



Office of Addiction  
Services and Supports

Office of  
Mental Health

Office for People With  
Developmental Disabilities

## 2023 Goals and Plans Form

### Orleans County Department of Mental Health

**Goal 1:** Orleans County desires to meet housing needs for its community members with disabilities.

**Goal 2:** To effectively meet the mental health treatment needs of the Orleans County residents in partnership with the identified community agencies.

**Goal 3:** Reduce the incidence of suicide in Orleans County by educating the community about suicide, the prevention of suicide, resources available and to support survivors of suicide loss.

**Goal 4 (Optional):** To reduce the incidence of alcohol and substance abuse in the county by providing recovery-focused supports to individuals with SUD difficulties

#### **Annual and intermediate plans for addiction services:**

See details in attached document, which identifies related goals and objectives for addiction services.

#### **Annual and intermediate plans for developmental disability services:**

See details in attached document, which identifies related goals and objectives for developmental disability services.

#### **Annual and intermediate plans for mental health services:**

See details in attached document, which identifies related goals and objectives for mental health services.

**LGU Representative Name:** Danielle Figura

**LGU Representative Title:** Director of Community Services

**Submitted for:** Orleans County Department of Mental Health



County of Orleans

## Department of Mental Health

(Mental Health, Developmental Disabilities, Substance Abuse and Alcoholism Services)

### 2022-2023 Mental Hygiene Annual Goals and Objectives

**Goal:** = A&SA **Goal:** = DDS **Goal:** = MH

#### Housing

**Goal:** Orleans County desires to meet housing needs for its community members with disabilities.

1. The Arc of GLOW will collaborate with OPWDD to explore new strategies and funding streams to develop housing options for people with disabilities in the community. This will include:
  - a. The Arc will explore and assess non-certified and self-directed housing opportunities for people with disabilities that will more closely mirror housing opportunities for people without disabilities.
  - b. The Arc will explore partnerships and collaborations for developing affordable housing options that will include other populations.
  - c. The Arc will promote inclusion of family involvement in the design and implementation of new affordable housing options.
  - d. The Arc will explore decertification of certified sites with the goal of expanding community habilitation or self-direction.

#### Crisis Services

**Goal:** To effectively meet the mental health treatment needs of Orleans County residents in partnership with the identified community agencies.

1. Explore options for crisis intervention teams for intervening with youth during the weekday hours (9-5, M-F) by working with the leadership of the WNYCPC – MIT Team and the Spectrum CARES Team to identify funding opportunities for service expansion. Agencies will explore data for potential utilization of a proposed team in an effort to prepare information and justification for additional future funding resources and proposals.
2. Continue to develop and implement a marketing strategy to promote Care & Crisis Helpline services The “988” National Suicide Prevention Lifeline, and Mobile Integration Teams.
3. Continue outreach and educational efforts for warm line utilization and associated supports provided by the Mental Health Association of Genesee and Orleans Counties (MHAGO) and promote warm line networking with the Care & Crisis Helpline. The

strategy will include outreach by warm line staff to consumers and staff of partner organizations.

4. The County will work with the Sheriffs' Department, New York State Police, Albion, Medina and Holley Police Departments, OMH, Care & Crisis Helpline, GCASA, the Mental Health Association of Genesee and Orleans Counties (MHAGO), EMS response agencies (COVA, Mercy Medics, Medina Fire Department), and the mobile mental health team providers (CARES and MIT Teams) to improve crisis response for emergency calls related to behavioral health emergencies. This will be accomplished as a function of the CIT Steering Committee by assisting in the development and training of protocols for first responders and working to increase the utilization of trained CIT (Crisis Intervention Team) officers and mobile mental health teams. Develop and implement training initiatives of mental health awareness for first responders.
5. The Department will continue to assist and support the development and implementation of Crisis Intervention Teams for law enforcement in the county.
6. Explore the feasibility of opening a mental health crisis residence in conjunction with Housing Options Made Easy (HOME). Explore additional housing options.
7. Continue to explore and implement possibilities of increasing access to remote/virtual delivery of services

#### Workforce Recruitment and Retention (service system)

**Goal:** Providing adequate and accessible developmental disabilities services in Orleans County continues to be a challenge for those serving people with developmental disabilities. The Arc GLOW desires to continue to offer a comprehensive array of services for OPWDD recipients and their families.

1. The Arc GLOW will improve the recruitment and retention of direct support professionals by collaborating with other providers, Arc New York, the Finger Lakes Collaborative, DDAWNY, colleges and job placement organizations.

#### Employment/Job Opportunities (clients)

**Goal:** The County desires to continue providing vocational services to adults with mental health issues and/or developmental disabilities residing in Orleans County. Utilizing funder approved (OPWDD, ACCES-VR, OMH) services, the County desires to continue to develop additional job opportunities for the mentally ill and the developmentally disabled within the community.

