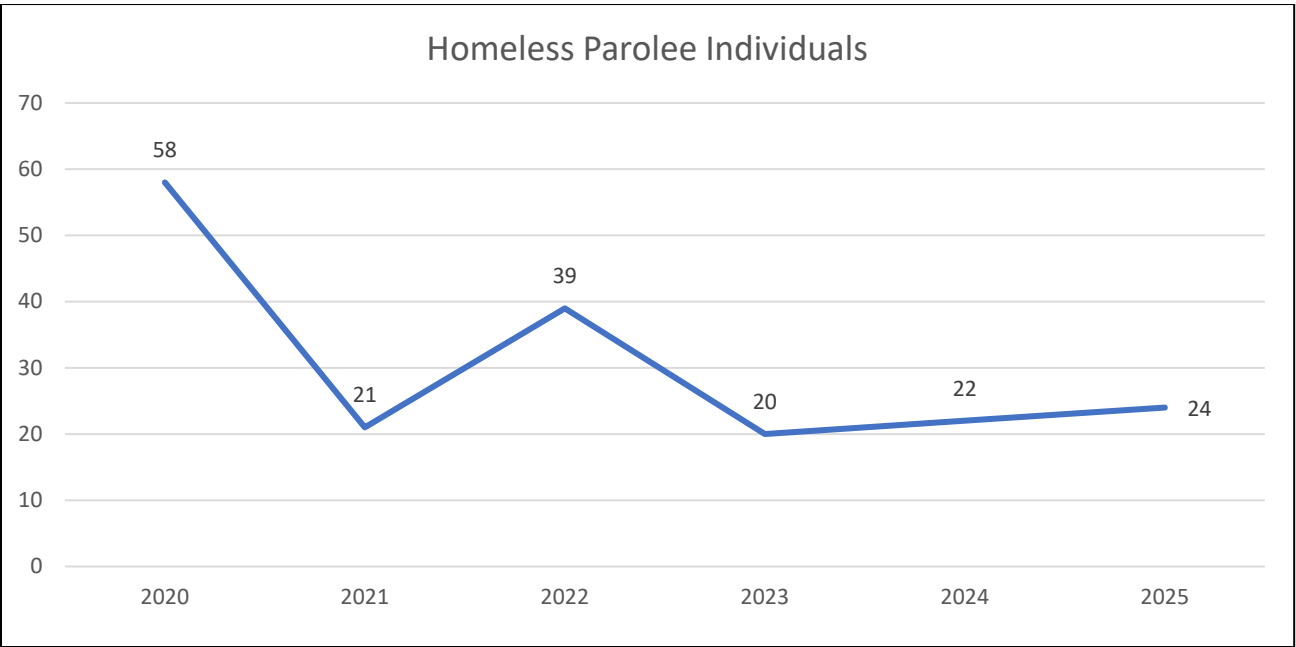
Duration of Cases Housed by Year



Note: Data is from total payments made for individuals in a calendar year

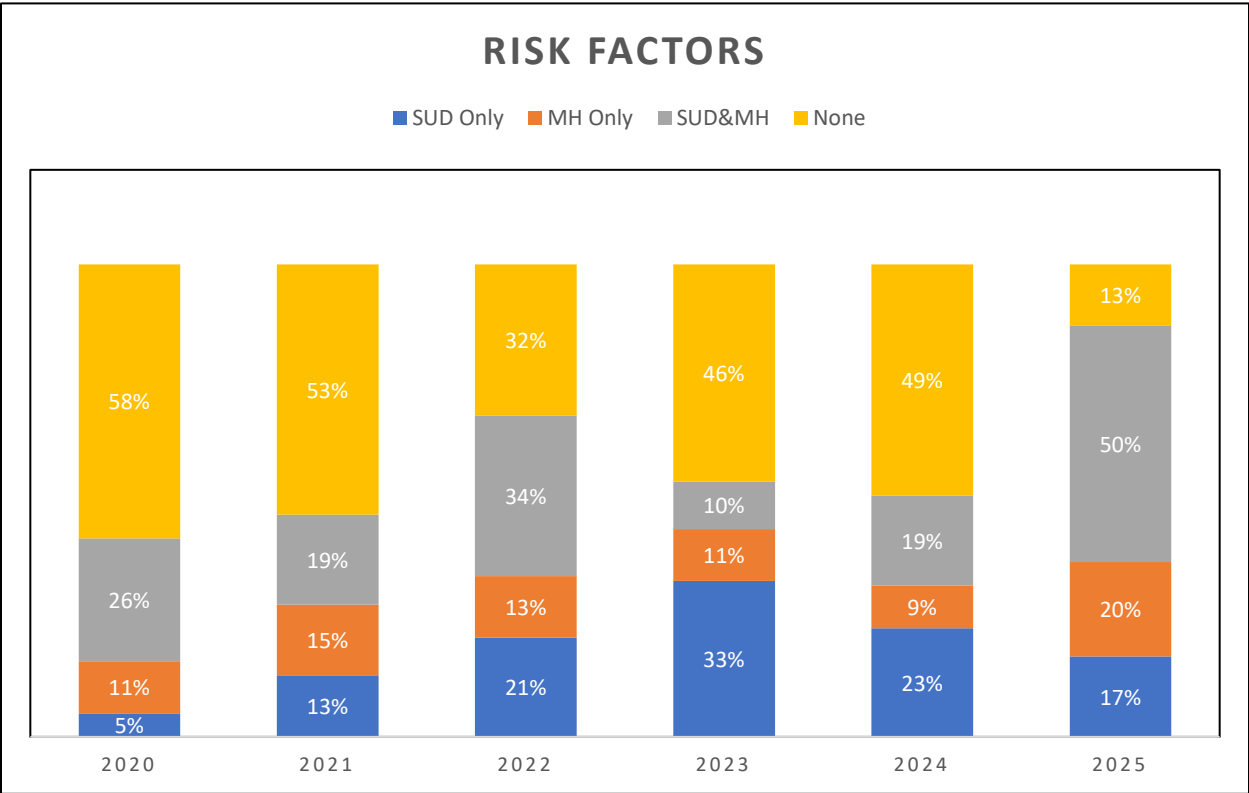


Note: Data is from manual logs based on information gathered as people are served.



