



Ontario County
Office of County Administrator
Municipal Building
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2020 Accomplishments by Department

During A Year Like No Other

Ontario County Vision Statement

A vibrant community where every citizen has the opportunity to be healthy, safe and successful

EMPLOYEE SAFETY

The attached chart shows the Total Recordable incident rate (TRIR) for Ontario County dropping to 2.5 recordable incidents per 100 employees (which reflects the 16 recordable incidents we had in 2020 against the reported 1,261,627 hours worked).

**Ontario County
OSHA Total Recordable Rate**



EMPLOYEE SAFETY

Employee Safety Training:

218 - Total number of students attending in-person Employee Safety training programs and grant funded courses.

2781 – Total number of County employees completing Compliance training (this makes 2 years in a row of 100% participation).

254 – Total number of County employees graduating from the on-line NYMIR Driver Improvement training.

INFORMATION TECHNOLOGY

Quickly transitioned a significant % of County staff to remote work to ensure continued operations during the Spring Lockdown (and beyond).

Implemented Cisco WebEx enterprise wide (special thanks to Kristin Mueller for her early adoption to keep the Board meeting!).

*Bonus item: Kept the MUNIS implementation going throughout the COVID crisis with a big assist from HR and Finance.

BOARD OF ELECTIONS

The NYS Legislature established Early Voting in 2019. A total of thirteen hundred voters voted early last year. This year's General Election Early Voting ***numbers are 15,263 voters or 20% of registered voters at three polling places during nine days of voting.*** While there were long lines every day at every location, voters once checked in, received their ballot within an average of 27 seconds!

BOARD OF ELECTIONS

April's Primary was postponed due to COVID-19 restrictions. A Governors' Executive Order mandated that every registered voter, active or inactive be mailed an absentee ballot application to provide voters the option of voting by mail. Thanks to the hard work of the Courier Department and the efforts from county staff from several departments that quickly came to our assistance, we were able to mail seventy-five thousand applications and process **over 20,000 absentee ballots** or five times the usual amount of ballots we receive.

BOARD OF SUPERVISORS

Conducted Board and Committee meetings fully virtual for the first time.

Helped in the transition to a fully electronic contract system.

CONFLICT DEFENDER

In 2020, the Conflict Defender's Office handled or assigned over 1,500 cases. While this does represent a significant decrease from the cases handled in 2019, this is the direct result of court shutdowns due to COVID – 19. Cases included 709 criminal cases, 785 family court cases and 14 appeals. In addition, we were able to recruit 11 new attorneys to the Assigned Counsel Panel with a multitude of experience in both criminal and family law.

CONFLICT DEFENDER

The Conflict Defender's Office also provided funding through grants for over 400 hours of training in areas of law including criminal trial techniques, bail and discovery reform, immigration consequences of criminal convictions, and developments in criminal law and procedure. The office also sent two attorneys to a week-long basic skills training course offered through the Onondaga Assigned Counsel Program for less experienced criminal law attorneys.

COUNTY ADMINISTRATOR

The County Administrator's Office coordinated a successful mask distribution event for the residents of Ontario County.

Along with Public Health, the County Administrator's Office continuously kept Ontario County residents up-to-date on COVID 19 data via live broadcasts on Finger Lakes TV.

COUNTY ATTORNEY

Transitioned 800 government employees across 30 different departments who draft and administer 1,000 contracts each year (and the vendors for each) from paper to an electronic contract system.

Conducted an overwhelming majority of court appearances virtually.

COUNTY CLERK & DMV

COVID didn't prevent us from recognizing Organ Donation month. This annual event is normally held in April but we celebrated it in September. Giveaways were distributed by mail.

We generated revenue throughout the pandemic.

DISTRICT ATTORNEY

Our office has moved toward being largely paperless and providing our discovery electronically in an attempt to minimize the expense of copying and also being more environmentally aware.