1. Assisted Competitive Employment (ACE Employment) will investigate and delineate opportunities to train and support individuals with mental health issues in employment throughout the Orleans County community. ACE Employment will work with ACCES-VR as well as clinic therapists and care managers to promote intake and follow through for employment training and opportunities. The Arc GLOW will provide ongoing support services to individuals with intellectual and developmental disabilities.
2. The contract agencies, ACE Employment and The Arc GLOW, will work to develop new job placements and prevocational training opportunities for community integration. This will include:

- a. ACE Employment and The Arc GLOW will work to continually develop new individual job placement sites.
  - b. The Arc will seek to develop three new evaluation sites for all employment services for OPWDD eligible individuals.
  - c. Arc GLOW will continue to provide light assembly and production opportunities to individuals with and without disabilities and will look to expand additional opportunities for individuals receiving Community Prevocational services.
3. The Arc GLOW will provide vocational services such as Community Prevocational and Vocational Evaluation services to adults with developmental disabilities residing in Orleans County. The Arc GLOW will look to expand opportunities for collaborative vocational programming with Mental Health Association of Genesee and Orleans Counties.

### Recovery and Support Services

**Goal:** To reduce the incidence of alcohol and substance abuse in the County by providing recovery-focused supports to individuals with SUD difficulties.

1. GCASA will continue and expand recovery coaching in the county by providing training and support to volunteers who are willing and able to become recovery coaches.
2. GCASA will continue and expand peer recovery coaching in the county by providing training and support to individuals in recovery who are willing and able to become peer mentors.
3. Support Orleans Recovery Certified Peer Recovery Advocates (CPRA) Program by developing and implementing a marketing and promotional recruitment campaign.
4. GCASA will research and develop a sustainability funding plan for recovery and support services.
5. GCASA will continue to partner with Orleans Recovery Hope to offer recovery activities in the community.

### SUD Outpatient Services

**Goal:** To reduce the incidence of alcohol and substance abuse in the County by increasing the availability and use of Evidence-Based Medication Assisted Therapy (MAT) services to include all patients with Alcohol dependence and Opiate dependence diagnoses.

1. The County contract agency, GCASA, will promote, via increased community education, its offerings of medications to include Vivitrol, Naltrexone, Suboxone and Methadone. GCASA will expand programming to include education to all patients who present as benefiting from MAT. GCASA will continue to offer MAT-Sublocade as an offering of MAT in Orleans County.
2. Increase offerings of Narcan training, by offering Narcan training throughout course of treatment.
3. Explore and incorporate prevention services into outpatient substance use treatment groups available at GCASA.
4. GCASA will evaluate the utilization and effectiveness of Telehealth treatment services.
5. GCASA will open a Methadone clinic at their Albion treatment site. The proposed Methadone clinic will improve access to additional MAT treatment services within Orleans County.

### SUD Residential Treatment Services

**Goal:** To reduce the incidence of alcohol and substance abuse in the County by providing recovery-focused supports to individuals with SUD difficulties

1. Evaluate the utilization of the 16-bed co-ed detox facility in Genesee County to provide services to Genesee and Orleans County residents. GCASA will assess how this resource is being utilized by Orleans County residents.
2. GCASA will apply for additional licensing for the 16-bed co-ed detox facility in Genesee County to maximize the utilization of the facility and offer additional treatment options.
3. GCASA will implement a 25-bed community residence in Orleans County to serve females from Genesee, Orleans & Wyoming Counties who are in recovery.

### Heroin and Opioid Programs and Services

**Goal:** Reduce recidivism in the criminal justice system due to criminal activity related to substance use disorders by providing effective chemical dependency education and treatment and re-entry linkages at the jail.

1. GCASA will continue to provide 8 weeks of group substance abuse education to inmates to encourage and enhance their entry into post-release treatment.
2. GCASA will collect & analyze data on the prevalence of SUD's for incarcerated Orleans County residents.
3. Enhance and expand SUD treatment program(s) for sentenced and non-sentenced incarcerated individuals in the jail.
4. GCASA will continue, as a key stakeholder, to participate in the GOW Opioid Task Force.
5. GCASA will continue to offer individuals post an incarceration release participation in the re-entry program. GCASA will evaluate this programs utilization and sustainability.

### Coordination / Integration with Other Systems for SUD clients

**Goal:** To reduce the incidence of alcohol and substance abuse in the County by providing a coordinated system of community-based recovery-focused supports to individuals with SUD difficulties

1. GCASA will present on MAT to key stakeholders such as community organizations, schools, law enforcement, and other identified entities.
2. Orleans Recovery Hope will continue an outreach and educational initiative to all Orleans County communities of faith to inform families and consumers of treatment options in the county.

