Mental Hygiene Goals and Objectives Form
Schuyler County Mental Health Clinic (70160)
Certified: Shawn Rosno (8/3/20)

Mental Hygiene Law, § 41.16 "Local planning; state and local responsibilities" states that "each local governmental unit shall: establish long range goals and objectives consistent with statewide goals and objectives." The Goals and Objectives Form allows LGUs to state their long-term goals and shorter-term objectives based on the local needs identified through the planning process and with respect to the State goals and objectives of each Mental Hygiene agency.

The information input in the 2020 Goals and Objectives Form is brought forward into the 2021 Form. LGUs can use the 2020 information as starting point for the 2021 Plan but should ensure that each section contains relevant, up-to-date responses.

Please indicate below if the overall needs of each disability population got better or worse or stayed about the same over the past year. Completion of these questions is required for submission of the form.

New To assist LGUs in the assessment of local substance use disorder (SUD) needs, OASAS Planning has developed a county-level, core-dataset of SUD public health data indicators. These reports are based on the recommendations of the Council of State and Territorial Epidemiologists and the regularly updated county-level datasets available in New York State. Each indicator compares county-level population-based rates to statewide rates. Reports for all counties are available in the County Planning System Under **Resources -> OASAS Data Resources -> Substance Use Disorder Key Indicators**

1. Overall Needs Assessment by Population (Required)

Please explain why or how the overall needs have changed and the results from those changes.

The question below asks for an overall assessment of unmet needs; however certain individual unmet needs may diverge from overall needs. Please use the text boxes below to describe which (if any) specific needs have improved, worsened, or stayed the same.

a) Indicate how the level of unmet **mental health service needs**, overall, has changed over the past year: ◉ Improved ○ Stayed the Same ○ Worsened

Please describe any unmet **mental health** service needs that have **improved**:

Schuyler County has continued to recruit and hire quality therapists and our staffing level remains overall high, resulting in quality services for the community. The patients are seen in a timely manner by their therapist and being able to hire the right number of staff has improved this immensely. The clinic continues to offer a variety of options for treatment modalities, therapist options, quick initial assessments and follow up appoints. As patients are seen quicker, initially and for regular sessions, their symptoms are addressed in a timelier manner. Patient Satisfaction Surveys have shown a very high positive response, even as the clinic has grown in overall numbers.

Please describe any unmet **mental health** service needs that have **stayed the same**:

Housing opportunities, with any sort of financial help, have stabilized. The need for safe affordable housing continues to be very high but this is an area that has neither shown much improvement and more importantly has not worsened this past year. Support systems for a person in need of housing have also stayed relatively stable. There is a need for more flexible staffing supports for a mentally ill person who is trying to stay in a safe housing location, though this has been a consistent need over the last few years.

Please describe any unmet **mental health** service needs that have **worsened**:

Psychiatrist and Nurse Practitioners are getting harder to find and hire. Schuyler County has lost one part time Psychiatrist resulting in less prescriber time overall for the community. Schuyler County is pursuing teletherapy to be offered as an option for both prescriber and therapist appointments, though the psychiatric services are the main focus. Higher needs services, such as inpatient beds or community teams, have proven to be hard to access for a variety of reasons. With the continued reduction of inpatient beds, both on the community and state level of operations, access to inpatient has become increasingly difficult. With limited bed availability and continued reduction locally, children either spend an inordinate amount of time in hospital Emergency Departments or they end up being placed at the far reaches of the State.

b) Indicate how the level of unmet **substance use disorder (SUD) needs**, overall, has changed over the past year: ◉ Improved ○ Stayed the Same ○ Worsened

Please describe any unmet **SUD** service needs that have **improved**:

Schuyler County, through Finger Lakes Area Counseling & Recovery Agency (FLACRA), has received money from the New York State Opioid SOR Grant for COTI-Rural Expansion. This money will help with the expansion of Peer services, outreach and engagement trough a mobile service format. The focus of these services will be treating persons who use Opioids/Heroin and will greatly benefit the community. Schuyler also participates in a regional coalition known as the Substance Abuse Regional Alliance (SARA). This coalition focuses its efforts on treatment access, barriers to success and public awareness.