DISTRICT ATTORNEY

Our office continues to enhance the services we can offer to victims. We have equipped one of the waiting areas at 74 Ontario Street as well as at the Sheriff's Office CID waiting area, and the District Attorney waiting area to attempt to make victims, witnesses, and survivors more comfortable while waiting to meet with Investigators, testify before the Grand Jury, and meeting with members of the District Attorneys Office. Despite being challenged our 3 advocates have done the work of four plus people to serve the needs of victims and families of victims.

ECONOMIC DEVELOPMENT

Economic Development 2020 Strategic Plan Update

Despite COVID-19, OCEDC had a record year.

EMERGENCY MANAGEMENT

COVID PPE

Virtual Firefighter I Class – Ontario County was the first to offer this class virtually in our area.

FINANCE

Worked in conjunction with the Information Technology and Public Works staff to implement a new Workorder system.

Made great strides working with Information Technology and Human Resources toward the implementation of the new Payroll system. GoLive is 4/1/21.

2021 budget completed with no layoffs and a minimal tax rate increase.

HUMAN RESOURCES

Rapid and Successful organization and implementation of a Voluntary Temporary Layoff and an Early Retirement Incentive to assist with the County 2020-2021 budget shortfalls.

Through adoption of a local law, implementation of a revision to the formula used to calculate each municipalities' Workers Compensation participation assessment. The change will create a more equitable distribution of expenses and liabilities. Enhanced case management will also result in better managed costs.

HUMAN RESOURCES

Uniform application of benefits and policies to all employees.

MENTAL HEALTH

Navigated the world of hybrid/virtual services to maintain clinic services for the community; retain caseloads; develop new processes for all services provided; and increasing our use of technology in our practices in general.

Obtaining our telepsychiatry/telemental health licensure through the Office of Mental Health in 2020 was a big accomplishment for us.

OFFICE FOR THE AGING

OFA became a resource for older adults and disabled persons during the pandemic delivering meals, establishing three Grab n Go sites, grocery shopping and delivery, picking up prescriptions, distributing masks, tele-case management, on-line insurance counseling, volunteer telephone reassurance, on-line Tai Chi classes, etc. OFA also helped organize the County-Wide Drive Thru Food Distributions.

OFFICE FOR THE AGING

Through the incredible dedication and team work of the OFA and jail kitchen staff we delivered 75,000 meals in 2020, an increase of about 48% from 2019.

PLANNING DEPARTMENT

1. COVID-19 response efforts.
2. 2020 Census Outreach.
3. Getting 74 Ontario St renovations to the finish line.



PROBATION

The Probation Department was able to maintain supervision of Ontario County probationers throughout the pandemic. As a human service agency, contact with people is required. Special attention needed to be given to infection control whether meeting with clientele in the office or in the field. Thanks to IT, we were able to work remotely to significantly reduce the number of clients coming into the building. The department staff worked together to fill in the gaps with less employees, and maintaining flexibility with all of the changes (i.e. interviewing in different spaces, courts remote, no contact interviews at OCJ), to name a few. Some staff were able to assist other county departments that were overloaded with work during the pandemic.

PROBATION

January 2020 was the beginning of the new Bail Reform Laws. Officer Sue Young saw the number of new pretrial release cases more than double. With it the use of electronic monitoring for pretrial cases also doubled.

Officer Scott Laycock was able to complete 2 weeks of Digital Evidence Investigation with the US Secret Service before the pandemic hit. The training and equipment he received assists monitoring internet use by county sex offenders. Officer Tricia Bertino was able to secure \$700 grant from Wal-Mart for restorative practices.

PUBLIC DEFENDER

The Public Defender's Office celebrated the 10 year anniversary of taking its first case in April, 2020. The Office has transformed from a small group of criminal defense attorneys to a robust law firm, handling matters in criminal and family courts, overseeing appeals, with multiple grant programs used to enhance defense and improve the lives and future prospects of clients. The Office would like to thank the Board of Supervisors for its commitment to providing the highest quality of services to justice-impacted citizens of Ontario County.