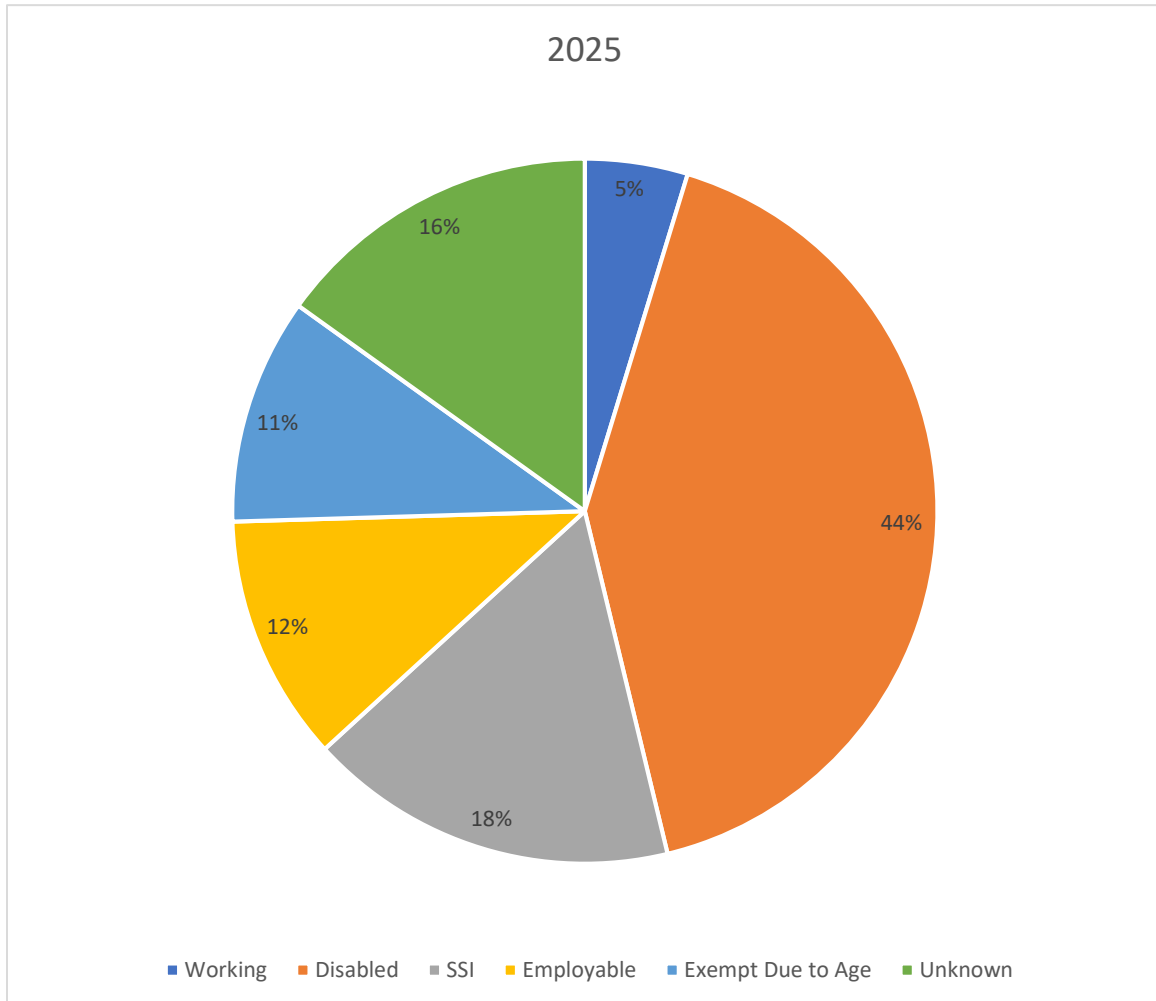
Note: Data is from notifications from NYS Parole

Homeless Cases Risk Factor Trends
(Percentage of Placements with Known Factors by Year)



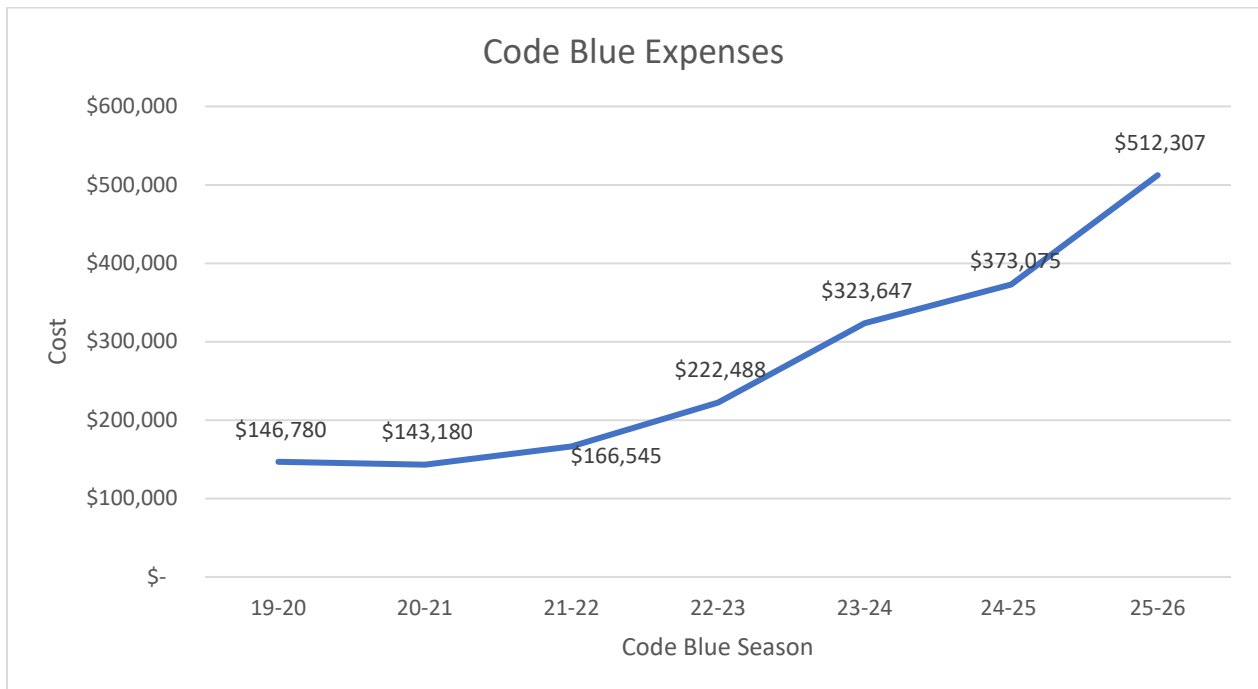
Note: Data is based on information gathered at time of homeless application only. This does not capture the numerous individuals who come in and do not apply.

