

NEWS FROM THE ULSTER COUNTY OFFICE OF THE COMPTROLLER

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For release: Immediately
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Comptroller Releases Quality Review Report on Five Constituent Service Contracts

Kingston, NY (December 1, 2025) – Ulster County Comptroller March Gallagher today released a Quality Review Report on five Ulster County contracts that provide constituent services. The report analyzed the self-reporting required under County contracts for services provided between 2022 and 2025.

The Comptroller's Office assessed each contract to determine if the vendor reported that they had met intended goals. The report found that while reporting had been submitted, in some cases it had not been fully completed by the vendor. Additionally, the Comptroller's Office worked to identify the cost of services provided on a per unit basis. The report covers the following vendors:

- LaSalle School Inc. contracted with the County to provide mental health support for middle school children. The report found that therapy sessions for middle schoolers cost \$604 per session on average. The reporting required under the contract was submitted but the vendor did not meet the contracted goals.
- Legal Services of the Hudson Valley contracted with the County to provide eviction prevention and legal assistance. The average cost per case handled was \$1,213. The reporting submitted was complete and directly spoke to contracted goals, which the vendor reported were met.
- Tara Sanders LLC provided mindfulness practice sessions for Integrated Ulster, a partnership of County departments and community organizations. The report identified that the cost was \$198 per session. The quality of services rendered under the contract could not be determined because reporting requirements were not met.
- Tay Fishers Community Cornerstone held a Youth basketball program throughout the summer. The report found that the basketball program cost \$500 per participating child. The quality of service for this contract could not be determined because the reporting was not fully completed by the vendor.
- Gateway Industries was contracted with to run a Senior Nutrition Program. The report identified meals for seniors cost \$11.49 on average. The vendor provided extensive, detailed reporting on the program.

Going forward, the Comptroller's Office recommends that contracts be drafted to ensure that reporting provides the number of unique individuals served and that the metrics reported connect to the goals of the contract which vary for each and every contract. Vendors must complete necessary reporting and meet all

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reporting deadlines. Departments with contract oversight responsibilities must make sure they understand the contractual reporting requirements and review contract reporting as it is received so they can identify the successes and challenges of the programs. Where contractually provided services fail to meet goals, the vendor and department should review the contractual goals and reporting requirements to ensure that programs are meeting the County's objectives. When funding programs the Legislature should review necessity and value of the program.

"County government outsources many services through our vendor community. From the mental health of our children to the feeding of our seniors, to keeping our families housed, these programs provide vital services to the people of Ulster County," said Ulster County Comptroller March Gallagher. "It is imperative that the County provide strong oversight and guidance for these programs, not only to ensure that County taxpayer funds are being spent appropriately, but also to ensure that County residents, the clients of these programs, are receiving quality services for the funding provided."

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