### Mental Health Clinic

**Goal:** To effectively meet the mental health treatment needs of Orleans County residents in partnership with the identified community agencies.

1. Given the COVID-19 pandemic, the clinic will identify ways to increase marketing of available services to the community, and explore opportunities to increase the community's knowledge surrounding the resources that the clinic continues to offer during and post the COVID-19 pandemic.

2. Implement opportunities and related requirements to continue to offer telehealth services post the COVID-19 pandemic as an available treatment resource through the outpatient clinic program.
3. Continue to integrate the utilization of evidence-based suicide ratings scales (such as the Columbia Suicide Severity Rating Scale: CSSRS) into operations and the electronic health record in the clinic, including at time of intake as well as for COPS appointments and ongoing treatment. Implement follow-up CSSRS as an evidence-based tool to use in ongoing Clinic treatment. The clinic will administer additional training on this evidenced based screening tool.
4. The clinic will incorporate evidence-based SUD (Substance Use Disorder) screening tools (such as CAGE-AID, AUDIT-C) as well as tobacco-use screening tools into clinical practice utilizing the new EHR (TenEleven) Identifying parameters from the Columbia Suicide Severity Rating Scale (C-SSRS). The clinic will provide additional training on administering these screening tools as well as the benefit of using the screening tools.
5. Reevaluate and re-establish identified needs for increased support and services available at our current satellite clinic mental health treatment sites in the five school districts and the GCASA satellite site in Orleans County.
6. The Department will present information to key stakeholder groups including primary care providers and community agencies and providers, schools, and the public on the availability and accessibility of local mental health services and resources.
7. Establish protocols and processes with mechanisms for service integration at primary care sites and behavioral health (mental health and chemical dependency) sites.
8. Evaluate the processes and productivity of the primary care satellite clinic operated by Oak Orchard at the Orleans County Department of Mental Health site. Establish protocols, processes and mechanisms for service integration of mental health and primary care services.
9. Continue to explore and identify needs for increased group therapy services at clinic and satellite locations.
10. Continue to prepare for the transition to a value based payment (VBP) environment by increased use of evidence-based assessments, clinical outcomes, population health data, social determinants of health data and continuous quality improvement (CQI) processes and methods.

#### Other Mental Health Outpatient Services (non-clinic)

**Goal:** To effectively meet the mental health treatment needs of Orleans County residents in partnership with the identified community agencies.

1. Continue to assess community needs for additional services and programs. Collaborate with the Suicide Prevention Coalition of Orleans County, MHAGO (Mental Health Association of Genesee and Orleans Counties), GCASA, NAMI (Rochester), NYAPRS, Restoration Society, Inc. (ACE Employment Services), Independent Living of the Genesee Region and the schools to do peer-run groups, informational panels, and school/community forums to include such topics as depression, trauma and support for survivors of suicide. Impact of COVID-19 continues to be evaluated.

2. Foster and enhance the development and implementation of outreach utilizing peer recovery services using the Visions of Hope Recovery Center and CORE services operated by MHAGO, Restoration Society, Inc. or the Independent Living Center.
3. The Department will continue coordinated efforts to reduce the involvement of individuals with mental illness with the judicial system by enhancing a community-wide jail diversion and reintegration program, including have representation on the Alternatives to Incarceration committee.
4. Explore opportunities to enhance the relationships between criminal justice agencies and treatment providers in the community.
5. The department identifies a need for youth respite services for children with mental health needs. The department will explore and identify respite service opportunities for youth under the age of eighteen in Orleans County.

### Mental Health Care Coordination

**Goal:** To effectively meet the mental health treatment needs of Orleans County residents in partnership with the identified community agencies.

1. The Department will continue to accept and monitor Care Management referrals for incarcerated individuals in the Orleans County Jail. Referrals will be coordinated with Mental Health Therapists assigned to the jail and will be tracked and analyzed for utilization. Additionally, Care Management services may be considered as a service available to individuals as an alternative to incarceration.
2. The Department will continue to cultivate partnerships with Providers (Schools, Probation, LDSS, Mental Health, PCPs, etc.) in Orleans County to establish a knowledge base of the program in efforts to increase youth/adolescent referrals and improve outcomes. Successful partnerships will be evidenced by the use of a team collaborative approach, direct linkage, and/or warm hand-off to Care Management.
3. The Department will monitor referrals, identify eligible individuals and assess the implementation of the Health Home Plus (HH+) program in its first year as a designated Specialty Mental Health (SMH) Care Management Agency (CMA) with the New York State Office of Mental Health (OMH).