Employability Status by Percentage of 2025 Homeless Applicants

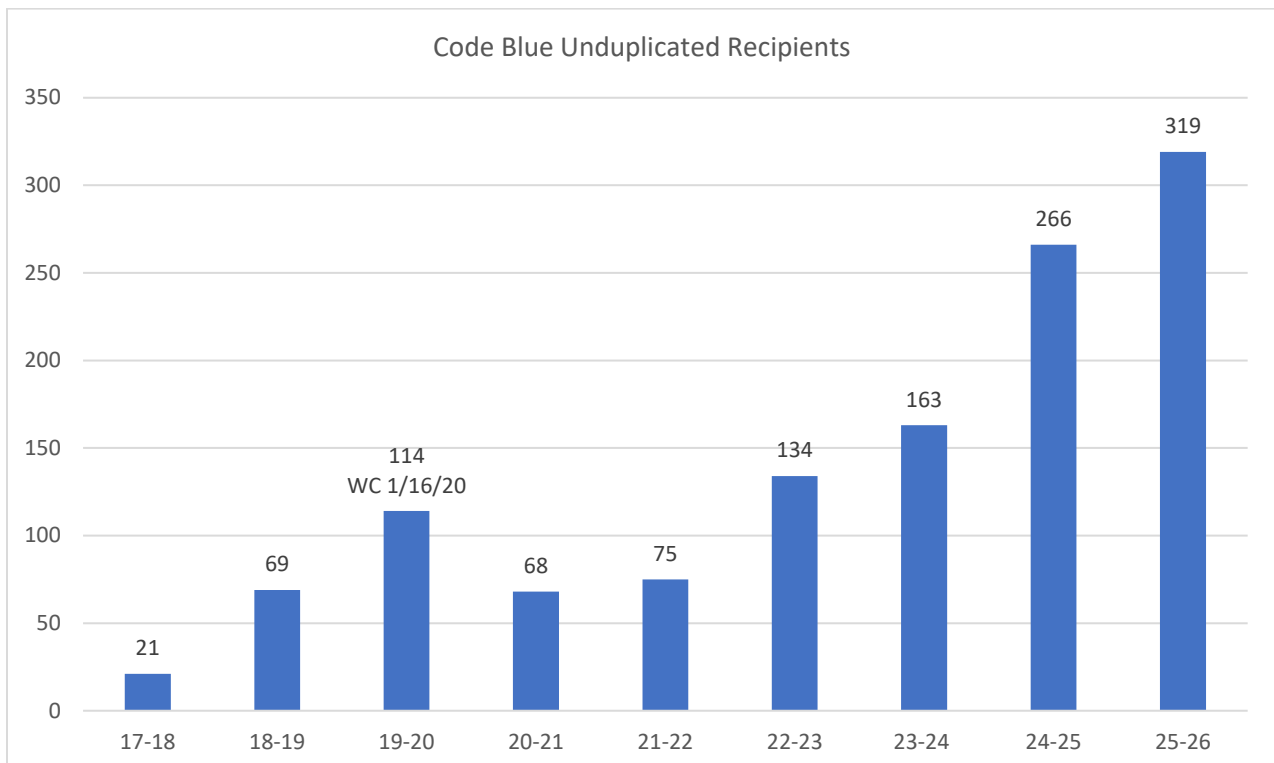


Note: Data is self-reported at time of homeless application

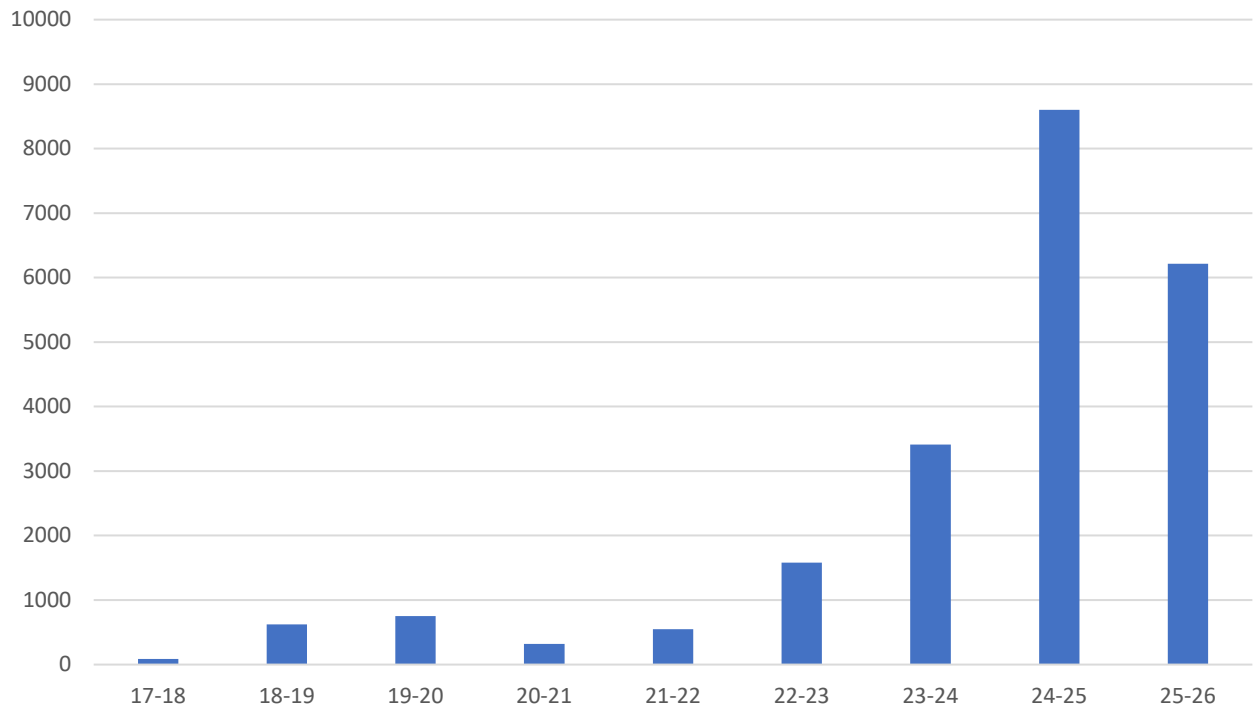
Section III: Code Blue



Note: 24-25 Includes \$17,443 in opioid settlement money and \$355,632 in Code Blue Money



Code Blue Overnight Stays Duplicated





Cortland County Office for Aging

Health and Human Services Committee
May 2026

Agency Updates & Events

Older Americans Month (OAM)

Each May, Older Americans Month (OAM)—led by the Administration for Community Living—celebrates the contributions of older adults while highlighting the importance of healthy aging. This year's theme, "Champion Your Health," emphasizes prevention, wellness, and personal responsibility as key components of aging well.

In recognition of Older Americans Month, the Office for Aging, in partnership with Leadership Cortland, will host a special dinner event to honor older adults in our community. The evening will feature student essay readings and the announcement of the Senior Citizen of the Year. The Senior Citizen of the Year will also be recognized at New York State Office for the Aging's Older New Yorkers' Day on Tuesday, May 26 in Albany.

Throughout the month of May, members of the Older Americans Act Advisory Council will honor Cortland County centenarians—individuals who are 100 years old or will turn 100 in 2026. Council members will recognize 11 remarkable individuals across the county, celebrating their longevity and contributions to the community.

