



Office of Addiction
Services and Supports

Office of
Mental Health

Office for People With
Developmental Disabilities

Goals and Objectives 2024-2027 Fulton County Community Services Board

Ernest Gagnon, Director of Community Services
(egagnon@fultoncountyny.gov)

Goal 1

Goal 1: Title Restablish a functioning Chemical Dependency Clinic

Goal 1: Target Completion Date Feb 15, 2024

Goal 1: Description Establish a Chemical Dependency Clinic as St Mary's Hospital in Amsterdam NY, removed all the staff without notification to the County or OASAS.

Goal 1: OASAS? Yes Goal 1: OMH? No Goal 1: OPWDD? No

Goal 1: Need Addressed 1 Outpatient treatment

Goal 1: Need Addressed 2 Workforce

Goal 1: Need Addressed 3

Goal 1, Objective 1: Title Gain RFP approval from OASAS Attorneys and final approval with Field Office

Goal 1, Objective 1, Target Completion Date Dec 15, 2023

Goal 1, Objective 1, Description For State Aid to be transfered to a new CD Clinic OASAS demands a RFP to be approved by the OASAS attorneys and then the OASAS Field Office. Eventhough currently the County is without a CD Clinic due to OASAS dragging out the process with St. Mary's Hospital after they were contacted about closure and then the elimination of staff by St. Mary's Hospital at the existing CD Clinic. a buracratic nightmare as resident could not receive services and some died.

Goal 1, Objective 2: Title Increase workforce to Federally underserved areas

Goal 1, Objective 2, Target Completion Date Dec 15, 2026

Goal 1, Objective 2, Description Rural Communities can not obtain Professional staff.

Goal 2

Goal 2: Title Recruit Professional Staff for Mental Health and Develomentally Delayed Services

Goal 2: Target Completion Date Nov 15, 2026

Goal 2: Description Being a Federally underserved rural community we cannot get adequate number of professional degree individuals to run OMH & OPWDD services

Goal 2: OASAS? No Goal 2: OMH? Yes Goal 2: OPWDD? Yes

Goal 2: Need Addressed 1 Workforce

Goal 2: Need Addressed 2 Outpatient treatment

Goal 2: Need Addressed 3

Goal 3

Goal 3: Title establisht multi State Agency Crisis services

Goal 3: Target Completion Date Nov 15, 2027

Goal 3: Description Integrate Crisis services for OMH, OASAS, OPWDD under one umbrella to truely provide one stop shopping.

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

Goal 3: Need Addressed 1 Crisis Services

Goal 3: Need Addressed 2 Cross System Services

Goal 3: Need Addressed 3

Goal 3, Objective 1: Title Provision of truely integrated emergency service bt regulation

Goal 3, Objective 1, Target Completion Date Sep 15, 2027

Goal 3, Objective 1, Description Currently the three "O" agencies refuse to truely align regulation, funding and services so Fulton County Residents do not have to go to multiple settings and can be served in one



Update to 2024-2027 Goals and Objectives Fulton County Community Services Board

Ernest Gagnon, Director of Community Services
egagnon@fultoncountyny.gov

Goal 1

Title	Reestablish a functioning Chemical Dependency Clinic		
Update	Two (2) Chemical Dependency Clinics have been approved to begin functioning in the fall of 2024. OASAS failed the County by having no way to quickly bring up a vendor and clinic and the County has been without services for over a year.		
OBJECTIVES			
Gain RFP approval from OASAS Attorneys and final approval with Field Office			[""]
Increase workforce to Federally underserved areas			[""]
OBJECTIVE UPDATES			

Goal 2

Title	Recruit Professional Staff for Mental Health and Developmentally Delayed Services
Update	Staff requirement has continued to be a struggle especially for professional and medical staff and made worse by decreased funding.
OBJECTIVES	
OBJECTIVE UPDATES	

Goal 3

Title	estabilsh multi State Agency Crisis services		
Update	a vendor for crisis services for child and family and a vendor crisis services for adult mental health and chemical dependency services have been identified.		
OBJECTIVES			
Provision of truly integrated emergency service bt regulation		[""]	
OBJECTIVE UPDATES			



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2026 Update to 2024-2027 Goals and Objectives Fulton County Community Services Board

Ernest Gagnon, Director of Community Services
(egagnon@fultoncountyny.gov)

Goal 1

Goal 1, 2026 Status Update: **Complete**

Goal 1, 2026 Status Update Description: Family Counseling Center began a Chemical Dependency Clinic on July 1 2025 and Helio Health is expected to start a second Chemical dependency Clinic in January 2026.

Goal 1 Objective 1, 2026 Status Update: **Complete**

Goal 1 Objective 1, 2026 Status Update Description: Tasks were Completed with NO help from OASAS.

Goal 1 Objective 2, 2026 Status Update: **Ongoing**

Goal 1 Objective 2, 2026 Status Update Description: Workforce, especially for credentialed professionals continues to be an issue in our federally underserved area. The State regulations do not work for rural communities and with the fiscal restrictions coming it will only be worse. Nurse practitioner should be added for evaluation and certification as Psychiatrists are as rare as hen teeth here.