PUBLIC DEFENDER

In 2020, The PD office encountered numerous barriers due to the COVID shutdown. These barriers were overcome using innovative new programs. First, in preparation for bail reform, the Office worked with courts countywide to create a system whereby appearance tickets would be sent to the Public Defender, who could then notify prospective clients of their right to counsel, and inform them of how to interview for Public Defender assistance if they chose. This enabled the Office to undertake representation of new clients during the COVID shutdown, and to remotely assist them with their legal matters and other services. This was the first program of its kind in New York. The Office was also able to assist clients in this incredibly stressful time through offering Social Work services remotely. This entirely grant-based program allowed us to support 139 clients in need during the COVID shutdown.

PUBLIC HEALTH

March 2020 – Present:

COVID-19,

COVID-19,

COVID-19!

PUBLIC WORKS

County Road 28 and Shortsville Road Intersection Improvement: The project converted an existing four leg, two-way stop controlled intersection to a modern roundabout to promote safer travel. This is the fifth roundabout constructed by the County with financial assistances coming from Federal Highway Administration and NYSDOT.

Before the project, the existing intersection had experienced a high frequency of severe crashes. The crash rate for the intersection before the improvement was roughly 6 times the statewide average for an intersection of this type. The construction of the modern roundabout will improve the safety at the intersection by reducing the operating speeds within the intersection and will reduce the number of potential vehicle conflict points from 32 to 8.

In addition, two (2) additional roundabouts are planned to be constructed at County Road 46 and Smith Road (in 2021) & County Road 4 and County Road 20 (in 2023).

PUBLIC WORKS

Completion of 74 Ontario St. County office building:

Working through numerous structural issues, 320 change orders and COVID related material and labor shortages, the building was opened in October 2020. Everyone is being patient as we work through normal (and a bit of abnormal!) building “shakedown” during the early stages of re-opening. Shortly after the opening , the Board of Elections began its early voting effort that put some early pressure on the building.

PURCHASING

Purchasing was able to support the PPE needs for county departments when the pandemic started in conjunction with the County Administrator's office and Public Health was able to source needed supplies for operations.

With the transition to Munis in late 2019 the Purchasing staff was able to continue daily operations and support county departments remotely processing purchase orders and assisting with sourcing products.

REAL PROPERTY TAX

Staff Shortage:

The department was challenged this year by Robin Johnsons retirement. Her 30 years of experience, knowledge and willingness to assist at any time will definitely be greatly missed. Additionally, we had one staff member resign. Being a fairly small department, with staff that is either new to their position or new to the County, these changes had a significant impact on our department. But, I am very happy to report that even with these changes we were able to keep all of our time sensitive deadlines throughout the entire year. Kudos to the great team that we have in our department and a special thank you to Robin for returning part time to help us in processing our County Town levy.

REAL PROPERTY TAX

Unpaid Water Charges:

As is the same in all of our departments, COVID-19 brought significant changes to the Real Property Tax Services Agency. One significant change that impacted every municipality within our County was that unpaid water bills could not be relieved onto the 2021 County Town tax bills without certain steps being followed. By the time that the Department of Public Service notified the municipalities what needed to be done, including mailings to consumers with unpaid water bills regarding payment arrangements, it was too late for all the steps to be followed in time for the County Town levy. Our department spent a significant amount of time researching and answering many questions regarding this 2020 change. After a couple of months of ironing things out, all municipalities were on the same page and are following steps so that the unpaid 2020 water charges can be added to the 2022 levy. Thank you very much to Holly and her staff in helping me research this one year change.

RECORDS AND ARCHIVES

A big change in the County's record management program was the adoption by resolution the new record retention schedule. It was devised by the NYS archives and Department of Education. We held virtual works shops for specific departments that explained the major changes and revisions in each department that attended. Each workshop was presented by the staff at the NYS Archives. Many emails went to department heads and record coordinators about specific changes to their records.

