



BROOME COUNTY MENTAL HEALTH DEPARTMENT

Annual Report 2018

*Nancy J. Williams, LCSW-R
Commissioner*

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County Executive*

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A Message from the Commissioner, Nancy J. Williams, LCSW-R

Broome County, along with the rest of New York State, is experiencing a shift in how community Mental Health Case Management and Rehabilitative Services are being provided. Beginning in 2011, Social Services Law (SSL) Section 365-L authorized the Commissioner of Health, in collaboration with the Commissioners of the Office of Mental Health, Office of Alcohol and Substance Abuse Services, and the Office of People with Developmental Disabilities, to establish health homes for NYS Medicaid enrollees with chronic conditions. Health and Recovery Plans (HARPs) were developed as part of Health Homes to provide expanded services for those with chronic mental health conditions. In addition to the State Plan Medicaid services offered by Mainstream MCOs, qualified HARPs began to offer access to an enhanced benefit package comprised of Home and Community Based Services (HCBS) designed to provide the individual with a specialized scope of support services not currently covered under the State Plan. Agencies in Broome County have been preparing to transition to provide these services over the past several years. As this new system of care continues to evolve, it will be important that Broome County Mental Health continue to effectively communicate with and support the local mental health agencies providing these services.

Another challenge that Broome County shares with other Counties in New York State, is the current Opioid Crisis. In the Spring of 2018 New York State Office of Alcoholism and Substance Abuse Services (OASAS) provided Broome County with \$6 million in State Aid to support the opening of a regional Medically Supervised Withdrawal facility located at the former Broome Developmental Center. Syracuse Behavioral Health began providing this level of treatment and continues to expand to meet the growing demand. This was an enhancement to the array of existing services that were provided by the other OASAS agencies in the area.

In 2018, Catholic Charities of Broome County transitioned the Adult Single Point of Access (A-SPOA) back to Broome County Mental Health. This transition is ongoing with focus on improving data gathering and analytics to ensure access to services for individuals referred.

Broome County Mental Health will address challenges and identify areas of opportunity to engage our community partners and service providers to ensure the coordination and provision of quality, accessible behavioral health services.

Broome County Mental Health

The Broome County Mental Health Department works with service providers at the Local and State level to develop community preventive, rehabilitative, and treatment services offering a continuum of care. The Department provides oversight to improve and expand existing services, and plan for the integration and coordination of care for consumers. The total community need is considered, reflecting the full range of individual need and circumstance, to ensure adequate access to service for the community, and specifically for those who otherwise would not have access to such services.

The mission of the Broome County Mental Health Department is to plan, organize and oversee a comprehensive continuum of care for consumers of public mental hygiene services in Broome County. The Department will engage in a participatory planning process to develop mental hygiene services that will include government officials, providers, community representatives and recipients or their families. The Department will assure that State and/or Local oversight mechanisms are in place to ensure that services are delivered in a responsible, efficient manner. The Department's primary role is to facilitate and oversee the continuum of care for consumers of mental hygiene services in Broome County.

The Department will assure that mental hygiene service providers in Broome County will coordinate and collaborate for the delivery of services that are responsible to the needs of the recipients, including culturally diverse populations.

Broome County Mental Health partners with Coordinated Care Services, Inc. (CCSI) for a full range of services and supports for successful performance/program management, fiscal management, technical assistance and administrative services. CCSI supports critical areas like data management and analysis, evaluation, and cultural competence. CCSI ensures collection and monitoring of performance measures allowing contract dollars to be used effectively, thereby ensuring the delivery of quality services. CCSI has developed meaningful performance measures, established efficient processes to collect essential data and objectively assess program outcomes allowing proper interpretation and use of the information to maximize performance through data-driven decision-making. CCSI has developed a dynamic program evaluation and continuous quality improvement process to make and sustain progress.

County Operations

In 2018, the Broome County Mental Health Department directly operated Forensic Services.

Forensic Services Unit (FSU)– The population served by the FSU consists of persons with mental illness and/or chemical addiction involved with the Criminal Justice system designated by Family, Civil and Criminal courts as needing diagnostic evaluations before case disposition. Services include: Psychiatric Evaluations, Psycho-educational Counseling, Competency Evaluations, and Dangerousness Examinations. In the past year, FSU provided the following programs and mental health services:

- **Mandated Psychiatric Service:** Provided 42 Criminal Procedure Law (CPL) §730 Fitness to Proceed – Competency Examinations ordered by judges and justices within the Broome County Court system. This is an increase of 54% over 2016.
- **Mandated Mental Health Evaluations:** Completed 36 evaluations for City, Family and County Courts.
- **Medication Grant Program (MGP):** 107 individuals with mental illness who were discharged from the jail, state prisons, or inpatient hospitals were provided with immediate temporary Medicaid assistance for psychotropic medication.
- **The Forensic Outreach Program:** 61 individuals with serious mental illness released from NYS Prison to Broome County were helped arranging mental health and substance treatment services.

Adult Single Point of Access (A-SPOA)

The Adult SPOA Program is designed to connect adults with a serious mental illness to the most appropriate case management, treatment and residential services available in Broome County. The program affords a streamlined, uniform process to match consumer needs with community resources, thereby reducing duplication of services. The Adult SPOA Team is responsible for assisting new referrals, tracking enrollment and meeting the immediate needs of clients.



Unique Individuals Served: 377

County Operated Programs

Program	State Aid	Federal Aid	County Support
LGU	\$ 79,272	\$ -	\$ 79,366
LGU Admin	\$ 294,997	\$ 80,000	\$ -
Forensics Services	\$ 136,444	\$ -	\$ 37,386
Adult SPOA	\$ 103,331	\$ -	\$ -
MH School Project	\$ 416,831	\$ -	\$ -
Community Systems Coordinator	\$ 94,613	\$ -	\$ -
Transition Mgmt	\$ 53,341	\$ -	\$ -

Grant Programs



Promise Zone -The Broome County Promise Zone (PZ) is a collaboration with the Broome County Mental Health Department, Broome-Tioga BOCES, Binghamton University, and Broome County Schools. Promise Zones are rooted in collaboration within a community among parents, employers, elected leaders, educators and community partners. By everyone working together, we can support children to do well academically and graduate. It is a framework, not a specific prescription, for success. The goal is to build a county-wide system of university assisted community schools designed to support all children, families and neighborhoods' successes in school, work, and life. Each district within the County is eligible to partner with this initiative and it is recognized that each district enters at different stages of development. Broome County has been fortunate to receive Promise Zone funds from the New York State Office of Mental Health to support infrastructure of the initiative. Community School Mindset's intent is to build collaborations between schools and communities to leverage a broad range of resources (e.g., academic, youth development, family support, health and social services, community development) to improve outcomes for youth, families, and neighborhoods.

