



TWIN COUNTY RECOVERY SERVICES, INC.
(Since 1974)

Beth Schuster, CASAC, NCACII
Executive Director
Ext. 1140

ADMINISTRATIVE OFFICES
350 Power Avenue
P.O. Box 635
Hudson, NY 12534

Phone: 518 751-2083
Fax: 518 751-2086



APRIL 21, 2016

**TAMMY SCIAVILLO, ACTING CLERK
GREENE COUNTY LEGISLATURE
411 MAIN STREET, SUITE 408
CATSKILL, NY 12414**

DEAR TAMMY:

**ENCLOSED PLEASE FIND OUR REPORT FOR 2015. ANY FINANCIAL
INFORMATION YOU MAY NEED CAN BE FOUND THROUGH MAGGIE GRAHAM,
COMMUNITY SERVICES BOARD DIRECTOR.**

SINCERELY,

**BETH SCHUSTER, CASAC, NCACII
EXECUTIVE DIRECTOR**

ENCL.

Twin County Recovery Services, Inc.

Twin County Recovery Services, Inc. (TCRS) is a private, non-profit corporation that has provided services in Greene County since 1981. TCRS is governed by a Board of Directors and operates programs licensed by the New York State Office of Alcoholism and Substance Abuse Services. (OASAS)

The following services (programs) are provided in Greene County:

- **Medically Supervised Out-Patient Clinic**
- **Riverside Recovery Residence, a Community Residence for Women and Children**
- **Primary and Community Prevention**
- **CASAC Screener at the Department of Social Services**

In 2014 the Out-Patient Clinic provided 9552 Group Visits and 2756 Individual Office Visits to those persons diagnosed for chemical dependency problems.

Riverside Recovery Residence provided residential services to 27 women working on recovery from chemical dependency.

Both Programs are above the State standard for productivity and recovery markers as you may reference in the attachments.

The Prevention Program is in several school districts, either providing intervention counseling or evidence-based prevention programs. This Program is also very active in the community, working with many other Agencies to provide information to the County. One of its outgrowths is a community program called "P.A.S. It On" which provides community forums and presentations to various towns and villages.

TCRS plays an active role in the Greene County Drug Treatment Court, the Rural Health Network, ASA Sub-Committee of the Community Services Board and the Controlled Substance Abuse Task Force.



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Annual Report September 2015-April 2016 Prevention Education and Counseling Services

Current Staff:

Paula Queirolo, B.A., C.A.S.A.C.
Helen Exum, BA, CPP

Intervention Counselor, Prevention Director
Community Prevention Professional, Prevention Educator

Prevention Evidence Based Programming

During this past 2015-2016 academic year Twin County Prevention Department has worked hard to expand our scope of influence in host schools. We are presently providing Prevention Education in
Hunter-Tannersville School in grades 6, 7 & 8
Cairo-Durham School in grade 6, 7 & 8
Catskill Central School in grades, K, 1, 2, 3, 4, 7 & 8
Parenting Classes

Intervention Counseling

Hunter-Tannersville Middle and High School two days per week
Coxsackie Middle and High School one day per week

Evidence Based Environmental Practices

Social Norms Misperception Campaign

Community Capacity Building

Chair, P.A.S. It On

Secretary, P.A.S. It On

Community Forums on Rx Abuse and Heroin Addiction in:

Cairo-Durham

Coxsackie

Windham

Chair, Columbia-Greene Controlled Substance Awareness Prevention Task Force

Develop Medication Drop Box advertising campaign

Develop Rx. And Heroin Addiction Religious Leader Tool Kit

TCRS Prevention page 2

con't. Community Capacity Building

Northeast New York Prevention Council-Prevention Trainings
Parents Who Host-Underage Drinking Media Campaigns