### Developmental Disability Respite Services

**Goal:** Adequate and accessible respite services in Orleans County continue to be a struggle for people with developmental disabilities. Orleans County desires to offer a wider variety of overnight and day respite services for families that include OPWDD recipients.

1. The Arc GLOW will work with families to recruit potential respite providers and increase opportunities for various types of respite opportunities in the community.



#### Other Needs: Suicide Prevention and Intervention

**Goal:** Help reduce the incidence of suicide in Orleans County by educating the community about suicide, the prevention of suicide, resources available and to support survivors of a suicide loss.

1. Evaluate the suicide postvention support strategy that includes input and involvement of local survivors of suicide, law enforcement, first responders, clergy, funeral homes, schools and other community stakeholders. Track utilization of postvention efforts.
2. The Suicide Prevention Coalition will continue to develop, market, and implement strategies to promote awareness and involvement in the National Suicide Survivor's Loss Day and other related events in the community to promote suicide awareness and suicide loss remembrance.
3. Foster the development and work of the Orleans County Suicide Prevention Coalition by developing and implementing strategies to increase membership in the Coalition. Promote coalition membership throughout the community by continued outreach and recruitment efforts.
4. Market and further implement increased support resources for youth for suicide prevention via presentations, support groups, peer resources and social media. Incorporate SafeTalk and Talk Saves Lives as applicable. Strengthen partnerships and collaboration with MHANYS, MHAGO, NYAPRS and the School Mental Health Resource Training Center. Explore alternative opportunities to promote these resources via alternative platforms.
5. Continue to participate in a tri-county, GOW region annual marketing campaign including social media to promote behavioral health wellness, suicide prevention, and dissemination of information and resources. Produce vignettes and information on suicide prevention. Explore additional opportunities, including grants as the GOW tri-county regional effort.

#### Other Needs: Alcohol and Substance Abuse Prevention

**Goal:** To reduce the incidence and prevalence of Alcohol & other Substance Use Disorders for Orleans County youth, parents, and caregivers.

1. GCASA will continue to provide evidence-based educational programming in the schools to foster prevention efforts to reduce exposure and experimentation. GCASA will explore additional programming to provide prevention efforts in the schools.
2. GCASA will utilize the harm-reduction program, "Teen Intervene," in the schools to help measurably reduce the use of substances in 25% of all participating youth.
3. GCASA will offer at least ten evidence-based programs and community presentations to heighten awareness and build the skills and resources of parents and caregivers to intervene and support sobriety in youth.

#### Other Needs: Gambling Prevention

**Goal:** To reduce the incidence of problem gambling in the County by increasing community awareness and utilization of gambling treatment services.



1. GCASA will track, through its outpatient program, all screens for problem gambling and offer education and treatment to all patients receiving a positive screen.
2. GCASA Prevention will present 3-5 community presentations on problem gambling to raise community awareness.
3. Identify ways to increase knowledge and marketing of this treatment service.

Other Needs: Tobacco, E-Cigarettes and Vapes Use Prevention and Intervention

**Goal:** To reduce the incidence and prevalence of nicotine addiction among the youth populations within Orleans County.

1. Reduce the incidence and prevalence of nicotine addiction among the youth population within Orleans County including the use of e-cigarettes and vapors by providing a minimum of five educational presentations to the youth population in Orleans County.
2. To reduce the incidence and prevalence of nicotine addiction among the substance abuse patients of GCASA in Orleans County by providing an educational presentation on Nicotine addiction during their treatment.



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## 2023 Needs Assessment Form

### Orleans County Department of Mental Health

**Adverse Childhood Experiences** Yes

Applies to OASAS? No

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Both Youth and Adults

Need description (Optional):

**Case Management/Care Coordination** Yes

Applies to OASAS? No

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Youth Only

Need description (Optional):

**Crisis Services** Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Both Youth and Adults

Need description (Optional):

**Housing** Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Both Youth and Adults

Need description (Optional):

**Inpatient Treatment** Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Both Youth and Adults

Need description (Optional):

**Non-Clinical Supports** Yes

Applies to OASAS? No

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Both Youth and Adults

Need description (Optional):

**Outpatient Treatment** Yes

Applies to OASAS? No

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Both Youth and Adults

Need description (Optional):

**Residential Treatment Services** Yes

Applies to OASAS? No

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Both Youth and Adults

Need description (Optional):

**Respite** Yes

Applies to OASAS? No

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Both Youth and Adults

Need description (Optional):

**Transition Age Services** Yes

Applies to OASAS? No

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Both Youth and Adults

Need description (Optional):

**Transportation** Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Both Youth and Adults

Need description (Optional):

**LGU Representative:** Danielle Figura

**Submitted for:** Orleans County Department of Mental Health