A flyer for the "Dinner Celebration" event. At the top, it says "CORTLAND COUNTY OFFICE FOR AGING" and "OLDER AMERICANS MONTH". Below that, "DINNER CELEBRATION" is written in large, bold, orange letters. Underneath, it says "Join us for a Spaghetti Dinner" in a green script font. The main text describes the event: "The Cortland County Office for Aging, in partnership with Leadership Cortland, will host a dinner event for those 60 and older to celebrate Older Americans Month and recognize older adults in our community." It provides the date "Wednesday, May 13th", time "5:00pm-7:00pm", and location "Country Music Park Opry Barn; 1824 NY-13, Cortland, NY 13045". It also lists ticket prices: "60+ Suggested Donation of \$6; Guests of Seniors (under 60) Suggested Donation of \$10; Advanced Reservations Required; Seating is Limited". Tickets are available at the Office for Aging, 60 Central Ave., Cortland, NY 13045. The flyer features a photo of a plate of spaghetti with meat sauce and a green leaf. At the bottom, it says "Proudly Sponsored By:" and lists logos for "VISIONS FEDERAL CREDIT UNION", "GUTHRIE", "NBT BANK", and "TOMPKINS CORTLAND COMMUNITY COLLEGE". A small note at the very bottom states: "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 14 of the Older Americans Act of 2020 as amended."

A special thank-you to the members of Leadership Cortland for their assistance in planning this year's OAM celebration: Kelly Guy, Morgan Spaulding, Heather Orr, JoAnna Call, and Jane Hodgson.



Caregiver Services

The agency's Caregiver Program will host a presentation, "New Advances in Alzheimer's Treatments," presented by the Alzheimer's Association on Thursday, May 14 at 2:30 p.m. at the Age Well Center.

The Caregiver Support Group will be held on May 28 at 2:30 p.m. at Access to Independence or via Zoom.



NEW ADVANCES IN ALZHEIMER'S TREATMENTS

An education program presented by the Alzheimer's Association®
This program is supported in part, by a grant from the New York State Department of Health.

Learn more about new advancements in Alzheimer's treatments. This program will provide an overview on:

- » How these drugs were designed to work
- » Who may be a candidate for treatment
- » Potential benefits and side effects
- » Availability and pathways for access
- » Alzheimer's Association resources

Thursday, May 14 | 2:30 - 3 p.m.

Cortland County Office for Aging
Age Well Center
165 Main St.
Cortland, NY 13045

To register, please contact
Heather Simmons at
hsimmons@cortlandcountyny.gov
or
607-753-5060

To get the latest information on navigating treatment options and questions to ask your doctor, visit alz.org/treatments. Or call the 24/7 Helpline 800.272.3900

ALZHEIMER'S ASSOCIATION®



**Cortland County Office for Aging
Caregiver Support Group**

Join our supportive caregiver community
We invite you to become part of our confidential group where you can share both your challenges and triumphs while supporting fellow caregivers. Regardless of your caregiving stage, you are warmly welcomed to join us.

**JOIN VIA ZOOM OR IN PERSON
AT ACCESS TO INDEPENDENCE
26 NORTH MAIN ST., CORTLAND
CALL TO REGISTER
607-753-5060**

**Next Meeting
Date: May 28, 2026
Time: 2:30 - 3:30 PM**

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 III of the Older Americans Act of 2020, as amended

World Elder Abuse Awareness Day

World Elder Abuse Awareness Day is observed annually on June 15, serving as a global call to action to raise awareness about the abuse, neglect, and exploitation of older adults.

The Office for Aging, in partnership with the Department of Social Services (DSS) and local law enforcement agencies, invites community members to join in recognizing this important day and helping bring attention to the issue of elder abuse.

Elder abuse can take many forms, including physical, emotional, financial, and neglect. Often, it goes unreported, making community awareness and education critical in preventing harm and ensuring the safety and dignity of older adults. This collaborative effort highlights the importance of working together to protect vulnerable seniors and to encourage reporting of suspected abuse. Additional information will be shared as the date approaches.

Save the Date: June 15, 2026 - County Office Building front lawn at 11 am.

Upcoming Outreach

- 5/20/26 - PALL Employee Wellness Fair - 8:30 am - 3:30 pm
- 5/27/26 - Scott LASS center - 12 pm
- 6/4/26 - Virgil LASS center - 10:30 am
- 6/6/26 - YWCA's 2nd Annual Walk the Walk Open House - 10:30 am

Program Snapshot

Core Services

Service Type	February 2026 Units	February 2026 Unduplicated Clients	March 2026 Units	March 2026 Unduplicated Clients
Case Management	232	129	222	81
Home Care / Respite	486	35	551	37
Congregate Meals	256	53	309	67
Home Delivered Meals	5,536	194	6,218	202
Health Promotion	628	56	770	61
HIICAP Beneficiary Contact	121	105	118	95
NY Connects	217	124	222	130
Personal Emergency Response	42	42	45	45
Home Repair & Modifications	7	5	7	6
Senior Center Rec & Ed	141	121	178	110
Transportation	348	27	387	28
HEAP (25/26 season)	428	428	431	431
Food Pantries	789	48 (duplicated)	591	37 (duplicated)

Waitlists

Service Type	Individuals	Reason
Caregiver Respite	1	Pending paperwork
Personal Emergency Response	4	Pending paperwork
Home Repair & Modifications	34	Weather / limited funding
Home Delivered Meals	22	Case load / staff vacancies
Bonesavers	16	Class size limited due to space / volunteer leader
Telephone Reassurance	2	Lack of interested volunteers
Shopping Assistance	1	Lack of interested volunteers due to client location

Cortland County Department of Mental Health
Director: Patricia Schaap
May 2026



HEALTH AND HUMAN SERVICES (HHS) LEGISLATIVE COMMITTEE

MENTAL HEALTH OUTPATIENT TREATMENT REHABILITATION & SUPPORTS (MHOTRS CLINIC)

REPORT DATE		TOTAL NUMBER
Year to Date 2026	Total Seen Appointments	4081
	Total Enrolled Patients	~960 enrolled
	New Admissions	114
	Discharges	102
	Crisis Appointments	47

SUMMARY

We have one vacancy for a Mental Health Clinician position. We have a few candidates are currently undergoing interviews. We have onboarded two new Mental Health Clinicians in April and are waiting for their limited permits to be transferred to our facility under the NYS Department of Education.

HORIZON HOUSE DAY TREATMENT PROGRAM

REPORT DATE		TOTAL NUMBER
Year to Date 2026	Enrolled Clients	26

SUMMARY

Horizon House Day Treatment continues to meet Monday through Friday 8:30am to 1:30pm. They are developed a partnership with the Cortland City Police Department and an officer meets with these individuals a few times a month to assist with building trust in law enforcement. This program also allows Josey's Journey to bring therapy dogs in a few times a month to visit with the program.

FAMILY SUPPORT SERVICES (FSS) AND CHILDREN AND FAMILY TREATMENT AND SUPPORT SERVICES (CFTSS)

REPORT DATE		TOTAL NUMBER
Year to Date 2026	Total appointments seen	332

Other Licensed Practitioner	Total Clients Served	24
Psycho-Social Rehabilitation	Total Clients Served	14
Family Peer Support Services	Total Clients Served	6
Non-HCSB Respite	Total Clients Served	10

SUMMARY

FSS has had two vacancies with the Mental Health Rehabilitation Specialist positions. After a few offers and declines due to the salary of the position, we were able to abolish one of the full-time positions to create two part time positions. We are excited to share that we have filled one of those vacant part time positions. We also have filled the remaining full-time position with an intern that has been working in our department this semester.