Dissemination Days

DARE DAY

Hunter-Tannersville Open House

Catskill Middle School Open House

Catskill High School Open House

Catskill Parents, Partners and Pancakes

Cairo-Durham Middle School Open House

Columbia-Greene Community College Career Day

Windham Career Day

As member of Hunter-Tannersville Site Based Team, Coordinate and co-facilitate Academic Awards Night

As member of Hunter-Tannersville SADD organization, co-coordinate the SADD Annual Fall Carnival

SADD-co-ordinate speakers for Pre-Prom Assembly at Hunter-Tannersville School

Germantown Health Fair

Sean's Run

Walk Out of Darkness-Suicide Prevention Walk

Greene County Rural Health Network Health Fair

Housekeeping

Grant Writing

Payroll

Billing

Petty Cash

Monthly Prevention Meetings

Monthly Agency Meetings

Incident Reporting

State-Work-Plan Development

State Reporting-Data Entry

Department Supplies

Contracts

New York State Office of Alcoholism and Substance Abuse Services
Program Performance Report
Evaluation Period - Calendar Year 2014 Program Performance as of 01/10/2015

Greene Clinic



County : Greene
Comparison Group : Medically Supervised Outpatient: Upstate Non-Urban

Administrative Region : Northeastern
Program Manager : Montanye, Cher
Provider : 35010 - Twin County Recovery Services, Inc.
Program : 6865 - Twin County Recovery Svcs - CD OP
Program Type : Outpatient Services
Service : Outpatient Clinic
Certified Capacity : 0
To-date Admissions + Transfers In : 378

Program Code : 03520 - Medically Supervised Outpatient
To-date Average Daily Census :
To-date Discharges + Transfers Out : 330

| Objective | Projected Annual Targeted Units of Service (UOS) Delivered : 12,371.5 | | | | | Total |
|--|---|-----------|-----------|-----------|-----------|--------|
| | Target | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | |
| Targeted Units of Service Delivered - Outpatient | 11,800 | 3,108 | 3,483 | 2,932 | 2,849 | 12,372 |
| UOS per FTE Direct Care Staff | 1,815 | 1,663 | 2,053 | 1,808 | 1,773 | 1,821 |
| Client to Direct Care Staff Ratio | 21 | 19.22 | 22.99 | 23.12 | 23.29 | 22.05 |
| % Discontinued Use | 80% | 66% | 68% | 72% | 72% | 70% |
| % Maintained or Improved Employment Status | 50% | 54% | 50% | 77% | 41% | 59% |
| 1-Month Retention Rate | 77% | 76% | 80% | 79% | 80% | 79% |
| 3-Month Retention Rate | 61% | 78% | 76% | 74% | 63% | 73% |
| 6-Month Retention Rate | 56% | 64% | 56% | 57% | 47% | 57% |
| % Completing Program or Referred | 56% | 56% | 54% | 57% | 44% | 54% |
| Indiv & Group Cnslng Sessions/FTE Counselor/Week | 12 | 12 | 13 | 13 | 11 | 12 |
| Group to Individual Counseling Ratio | 2.1 | 3 | 3.2 | 3.2 | 3.5 | 3.2 |
| Patient to Primary Counselor Ratio | 24 | 22 | 25 | 25 | 25 | 24 |

Twin County Recovery Services, Inc.