Highlights:

- Promise Zone partners with seven districts and supports 16 buildings in these districts. These districts are BT BOCES – East and West Learning Centers and the PALs program; Binghamton City School District – Theodore Roosevelt Elementary with the Healthy Lifestyles Coalition, and , Binghamton High School; Chenango Valley Central School District – Chenango Bridge Elementary; Johnson City School District – Johnson City High School; Union Endicott Central School District – Jennie F. Snapp Middle School; Whitney Point Central School District – Caryl E. Adams Elementary, Tioughnioga Riverside Academy and Whitney Point High School; Windsor Central School District – Floyd Bell Elementary, Palmer Elementary, C.R. Weeks Elementary, Windsor Middle School and Windsor High School.
- The goals of BC Promise Zone are: increased attendance, improved academics, increased student/parent engagement and access to resources with the goal of students successfully completing their secondary education.
- Core Services include: Family Advocacy and Engagement, Empowerment and Skill Building, Academic Support, Extended Learning Opportunities, including during, after, and out of school times, and Job Skills and Leadership College Connections.

Promise Zone collaborated with many community partners to coordinate services including but not limited to University Faculty/Departments, Government, Community Base Organizations and Hospital Systems, and local businesses. These partnerships took place in various fashions including one-time events, ongoing events and collaborations with the students and families. One such example is BUS

(Businesses University Schools) Bucks which is a collaborative effort among Promise Zone’s Community Schools, Kim Myer’s, Dick’s Sporting Goods and several local school districts to provide K-12 students with a feeling of empowerment and control over their lives, education and ultimately their future.

- Summer programming was offered to students to partake in fun skill-based activities to keep them engaged with their school community. Students took part in various team/skill building projects that focused on STEAM (Science, Technology, Engineering, Art and Math) as well as civic engagement activities within their communities. Students also had the opportunity to visit postsecondary institutions to gain an understanding and an excitement of the concept of going to college. Summer camps took place in Binghamton, Johnson City, Union-Endicott and Whitney Point.



BC SAFE – BC SAFE (Suicide Awareness for Families and Educators) a Community Coalition that resides within Broome County Mental Health that is dedicated to the prevention of Suicide. BC SAFE’s mission is to reduce the number of suicides and suicide attempts by increasing public awareness and providing educational and training resources to teens, adults and educators of Broome County. The Coalition is comprised of community members from various sectors of the community including but not limited to: Community Based Organizations, County Departments, Faith-based Community, Loss survivors, Mental Health/Substance Use agencies, Schools/Universities, Veteran-serving agencies, Healthcare and Law Enforcement. Using the strategic plan, the coalition focused on four major initiatives: Education and Awareness, Postvention Work, Trainings and World Suicide Prevention Day (WSPD) Breakfast.



BC SAFE continued with the quarterly newsletter that was launched in 2016. The newsletter is provided both electronically, in hard copy and on the Mental Health Website under BCSAFE. The foundation of the newsletter is to inform and offer resources to the community at large and to professionals that provide services ranging from articles, strategies and local resources and events. The HOPE app continues to be an integral tool for the community. The app provides individuals with information on warning signs, what to say as well as information on local resources. As a safeguard while traveling throughout the app, the user can instantly call the national prevention lifeline number for immediate assistance. Additionally, in the social media realm, the coalition entered the realm of Facebook by creating its own page. Since the page is not monitored 24/7 and to ensure the safety of the consumer, it was imperative that this page be not be a “hotline” resource but an inspirational and clearinghouse of resources and events.

The Coalition continues to partner with the school districts offering support with evenings of healing for the community. These are opportunities to come together to hear information, ask questions and access resources in a safe setting. Additional projects that were brought to the coalition for 2018 is the beginning stages of a toolkit that will be offered to loss survivors as they begin the journey without their loved one. The concept is to provide resources both immediate and long-term that can assist and support both the practical and emotional component of tragically losing someone.

Trainings occurred throughout 2018 for the community including schools, post-secondary, faith based, business, and governmental sectors settings. The trainings and presentations were both hosted/sponsored and facilitated by BC SAFE. With partner support, members of BC SAFE offered Youth Mental Health First Aid training to staff of the Department of Social Services as well as to Master Level Social Workers connected with the University's Community Schools work. Suicide Safety was provided to several districts allowing for teachers and staff to feel comfortable with the discussion Suicide and, just as important, how to provide a warm handoff to resources equipped to provide greater support. Schools continued to see the value of offering opportunities for the community – both students and families/caregivers – to have conversations on challenging topics of Suicide and Mental Wellness. This strategy cannot be left behind for it is when open, honest conversations occur, the dial on Mental Health and suicide prevention begins to move. Other trainings offered/hosted with BC SAFE include ASIST (Applied Suicide Intervention Skills), QPR (Question, Persuade, Refer), SST (Suicide Safety for Teachers) Training of Trainers which afforded 22 individuals trained and 17 presentations occurring over the course of the 2017/2018 academic year.

To promote education and awareness in a face to face fashion, BC SAFE hosted its 5th annual event in honor of World Suicide Prevention Day in September. The goal was to provide a forum to raise awareness on suicide prevention and offer an opportunity for networking of resources for the community and the professional alike. The focus this year included Loss/Attempt Survivors and a panel of local professional discussing local resources within Broome County. Attendance was the highest in the five years of this event. Opportunities for networking with professionals and to gain information and resources was provided both before and after the keynote speakers and the panel Q&A. Feedback from the participants shared having individuals share their own stories and journeys followed by opportunities to learn where there are resources created a forum to have conversations.