JAIL SERVICES

REPORT DATE		TOTAL NUMBER
April 2026	Inmates Seen	34
	Total mental health services provided	97

SUMMARY

We have a Forensic Counselor position in the Cortland County Jail. This position is responsible for the mental health treatment for incarcerated individuals and the discharge planning for after release.

COMMUNITY SERVICES BOARD (CSB)

One of the primary responsibilities of the LGU under Article 41 of the Mental Hygiene Law (MHL) is to develop and annually submit a Local Services Plan (LSP) to each NYS mental hygiene agency. The Mental Hygiene Agencies are the Office of Addiction Services and Supports (OASAS), the Office of Mental Health (OMH) and the Office for People with Developmental Disabilities (OPWDD). The LSP establishes the local priorities, needs and outcomes for the LGU in the coming year and the metrics used to measure the outcome.

This plan is reviewed annually and is due to the Mental Hygiene Agencies by June 30, 2026. Currently, the LGU and Community Services Board is focused on the following priority areas for Cortland County. There is a link to the current LSP:

https://www.clmhd.org/img/pdfs/brochure_fldb905786.pdf

- **Goal One:** Increase adult and youth mental health, substance use and intellectual/developmental disability community housing access.
- **Goal Two:** Expand behavioral healthcare workforce recruitment and retention development to improve treatment, program/service capability and access to care.
- **Goal Three:** Expand substance use prevention and treatment efforts within Cortland to improve access to treatment and support services.
- **Goal Four:** Expand suicide prevention efforts lead by SPEAK UP Cortland Coalition.
- **Goal Five:** Expand cross system connections in Cortland with Forensics, schools and high risk/need placements.

MAY IS MENTAL HEALTH AWARENESS MONTH

Please consider joining us on Thursday, May 21st at 11:00 AM at the Cortland County Fairgrounds for our Mental Health Awareness Community Walk. The event will feature a variety of local agencies sharing information and resources, followed by brief remarks at noon and a community walk shortly after. This year's route will take us from the Fairgrounds to Guthrie Cortland Medical Center and back.

This event is an opportunity to come together as a community to recognize that mental health challenges can affect anyone, at any time. It also highlights the many supports and services available locally to help individuals and families navigate those moments. We hope you'll join us in raising awareness and strengthening connections across our community.

SAMHSA GRANT (4 YEAR SYSTEM OF CARE)

System of Care facilitated bringing two new evidence-based modalities to Cortland County. These were not available in the county prior to the SOC initiative.

Functional Family Therapy (FFT)

A family-focused, short-term therapy that helps families to improve how they interact, communicate, and resolve conflicts. FFT is for families with youth ages 10-17 who may be experiencing mental health crises, school difficulties, involvement with the justice or child welfare system, substance use, or conflicts at home. It can help families navigate challenges, build resilience, improve interactions between family members, and help families work together. Treatment includes improving family dynamics and teaching positive coping skills through 12-14 sessions over a period of 3-5 months. Sessions may occur in various settings including homes, schools, and community agencies ensuring that interventions are relevant, respectful, and effective. The therapy process involves three treatment phases:

- **Engagement & Motivation**
 - The therapist will get to know your family, helps everyone feel heard, and reduces blame by highlighting the strengths and positive intentions within the family.
- **Behavior Change**
 - Families learn new skills to communicate more clearly, solve problems, and reduce conflict.
- **Generalization**
 - Families practice using their new skills in their everyday lives and maintain positive changes over time.

Functional Family Therapy makes a difference helping families understand the patterns that shape their relationships, supports them in creating healthier ways of connecting, and builds trust, strengthens communication, and helps families work together.

- **There currently are three clinicians being trained.**

Dynamic Deconstructive Psychotherapy (DDP)

An evidence-based model used to help clients who struggle processing emotions, difficulties with relationships, or have had painful experiences. It is used to support people dealing with chronic depression or anxiety, suicidality, post-traumatic stress disorder, eating disorders, dissociation, and alcohol and drug dependence. DDP can help clients understand their emotions and reactions, develop healthier relationships, work towards self-acceptance and compassion, and reflect on their experiences. Treatment includes individual weekly therapy sessions for up to twelve months. It can make a difference in a person's life by reducing symptoms of borderline personality disorder, dissociation, and depression. It can help to lessen suicide attempts, self-harm, and substance misuse, reduce the need for hospital or crisis care, and improve social and occupational functioning.

- **There are four clinicians currently being trained.**

Developed in partnership with Rural Health Institute (RHI):

Cortlandcares.org website

- A new community directory that includes all local mental health and supportive resources
- Families and providers can connect directly with our Lead Family Coordinator
 - Central point of access
 - Guidance and support
 - Personal follow up to ensure connections are successful and timely
- Closed professional network allows direct access to share community events and trainings directly to website for quick community promotion

Trainings. Full day events, open to entire community. Free and includes free CEUs to eligible professionals.

- **Food for Thought: Increasing Your Awareness of Eating Disorders (June '25)**
 - *In partnership with Lydia Sujkowski and her fundraising efforts.
 - Presented by: Rachel Luckman, PsyD
 - Comprehensive training regarding eating disorders including diagnoses, risk factors, assessment considerations & treatment options.
- **Introduction to life-transforming DYNAMIC DECONSTRUCTIVE PSYCHOTHERAPY (May '25)**
 - Presented by: Psychiatry High Risk Program
 - Instructors: Dr. Robert Gregory, Cynthia Malek & Glenn Forsythe
 - Introduce participants to the theory, research and practice of Dynamic Deconstructive Psychotherapy (DDP) through the use of lectures, video-recordings and role play.
- **Suicide and Self-Harm in Adolescents (August '25)**
 - Presented by: Tony L. Sheppard, PsyD, CGP, ABPP, AGPA-F
 - Effective Assessment and Intervention Strategies for Young People in Crisis
- **Complex Developmental Trauma: Attachment, Neurobiological and Cognitive-Behavioral Interventions to Heal the Traumatized Child (September '25)**
 - Presented by: Christina Reese, PhD, LCPC
 - Implementation of anxiety interventions to restore feelings of safety, attachment-based approaches to alleviate feelings of loneliness associated with depression, and sensory regulation techniques to better manage emotions activated by sensory memories.
- **Over 75 Quick "On the Spot" Techniques for Children and Adolescents with Emotional and Behavioral Problems (October '25)**
 - Presented by: Christina Reese PhD, LCPC
 - Guides you through focused, clear and successful methods for treating children. Every professional will fill their toolbox with tested methods of fresh ideas and rejuvenated spirits.
- **Epidemic of Grief: Innovative Tools for Grieving Children & Their Families (December '25)**
 - Presented by: Liana Lowenstein, MSW, RSW, CPT-S
 - The knowledge and tools needed to work effectively with grieving children, teens, and families.
- **Sand Tray Play Therapy (January '26)**
 - Presented by: Jodi Mullen, PhD, LMCH, RPT-S
 - Provides participants with an understanding of the history and practice of Sand Play Therapy.
- **Eating Disorder: Social Justice-Informed Recovery with DBT, MI, ACT, ERP & More (March '26)**
 - *In partnership with Lydia Sujkowski and her fundraising efforts.
 - Presented by: Marcella Raimondo, PhD, MPH
 - The skills, tools, and confidence you need to identify and safely work with clients with eating disorders right away- without needing to be a specialist.
- **Motivational Interviewing: Clinical Interventions to Improve Engagement, Resolve Ambivalence & Elicit Behavior Change in Clients (April '26)**
 - Presenter: Kriss T. Haren, MA, MS, LPCC-S, RHC-III

- The skills you need to know in order to successfully help clients, how the MI process works, how to help your clients resolve ambivalence about change, and how to effectively respond to resistance in clients.

