



Office of Addiction
Services and Supports

Office of
Mental Health

Office for People With
Developmental Disabilities

Goals and Objectives 2024-2027 Herkimer County Mental Health Services

Kristen Snyder-Branner, DCS
(kbranner@herkimercounty.org)

Goal 1

Goal 1: Title Crisis Services

Goal 1: Target Completion Date Jun 01, 2025

Goal 1: Description Increase crisis services throughout the county for children and adults with mental health, substance abuse and/or developmental disabilities.

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

Goal 1: Need Addressed 1 Crisis Services

Goal 1: Need Addressed 2 Respite

Goal 1: Need Addressed 3

Goal 1, Objective 1: Title Crisis Services

Goal 1, Objective 1, Target Completion Date Dec 31, 2023

Goal 1, Objective 1, Description The DCS will continue to be involved in the planning of the Crisis Stabilization Center due to be opened by The Neighborhood Center. This center will be located at 344 South Washington Street Herkimer, NY 13350.

Goal 1, Objective 2: Title Licensed Social Worker in Adult Protective

Goal 1, Objective 2, Target Completion Date Dec 31, 2023

Goal 1, Objective 2, Description The DCS will work with the Commissioner of Social Services to locate a licensed clinician within the Department of Social Services in the Adult Protective Unit. Adult Protective encounters many people with mental health and substance abuse needs and they are often in crisis and need to be assessed by a professional. The clinician will assess and then help support and refer the individuals to needed services. This effort is supported by the Opioid Regional Abatement funding.

Goal 1, Objective 3: Title Social and recreational support

Goal 1, Objective 3, Target Completion Date Dec 31, 2023

Goal 1, Objective 3, Description UCP will expand hours for the Image Center in order to provide more supports to individuals with a mental health diagnosis.

Goal 1, Objective 4: Title (Added for 2027 plan) Staff recruitment

Goal 1, Objective 4, Target Completion Date Sep 30, 2026

Goal 1, Objective 4, Description The Neighborhood Center is actively recruiting staff members for the Intensive Crisis Stabilization Center and they hope to open by September of 2026.

Goal 1, Objective 5: Title (Added for 2027 plan) Increasing Affordable Safe Housing

Goal 1, Objective 5, Target Completion Date Jun 23, 2027

Goal 1, Objective 5, Description Increase the availability of safe and affordable housing for those in who are of low income and are served under OMH, OASAS, or OPWDD..

Goal 2

Goal 2: Title Transportation

Goal 2: Target Completion Date Jun 01, 2025

Goal 2: Description The DCS will work with area providers to increase affordable access to transportation (including outlying areas of the county).

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

Goal 2: Need Addressed 1 Transportation

Goal 2: Need Addressed 2

Goal 2: Need Addressed 3

Goal 2, Objective 1: Title Expansion of Existing Program

Goal 2, Objective 1, Target Completion Date Jan 01, 2025

Goal 2, Objective 1, Description Encourage the expansion of the existing Catholic Charities Transportation Program as

they work towards Medicaid reimbursement.

Goal 2, Objective 2: Title Outreach to Medicaid Transportation

Goal 2, Objective 2, Target Completion Date Jan 01, 2025

Goal 2, Objective 2, Description : Herkimer County will further develop relationships with local Medicaid Transportation Providers.

Goal 2, Objective 3: Title Bus Passes

Goal 2, Objective 3, Target Completion Date Dec 31, 2023

Goal 2, Objective 3, Description The county and state mental health clinics will utilize bus passes and provide to clients to aid in transportation for appointments.

Goal 3

Goal 3: Title Workforce Recruitment and Retention

Goal 3: Target Completion Date Apr 01, 2025

Goal 3: Description : Increase recruitment and retention of clinical and direct care staff.

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

Goal 3: Need Addressed 1 Workforce

Goal 3: Need Addressed 2 Employment/volunteer (client)

Goal 3: Need Addressed 3

Goal 3, Objective 1: Title Utilize Funds

Goal 3, Objective 1, Target Completion Date Dec 31, 2023

Goal 3, Objective 1, Description COLA funds will be utilized by agencies as a retention effort.

Goal 3, Objective 2: Title Recruitment Events

Goal 3, Objective 2, Target Completion Date Jan 01, 2024

Goal 3, Objective 2, Description Area employers will work jointly with Herkimer County Working Solutions to host recruitment events.