Drug Free Communities - Drug Free Communities (DFC) is a federal grant program funded through the Substance Abuse Mental Health Services Administration (SAMHSA) as a subgroup of the Broome Opioid Awareness Council (BOAC). The purpose of the DFC Initiative is to target youth and families with effective strategies in prevention to reduce overall substance use within the community. This is done through coalition building, collaboration with local prevention providers and community partners, educating the community about substance use and addiction, and to increase protective factors by providing alternative activities throughout the community that are void of substances. The DFC coalition, the Prevention Coalition of Broome County, is comprised of 12 sectors of the community as each bring a unique perspective of the prevention needs of the community. The 12 sectors include parents, youth, schools, religious organizations, healthcare professionals, media, and business. Using SAMHSA's Strategic Prevention Framework Model, the coalition focuses on planning, implementing, and evaluating prevention practices and programs. DFC uses data from Broome County's biyearly Prevention Needs Assessment (PNA) survey to decide which substances to focus its prevention efforts on. In 2018, DFC focused on four substances which were guided by the 2016 PNA Survey results. The three substances of focus were alcohol, marijuana, and tobacco since they were the top reported substances used by 7-12 graders as defined by the 2016 PNA results. Opioids were also a focus to stay in conjunction with BOAC's focus of opioid awareness.



2018 DFC Highlights

- As part of its community collaboration efforts, DFC held a Prevention Night with the local professional sport team, the Binghamton Rumble Ponies. This Prevention Night recognized the winner of the Underage Drinking Prevention Poster Contest. The Underage Drinking Prevention Poster Contest was open to all Broome County High School Students and aimed at creating a forum for students to raise awareness about the dangers of underage drinking. The contest was a collaboration among school districts, Broome County Stop DWI, Mirabito Energy Products, and Lourdes Youth Services. The winning poster was displayed at local Mirabito stores in hopes to raise awareness of and reduce the rates of underage drinking. Not only was the winner of the contest recognized at the Prevention Night game, but also threw the ceremonial first pitch of the game. The Rumble Ponies mascot, Rowdy, along with some players, visited the winner's health class at their school and talked to the students about making good choices. The Rumble Ponies also agreed to reserve a family-section of seating during their regular 2018 season that would limit alcohol



consumption in that section and included a brief description of the section in the opening remarks at the beginning of each of the season's home games. The main purpose of the family-section was to create an area where families could sit to safely limit the viewing of alcohol consumption by children.

- To increase protection factors within the community, DFC hosted three Family Fun Nights at local parks in August. The goal of these three events was to provide alternative opportunities for



families that do not revolve around substance use. Partnering community-based organizations tabled the events and provided fun and interactive activities while providing information on relevant topics. These events are free to the community and allow for the community to come together and have fun, get outside, meet people, and enjoy some time without substance use as a focus.

- Broome County's 2018 PNA Survey was administered to 9 out of the 12 school districts plus BOCES. The information gathered from the survey will be disseminated to the community and partnering organizations, including school districts in 2019. Schools and organizations use the PNA data to assess and decide what prevention strategies are needed within the confines of their districts and communities. The data is useful in that it not only provides specific substance use data but also examines risk and protective factors and antisocial behaviors as reported by its population of 7th – 12th graders. This year DFC added 10 questions to the standard survey. Three of the questions focused on homelessness and the transient nature of Broome County youth. In collaboration with the Homeless Coalition, it was decided to add these questions as homeless and transient youth have a higher rate of substance use than those with more stable living situation. The remaining seven questions asked about vaping to try and assess the extent of use among Broome County's students. For the past couple of years, and with the introduction of the JUUL, many of the county's schools have reported that vaping is a huge concern as rates have increased and have reported that their students aren't perceiving electronic cigarettes as harmful. Tobacco Free Broome & Tioga helped to formulate the questions and will be able to use the data for their own initiatives regarding tobacco prevention.

- The DFC Coordinator attended the annual conference held by the Community Anti-Drug Coalitions of America (CADCA) with Binghamton University's Coalition Coordinator. Together they learned about many prevention initiatives and programs and attended Capitol Hill Day. During this day of the conference, coalitions can meet with their state's elected officials to discuss the importance of prevention. Chuck Schumer was present and talked to the group about his belief in prevention.





Broome County
Mental Health Department
2018 Contract Agencies

All contract agencies are private, not-for-profit agencies. There are thirteen agencies that contract for services with Broome County through the Mental Health Department (BCMHD). These include: ACHIEVE, The Addiction Center of Broome County (ACBC), Catholic Charities of Broome County (CCBC), Children’s Home of Wyoming Conference (CHOWC), Clear Path for Veterans (CPV), Coordinated Care Services (CCSI), Community Options (CO), Fairview Recovery Services (FRS), Our Lady of Lourdes Memorial Hospital (Lourdes), Mental Health Association of the Southern Tier (MHASt), Southern Tier AIDS Program, INC. (STAP), The Family & Children’s Society (FCS), and United Health Services (UHS).



<http://www.achieveny.org/>

ACHIEVE is a private, non-profit organization founded by parents and friends of individuals with developmental disabilities in Broome and Tioga counties. ACHIEVE’s primary mission is to provide leadership, advocacy, and opportunities which enable persons with developmental disabilities and their families to enhance the quality of their lives. The agency also strives to educate the public to develop a better understanding and acceptance of persons with developmental disabilities and increase opportunities for full community assimilation characterized by respect, dignity, and safety.

Supported Employment – Provides support for individuals seeking community employment through job development, interviewing and on-the-job coaching and supports.

Agency Contracted Programs

Program	State Aid	County Support
Supported Employment	\$ 411,876	\$ 94,198



The Addiction Center of Broome County, Inc.

The Addiction Center of Broome County, Inc. (ACBC), was officially incorporated January 8, 1975. ACBC is an anchor institution in Broome County, as well as serving individuals from surrounding counties and Pennsylvania. As an OASAS certified Part 822 Clinic and Outpatient rehabilitation, ACBC mainly focuses on integrated dual disorder treatment and serving the underserved. ACBC offers services that are trauma informed and trauma specific. ACBC provides many evidence-based practices to address the diverse needs of individuals while in substance abuse treatment. Current evidence-based practices include: gender specific trauma recovery, the nurturing parenting program for families in substance abuse treatment and recovery, WRAP, integrated dual disorder treatment and contingency management. Other services include: The Grief Recovery method, Thinking for Change, “Ready Set Work,” wellness, and anger management. ACBC believes in partnerships with other organizations in the community. They work via a special grant with the Broome County Adult Drug Court and offer many services gratis for the Broome County Reentry Program. ACBC started providing adolescent treatment services with the Children’s Home of Wyoming Conference in February 2017. ACBC offers Vivitrol to patients with alcohol or opioid use disorders as part of their outpatient treatment program. ACBC was awarded the Family Navigator and Peer Advocate grants and began providing the services in September 2016.