Educational Presentations:

- **Empowering Advocacy for Teen with Educational Disabilities (March '25)**
 - Presented by: Ryder Wynn and Hilary Thornton from Puzzle Solvers
- **More Than Sad: Suicide Prevention (February '25)**
 - Learn how to recognize mental health conditions, the warning signs of suicide, and the steps they can take to get help for at-risk students.
- **LGBTQ Youth 101 (April '25)**
 - Presented by: LGBTQ Center
 - An introductory cultural competency training that covers basic terminology, and impact of discrimination.

Staff Development:

- **Heartfelt Connections Workshop: Nurturing Relationships through Person-Centered Practices (April '26)**
 - Partnered with Liberty Partnerships for their staff development day
 - Presented by: Nicole Hayden, Boundaries Trainer and NHA Advanced Trainer
 - To enhance person-centered knowledge-base and practices.
 - Booster follow-up session (5/26)

Tabling Events:

- **2025 National Night Out Focusing on Community Unity (August '25)**
 - Meet & Greet 1st Responders
- **Cortland Community Beach Party (August '25)**
- **Congressman Mannion's Cortland County Senior Fair (August '25)**
- **Homer Jr. High School (October '25)**
 - Resource Fair
- **Homer Elementary School (October '25)**
 - Open House
- **Cortland County Employee Wellness Day & Resource Fair (October '25)**
- **OCM BOCES Agency Fair (January '26)**
 - High School Juniors and Seniors
- **What You Do Matters Conference (April '26)**
 - Hosted by Cortland Recovery Program
 - SOC presented to group

Community Outreach:

- Cortland County Regional Social Work Committee
- Homer Central School Regional Social Work Meeting
- Truxton Academy School
- Applebee Elementary-Marathon
- Racker HCBS
- Racker CDT @ BOCES
- Cortland County Youth Bureau, Cortland City Youth Bureau
- Homer Central School District

- Cortland County Foster Care

An intern has been placed with System of Care since January

- Internship in collaboration with SUNY Cortland Spring 2026
- January-May, average 30 hours week
- Created educational program on Drug and ETOH use
 - Presented to CCMH DBT group
- Participated in SOC duties and provided support

Upcoming this month:

- Begin media campaign for **cortlandcares.org**
- **Training: Social Media, Reality TV & Influencer Culture: CBT, EFT, and More for Enhanced Treatment of Client Impacted by Toxic Content (May 14th)**
 - Presenter: Janine Oliver, PhD, MSW, LCSW< RYI200, CH, CCATP
 - Connection to critical thinking decline and ways to improve you're your efforts as a therapist to make your interventions more effective, efficient, and durable.
- Expand school outreach, rural outreach
- Confirm summer training sessions and schedule family programs

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.

Sandy Price, Legislator

Cheryl Mrozowski, Secretary



Health and Human Services Committee

May 2026

Upcoming Rabies Vaccination Clinic-May 20

All attendees must sign up for a spot at <https://apps2.health.ny.gov/.../appl.../cdmspr/2/counties...>

Please bring prior proof of vaccination if your pet has been vaccinated in the past. If proof of prior vaccination is not available, a 1-year certificate will be provided rather than a 3 year. All animals must be leashed or caged at all times on site.

Cortland County's
FREE
**RABIES VACCINATION
CLINIC**

Appointment Required!

May 20th, 2026
6:00-8:00pm

Cortland County Office Building-GYM
60 Central Ave, Cortland NY 13045

Registration at
www.health.ny.gov/Go2Clinic
is **MANDATORY!**

Please contact the Environmental Health Division at 607-753-5035 with any questions
or if you have accessibility needs.





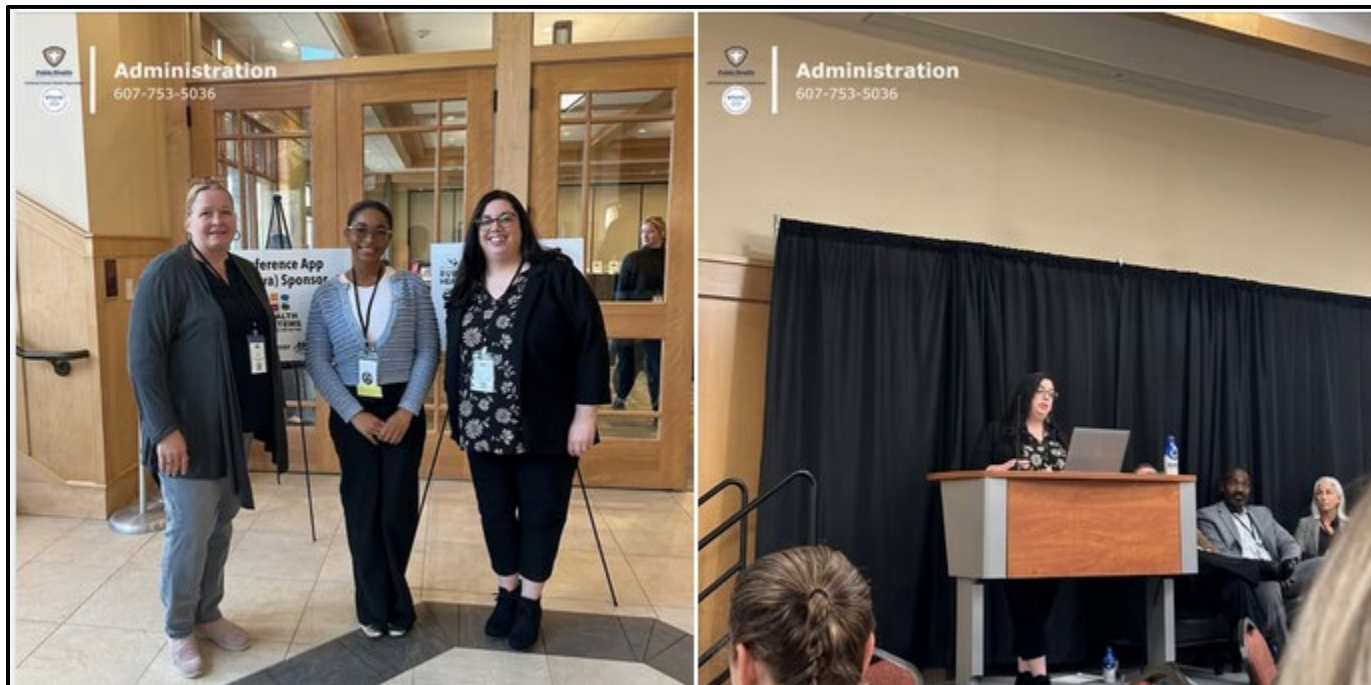
**CORTLAND
COUNTY HEALTH
DEPARTMENT**

Rabies Control
607-753-5035

Public Health Partnership Conference

(April 21–24), Cortland County Health Department was proudly represented at the Public Health Conference in Lake Placid, NY by Public Health Director Nicole Anjeski and Deputy Director Lisa Perfetti. Director Anjeski presented on our Community Health Assessment (CHA), highlighting the ongoing work to better understand and improve the health of our community.

