



## Goals and Objectives 2024 Wyoming County Mental Health Department

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### Goal 1

Goal 1: Title Develop and implement strategies to increase and strengthen the workforce.

Goal 1: Target Completion Date Jun 30, 2027

Goal 1: Description Families and agencies report not having enough trained professionals to provide direct care to individuals with developmental disabilities. The constant change in staff is difficult for individuals and their families. Providers of HCBS/CFTSS services also report inability to hire staff to provide services to youth and families which has created waitlist for services. Service providers are reporting challenges to hiring a qualified workforce which has resulted in sub-optimal care, waitlists, and program closures. Lack of workforce also jeopardizes new initiatives as providers are hesitant to apply for funding for fear of not being able to find adequate staff.

Goal 1: OASAS? Yes Goal 1: OMH? Yes Goal 1: OPWDD? Yes

Goal 1: Need Addressed 1 Workforce

Goal 1: Need Addressed 2

Goal 1: Need Addressed 3

Goal 1, Objective 1: Title Develop a workgroup made up of representation from all three disciplines to explore, create and implement innovative workforce initiatives.

Goal 1, Objective 1, Target Completion Date Jun 30, 2024

Goal 1, Objective 1, Description

Goal 1, Objective 2: Title Partner with local providers, employment agencies, and schools to increase awareness of local employment opportunities in the human services field.

Goal 1, Objective 2, Target Completion Date Jun 30, 2024

Goal 1, Objective 2, Description

### Goal 2

Goal 2: Title Strengthen the crisis response system and educate the community about accessing services.

Goal 2: Target Completion Date Jun 30, 2027

Goal 2: Description Wyoming County's contracted behavioral health provider, Spectrum Health and Human Services became a Certified Community Behavioral Health Clinic (CCBHC) in July 2017, which required them to provide a mobile crisis team response prior to, Wyoming County only had 24/7 telephonic crisis response. Due to the low number of crisis calls in the County, it is not feasible to have a Wyoming County specific team so mobile crisis response is often times provided by individuals residing in neighboring Counties which results in a longer wait-time for mobile crisis response. This can be frustrating to law enforcement.

In 2018, Wyoming County was the recipient of technical assistance to develop a Crisis Intervention Team (CIT) program with law enforcement. Beginning in 2022, CIT trainings are offered twice per year to the local Sheriff's Office and Police Departments. Recognizing that first responders may not reach out for behavioral health assistance, the Mental Health Dept. is collaborating with the County Emergency Management Office to launch a First Responder Peer Support Team to promote positive health and to serve as a bridge to treatment if needed.

Crisis Services for Individuals with Intellectual and/or Developmental Disabilities (formerly NY-START) offers crisis prevention and response services to individuals and families that meet OPWDD eligibility and are enrolled in the CSIDD service which is not always an ideal way to address crisis. Wyoming County was chosen to be part of an initiative developed by the CLMHD and OPWDD to create a collaborative mobile response to those with who have or are believed to have I/DD and a mental health concern and are not already enrolled in CSIDD services. Promotion and education on the utilization of crisis services among families and community agencies is always needed.

Providers report limited services available to youth including a work force shortage, and inadequate reimbursement rates resulting in unsustainable services. Schools are reporting significant concerns regarding youth mental health, and limited resources when a youth is in crisis.

Goal 2: OASAS? Yes Goal 2: OMH? Yes Goal 2: OPWDD? Yes

Goal 2: Need Addressed 1 Crisis Services

Goal 2: Need Addressed 2 Cross System Services  
Goal 2: Need Addressed 3

Goal 2, Objective 1: Title Explore options for improving the mobile crisis response in Wyoming County.  
Goal 2, Objective 1, Target Completion Date Jun 30, 2024  
Goal 2, Objective 1, Description

Goal 2, Objective 2: Title Support and promote crisis services in the community including 988 and the new Collaborative Mobile Crisis Response Team (CMCRT) pilot project.  
Goal 2, Objective 2, Target Completion Date Jun 30, 2024  
Goal 2, Objective 2, Description

Goal 2, Objective 3: Title Continue to explore and implement strategies to increase collaboration, education, and awareness of services between behavioral health providers and first-responder agencies.  
Goal 2, Objective 3, Target Completion Date Jun 30, 2025  
Goal 2, Objective 3, Description

Goal 2, Objective 4: Title Reinvalidate knowledge of youth services available via C-SPOA with outreach to schools and SRO's; improve communication with local hospital for youth presenting at the ED to increase referrals to C-SPOA.  
Goal 2, Objective 4, Target Completion Date Jun 30, 2024  
Goal 2, Objective 4, Description

### **Goal 3**

Goal 3: Title Develop new housing opportunities in Wyoming County for individuals with mental health, substance use disorder and/or developmental disability diagnosis.