Dual Recovery Project- The objective of the Dual Recovery Project is to coordinate a collaborative effort among Broome County providers of mental health and substance abuse services to enhance treatment and ancillary services for individuals with co-occurring mental health and substance use disorders. This project addresses: barriers in systems, finances, clinical practices, workforce competency, and access to service issues related to improving and enhancing care for persons with co-occurring disorders.

Family Support Navigation- Family support navigation provides an evidence-based family treatment therapeutic program, specific to the needs of co-occurring disorder clients. This program assists in overcoming barriers pertaining to substance abuse and mental health disorders and treatment. The visibility of this program relies on the strength of the many agencies working hard to meet the needs of the addiction crisis in the Southern Tier.

Peer Advocate Support Services- Certified Recovery Peer Advocate Program (CRPA) assists clients to expand the necessary skillset and relationships needed to achieve success in addiction recovery. This program helps remove barriers in recovery by mentoring, monitoring, and motivating individuals toward healthy integration with community and family support networks.

Outpatient Clinic- The Addiction Center of Broome County Clinic provides state-of-the-art outpatient treatment to individuals, their families, and others who are suffering from substance use disorders. Services will be offered to all who need them without regard to age, sex, HIV status, religion, creed, sexual orientation, or race. Clients come to the agency suffering from an illness and its devastating effects. They will be treated with the utmost care, dignity, and respect.



SERVED 2001

Outpatient Rehabilitation Services- ACBC’s Outpatient Rehabilitation Services are appropriate for individuals who meet outpatient criteria as well as the admission criteria for the program. With an emphasis on building social supports as well as daily living skills, individual needs are addressed by the diversity of treatment groups and the varied length of stay available for individuals in the program. Treatment follows the Stages of Change approach, with an emphasis on engaging clients in the treatment process, to provide needed support, and skills to enable clients to be successful in their recovery.



SERVED 485

Agency Contracted Programs

Program	State Aid	County Support
Clinic	\$ -	\$ 46,385
Family Support Navigator	\$ 106,349	\$ -
Peer Advocate	\$ 152,712	\$ -
Dual Recovery	\$ 88,780	\$ -
Rehab	\$ -	\$ 15,462



<http://www.catholiccharitiesbc.org/>

Established in 1937 as an area office of Catholic Charities of the Roman Catholic Diocese of Syracuse, New York Inc., Catholic Charities of Broome County (CCBC) provides a wide range of human service programming to persons of all ages residing in Broome County. Its mission is to care for those in need while promoting human development, collaboration, and the elimination of poverty and injustice; and empowering those served to transform their lives in the spirit of God's love and compassion. Catholic Charities is a not-for-profit agency that directly operates numerous mental health programs through contracts with the Broome County Mental Health Department. Mental health programs include outpatient and residential services for children and adults. Catholic Charities also operates residential programs through direct contract with The NYS Office of Mental Health (OMH) and Office for People with Developmental Disabilities (OPWDD). These residential programs include a Community Residence (CR), Certified Apartments, Supported Housing, Individualized Residential Alternative (IRA) Housing, and an Intermediate Care Facility (ICF). OMH Core Services have been under contract with Broome County since January 1, 2000. In 2012, the agency became a lead adult Health Home for Broome County; in 2016 it expanded to serve high need children in 48 upstate counties. These services are provided through Encompass Health Home LLC; care management is provided to over 1,600 adults and 800 children through 9 adult Care Management agencies and 31 children's Care Management agencies. www.encompasshealthhome.org.

Coordinated Children's Services Initiative– The purpose of the Coordinated Children's Services Initiative (CCSI) is to ensure that families are supported in staying together. State and Local interagency partnerships are fostered to improve the quality of decision-making concerning services for children with special needs requiring multi agency involvement, who are at risk of removal from their homes. The program emphasizes three core principles: Cooperative interagency planning and integrated service delivery, Individualized care, and a Strength-based approach. Through implementation of these core principles as well as staffing the program with parents who have raised special needs children, placements out of the child's home were reduced significantly.



SERVED 233

ACT Team for Adults (ACT)- The Assertive Community Treatment (ACT) Team is an Evidence-Based Practice (EBP) providing recovery-focused, community-based outpatient mental health treatment services for adults residing in Broome County. ACT serves individuals with a Serious Mental Illness (SMI) who have had difficulty remaining or engaging in treatment with other levels of service, have high utilization of community emergency and inpatient psychiatric services and demonstrate significant functional deficits. ACT employs a multi-disciplinary team approach targeting various areas of recovery including; Psychiatry, Counseling, Medication Education and Support, Crisis Intervention, Wellness, Family

Support, Vocational/Educational Support and Integrated Dual-Diagnosis Treatment. ACT also provides a complement of Case Management services addressing many other domains including; Housing, Finances/Entitlements, Advocacy, Health Care, Outreach and Linkage to other formal and informal community/self-help resources



SERVED 79

Flex Team for Children– The Children’s Flex Team provides services to children with Serious Emotional Disturbances and their families. The program emphasizes an individualized, strength-based approach to family engagement. A primary goal of the program is to enable children to live at home and in their communities. Services include Individualized Care Coordination, Intensive in-home care, Respite care, Skill-building, Family Support, and Crisis Response.



SERVED 62

Children & Youth MICA Intensive Home Services– This project enhances services to runaway/homeless children and youth with mental health/substance use disorder needs through a full-time Home Based Crisis Intervention Worker who provides or arranges for intensive in-home services for family reunification, out-of-home respite care, housing assistance, and services to support sobriety. Relapse prevention services are a part of the recovery process for youth with co-occurring psychiatric and addiction disorders. The overall goal of the program is to provide short-term intensive in-home crisis intervention services to a family in crisis due to the imminent risk of psychiatric hospitalization or youth homelessness.