A special congratulations to our Public Health Fellow Jhenelle on graduating from the New York State Public Health Corps (NYSPHC) Fellowship Program and receiving her certificate of completion which is an exciting milestone and a testament to her commitment to public health!



2025 Annual Report

The Cortland County Health Department has released its 2025 Annual Report, highlighting key initiatives, accomplishments, and ongoing efforts to improve community health.

The report includes updates on:

- Program Highlights
- Cortland County Health Department Strategic Plan Progress
- Public Health Planning and Community Initiatives
- 2025 Community Health Assessment
- Workforce Development, Employee Recognition and Appreciation

Community members can access the full 2025 Annual Report here: [2025 CCHD Annual Report](#)

The department also provides ongoing updates on the CCHD Strategic Plan and shares findings from the 2025 Community Health Assessment to keep the community informed and engaged. Community members can stay informed throughout 2026 using the following links:

- [2025 Community Health Assessment Report and Data Dashboard](#)
- [2025-2027 Strategic Plan Updates](#)

Healthy Homes Production Grant Training, Washington D.C.

April 27-May1, the Cortland County Health Department participated in the HUD New Grantee Orientation and Program Manager School as part of the Healthy Homes Production Grant. Hinal Patel, Epidemiology Manager (Cortland County Health Department), attended alongside our partners Peter Martin, Program Manager (CAPCO), and Stacey Henry, Energy Services Director (CAPCO).

This national training provided valuable insight into HUD requirements, program implementation, and best practices to support safe and healthy housing. Participation in this training strengthens our ability to effectively implement the Cortland County Healthy Homes Production Program and continue advancing healthier living environments across our community.

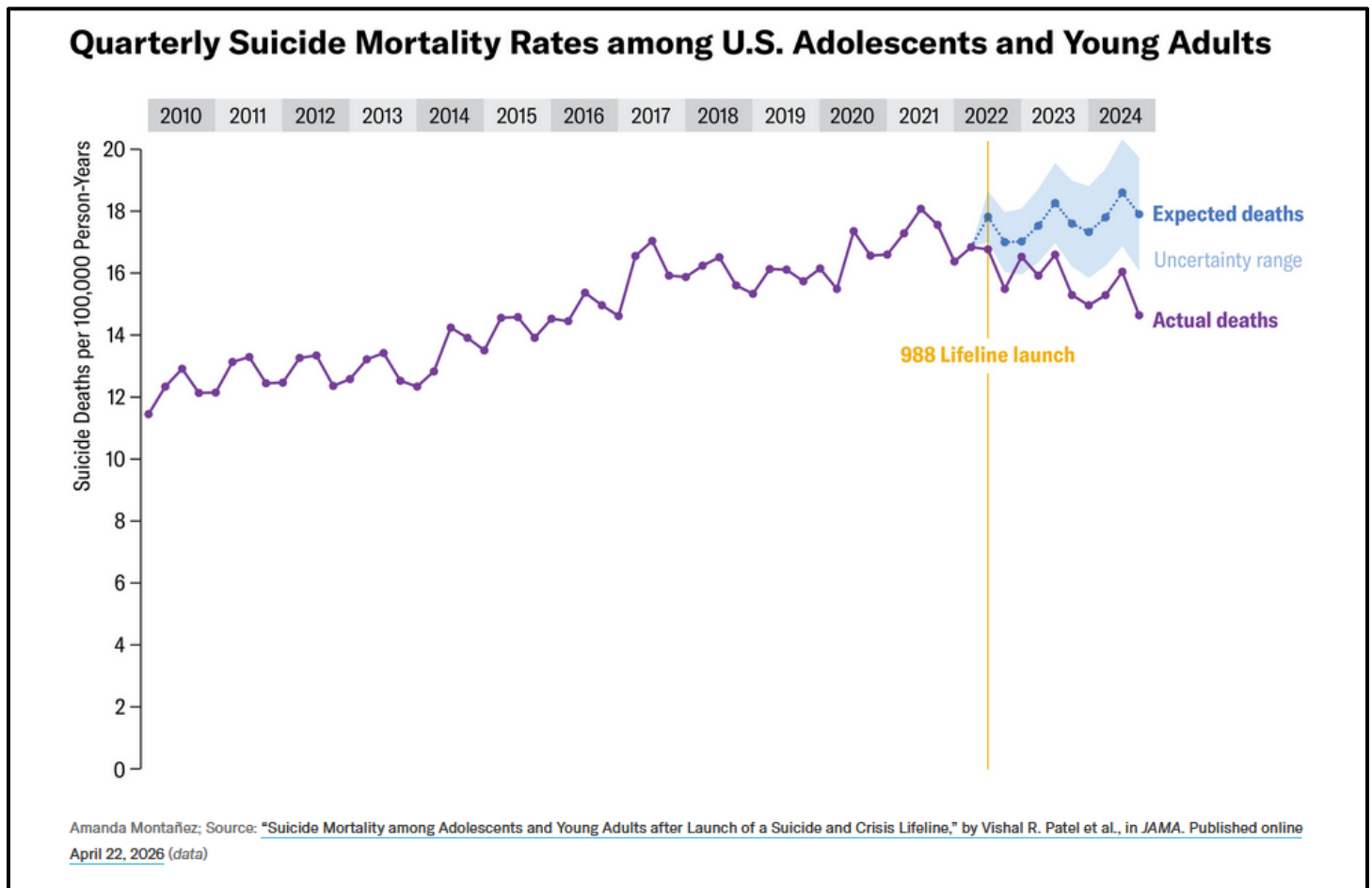
We appreciate the strong partnership with the [Cortland County Community Action Program](#) and the [Rural Health Institute of New York](#) as we move this important work forward.