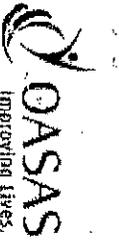
Outpatient Clinic Services 2014

| Greene County Services 2014 | | | | | | | | | | | | Greene Staffing Resources | | | | | |
|-----------------------------|---------------------|---------------------|------------------|----------------------------|------------------------|------------------------------|--------------------|-------------------------|-----------------------------------|--------------|-----------|---------------------------|-----------------------|-------------------|--------|-----------------|--|
| Date | Assessment Sessions | Counseling Sessions | Group Encounters | Multiple Sessions in a Day | | Non-billable sessions (Indv) | Other APG Sessions | Total Billable Sessions | Total Reportable Treatment Visits | Date | Total FTE | Primary Counselor | Non Primary Counselor | Other Direct Care | Vacant | DSS Assessments | |
| | | | | Total Multiples | Non-billable multiples | | | | | | | | | | | | |
| Jan-14 | 114 | 257 | 785 | 141 | 14 | 10 | 30 | 1172 | 929 | Jan-14 | 7.479 | 6.460 | 0.725 | 0.294 | 0 | 21 | |
| Feb-14 | 99 | 204 | 680 | 109 | 17 | 8 | 31 | 997 | 804 | Feb-14 | 7.463 | 6.463 | 0.725 | 0.275 | 0 | 16 | |
| Mar-14 | 101 | 269 | 938 | 122 | 10 | 20 | 42 | 1340 | 1129 | Mar-14 | 7.463 | 6.463 | 0.725 | 0.275 | 0 | 23 | |
| Apr-14 | 115 | 309 | 1082 | 168 | 18 | 14 | 30 | 1518 | 1258 | Apr-14 | 7.463 | 6.463 | 0.725 | 0.275 | 0 | 14 | |
| May-14 | 116 | 222 | 915 | 123 | 12 | 13 | 29 | 1270 | 1047 | May-14 | 6.397 | 5.963 | 0.134 | 0.300 | 0 | 27 | |
| Jun-14 | 82 | 233 | 784 | 117 | 10 | 14 | 25 | 1114 | 935 | Jun-14 | 6.463 | 5.963 | 0.200 | 0.300 | 0 | 20 | |
| Jul-14 | 117 | 250 | 825 | 108 | 8 | 24 | 19 | 1203 | 996 | Jul-14 | 6.363 | 5.963 | 0.100 | 0.300 | 0 | 18 | |
| Aug-14 | 93 | 224 | 672 | 95 | 3 | 7 | 12 | 998 | 815 | Aug-14 | 6.530 | 6.000 | 0.230 | 0.300 | 0 | 11 | |
| Sep-14 | 103 | 213 | 679 | 81 | 5 | 14 | 14 | 1004 | 828 | Sep-14 | 6.513 | 6.000 | 0.213 | 0.300 | 0 | 31 | |
| Oct-14 | 125 | 226 | 814 | 109 | 6 | 20 | 29 | 1188 | 965 | Oct-14 | 6.493 | 6.000 | 0.213 | 0.280 | 0 | 19 | |
| Nov-14 | 78 | 149 | 683 | 73 | 1 | 7 | 14 | 923 | 775 | Nov-14 | 6.463 | 6.000 | 0.163 | 0.300 | 0 | 13 | |
| Dec-14 | 88 | 200 | 695 | 100 | 0 | 7 | 26 | 1009 | 825 | Dec-14 | 6.145 | 6.000 | 0.125 | 0.020 | 0 | 14 | |
| Total | 1231 | 2756 | 9552 | 1346 | 104 | 158 | 301 | 13736 | 11306 | Total | | | | | | 227 | |

Twin County Recovery Services, Inc.