SERVED 11

Health Home for Adults- A Health Home is a care management service model whereby an individual’s caregivers all communicate with one another so that all a patient’s needs are addressed in a comprehensive manner. This is done primarily through a Care Manager who oversees and provides access to all the services an individual might need to assure they receive everything necessary to stay healthy and avoid unnecessary Emergency Department or Hospital admissions. Health records are shared among providers so that services are not duplicated or neglected. Health Home services are provided through a network of organizations-providers, health plans and community-based organizations.



SERVED 3168 Outreach/Engagement/Enrollment

Health Home for Children – A Health Home is a care management service model whereby an individual’s caregivers all communicate with one another so that all a patient’s need are address

in a comprehensive manner. This is done primarily through a Care Manager who oversees and provides access to all the services an individual might need to assure they receive everything necessary to stay healthy and avoid unnecessary Emergency Department or Hospital admissions. Health records are shared among providers so that services are not duplicated or neglected. Health Home services are provided through a network of organizations- providers, health plans and community-based organizations.



SERVED 273 Outreach/Engagement/Enrollment

Four Seasons Club-The Four Seasons Club is a mental health program offering psychiatric rehabilitation for adults with severe mental illness. The purpose of the program is to prevent hospitalizations and deter isolation by integrating adults with mental illness back into the community through vocational and social opportunities. The Clubhouse operates work units in which members volunteer their time while working on strengthening their vocational skills. Outreach services are a component of the Four Seasons Social Club whereby members participate in social events throughout the community.



SERVED 95

Children & Youth Crisis Sitters/Respite- This service provides crisis relief management to children with serious emotional disturbances and their families. The program is focused on preventing hospitalization and out-of-home placement. Services are provided to prevent or alleviate situational crises/tensions in the home.



SERVED 4

Re-Entry Services- Coordinates services for families whose children are experiencing a mental health hospitalization. Re-Entry supports families through the hospital stay and return home while assessing, bridging, linking, and advocating to assure continuity of care after the child/youth's discharge. The program improves treatment outcomes for high need children re-entering Broome County for out-of-county hospitals by intervening in the hospital service planning and discharge process.



SERVED 42

Core Services- Core Services consist of a series of Community Support Services (CSS) that include: Advocacy, Case Management, Drop-In Center, Four Seasons Psychosocial Club, and Transportation.

Peer Counseling-The Part-time Peer Counselor provides peer support and self-help services to Catholic Charities with Health Home participants.



SERVED 145

Agency Contracted Programs

Program	State Aid	County Support
ACT	\$ 62,987	\$ -
ACT Svc Dollars	\$ 33,236	\$ -
Café 290	\$ 143,654	\$ -
Case Management	\$ 42,621	\$ -
C & Y Reentry	\$ 51,950	\$ -
CCSI	\$ 51,226	\$ -
Consumer Advocacy	\$ 53,654	\$ -
Consumer Case Management	\$ 8,348	\$ -
CORE	\$ 46,569	\$ -
Crisis Sitters	\$ 35,552	\$ -
Drop In Center	\$ 48,919	\$ -
Four Seasons	\$ 609,877	\$ -
Health Home - Adults	\$ 194,853	\$ -
HH- Adults Service Dollars	\$ 125,787	\$ -
Kids Health Home	\$ 82,283	\$ -
Kids HH Service Dollars	\$ 87,721	\$ -
MICA Intensive In Home Svcs C&Y	\$ 47,070	\$ -
MICA Peer Counselor	\$ 21,406	\$ -
Parent Partner	\$ 41,205	\$ -
Supported Employment	\$ 31,578	\$ -
Supported Housing	\$ 1,045,464	\$ -
Transitional Care Coord. Svcs	\$ 24,049	\$ -
Transportation	\$ 52,641	\$ -



<http://www.chowc.org/>

The Children’s Home of the Wyoming Conference (CHOWC) received a Health Care Reform Act (HCRA) grant in 2001 to provide support and respite services to children and families of children with Serious Emotional Disturbances (SED).

Family Support Services Children & Families- CHOWC’s “Parent’s Night Out”/ “Family-Centered Sibling Playgroup” provides support and respite services to children attending CHOWC Day Treatment Program and/or are receiving services from the Coordinated Children’s Service Initiative and their families. The children enrolled in these programs require intensive services to allow them to remain in the community. The overall goal of the Family Support Services Children & Families is to provide advocacy support for families at Committee on Special Education (CSE) meetings. This advocacy support provides parents/parent advocates of children with Serious Emotional Disturbances with information of the best possible services available for their children as well as information on child and family rights.



SERVED 88

Agency Contracted Programs

Program	State Aid	County Support
Family Support Services Children & Families	\$ 56,015	\$ -



<http://www.clearpath4vets.com/>

The Veteran Peer-to-Peer Support Program was awarded in November 2016 to Clear Path for Veterans. Clear Path for Veterans serves as a resource center of holistic warrior care ensuring Veterans receive support in the following six categories: healthcare, employment, wellness, benefits, education and housing. Delivery of these resources is done both directly and indirectly through community collaboration and peer support.

The core of the Broome County Veteran Peer-to-Peer Program is interaction. The Veteran Peer Support Specialist performs outreach, public awareness, collaboration, non-clinical peer mental health support as well as data collection and reporting. An important component of the Clear Path for Veterans model of service is the involvement of volunteers. Clear Path for Veterans offers Career Services for Veterans seeking training, employment and/or career development, including those with barriers to employment such as mental health diagnosis, other than honorable discharge or a history of incarceration. Clear Path for Veterans offers Wellness and has a contract with Soldier On to serve homeless and housing vulnerable Veterans.



SERVED 1688

Agency Contracted Programs

Program	State Aid	County Support
Veteran Peer to Peer Support	\$ 185,000	\$ -



Community Options, Inc.

Supporting People with Disabilities since 1989

<http://www.comop.org/>

Community Options, Inc., provides residential and employment services to people with disabilities in this community. Funding is provided through NYS Office for Persons with Developmental Disabilities (OPWDD), NYS Office of Mental Health (OMH), Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR), and Department of Health (DOH). Community Options, Inc. provides a variety of Medicaid Waiver Services along with Supported Employment Services. The organization assists the community by providing education and advocacy services as needed.

Supported Employment- This service assists clients in maintaining their employment. Community Options provides supported employment services so individuals can remain employed. The staff assists clients in securing employment with necessary support services (job coaching, day care, transportation, etc.) and to maintain employment with follow-along services.