RECORDS AND ARCHIVES

The NYS archives 2019-2020 grant that we were awarded was finally completed. It was a shared service grant that included scanning records and implementing the County's OnBase Records Management system in the Town of Manchester and in four departments. The funds awarded totaled \$149,818.00.

Although the pandemic had a huge impact on the County, we were able to continue public service by answering 320 research questions and 550 FOIL requests.

OFFICE OF SHERIFF

Implementation of the Body Worn Camera program within the Office of Sheriff. This program supports that the Office of Sheriff will be transparent in the way that the deputies and those that they interact with are recorded.

OFFICE OF SHERIFF

Jail and T.A.I.L.S (Teaching Animals and Inmates Life Skills) program. This program has proven to be invaluable for both the inmates, staff and dog that is selected to participate. This unique program allows vetted dogs from the Humane Society an opportunity to learn skills, training and socialization in order for the dog to have a better chance to be adopted. It also provides training and skills for the inmate selected into the program to use, once they are released.

SOCIAL SERVICES

Remained open throughout the pandemic, providing all required services to the County's vulnerable individuals and families using remote work, flexible schedules, social distances, masks, hand sanitizer and a sense of humor.

Participated in 11 audits/reviews and responded to over 125 changes to our programs.

SUSTAINABILITY & SOLID WASTE MANAGEMENT

Launch of our first County-Wide backyard composting program (496 units distributed).

Mitigation and resolution to Hydrogen Sulfide emission / odor issues at the landfill.

Completion of Department's Draft Strategic Plan.

TREASURER

We had a very successful year in collecting the School taxes for the Phelps-Clifton Springs school district which may lead to other schools having the Treasurer's Office collect school taxes. Also at this time we are negotiating with a school district to collect their school taxes for the coming year.

We have had 31% more delinquent property tax payers pay their delinquent taxes this year than in the past several years at this time.

VETERANS SERVICE AGENCY

Switched from an antiquated VIMS software to a cloud based software called VetPro. This system allows us to upload claims directly to the VA and has drastically shortened the claims timeline.

Partnered with the Veterans Outreach Center to provide all veterans free RTS bus passes.

WEIGHTS AND MEASURES

Weights & Measures Inspected most of the commercial devices in the County during March, April and May.

Weights & Measures provided assistance to Public Works and Public Health during March, April and May by taking blood samples to Erie County, provided touch point cleaning in the County buildings and checked on quarantined Ontario County residents.

YOUTH BUREAU

Our 2020 Safe Harbours Sexual Exploitation of Children and Youth Public Awareness Campaign successfully demonstrated the need for awareness by posting signage on eight RTS buses for the month of November and have extended this awareness through January of 2021 for Human Trafficking Awareness Month.



We were also able to successfully distribute over 900 rack cards about Social Media Safety during five drive-thru Halloween events throughout the county.

YOUTH BUREAU

Despite COVID restrictions, the Youth Bureau was still able to recognize through a personal letter and certificate thirty-six teens from Ontario County's nine school districts their demonstration of their leadership and positive role models even while facing challenges and obstacles in their lives. We also awarded the 2020 Honorable Craig Doran Award to Jane Gerling from Success for Geneva's Children and Rebecca Godwin from Safe Harbors of the Finger Lakes for their dedication and investment in our youth. And for the second year in the ceremony's 25-year history, school staff members from seven school districts were recipients of our School Employee of the Year Award for "going the extra mile" in supporting and advocating for youth.

**COUNTY ADMINISTRATION THANKS YOU
FOR ALL YOU DO.**

**GIVE YOURSELVES A ROUND OF
APPLAUSE FOR A JOB WELL DONE!**



YOU DESERVE IT!

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A vibrant community where every citizen has the opportunity to be healthy, safe and successful