Outpatient Clinic Services 2015

| Greene County Services 2015 | | | | | | | | | | | | Greene Staffing Resources | | | | | |
|-----------------------------|---------------------|---------------------|------------------|----------------------------|------------------------|------------------------------|--------------------|-------------------------|-----------------------------------|--------------|-----------|---------------------------|-----------------------|-------------------|--------|-----------------|--|
| Date | Assessment Sessions | Counseling Sessions | Group Encounters | Multiple Sessions in a Day | | Non-billable sessions (indy) | Other APG Sessions | Total Billable Sessions | Total Reportable Treatment Visits | Date | Total FTE | Primary Counselor | Non Primary Counselor | Other Direct Care | Vacant | DSS Assessments | |
| | | | | Total Multiples | Non-billable multiples | | | | | | | | | | | | |
| Jan-15 | 92 | 174 | 677 | 104 | 3 | 11 | 27 | 967 | 780 | Jan-15 | 7.075 | 6.000 | 0.625 | 0.450 | 0 | 14 | |
| Feb-15 | 81 | 162 | 622 | 95 | 5 | 10 | 36 | 896 | 727 | Feb-15 | 7.075 | 6.000 | 0.625 | 0.450 | 0 | 9 | |
| Mar-15 | 124 | 206 | 786 | 106 | 7 | 14 | 40 | 1149 | 929 | Mar-15 | 6.490 | 6.000 | 0.000 | 0.490 | 0 | 15 | |
| Apr-15 | 88 | 241 | 840 | 116 | 4 | 15 | 44 | 1209 | 1009 | Apr-15 | 6.500 | 6.000 | 0.000 | 0.500 | 0 | 17 | |
| May-15 | 71 | 189 | 733 | 82 | 5 | 20 | 37 | 1025 | 844 | May-15 | 6.375 | 6.000 | 0.000 | 0.375 | 0 | 13 | |
| Jun-15 | 109 | 179 | 725 | 73 | 4 | 6 | 35 | 1044 | 867 | Jun-15 | 6.350 | 6.000 | 0.000 | 0.350 | 0 | 16 | |
| Jul-15 | 96 | 169 | 661 | 82 | 3 | 13 | 44 | 967 | 799 | Jul-15 | 6.275 | 6.000 | 0.000 | 0.275 | 0 | 17 | |
| Aug-15 | 106 | 189 | 671 | 75 | 3 | 13 | 27 | 990 | 815 | Aug-15 | 6.475 | 6.000 | 0.000 | 0.475 | 0 | 18 | |
| Sep-15 | 90 | 211 | 739 | 98 | 7 | 8 | 22 | 1055 | 805 | Sep-15 | 6.394 | 6.000 | 0.000 | 0.394 | 0 | 15 | |
| Oct-15 | 85 | 203 | 812 | 95 | 3 | 16 | 36 | 1133 | 963 | Oct-15 | 6.400 | 6.000 | 0.000 | 0.400 | 0 | 21 | |
| Nov-15 | 93 | 142 | 649 | 69 | 6 | 9 | 9 | 887 | 738 | Nov-15 | 6.312 | 5.000 | 0.312 | 0.000 | 1 | 18 | |
| Dec-15 | 95 | 200 | 774 | 94 | 0 | 15 | 14 | 1083 | 900 | Dec-15 | 6.180 | 5.000 | 0.180 | 0.000 | 1 | 13 | |
| Total | 1130 | 2265 | 8689 | 1089 | 50 | 150 | 371 | 12405 | 10176 | Total | | | | | | 186 | |



New York State Office of Alcoholism and Substance Abuse Services
Program Performance Report
Evaluation Period - Calendar Year 2014 Program Performance as of 01/10/2015

Riverside

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Administrative Region : Northeastern
County : Greene
Program Manager : Montanye, Cher
Comparison Group : Community Residence: Upstate Non-Urban
Provider : 35010 - Twin County Recovery Services, Inc.

Program : 51765 - Twin County Recovery Svcs - CD CRS
Program Type : Residential Services
Service : Community Residential

Program Code : 03570 - Community Residential
To-date Average Daily Census : 12

Certified Capacity : 12
To-date Discharges + Transfers Out : 29

To-date Admissions + Transfers In : 27
Projected Annual Targeted Units of Service (UOS) Delivered : 4,316
Projected Annual UOS per FTE Direct Care Staff :