SERVED 22

Agency Contracted Programs

Program	State Aid	County Support
Supported Work	\$ 37,813	\$ -



<https://www.ccsi.org/>

Coordinated Care Services, Inc. is a nonprofit organization dedicated to inspiring innovation in practice by providing essential business services in partnership with organizations that improve lives and strengthen communities. CCSI provides a broad array of management services and technical assistance specifically tailored to meet the needs of local behavioral health, social and human service departments, state agencies and community-based organizations in New York State.

Core services include: Management Services – Project and Program Management, Financial and Contract Management and Service Contracts. Technical Assistance – Financial services, Managed Care Readiness Consultation, Cultural Competence, Health Information Technology Consultation, Fiscal Business Practices, Training and Practice Transformation and Performance Management Services.

Children’s Single Point of Access (SPOA)- SPOA is a centralized intake process for referrals for high-intensity mental health services for children who have been diagnosed with a DSM-IV/V psychiatric diagnosis. It is designed to improve access to services while monitoring and coordinating utilization of these services through a single point.



SERVED 325

Agency Contracted Programs

Program	State Aid	County Support
Children's SPOA	\$ 139,192	\$ -



<http://frsinc.co/>

Fairview Recovery Services (FRS) is an OASAS licensed provider of programs to support individuals as they recover from substance use disorders. Residential programs offer substance abuse treatment, life skills and other support services for clients both in-house and in the community. Fairview's programs include the Addiction Stabilization Center (ASC), Community Residences (Fairview Halfway House and Merrick House), Supportive Living Program including Mannion House, the Housing Plus Care MRT program and Career Choices Unlimited. The Shelter Plus Care Project is funded through OASAS and a direct contract with HUD. Fairview is the lead agency for the HUD funded Homeless Management Information System (HMIS) and the Coordinated Entry program.

Addiction Stabilization Center- The Addiction Stabilization Center (ASC) is an 18-bed facility designed to serve the needs of adult men and women facing an alcohol or chemical dependency crisis, in need of a safe sober environment. Clients may refer themselves or be referred by other concerned persons. Anyone who is intoxicated, experiencing substance use related crisis (i.e., withdrawal), or meets other admission criteria specified in the Triage Plan can be admitted. Two discrete units are housed within the ASC. The first unit is a 10-bed Primary Care Unit that provides non-medical detoxification services. The second unit is an 8-bed Extended Care Unit for clients who need a safe, sober environment until a referral to the appropriate treatment program can be arranged.



SERVED 461

Mentally Ill Chemically Addicted (MICA) Network- Five beds out of 36 at Fairview's Community Residences and 5-10 beds out of 38 from the Supportive Living program are designated for dually-diagnosed individuals. A full-time MICA Social Worker provides case management and coordination of all services to clients of the project including: crisis intervention, supportive counseling, symptom monitoring and management, medication compliance, and referral. Initially, following the project proposal, admissions were limited to GBHC patients. To provide greater service to the community for this high-need population, the project was expanded to also accept referrals from other agencies.



SERVED 27

Fairview Halfway House- The Fairview Halfway House is a 24-bed halfway house for men. The program serves indigent men with a primary diagnosis of a substance use disorder. Most clients are homeless at the time of admission. Residents remain in the program for three to six months. Emphasis is placed on coordination with community-based behavioral health providers to support a strong clinical approach to recovery. Special populations include people with co-occurring disorders, criminal justice system clients, and homeless persons.

Merrick House- The Merrick House is a 12-bed Community Residence for women. The program serves indigent women with a primary diagnosis of substance use disorder. Residents remain in the program for three to six months. Special populations include women, co-occurring disorders, and homeless clients.

Career Choices Unlimited- The Career Choices Unlimited Program provides vocational and educational counseling and case management for individuals with barriers to employment because of their history of substance use disorder. Funded by OASAS, the program receives referrals from various local treatment agencies and expects to provide services to roughly 75 persons a year. The program expects to transition two-thirds of work ready participants from public assistance to competitive employment within 12 months of entering the program.

Shelter Plus Care Project- The Shelter Plus Care Project is an OASAS and HUD subsidized, 25-unit long-term residence program for employed or employable men and women, formerly homeless with a history of substance abuse. Participants meeting income criteria live independently with their families in apartments located throughout the Broome County area. Services include long-term rent subsidy, case management, and continued association with the recovery community.

Voices Recovery Center - The Center belongs to the community. It is open to everyone and there is no cost. Activities include Recovery support groups, holiday celebrations, yoga, music groups, Narcan training and more.

Agency Contracted Programs

Program	State Aid	County Support
MICA Homeless	\$ 70,683	\$ -
Addiction Stabilization Center	\$ 769,592	\$ -
Career Choices Unlimited	\$ 54,632	\$ -
Fairview Community Residence	\$ 293,592	\$ -
Merrick Community Residence	\$ 168,416	\$ -
Shelter Plus Care	\$ 56,657	\$ -
Voices Recovery & Outreach Center	\$ 350,000	\$ -



<http://yourmha.com/>

The Mental Health Association of the Southern Tier (MHAst) is a private not-for-profit organization founded in 1927 and is the oldest continuously operating Mental Health Association in New York State. The organization is a United Way agency and an affiliate of the National and New York State Mental Health Associations. The agency's mission is to improve the quality of mental health of all community residents through advocacy, education, and support. The Mental Health Association operates mental health programs under contracts with Broome County.

Rural Client Coordinator- Bringing Equal Access to all Residents (BEAR) the Rural BEAR Program provides support, education, and advocacy to families whose children have Serious Emotional Disturbances (SED), who are at risk of or are already in out-of-home placement by providing low level care coordination, support, advocacy, transportation and education to families living in the rural school districts of Windsor, Deposit, Harpursville, Chenango Forks, Chenango Valley, Susquehanna Valley, Whitney Point, and Maine-Endwell. The Coordinator provides individualized care that reduces barriers, making mental health care more accessible. Rural BEAR staff provide a continuum of mental health care to children, youth and families by identifying strengths, needs, and concerns. Families and parents/guardians are educated on their youth's mental illness. Services are accessed through Children's Single Point of Access (SPOA).