Please describe any unmet **SUD** service needs that have **stayed the same**:

Schuyler County's main SUD provider, FLACRA, has continued to provide quality services to the community as a whole. FLACRA works closely with the Mental Health Clinic on dual diagnosed individuals, with the court system for specific issues sometimes addressed through drug court, and individuals seeking help for their substance use disorders. FLACRA offers a variety of services to help individuals, though some of the services are not specifically in Schuyler County.

Please describe any unmet **SUD** service needs that have **worsened**:

Substance Use Disorders have increased in the last six months and FLACRA sometimes has a hard time keeping up with the referrals. Part of the issue seems to be retention of quality staff in the Schuyler office setting. The SUD staff in Schuyler County is minimal, based on the number of referrals throughout the year, and when one or two staff leave or take a promotion the clients treatment can be negatively affected.

c) Indicate how the level of unmet needs of the **developmentally disabled** population, overall, has changed in the past year:
◉ Improved ○ Stayed the Same ○ Worsened

Please describe any unmet **developmentally disability** service needs that have **improved**:

Schuyler ARC has improved its services by continuing to collaborate with the Chemung ARC, officially becoming one agency. Shared services include Psychiatric Nurse Practitioner time and specialized therapy for the consumers that attend Schuyler ARC's programs. The Care Coordination Organizations (CCO's) are ramping up their services in the area and will be taking the place of the Medicaid Service Coordination.

Please describe any unmet **developmentally disability** service needs that have **stayed the same**:

The community needs for OPWDD services continues to increase, with the lack of a quick response to referrals. Almost every referral for services is initially rejected and OPWDD's insistence on using only their own Psychologists slows the process to an almost standstill. This results in many persons in need not receiving services through OPWDD.

Please describe any unmet **developmentally disability** service needs that have **worsened**:

The second section of the form includes; goals based on local need; goals based on state initiatives and goals based in other areas. The form allows counties to identify forward looking, change-oriented goals that respond to and are based on local needs and are consistent with the goals of the state mental hygiene agencies. County needs and goals also inform the statewide comprehensive planning efforts of the three state agencies and help to shape policy, programming, and funding decisions. For county needs assessments, goals and objectives to be most effective, they need to be clear, focused and achievable. The following instructions promote a convention for developing and writing effective goal statements and actionable objectives based on needs, state or regional initiatives or other relevant areas.

2. Goals Based On Local Needs

Please select any of the categories below for which there is a **high level of unmet need** for LGU and the individuals it serves. (Some needs listed are specific to one or two agencies; and therefore only those agencies can be chosen). When considering the level of need, compare each issue category against all others rather than looking at each issue category in isolation.

- **For each need identified you will have the opportunity to outline related goals and objectives, or to discuss the need more generally if there are no related goals or objectives.**
- **You will be limited to one goal for each need category but will have the option for multiple objectives.** For those categories that apply to multiple disability areas/state agencies, please indicate, in the objective description, each service population/agency for which this unmet need applies. (At least one need category must be selected).

Issue Category		Applicable State Agenc(ies)		
		OASAS	OMH	OPWDD
a)	Housing	✔	✔	✔
b)	Transportation	✔	✔	✔
c)	Crisis Services	☐	☐	☐
d)	Workforce Recruitment and Retention (service system)	✔	✔	✔
e)	Employment/ Job Opportunities (clients)	☐	☐	☐