Goal 4 (Added for 2027 Plan)

Goal 4: Title Suicide Coalition

Goal 4: Target Completion Date Jun 23, 2027

Goal 4: Description : The DCS will work with community stake holders to increase the participation of our local Suicide Prevention Coalition and to increase the number of community events..

Goal 4: OASAS? Yes Goal 3: OMH? Yes Goal 3: OPWDD? Yes

Goal 4: Need Addressed 1 Crisis Services

Goal 4: Need Addressed 2 Cross System Services

Goal 4: Need Addressed 3 Inpatient Treatment



Update to 2024-2027 Goals and Objectives Herkimer County Mental Health Services

Kristen Snyder-Branner, DCS
kbranner@herkimercounty.org

Goal 1

Title	Crisis Services		
Update	Continue		
OBJECTIVES			
Crisis Services		Ongoing	
Licensed Social Worker in Adult Protective		Ongoing	
Social and recreational support		Ongoing	
OBJECTIVE UPDATES			

Goal 2

Title	Transportation	
Update	Continue. Catholic Charities recently expanded their transportation program.	
OBJECTIVES		
Expansion of Existing Program		Ongoing
Outreach to Medicaid Transportation		Ongoing
Bus Passes		Complete
OBJECTIVE UPDATES		

Goal 3

Title	Workforce Recruitment and Retention		
Update	Continue. Herkimer County Mental Health utilized workforce funds to advertise for openings and for additional training for existing staff.		
OBJECTIVES			
Utilize Funds		Complete	
Recruitment Events		Ongoing	
OBJECTIVE UPDATES			



Office of Addiction
Services and Supports

Office of
Mental Health

Office for People With
Developmental Disabilities

2026 Update to 2024-2027 Goals and Objectives Herkimer County Mental Health Services

Kristen Snyder-Branner, DCS
(kbranner@herkimercounty.org)

Goal 1

Goal 1, 2026 Status Update: Ongoing

Goal 1, 2026 Status Update Description: Enhancing crisis services continues to be ongoing. The largest challenge appears to relate to Crisis Services through OPWDD and workforce shortages. The Crisis Stabilization Center through The Neighborhood Center expects to open in January of 2026. ICAN does have a Crisis Residence for children located in Oneida County. They reported that Herkimer County was their largest referral source.

Goal 1 Objective 1, 2026 Status Update: Ongoing

Goal 1 Objective 1, 2026 Status Update Description: They just started making renovations to the building and they expect to open in early 2026.

Goal 1 Objective 2, 2026 Status Update: Complete

Goal 1 Objective 2, 2026 Status Update Description: The clinician has been embedded into Social Services for the last year and she has done some great work helping the homeless population who experience substance abuse issues. She works closely with the local mental health and substance abuse clinics.

Goal 1 Objective 3, 2026 Status Update: Ongoing

Goal 1 Objective 3, 2026 Status Update Description: UCP has expanded services at the drop in Center and they will continue to provide a monthly calendar of activities. They will provide community engagement to increase the census.

Goal 2

Goal 2, 2026 Status Update: Ongoing

Goal 2, 2026 Status Update Description: The group expressed concern that many of the cab companies have switched to all Medicaid Transportation and this limits transportation access for the general public for non medical appointments. Catholic Charities continues to provide transportation. They expressed limitations because they have one vehicle and one driver. Providers and consumers have expressed the concern about reliability of some of the Medicaid transportation companies. Specific concerns were raised about A and D Transportation. Office for the Aging has a transportation program that serves age 60 and up. The Age Friendly Coalition through OFA is in the process of developing a Transportation Guide for the county.

Goal 2 Objective 1, 2026 Status Update: Ongoing

Goal 2 Objective 1, 2026 Status Update Description: They are now connected to receive funding to transport Medicaid Recipients. There was discussion and brainstorming about ways to obtain more vehicles and they could hire more drivers.

Goal 2 Objective 2, 2026 Status Update: Ongoing

Goal 2 Objective 2, 2026 Status Update Description: The group discussed that the local county MH clinic has begun to reach out to specific providers. The group agreed that we need to involve the regional transportation in order to further address this issue.