SERVED 18

Coordinated Children's Services Initiative (CCSI) FOCUS- CCSI FOCUS is part of a statewide initiative designed to work in a strength-based manner with families whose children are experiencing significant difficulties in the home, school, or community settings. The purpose of CCSI FOCUS is to prevent out-of-home placements for children with Serious Emotional Disturbances (SED) and to assist parents and communities in collaboratively planning to meet the needs of these families.



SERVED 103

Multicultural Program- The Multicultural Program addresses the mental health needs of culturally diverse individuals of the community and provides support and information to help mental health agencies achieve and promote cultural competence. In addition, the program provides professionally trained interpreter services to local mental health agencies to address and remove language barriers. Currently, there are over 15 different languages spoken by interpreters.



324 INTERPRETER REQUESTS/346 PRESENTATION ATTENDEES

Compeer Youth Mentoring- This service provides community volunteers as supportive mentors to youth (ages 5-17) who have a mental illness or are at risk for developing social, emotional, and behavior problems. Each match is expected to participate in a minimum of four hours per month.



SERVED 41

Self-Help Independence Project (SHIP)- SHIP, awarded the 2003 Mental Health Associations of New York State (MHANYS) Ken Steele Memorial Award for Program Excellence, offers a continuum of programming and self-help services designed to provide educational and experiential opportunities for consumers who wish to become active participants in their own self-directed recovery. The Speakers Bureau, a panel of individuals with a mental health diagnosis, helps reduce stigma by sharing their personal stories with groups of students, providers, and other community organizations.

Another SHIP program is the Fundamental Follies Theatre Company. The company presents original plays with mental health themes. The shows are testimony to what people with a mental health diagnosis can achieve. The dynamics of theatre, including writing, acting, singing, and dancing serve as a nontraditional avenue of dedication to process as well as unique opportunity for communication and collaboration between providers and recipients. They often use a satirical theme which allows us to look at ourselves in a refreshing different light and to inject the crucial element of humor into the serious business of recovery.



SERVED 114

Project Uplift- The program provides Community Support Services (CSS) case management to individuals affected by severe mental illness and/or substance abuse. Adults 18 and over can be referred to CSS case management through the Adult Single Point Of Entry (SPOA). The program addresses critical needs of recipients including basic needs (food, clothing, and shelter), education and employment, medical, as well as mental and emotional health needs.



SERVED 48

Compeer Program- The Compeer Program provides community volunteers in supportive friendship matches for people with a psychiatric diagnosis. It recruits, trains, and supports these volunteers so that those recovering from mental illness may find strong support in the community. As an advocacy service, Compeer complements traditional mental health treatment programs. All activities offered by Compeer foster rehabilitation, recovery, and self-help independence.



SERVED 67

Peer Education Team- Peer Educators provide informational presentations to peers, family members, and service providers on topics ranging from traditional mental health services to peer support and self-help.



SERVED 789

Peer Advocacy- Services provided by recipients include information and referral, advocacy, establishing recipient networks and self-help groups, and providing education on consumer rights in the mental health system. The Peer Advocacy Program has walk-in hours and scheduled appointments are available.



SERVED 244

Sunrise Wellness Center- The Sunrise Wellness Center is a peer-run program promoting recovery for individuals with mental health diagnoses. Sunrise encourages a self-directed approach to mental health services and promotes mental, physical, and spiritual wellness. Sunrise services also include Wellness Coaching, peer support (individual and/or group), educational workshops, and expressive arts. Sunrise is open Monday through Thursday 9am to 4:30pm and Friday 9am to 4pm. The Sunrise Wellness Center Warm Line (Peer Support Line) is 607-240-7291, which is available from 9am to 4:30pm Monday through Thursday, 9am to 4pm Friday, and from 12pm to 8pm Saturdays and Sundays.



SERVED 1544

Peer-Run Short Term Crisis Respite- “Our House” is a peer-run short term voluntary respite center that offers an alternative to emergency hospitalization for individuals 18 years and older experiencing mental health crises or emotional distress. The center is a safe, home-like environment, support staff with lived experiences encourage the guests of Our House to utilize wellness tools and behaviors to help improve their own quality of life.



SERVED 62

Crisis Intervention Team (CIT) Program Coordinator- The Crisis Intervention Team Program Coordinator works with Broome County Emergency Services (911 Dispatchers), all Broome County Police Agencies, and the Broome County Jail to bring expert training to officers and staff. This training focuses

on reducing stigma surrounding mental illness and provides tools for officers and dispatchers to utilize when responding or dispatching to calls involving people in emotional distress. The initiative works to better equip officers and dispatchers to assess individuals in crisis and deploy appropriate resources with an overarching goal of utilizing community services while encouraging the reduction in transports to local Emergency Departments and diverting from the criminal justice system when appropriate. Additionally, several of the trainings programs focus on self-care and awareness for officers and dispatchers of work-related stress and an understanding of PTSD and where to turn when in need of assistance. In 2018 Broome County was the first in New York State to implement a 911 Distressed Caller Diversion program. This initiative focused on system transformation and brought leaders from emergency management, local hospitals, county and state mental health, local police, and local non-profits together to better service community members in crisis and provide them with person centered immediate services while sometimes avoiding police being dispatched and the individual being taken to the hospital. In 2018 the 911 Distressed caller initiative diverted 43 calls where people in crisis were de-escalated avoiding a police response and potential transport to the hospital. This effort allows officers to remain available for other emergency calls while providing the person in crisis with an immediate link to a mental health professional. This program not provides a better service to the community, reduces Medicaid expenditures, frees up emergency room space, and keeps officers available for emergency calls as needed.



(SERVED / Trained) 362 Law Enforcement / 25 Community Presentations

Agency Contracted Programs

Program	State Aid	County Support
Beacon	\$ 106,770	\$ -
CCSI / FOCUS	\$ 112,578	\$ -
Compeer	\$ 116,210	\$ -
Compeer Youth	\$ 50,618	\$ -
Crisis Intervention	\$ 160,968	\$ -
Crisis Respite	\$ 350,000	\$ -
Education	\$ 25,546	\$ -
Multi-Cultural	\$ 62,123	\$ -
Peer Advocacy	\$ 57,133	\$ -
Peer In Home Companion Respite	\$ 42,151	\$ -
Project Uplift	\$ 106,018	\$ -
Rural Client Coordinator	\$ 28,541	\$ -
SHIP	\$ 42,101	\$ -
Sunrise Wellness Center/Peer In Home	\$ 253,645	\$ -



<http://www.lourdes.com/centers-and-services/youth-services/>

The Lourdes Center for Mental Health is a NYS Office of Mental Health (OMH) Licensed Article 31 Clinic operated by Our Lady of Lourdes Memorial Hospital (Lourdes). The Clinic provides outpatient mental health treatment services to children and adults. Psychiatrists, social workers, and other mental health professionals provide assessment, treatment services, and facilitate groups to provide the best service to those we serve.