Goal 3: Target Completion Date Jun 30, 2028

Goal 3: Description Housing is a priority need in Wyoming County as existing housing programs do not have capacity to meet the need. There are no homeless shelters, community residences or recovery residences in the County. Routinely, there is a wait list for mental health treatment apartments and the supportive housing programs for individuals experiencing mental health and substance use challenges. OPWDD eligible individuals lack access to adequate housing due to the workforce shortage and many aging individual's require ground level access with housing stock that is two-story.

Goal 3: OASAS? Yes Goal 3: OMH? Yes Goal 3: OPWDD? Yes

Goal 3: Need Addressed 1 Housing

Goal 3: Need Addressed 2

Goal 3: Need Addressed 3

Goal 3, Objective 1: Title Explore and collaborate with contract agencies in applications for available funding for housing opportunities.

Goal 3, Objective 1, Target Completion Date Jun 30, 2026

Goal 3, Objective 1, Description

Goal 3, Objective 2: Title Develop new relationships with regional housing service providers.

Goal 3, Objective 2, Target Completion Date Jun 30, 2025

Goal 3, Objective 2, Description

### **Goal 4**

Goal 4: Title Individuals with Mental Health Disorders, Substance Use Disorders, and/or I/DD will have increased access to transportation services.

Goal 4: Target Completion Date Jun 30, 2028

Goal 4: Description Lack of adequate transportation has historically been a problem in rural Wyoming County which impacts access to care and quality of life. The public transportation system is limited in time of operation and routes offered. The local Department of Social Services, Article 28 Inpatient Behavioral Health Unit, Office for Aging, and area providers report numerous problems with the Medicaid transportation program. Transportation services for the developmentally disabled population are in jeopardy due to reimbursement rates, as well as a shortage of drivers.

Goal 4: OASAS? Yes Goal 4: OMH? Yes Goal 4: OPWDD? Yes

Goal 4: Need Addressed 1 Transportation

Goal 4: Need Addressed 2

Goal 4: Need Addressed 3

Goal 4, Objective 1: Title Collaborate with the transportation systems, other community agencies and County offices to develop creative solutions to decrease the transportation barriers that exist for individuals who lack their own transportation.

Goal 4, Objective 1, Target Completion Date Jun 30, 2025

Goal 4, Objective 1, Description

### **Goal 5**

Goal 5: Title Wyoming County will create a culture that is consistently trauma-informed and develop a resilient and trauma-

informed system of care.

Goal 5: Target Completion Date Jun 30, 2027

Goal 5: Description There is a growing interest for education in the provider sector around trauma and adverse childhood experiences (ACES) and its relation to mental health and substance abuse issues. Several new initiatives and programs are starting within the County that focus on prevention in the family, so it is appropriate improve knowledge around ACEs as these program's roll out.

Goal 5: OASAS? Yes Goal 5: OMH? Yes Goal 5: OPWDD? Yes

Goal 5: Need Addressed 1 Adverse Childhood Experiences

Goal 5: Need Addressed 2

Goal 5: Need Addressed 3

Goal 5, Objective 1: Title Explore trauma-informed care initiatives, trainings, and evidenced-based interventions; offer to service providers and schools in the community.

Goal 5, Objective 1, Target Completion Date Jun 30, 2025

Goal 5, Objective 1, Description

### Goal 6

Goal 6: Title Wyoming County high risk/high need individuals and their families will know how to access community-based recovery-focused supports and services.

Goal 6: Target Completion Date Jun 30, 2027

Goal 6: Description Wyoming County is lacking recovery services for individuals or families struggling with substance use disorder. It is challenging to navigate the system to access services. Families also struggle with supporting their loved ones who are experiencing mental health challenges.

Goal 6: OASAS? Yes Goal 6: OMH? Yes Goal 6: OPWDD? No

Goal 6: Need Addressed 1 Non-Clinical supports

Goal 6: Need Addressed 2

Goal 6: Need Addressed 3

Goal 6, Objective 1: Title Increase awareness of peer support services available to individual's and their families.

