



Office of Addiction
Services and Supports

Office of
Mental Health

Office for People With
Developmental Disabilities

Goals and Objectives 2024-2027 Cattaraugus County Community Services Department

Mary O'Leary, Director
(MHOLeary@CattCo.org)

Goal 1

Goal 1: Title Establish a Crisis Team

Goal 1: Target Completion Date Jan 01, 2028

Goal 1: Description Create a Crisis Response Team that includes a Therapist and a Peer to respond to crises in the County. An on-call provider would assist in complex needs in all service arenas, for individuals with mental health, developmental disabilities, or substance abuse concerns.

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

Goal 1: Need Addressed 1 Crisis Services

Goal 1: Need Addressed 2

Goal 1: Need Addressed 3

Goal 1, Objective 1: Title Identify Existing Crisis Supports in the County

Goal 1, Objective 1, Target Completion Date Jan 01, 2024

Goal 1, Objective 1, Description Identify the crisis supports that already exist in the County at each of the service agencies, i.e., Community Services Counseling Centers for mental health, CASA-Trinity for addictions support, and Intandem or SASi (Suburban Adult Services, Inc.) for developmental disabilities services. Obtain each agency's protocols for responding to crises - who takes the calls, who responds, what is the response/treatment, and who follows up to crisis calls?

Goal 1, Objective 2: Title Crisis Cross-Systems Training

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

Goal 1, Objective 2, Description Identify ways the various agencies in Cattaraugus County can collaborate regarding crisis services, to appropriately refer individuals to treatment options across multiple systems, and begin to identify the treatment needs and regulations across the multiple service arenas. Identify the resources and referral processes for individuals in crisis who are not currently enrolled in any agency; resources might include SPOA, ACT Team, and Youth ACT.

Goal 1, Objective 3: Title Budget and Fiscal Planning

Goal 1, Objective 3, Target Completion Date Jan 01, 2026

Goal 1, Objective 3, Description Define the staffing and budget needs, and identify an oversight agency or contractor to maintain and monitor a crisis team. Options might include an RFP or MOUs among agencies to share crisis team responsibility. Further objectives would be determined by fiscal and agency responsibility as education and cross system collaboration continues to ensure any individual with any treatment need would receive immediate crisis response in the county, regardless of prior agency/service affiliation.

Goal 2

Goal 2: Title Establish Integrated Clinic

Goal 2: Target Completion Date Jun 30, 2026

Goal 2: Description Cattaraugus County is ranked 61st out of 62 healthy counties (next to last) in New York State. The leading causes of death in the county are cancer, heart disease, and accidents, with a high rate of tobacco use (36.9% of adults smoke cigarettes v. 20.4% average for the rest of the state). Cattaraugus County has only 1 mental health provider / 590 individuals, where the state average is 1 provider / 340 individuals. Recognizing the need for more diverse service options, Department of Community Services is pursuing more integrated clinic options to serve individuals in the county.

Cattaraugus County Dept. of Community Services obtained SAMHSA grant to integrate Substance Use Disorder treatment into the Mental Health Counseling Center in 2023. The Counseling Center hired CASAC and CRPA staff and obtained OASAS license to integrate dual diagnosis treatment modalities in the currently OMH-licensed clinic setting. CASA-Trinity is the only other licensed OASAS program in the county, so this integration offers individuals in the county another provider option. Integrating clinic services also consolidates workforce needs, where peers and professionals can work with dually diagnosed populations in a single clinic setting.

The Counseling Center is applying for additional grants and funding to become a fully integrated clinic to offer physical health treatment, in addition to mental health and substance use disorder services. Objectives toward this Goal will be established in coming months, after grants are awarded.

Goal 2: OASAS? Yes Goal 2: OMH? Yes Goal 2: OPWDD? Yes
Goal 2: Need Addressed 1 Outpatient treatment
Goal 2: Need Addressed 2 Cross System Services
Goal 2: Need Addressed 3 Workforce

Goal 3

Goal 3: Title Expand Systems of Care in Community

Goal 3: Target Completion Date Jul 30, 2026

Goal 3: Description OMH funds provided Cattaraugus County the opportunity to form the Family Voice Advocacy (FVA), overseen by SPOA Coordinator with collaboration from multiple service providers in community, including mental health, substance use, developmental disabilities providers, as well as schools, community supports, peer agency supports, faith-based community, and many other agencies. The goal of the Family Voice Advocacy is to include youth and family/caregivers at meetings to discuss communication needs and ways to close barriers in treatment and service options. The FVA meets monthly to share service information and positive insights about services available in community, breaking down the "us vs. them" mentality while helping to reduce stigma about recovery.

Cattaraugus County Departments of Community Services and Social Services share a Preventative Care Manager position to link homeless individuals in community with appropriate mental health or other services and to provide care management services to children/youth who are not eligible for Health Home Care Management due to insurance or other eligibility barriers.

State Oversight Agencies continue to focus on Peer Service options in communities, and Cattaraugus County seeks to identify the expanded role peers play in helping people to navigate Systems of Care in the county. For example, individuals linked with Health Homes or other Care Coordination services do not receive traditional intensive case management, for which peers might assist in closing gaps in care. Peer Staff from Community Services Counseling Center currently provide peer services at the County Jail, in lieu of professional therapy, to encourage linkages and refer individuals to appropriate service options and assist with discharge planning.

Expansion of Cross Systems in the county would also include transportation or housing linkages, as needed.