f)	Prevention	☐	☐	☐
g)	Inpatient Treatment Services	☐	☐	☐
h)	Recovery and Support Services	☐	☐	☐
i)	Reducing Stigma	☐	☐	☐
j)	SUD Outpatient Services	☐	☐	☐
k)	SUD Residential Treatment Services	☐	☐	☐
l)	Heroin and Opioid Programs and Services	☑	☐	☐
m)	Coordination/Integration with Other Systems for SUD clients	☐	☐	☐
n)	Mental Health Clinic	☐	☐	☐
o)	Other Mental Health Outpatient Services (non-clinic)	☐	☐	☐
p)	Mental Health Care Coordination	☐	☑	☑
q)	Developmental Disability Clinical Services	▓	▓	☐
r)	Developmental Disability Children Services	▓	▓	☐
s)	Developmental Disability Student/Transition Services	▓	▓	☐
t)	Developmental Disability Respite Services	▓	▓	☐
u)	Developmental Disability Family Supports	▓	▓	☐
v)	Developmental Disability Self-Directed Services	▓	▓	☐
w)	Autism Services	▓	▓	☐
x)	Developmental Disability Front Door	▓	▓	☐
y)	Developmental Disability Care Coordination	▓	▓	☐
z)	Other Need 1(Specify in Background Information)	☐	☑	☐
aa)	Other Need 2 (Specify in Background Information)	☐	☐	☐
ab)	Problem Gambling	☐	☐	☐
ac)	Adverse Childhood Experiences (ACEs)	☐	☐	☐

(After a need issue category is selected, related follow-up questions will display below the table)

2a. Housing - Background Information

The Background Information box is a free-text box for LGUs to provide any additional information or more details related to the need and the Goal, such as:

- Data sources used to identify need (e.g. hospital admission data)
- Assessment activities used to indicate need or formulate goal (e.g. community forum)
- Narrative describing importance of goal

This form will allow attachments, so in the Background Information box you could reference an attached document for more information.

Schuyler County continues to have a shortage of affordable safe housing that crosses all three disability areas. The local community Housing Committee has looked at a variety of reasons, mainly tourism and the increase in AirBnB's, for this shortage and at the same time this group is recommending an increase in housing availability. The most efficient manner to increase housing availability for programs within Community Services would be to work with each respective disability and plan ways to fund, renovate and subsidies in some manner housing specifically for the identified disability.

Do you have a Goal related to addressing this need? ⦿ Yes ◯ No

Goal Statement- Is this Goal a priority goal (Maximum 5 Objectives per goal)? ◯ Yes ⦿ No

The Goal Statement should be a specific, clear, and succinct statement of a desired outcome. It should be focused on a change that is tangible, achievable and within the control of the LGU. Avoid vague statements that focus on "maintaining" or "continuing" activity that simply maintains the status quo.

To increase safe affordable housing for persons receiving services from one of the three disability areas.

Objective Statement

Objective Statements should describe a shorter-term action the LGU will take to achieve the longer-term goal. Each goal should have at least one objective. You may have multiple objectives for each goal. The objective should identify the approach to be taken to help achieve the desired outcome. It answers the question, "How will the goal be achieved?"

Add an Objective (Maximum 5 Objectives per goal) | Remove Objective

Objective 1: Identify local housing stock that could be used for safe affordable housing covering all three disability areas.
Applicable State Agency: (check all that apply): ☑ OASAS ☑ OMH ☑ OPWDD

Objective 2: Leverage resources to increase housing options for each of the three disability areas.
Applicable State Agency: (check all that apply): ☑ OASAS ☑ OMH ☑ OPWDD

Change Over Past 12 Months (Optional)

This optional, free-text box allows LGUs to describe any change in the need driving the goal or any progress made towards the goal in the last year. Where possible, include specific measurable accomplishments and milestones achieved. You may also want to identify barriers to achieving stated goals and objectives and describe the rationale for any changes made to the goal statement or associated strategies.

There has been little change in this area over the last 12 months. Housing options are relatively stable, though there is not enough for the area. Many of the newer State Aid driven housing (apartment rental assistance) options are considered long term which is helpful for the person that can get into the program. When a new person has a need for housing it takes a while to have an opening and more State Aid is needed in this area to help keep a person stable in the community.

2b. Transportation - Background Information

The Background Information box is a free-text box for LGUs to provide any additional information or more details related to the need and the Goal, such as:

- Data sources used to identify need (e.g. hospital admission data)
- Assessment activities used to indicate need or formulate goal (e.g. community forum)
- Narrative describing importance of goal

This form will allow attachments, so in the Background Information box you could reference an attached document for more information.