Mental Health Juvenile Justice Program- The Mental Health Juvenile Justice (MHJJ) Program was developed to serve youth up to 16 years of age who have been identified as Juvenile Delinquent or Persons in Need of Supervision (PINS) and in need of mental health and/or substance use disorder services. The program provides mental health and substance abuse assessments, short-term interventions, case management, and referral services. One of the primary goals of the program is to reduce out-of-home placements by serving youth and families at the greatest risk of placement.



SERVED 50

Student Assistance Program- The Student Assistance Program operates in several school districts in Broome County. The program is a Drug-Free Prevention Counseling Program licensed by the NYS Office of Alcoholism and Substance Abuse Services (OASAS). Counseling and prevention services are provided to students at risk for drug and alcohol abuse. The program has counseling sites in the following schools: Binghamton High School, BOCES East Learning Center, BOCES Evertech, Chenango Forks High School, Deposit Middle & High Schools, Maine-Endwell High School, Windsor High School, Johnson City Middle School, and Seton Catholic High School.



SERVED 5229

Alcohol and Drug Education Prevention Team (ADEPT)- ADEPT is a team of community educators who provide prevention education on alcohol, drug, and problem gambling issues. ADEPT is operated by Lourdes Hospital’s Youth Services Department and is certified by NYS OASAS as a community education provider. The education services of ADEPT are available throughout Broome County and offered in a wide variety of settings. These education programs focus on providing accurate information on drugs and alcohol, while utilizing research-based programs and strategies.



SERVED 2054, 78 Naloxone kits were distributed

Agency Contracted Programs

Program	State Aid	County Support
Mental Health Juvenile Justice Program	\$ 46,739	\$ -
Other Prevention Services	\$ 172,400	\$ -
Primary Prevention	\$ 203,026	\$ -



<http://www.stapinc.org/>

Southern Tier AIDS Program (STAP), founded in 1984, provides supportive services to HIV + persons and state of the art prevention education from nine offices in an eight-county area. The agency cultivates individual and community strengths to improve public health. STAP provides services focused on improving health, with a harm reduction perspective.

BCMHD County Re-Entry Task Force- The primary goal of the Broome County Reentry Task Force is to be a successful offender reentry to our community to enhance public safety - no new crimes, no new victims- for safer, stronger communities throughout Broome County as well as assisting the returning men and women to overcome barriers which inhibit their successful integration. The primary target population is individuals returning to Broome County from a NY State Correctional Facility. Reentry requires collaboration both across the criminal justice systems and local human service agencies. Community partners of the Broome County Reentry Task Force utilize evidence-based practices adopting strategies allowing for positive change to occur while reducing recidivism. <http://facebook.com/able.program>



SERVED 175

Agency Contracted Programs

Program	State Aid	County Support
Local Reentry Task Force	\$ 123,794	\$ -



<http://www.familycs.org/>

The Family & Children's Society (FCS) is a private, non-profit, United Way agency that provides an array of counseling and support services including a NYS OMH Licensed Article 31 clinic. The mission of the agency is to renew hope; Provide help, care and counseling; Strengthen people through all stages of life. Counseling services are available for families, children and adults. Specialized mental health programs are provided for victims of sexual abuse and elderly persons. Broome County Mental Health contracts with the Family & Children's Society for the School Based Mental Health Program, Outreach Worker & Non-Medicaid Care Coordination Program, and Vocational Incentives Program.

School Based Mental Health Program- In 1998 the agency received Mental Health Reinvestment funding to establish three Family Support Centers in rural school districts where families might not otherwise receive support services necessary to strengthen families and reduce crises faced by children and youths. These Centers are in the Whitney Point School District, the Maine Endwell School District, and the Union Endicott School District. Services include assessments, counseling, consultation, case management, and linkages to other community agencies.



SERVED 87

Outreach Worker & Non-Medicaid Care Coordination Program- This program engages individuals potentially in need of mental health services. The program supports people with serious mental illness (SMI). Care Coordination services include linking people to needed services, monitoring established goals and outcomes and providing case specific advocacy.



SERVED 1254

Vocational Incentives Program (VIP)- In 2014 the agency received funding through the Broome County Request for Proposal process. The VIP program helps individuals with a mental health diagnosis obtain and maintain employment. Services focus on helping jobseekers identify their strengths, creating a resume, completing applications and developing interviewing skills. Ongoing, personal support is provided throughout the job search process and continues following employment to promote job retention.



SERVED 120

Agency Contracted Programs

Program	State Aid	County Support
Non-Medicaid Case Coordination	\$ 32,336	\$ -
Outreach	\$ 74,038	\$ -
School Counseling	\$ 135,085	\$ -
Vocational Education Program	\$ 111,484	\$ -



<http://www.uhs.net/>

United Health Services (UHS) Hospitals is a not-for-profit, community-benefit organization. Each of the seven member organizations comprising UHS is owned by the community it serves, and each organization is governed by an all-volunteer Board of Directors composed of local citizens.

HOME Program- The HOME Program serves adults, age 65 and older, with a mental or behavioral illness, who are unable or unwilling to access mental health services in Broome County but could benefit from in-home mental health care. The program provides direct services such as consultation with a mental health professional, in-home mental and medical health assessment and/or short-term counseling and referrals to other services.



SERVED 72/270 HOME VISITS

Comprehensive Psychiatric Emergency Program (CPEP)- Located next to the Emergency Department of Binghamton General Hospital, CPEP offers a 24-hour crisis service staffed by highly-trained psychiatric nurses, social workers, and paraprofessionals under the direction of a medical director/psychiatrist to assist any person, adult or child, in crisis. Individuals can call or come to CPEP in person. All visits and services are strictly confidential.

Agency Contracted Programs

Program	State Aid	County Support
Advocacy Support Services	\$ 134,026	\$ -
CPEP Crisis Intervention	\$ 859,336	\$ -