Interested in learning more about the program or seeing if you qualify? Visit:
<https://www.hellocortland.fun/healthyhomes>



988 Suicide and Crisis Lifeline-POSITIVE NEWS!

April- U.S. Suicides among teens and young adults declined after the launch of the 988 National Suicide & Crisis Lifeline in 2022! That is the finding of a new study published by the Journal of the American Medical Association (JAMA). This study found that the states with the greatest increases in 988 crisis hotline use since 2022 experienced the greatest decrease in suicide mortality. Although researchers cannot say for certain that 988 was the sole cause of the decline, they were able to show a link between 988 use and the decline in U.S. suicide rates among teens and young adults. This is a huge win for public and mental health initiatives across the country and shows the importance of investing in these initiatives.



For more information on this research visit: <https://www.pbs.org/newshour/health/988-hotline-linked-to-thousands-of-fewer-youth-suicide-deaths-since-launch-study-finds>

CCHD and the Mental Health Department receives monthly data from the local 988 crisis line. This shows number of calls received each month, demographics (age and gender), nature of calls, calls answered and the number of calls that were deescalated. See the following reports for January 2026-March 2026.

988 | SUICIDE & CRISIS
LIFELINE

Cortland
January-26


Calls Answered
24


De-escalations
21

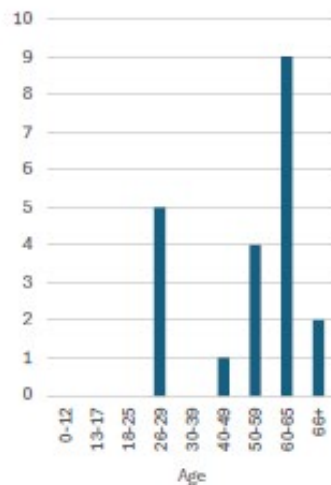
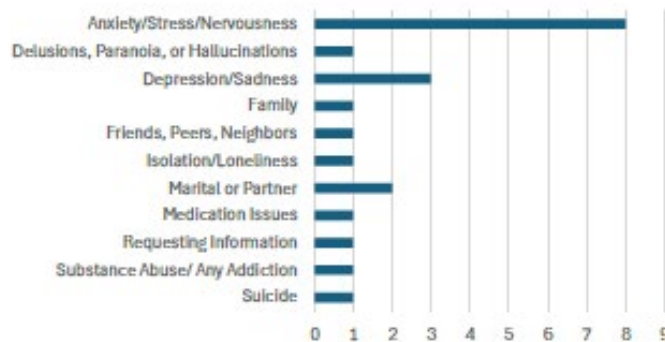

Mobile Crisis Connections
0



County Calls Answered (Call Logs)



Primary Presenting Problem (Transactional Calls)



■ Gender Female
■ Gender Male
■ Gender Transgender/Non-binary

988 | SUICIDE & CRISIS
LIFELINE

Cortland
February-26



Calls Answered
22



De-escalations
16



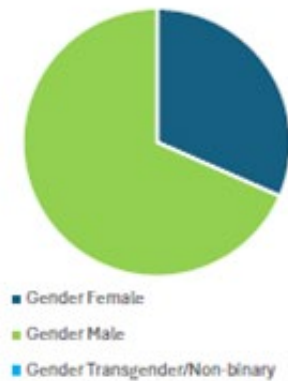
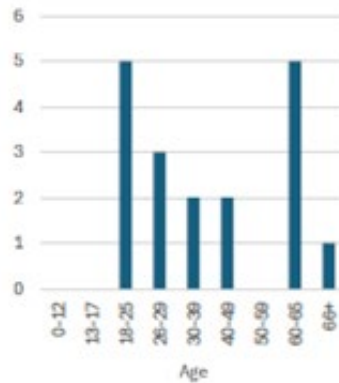
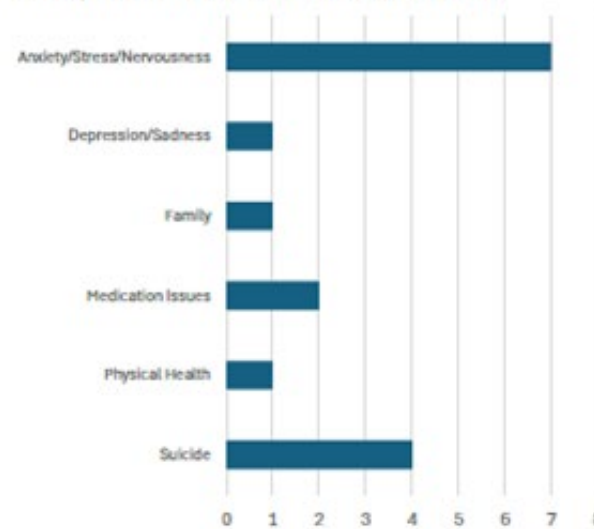
Mobile Crisis Connections
0



County Calls Answered (Call Logs)



Primary Presenting Problem (Transactional Calls)



988 | SUICIDE & CRISIS
LIFELINE

Cortland

March-26



Calls Answered
21



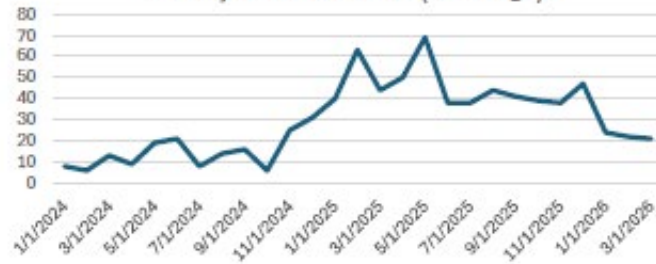
De-escalations
19



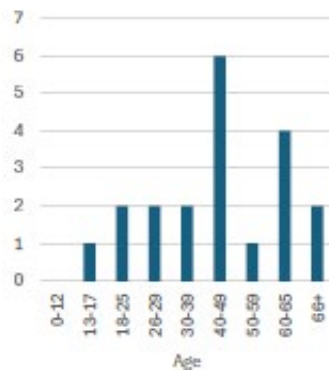
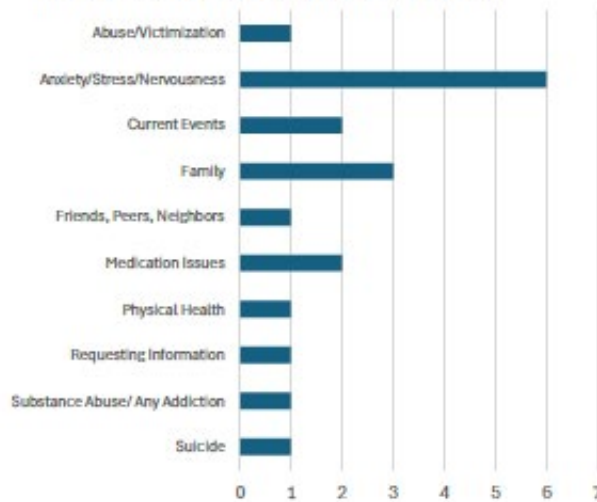
Mobile Crisis Connections
1



County Calls Answered (Call Logs)



Primary Presenting Problem (Transactional Calls)



NA

Nicole Anjeski, MS, MPH
Public Health Director