Goal 2

Goal 2, 2026 Status Update: **Ongoing**

Goal 2, 2026 Status Update Description: It is becoming impossible to get State Mandated services done, such as 7.30 as the County does not have the credentialed professionals to do them.

Goal 3

Goal 3, 2026 Status Update: **Ongoing**

Goal 3, 2026 Status Update Description: Helio Health has taken over the County On Call service and is expanding it into a more integrated service.

Goal 3 Objective 1, 2026 Status Update: **Not started**

Goal 3 Objective 1, 2026 Status Update Description: The three State "O" Agencies refuse to integrate service regulations for more effective and efficient services. When they state they will every suggestion is deemed impossible.



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2027 Update to 2024-2027 Goals and Objectives Fulton County Community Services Board

Heather Clear-Rossbach, Director of Community Services
(hclearrossbach@fultoncountyny.gov)

Goal 1

Goal 1, 2027 Status Update: Ongoing

Goal 1, 2027 Status Update Description: Helio Health anticipates the opening of their Chemical Dependency (COPS) Clinic in July 2026.

Goal 1 Objective 1, 2027 Status Update: Complete

Goal 1 Objective 1, 2027 Status Update Description: Helio Health has received all necessary approvals and anticipates the opening of their Chemical Dependency (COPS) Clinic in July 2027.

Goal 1 Objective 2, 2027 Status Update: Ongoing

Goal 1 Objective 2, 2027 Status Update Description: Being a rural community with financial restrictions, has a significant impact on service provider/agencies to recruit and retain licensed professionals. This remains an area of ongoing need.

Goal 2

Goal 2, 2027 Status Update: Ongoing

Goal 2, 2027 Status Update Description: Workforce recruitment and retention remain a significant challenge. DD/ARC Lexington has reported some improvement in Direct Support Professional (DSP) staffing but continue to experience a substantial nursing shortage that impacts their ability to serve individuals with higher medical needs. MH continues to experience challenges in recruiting licensed professionals to include psychiatrists, nurses and social workers. Fulton County has contracted with psychiatrists in Albany area for 7.30CPL examinations.

Goal 3

Goal 3, 2027 Status Update: Ongoing

Goal 3, 2027 Status Update Description: A Crisis Collaborative Committee has been established and includes providers from local MH, SUD, DD, law enforcement, local 9.39 hospital and other community stakeholders. The purpose of the collaborative is to consider ways to improve crisis response and sustainability of crisis services currently provided in the community. Consideration of CIT training for law enforcement.

Goal 3 Objective 1, 2027 Status Update: Ongoing

Goal 3 Objective 1, 2027 Status Update Description: Limited financial resources and regulations impact integration of emergency services across MH, SUD and DD. It is anticipated the Crisis Collaborative Committee will explore this.



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2024 Needs Assessment Form Fulton County Community Services Board

Adverse Childhood Experiences 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? No

Need description (Optional): Poverty and lack of employment is a ongoing issue in our community.

Housing is in most cases over 100 years old with many out of County landlords.

Case Management/Care Coordination 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? No

Need description (Optional): With the OMH absorption of case management services into managed care, who only contact clients by phone or letter, are most severe clients cannot be maintained in the community. OASAS has never developed a case management model for rural communities and appears to have no interest in doing so.

Crisis Services Yes

Applies to OASAS? Yes

Applies to OMH? No

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? 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):

Inpatient Treatment Yes

Applies to OASAS? No

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? No

Need description (Optional): St. Mary's Hospital in Amsterdam, our 9.39 hospital has cut inpatient MH bed by half due to staffing shortages. it is next to impossible to get ANYONE admitted.

Outpatient Treatment Yes

Applies to OASAS? Yes

Applies to OMH? No

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):

Respite Yes

Applies to OASAS? No

Applies to OMH? No

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? No

Need description (Optional): OPWDD does not have true time limited respite facilities and refuses to fund them.

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? No

Need description (Optional): Rural Counties have no public transport, UBER or other means for clients to access services.

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: Ernest Gagnon

Submitted for: Fulton County Community Services Board



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2025 Needs Assessment Form Fulton County Community Services Board

Case Management/Care Coordination 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):

Inpatient Treatment 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):

Respite Yes

Applies to OASAS? No

Applies to OMH? No

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: Ernest Gagnon

Submitted for: Fulton County Community Services Board



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**2027 Needs Assessment Form
Fulton County Community Services Board**

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):

Forensics Yes

Applies to OASAS? No

Applies to OMH? Yes

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):

Workforce Yes

Applies to OASAS? No

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: Heather Clear-Rossbach

Submitted for: Fulton County Community Services Board

AGENCY	CONTACT	ADDRESS	PHONE
Mental Health Association (MHA) in Fulton & Montgomery Counties, Inc.	Janine Dykeman, Executive Director	307-309 Meadow Street, Johnstown, NY 12095	(518) 762-5332
Family Counseling Center	Michael Countryman, Chief Executive Officer	11-21 Broadway, Gloversville, NY 12078	518-725-4310
Helio Health	Duane Miller, LCSW, VP Capital Region	73 North Main Street, Gloversville, NY 12078	(518) 848-3602
St. Mary's Healthcare	Angela Rhodes, LCSW-R, Director of Behavioral Health	4988 NY-30, Amsterdam, NY 12010	(518) 841-3583