Schuyler county's rural location and lower overall population has resulted in very few public transportation options. This county wide need has been addressed by a few small startup Uber options and three very part time taxi services. The majority of public transportation is provided by a subsidiary of Schuyler Arc, the Link-Line. This county bus system is limited in times and routes but has continued to grow and the community uses them more. Our local Transportation Committee meets monthly to gauge the success and needs of the county as a whole.

Do you have a Goal related to addressing this need? ◉ Yes ○ No

Goal Statement- Is this Goal a priority goal (Maximum 5 Objectives per goal)? ○ Yes ◉ No

The Goal Statement should be a specific, clear, and succinct statement of a desired outcome. It should be focused on a change that is tangible, achievable and within the control of the LGU. Avoid vague statements that focus on "maintaining" or "continuing" activity that simply maintains the status quo.

To increase availability, routes and times, of the county public transportation system, and at the same time be able to connect to other county systems.

Objective Statement

Objective Statements should describe a shorter-term action the LGU will take to achieve the longer-term goal. Each goal should have at least one objective. You may have multiple objectives for each goal. The objective should identify the approach to be taken to help achieve the desired outcome. It answers the question, "How will the goal be achieved?"

Add an Objective (Maximum 5 Objectives per goal) | Remove Objective

Objective 1: Identify communities within the county that have a need, with enough riders, for an added direct bus route.
Applicable State Agency: (check all that apply): ☑ OASAS ☑ OMH ☑ OPWDD

Change Over Past 12 Months (Optional)

This optional, free-text box allows LGUs to describe any change in the need driving the goal or any progress made towards the goal in the last year. Where possible, include specific measurable accomplishments and milestones achieved. You may also want to identify barriers to achieving stated goals and objectives and describe the rationale for any changes made to the goal statement or associated strategies.

Schuyler County Transit continues to add routes and times based on the communities needs and has been very successful. The Transportation Link Line and the TRiP process have also been very successful, connecting people with transportation needs to providers and sometimes providing a little needed financial help to give a person a little extra for a short time in order to help them help themselves in the long run.

2d. Workforce Recruitment and Retention (service system) - Background Information

The Background Information box is a free-text box for LGUs to provide any additional information or more details related to the need and the Goal, such as:

- Data sources used to identify need (e.g. hospital admission data)
- Assessment activities used to indicate need or formulate goal (e.g. community forum)
- Narrative describing importance of goal

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Programs in all three disability sectors continue to identify a need in the recruitment and retention of healthcare workers. These positions provide all levels of care to the community and there simply is not enough people with the skills, basic or higher, to meet the need of the providers.

Do you have a Goal related to addressing this need? ⦿ Yes ◯ No

Goal Statement- Is this Goal a priority goal (Maximum 5 Objectives per goal)? ⦿ Yes ◯ No

The Goal Statement should be a specific, clear, and succinct statement of a desired outcome. It should be focused on a change that is tangible, achievable and within the control of the LGU. Avoid vague statements that focus on "maintaining" or "continuing" activity that simply maintains the status quo.

To increase awareness of careers in the healthcare field.

Objective Statement

Objective Statements should describe a shorter-term action the LGU will take to achieve the longer-term goal. Each goal should have at least one objective. You may have multiple objectives for each goal. The objective should identify the approach to be taken to help achieve the desired outcome. It answers the question, "How will the goal be achieved?"

Add an Objective (Maximum 5 Objectives per goal) | Remove Objective

Objective 1: Provide education and awareness within the school districts we currently provide service for.
     Applicable State Agency: (check all that apply): ☑ OASAS ☑ OMH ☑ OPWDD

Objective 2: Identify and collaborate with local colleges for internships and work studies.
     Applicable State Agency: (check all that apply): ☑ OASAS ☑ OMH ☑ OPWDD

Objective 3: Research and provide salary data to support wage increases that will affect both recruitment and retention.
     Applicable State Agency: (check all that apply): ☑ OASAS ☑ OMH ☑ OPWDD

Change Over Past 12 Months (Optional)

This optional, free-text box allows LGUs to describe any change in the need driving the goal or any progress made towards the goal in the last year. Where possible, include specific measurable accomplishments and milestones achieved. You may also want to identify barriers to achieving stated goals and objectives and describe the rationale for any changes made to the goal statement or associated strategies.