Goal 6, Objective 1, Target Completion Date Jun 30, 2024

Goal 6, Objective 1, Description

Goal 6, Objective 2: Title Develop a recovery community in Wyoming County.

Goal 6, Objective 2, Target Completion Date Jun 30, 2025

Goal 6, Objective 2, Description

Goal 6, Objective 3: Title Offer more wellness and recovery group options in Wyoming County

Goal 6, Objective 3, Target Completion Date Jun 30, 2024

Goal 6, Objective 3, Description

### Goal 7

Goal 7: Title Increase employment opportunities for individuals with disabilities.

Goal 7: Target Completion Date Jun 30, 2027

Goal 7: Description Employment opportunities for individuals with I/DD is insufficient in the county. More work is needed to promote employment for individuals with disabilities.

Goal 7: OASAS? No Goal 7: OMH? Yes Goal 7: OPWDD? Yes

Goal 7: Need Addressed 1 Employment/volunteer (client)

Goal 7: Need Addressed 2

Goal 7: Need Addressed 3

Goal 7, Objective 1: Title The Mental Health Dept. and Subcommittee members will educate themselves regarding advantages of and accessing available resources for hiring individuals with disabilities and disseminate this information to employers.

Goal 7, Objective 1, Target Completion Date Jun 30, 2025

Goal 7, Objective 1, Description

### Goal 8

Goal 8: Title Improve access to Inpatient and/or Residential Treatment Services for residents of Wyoming County.

Goal 8: Target Completion Date Jun 30, 2027

Goal 8: Description Wyoming County has no inpatient or residential programs/services for individuals with substance use disorders. Those seeking residential treatment must go out of the County, sometimes out of state for services. Timely access to youth inpatient beds is a challenge for those presenting at the local 9.39 ED which doesn't have pediatric psychiatric care. It is reported that youth will wait three to four days at the ED with minimal intervention only to be discharge home as no bed was available for a transfer at surrounding hospitals.

Goal 8: OASAS? Yes Goal 8: OMH? Yes Goal 8: OPWDD? No

Goal 8: Need Addressed 1 Residential Treatment Services

Goal 8: Need Addressed 2 Inpatient Treatment  
Goal 8: Need Addressed 3

Goal 8, Objective 1: Title Establish or enhance relationships with regional service providers who may be looking to expand services into a rural area and explore satellite site opportunities to improve access to services.

Goal 8, Objective 1, Target Completion Date Jun 30, 2025

Goal 8, Objective 1, Description



## 2024 Needs Assessment Form Wyoming County Mental Health Department

### **Adverse Childhood Experiences** Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Both Youth and Adults

Do any of the Goals on the Goals and Objectives Form address this need? Yes

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

Do any of the Goals on the Goals and Objectives Form address this need? Yes

Need description (Optional):

### **Cross System Services** Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Both Youth and Adults

Do any of the Goals on the Goals and Objectives Form address this need? Yes

Need description (Optional):

### **Employment/volunteer (client)** Yes

Applies to OASAS? No

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Adults Only

Do any of the Goals on the Goals and Objectives Form address this need? Yes

Need description (Optional):

### **Housing** Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Adults Only

Do any of the Goals on the Goals and Objectives Form address this need? Yes

Need description (Optional):

### **Inpatient Treatment** Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? No

Need Applies to: Both Youth and Adults

Do any of the Goals on the Goals and Objectives Form address this need? Yes  
Need description (Optional):

**Non-Clinical Supports** Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? No

Need Applies to: Both Youth and Adults

Do any of the Goals on the Goals and Objectives Form address this need? Yes

Need description (Optional):

**Residential Treatment Services** Yes

Applies to OASAS? Yes

Applies to OMH? No

Applies to OPWDD? No

Need Applies to: Adults Only

Do any of the Goals on the Goals and Objectives Form address this need? Yes

Need description (Optional):

**Transportation** Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Both Youth and Adults

Do any of the Goals on the Goals and Objectives Form address this need? Yes

Need description (Optional):

**Workforce** Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Both Youth and Adults

Do any of the Goals on the Goals and Objectives Form address this need? Yes

Need description (Optional):

**LGU Representative:** Kelly Dryja

**Submitted for:** Wyoming County Mental Health Department