Goal 2 Objective 3, 2026 Status Update: Ongoing

Goal 2 Objective 3, 2026 Status Update Description: The county and state mental clinic continue to provide bus passes to clients.

Goal 3

Goal 3, 2026 Status Update: Complete

Goal 3, 2026 Status Update Description: The workforce funds have expired. The county was able to utilize close to \$12,000 which was used for recruitment and training for staff.

Goal 3 Objective 1, 2026 Status Update: Not started

Goal 3 Objective 1, 2026 Status Update Description:

Goal 3 Objective 2, 2026 Status Update: Ongoing

Goal 3 Objective 2, 2026 Status Update Description: Herkimer County Working Solutions continues to provide a monthly calendar which includes open houses for employers.



**Office of Addiction
Services and Supports**

**Office of
Mental Health**

**Office for People With
Developmental Disabilities**

2027 Update to 2024-2027 Goals and Objectives Herkimer County Mental Health Services

Kristen Branner, DCS
(kbranner@herkimercountyny.gov)

Goal 1

Goal 1, 2027 Status Update: **Ongoing**

Goal 1, 2027 Status Update Description: The Intensive Crisis Stabilization Center is expected to open in Herkimer in September of 2026.

Goal 1 Objective 1, 2027 Status Update: **Ongoing**

Goal 1 Objective 1, 2027 Status Update Description: The Intensive Crisis Stabilization Center is expected to open in Herkimer in September of 2026. DCS recently toured the building and met with the staff.

Goal 1 Objective 2, 2027 Status Update: **Complete**

Goal 1 Objective 2, 2027 Status Update Description: This has been successful and we plan to continue this practice.

Goal 1 Objective 3, 2027 Status Update: **Not started**

Goal 1 Objective 3, 2027 Status Update Description: This has not been started due to a staffing shortage. This is still an area that we plan to address.

Goal 2

Goal 2, 2027 Status Update: **Ongoing**

Goal 2, 2027 Status Update Description: This is an ongoing concern and now there are additional concerns with a shortage of bus drivers.

Goal 2 Objective 1, 2027 Status Update: **Ongoing**

Goal 2 Objective 1, 2027 Status Update Description: DCS continues to work with area providers to advocate for more reliable medicaid and public transportation.

Goal 2 Objective 2, 2027 Status Update: **Not started**

Goal 2 Objective 2, 2027 Status Update Description:

Goal 2 Objective 3, 2027 Status Update: **Complete**

Goal 2 Objective 3, 2027 Status Update Description: We have utilized bus passes and this has been successful.

Goal 3

Goal 3, 2027 Status Update: **Complete**

Goal 3, 2027 Status Update Description: These funds are no longer available and they were utilize to a certain extent.

Goal 3 Objective 1, 2027 Status Update: **Not started**

Goal 3 Objective 1, 2027 Status Update Description:

Goal 3 Objective 2, 2027 Status Update: **Ongoing**

Goal 3 Objective 2, 2027 Status Update Description: Working Solutions continues to hold recruitment events.



Office of Addiction
Services and Supports

Office of
Mental Health

Office for People With
Developmental Disabilities

2024 Needs Assessment Form Herkimer County Mental Health Services

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):

Housing 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):

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: Kristen Snyder-Branner

Submitted for: Herkimer County Mental Health Services



Office of Addiction
Services and Supports

Office of
Mental Health

Office for People With
Developmental Disabilities

2025 Needs Assessment Form Herkimer County Mental Health Services

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):

Housing 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):

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):

LGU Representative: Kristen Snyder-Branner

Submitted for: Herkimer County Mental Health Services



**Office of Addiction
Services and Supports**

**Office of
Mental Health**

**Office for People With
Developmental Disabilities**

**2026 Needs Assessment Form
Herkimer County Mental Health Services**

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):

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):

Housing 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):

Prevention 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? 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):

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: Kristen Snyder-Branner

Submitted for: Herkimer County Mental Health Services



**Office of Addiction
Services and Supports**

**Office of
Mental Health**

**Office for People With
Developmental Disabilities**

**2027 Needs Assessment Form
Herkimer County Mental Health Services**

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):

Housing 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):

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):

LGU Representative: Kristen Snyder-Branner

Submitted for: Herkimer County Mental Health Services