2l. Heroin and Opioid Programs and Services - Background Information

The Background Information box is a free-text box for LGUs to provide any additional information or more details related to the need and the Goal, such as:

- Data sources used to identify need (e.g. hospital admission data)
- Assessment activities used to indicate need or formulate goal (e.g. community forum)
- Narrative describing importance of goal

This form will allow attachments, so in the Background Information box you could reference an attached document for more information.

Schuyler County has seen an increase in Opioid use and the need for treatment over the last year. We have limited resources for opioid treatment and our focus will be on increasing prescriber and therapist hours specific to this population. Schuyler County's local coalition, Schuyler County Coalition on Underage Drinking and Drugs (SCUDD) works with the community, families, schools, law enforcement and courts, to help with prevention and suggest treatment options. An increase in treatment specific to opioids has been recommended.

Do you have a Goal related to addressing this need? ⦿ Yes ◯ No

Goal Statement- Is this Goal a priority goal (Maximum 5 Objectives per goal)? ⦿ Yes ◯ No

The Goal Statement should be a specific, clear, and succinct statement of a desired outcome. It should be focused on a change that is tangible, achievable and within the control of the LGU. Avoid vague statements that focus on "maintaining" or "continuing" activity that simply maintains the status quo.

To increase awareness of the Heroin/Opioid epidemic and increase services specific to Opioids.

Objective Statement

Objective Statements should describe a shorter-term action the LGU will take to achieve the longer-term goal. Each goal should have at least one objective. You may have multiple objectives for each goal. The objective should identify the approach to be taken to help achieve the desired outcome. It answers the question, "How will the goal be achieved?"

Add an Objective (Maximum 5 Objectives per goal) | Remove Objective

Objective 1: Increase Medication Assisted Treatment (MAT) services.
  Applicable State Agency: (check all that apply): ☑ OASAS ☑ OMH ☐ OPWDD

Objective 2: Increase awareness of non-opioid treatment.
  Applicable State Agency: (check all that apply): ☑ OASAS ☑ OMH ☐ OPWDD

Change Over Past 12 Months (Optional)

This optional, free-text box allows LGUs to describe any change in the need driving the goal or any progress made towards the goal in the last year. Where possible, include specific measurable accomplishments and milestones achieved. You may also want to identify barriers to achieving stated goals and objectives and describe the rationale for any changes made to the goal statement or associated strategies.

The Opiod programs have started to see the added services from the COTI grant detailed ealier under the Substance Use Disorder (SUD) need that have IMPROVED section.

2p. Mental Health Care Coordination - Background Information

The Background Information box is a free-text box for LGUs to provide any additional information or more details related to the need and the Goal, such as:

- Data sources used to identify need (e.g. hospital admission data)
- Assessment activities used to indicate need or formulate goal (e.g. community forum)
- Narrative describing importance of goal

This form will allow attachments, so in the Background Information box you could reference an attached document for more information.

Schuyler County's transition to Medicaid Managed Care Care Management has been rocky at best. There are six competing care management providers, five of whom have their main service site outside of the county. Having a knowledge of the rural nature, the lack of services and the various needs that the community has is important to provide solid care management, yet most of the providers know very little about Schuyler County. Understanding what services are actually provided by each respective care management system that works with any Schuyler County resident that is connected with an OMH, OPWDD or OASAS provider, will help coordinate service provision and community members becoming healthier as a whole.