| Objective | Minimum Standard | Target | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Total |
|--|------------------|--------|-----------|-----------|-----------|-----------|-------|
| Utilization Rate | 90% | 94% | 98% | 99% | 99% | 98% | 99% |
| Targeted Units of Service Delivered - Inpatient | | 4,250 | 1,059 | 1,079 | 1,094 | 1,084 | 4,316 |
| Client to Direct Care Staff Ratio | 4.92 | 4.92 | 5.88 | 5.93 | 5.95 | 5.89 | 5.91 |
| % Maintained or Improved Employment Status | 39% | 40% | 50% | 20% | 100% | 39% | 43% |
| 1-Month Retention Rate | 85% | 90% | 100% | 100% | 83% | 80% | 90% |
| 3-Month Retention Rate | 65% | 70% | 86% | 83% | 60% | 53% | 73% |
| Indiv & Group Crisling Sessions/FTE Counselor/Week | 8 | 8 | 8 | 8 | 8 | 8 | 8 |
| Patient to Primary Counselor Ratio | 9 | 9 | 7 | 7 | 7 | 7 | 7 |



New York State Office of Alcoholism and Substance Abuse Services
Program Performance Report
Evaluation Period - Calendar Year 2015 Program Performance as of 01/09/2016

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Riverside

| | |
|--|---|
| Administrative Region: Northeastern | County: Greene |
| Program Manager: Montanye, Cher | Comparison Group: Community Residence: Upstate Non-Urban |
| Provider: 35010 - Twin County Recovery Services, Inc. | |
| Program: 51765 - Riverside Recovery Residence CR 1 | |
| Program Type: Residential Services | |
| Service: Community Residential | Program Code: 03570 - Community Residential |
| Certified Capacity: 12 | To-date Average Daily Census: 12 |
| To-date Admissions + Transfers In: 34 | To-date Discharges + Transfers Out: 32 |

Projected Annual Targeted Units of Service (UOS) Delivered: 4,272 **Projected Annual UOS per FTE Direct Care Staff:**

| Objective | NYS Rural | Minimum Standard | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Total |
|--|-----------|------------------|-----------|-----------|-----------|-----------|-------|
| Utilization Rate | | 90% | 96% | 99% | 99% | 96% | 98% |
| Targeted Units of Service Delivered - Inpatient | | | 1,037 | 1,079 | 1,092 | 1,064 | 4,272 |
| Client to Direct Care Staff Ratio | | 4.95 | 5.76 | 5.93 | 5.94 | 5.78 | 5.85 |
| % Maintained or Improved Employment Status | | 35% | 0% | 75% | 33% | 0% | 29% |
| 1-Month Retention Rate | | 85% | 63% | 83% | 100% | 100% | 88% |
| 3-Month Retention Rate | | 65% | 60% | 80% | 78% | 44% | 64% |
| Indiv & Group Cnslng Sessions/FTE Counselor/Week | | 7 | 8 | 8 | 8 | 8 | 8 |
| Patient to Primary Counselor Ratio | | 8 | 7 | 7 | 7 | 7 | 7 |

To: Paula G

Twin County Recovery Services, Inc.
Riverside Units of Service/Client Days
Report

From: Dan M.

| Year | 2014 | 2015 |
|-----------|------|------|
| January | 353 | 361 |
| February | 336 | 313 |
| March | 370 | 363 |
| April | 360 | 358 |
| May | 372 | 371 |
| June | 347 | 350 |
| July | 362 | 369 |
| August | 372 | 372 |
| September | 360 | 351 |
| October | 362 | 358 |
| November | 359 | 340 |
| December | 366 | 366 |
| Total | 4319 | 4272 |

Please remember that this is due by the 5th of each month.

NYS OASAS wants minimum occupancy @ 90

Riverside Occupancy

| Year | 2014 |
|-----------|------|
| January | 95% |
| February | 100% |
| March | 99% |
| April | 100% |
| May | 100% |
| June | 96% |
| July | 97% |
| August | 100% |
| September | 100% |
| October | 97% |
| November | 100% |
| December | 98% |

Riverside Occupancy

| Year | 2015 |
|-----------|------|
| January | 97% |
| February | 93% |
| March | 98% |
| April | 99% |
| May | 100% |
| June | 97% |
| July | 99% |
| August | 100% |
| September | 98% |
| October | 96% |
| November | 94% |
| December | 98% |