Do you have a Goal related to addressing this need? ⦿ Yes ◯ No

Goal Statement- Is this Goal a priority goal (Maximum 5 Objectives per goal)? ◯ Yes ⦿ No

The Goal Statement should be a specific, clear, and succinct statement of a desired outcome. It should be focused on a change that is tangible, achievable and within the control of the LGU. Avoid vague statements that focus on "maintaining" or

"continuing" activity that simply maintains the status quo.

To gather data of residents receiving care management services including number served, level of need, length of service and planning for transitions.

Objective Statement

Objective Statements should describe a shorter-term action the LGU will take to achieve the longer-term goal. Each goal should have at least one objective. You may have multiple objectives for each goal. The objective should identify the approach to be taken to help achieve the desired outcome. It answers the question, "How will the goal be achieved?"

Add an Objective (Maximum 5 Objectives per goal) | Remove Objective

Objective 1: Increase data sharing to track care management services within the county.
        Applicable State Agency: (check all that apply): ☑ OASAS ☑ OMH ☑ OPWDD

Objective 2: Increase communication from the care management providers to the county to review services provided and areas of need.
        Applicable State Agency: (check all that apply): ☑ OASAS ☑ OMH ☑ OPWDD

Change Over Past 12 Months (Optional)

This optional, free-text box allows LGUs to describe any change in the need driving the goal or any progress made towards the goal in the last year. Where possible, include specific measurable accomplishments and milestones achieved. You may also want to identify barriers to achieving stated goals and objectives and describe the rationale for any changes made to the goal statement or associated strategies.

Care Coordination continues to focus more on data, phone calls and minimal contact with the actual person. These concerns have been voiced but have not seemingly been heard. Care Coordination at its most basic is a very helpful function to support a person within the community but some of the agencies do not know the community and do not want to learn the services and difficulties that come with being very rural. Many consumers are opting out of this valuable support service because the paperwork is so daunting.

2z. Other Need (Specify in Background Information) - Background Information

The Background Information box is a free-text box for LGUs to provide any additional information or more details related to the need and the Goal, such as:

- Data sources used to identify need (e.g. hospital admission data)
- Assessment activities used to indicate need or formulate goal (e.g. community forum)
- Narrative describing importance of goal

This form will allow attachments, so in the Background Information box you could reference an attached document for more information.

Schuyler County's Mental Health Clinic has transformed during the Covid-19 Pandemic, into a service that has been able to continue, specifically with social distancing in mind, by remote access. The waivers granted during this time, changing of the definition of teletherapy to include telephonic services, being able to provide therapy from a secure environment in the therapists home and the rounding of the service timeframes, have proven to increase engagement with people in need of mental health services. The expected change in teletherapy regulation will help clinics provide services whether there is a pandemic or not. Rural clinics have to regularly address transportation issues and attendance has improved with the option of teletherapy, both video and telephonic. Schuyler County wholeheartedly supports the permanent change of teletherapy regulations, including the rounding of appointment times, to continue this improved engagement and provision of service.

Do you have a Goal related to addressing this need? ⦿ Yes ◯ No

Goal Statement- Is this Goal a priority goal (Maximum 5 Objectives per goal)? ◯ Yes ◯ No

The Goal Statement should be a specific, clear, and succinct statement of a desired outcome. It should be focused on a change that is tangible, achievable and within the control of the LGU. Avoid vague statements that focus on "maintaining" or "continuing" activity that simply maintains the status quo.

Schuyler County will complete the OMH teletherapy application to ensure continued options for the access of mental health treatment.

Objective Statement

Objective Statements should describe a shorter-term action the LGU will take to achieve the longer-term goal. Each goal should have at least one objective. You may have multiple objectives for each goal. The objective should identify the approach to be taken to help achieve the desired outcome. It answers the question, "How will the goal be achieved?"

Add an Objective (Maximum 5 Objectives per goal) | Remove Objective

Change Over Past 12 Months (Optional)

This optional, free-text box allows LGUs to describe any change in the need driving the goal or any progress made towards the goal in the last year. Where possible, include specific measurable accomplishments and milestones achieved. You may also want to identify barriers to achieving stated goals and objectives and describe the rationale for any changes made to the goal statement or associated strategies.