As the FVA continues to identify and expand on its mission in the county, they will assist in the expansion of Systems of Care for all individuals, in addition to youth and families.

Goal 3: OASAS? Yes Goal 3: OMH? Yes Goal 3: OPWDD? Yes
Goal 3: Need Addressed 1 Cross System Services
Goal 3: Need Addressed 2
Goal 3: Need Addressed 3

Goal 4 (Added in 2027 plan)

Goal 4: Title increase transportation opportunities in the county

Goal 4: Target Completion Date Dec 31, 2029

Goal 4: Description As I listed in our needs assessment, transportation in our county, medical and non medical is a major barrier to residents. There is very limited transportation options in the county with the bus system having limited hours and routes. This impacts people trying to get to employment, appointments, shopping and entertainment. This impact all residents in living successfully in our county.

Goal 4: OASAS? Yes Goal 4: OMH? Yes Goal 4: OPWDD? Yes
Goal 4: Need Addressed 1 Transportation
Goal 4: Need Addressed 2 Transportation
Goal 4: Need Addressed 3 Transportation

Goal 4, Objective 1: Title gather data to focus efforts

Goal 4, Objective 1, Target Completion Date Jun 30, 2027

Goal 4, Objective 1, Description schedule meetings with town, city, village and county agencies and providers to discuss needs and prioritize the gaps in transportation

Goal 4, Objective 2: Title public awareness

Goal 4, Objective 2, Target Completion Date Jun 30, 2027

Goal 4, Objective 2, Description present finding of meetings to county and larger population areas in the county to inform and begin discussing addressing some of the gaps identified by towns, villages and cities

Goal 4, Objective 3: Title discuss pilot projects and begin discussing cost of addressing some transportation gaps

Goal 4, Objective 3, Target Completion Date Jun 30, 2027

Goal 4, Objective 3, Description Presenting the findings will also mean discussing potential costs of pilot projects and how the cost could be shared among all these entities



Update to 2024-2027 Goals and Objectives Cattaraugus County Community Services Department

Mary O'Leary, Director
MHOLeary@CattCo.org

Goal 1	
Title	Establish a Crisis Team
Update	Cattaraugus County has identified existing crisis supports. Office of Mental Health awarded funds to the county to establish a Crisis Response Team in 2023. The LGU has been meeting regularly with OMH to review the program proposal, budget, and staffing guidelines. The LGU is reviewing staffing needs to create 2 Teams, including a Therapist and a Peer on each Team. Staffing may be one of the most restrictive barriers to setting up the Team, as all mental health agencies in the county continue to struggle with workforce recruitment and retention. County Government oversight of Community Services prevents the provision of recruitment or retention bonuses, which have become a "norm" in other workforce environments. Additionally, Community Services previously recruited new interns and prospective professional candidates from St. Bonaventure University, but the college no longer provides in-person education for its social work program. With a virtual platform, the university students no longer reside in the County and there is no immediate draw for candidates to complete internships. The LGU continues to meet with OMH to discuss other workforce options to get the Team up and running as soon as possible. Once established, the Team will begin to train for cross-systems crisis response (i.e., response to developmental disabilities or addictions crisis). The budget and fiscal planning will also be finalized when workforce standards are firmly established in accordance with updated guidance from OMH.
OBJECTIVES	
Identify Existing Crisis Supports in the County	Complete
Crisis Cross-Systems Training	Ongoing
Budget and Fiscal Planning	Ongoing
OBJECTIVE UPDATES	

Goal 2	
Title	Establish Integrated Clinic
Update	Cattaraugus County Dept. of Community Services did not receive grant funding for a fully integrated SUD/OMH clinic. The Counseling Center continues to provide SUD services and is contracting with medical professionals from Jamestown Psychiatric to further Medication Assisted Treatment (MAT) in the counseling centers. We will be applying for an integrated license in the next year, as we have completed our first OASAS audit and can move forward.
OBJECTIVES	
OBJECTIVE UPDATES	

Goal 3	
Title	Expand Systems of Care in Community
Update	The Cattaraugus County Family Voice Advocacy continues to meet monthly, bridging systems of care for both youth/families and now including adults. The FVA recently applied for Anti-Stigma Grant through Office of Mental Health, to address stigma as a barrier to treatment among all age groups. OMH has not yet announced the grant awards, but FVA hopes to utilize funding to further knowledge of mental wellness and the services available across all systems of care in the county. The FVA also continues to work on a mental wellness toolkit that would be available to individuals. The toolkit would include self-advocacy information, providers linkage information, and general health and wellness linkages for all ages. Additionally, there is now a Professional in the Jail, who assists the Peers and Jail Discharge Planner to ensure appropriate services, linkages, and appointments are scheduled upon release.
OBJECTIVES	



Office of Addiction
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2026 Update to 2024-2027 Goals and Objectives Cattaraugus County Community Services Department

Mary O'Leary, Director
(mholeary@cattco.org)

Goal 1

Goal 1, 2026 Status Update: Ongoing

Goal 1, 2026 Status Update Description: Since the last LSP submitted Cattaraugus County has finalized plans for the crisis team with the two agencies who will be providing the staff for the team. Since the last LSP we realized we could not successfully put into place the 2 team approach. Upon review of funding and resource we have decided to have a crisis team consisting of one peer and one therapist whose hours would be 9am to 6pm each day with the ability to go into the community if needed. Cattaraugus County will continue to oversee the after hours crisis person who is contacted through the crisis line or another agency in the county to assist with crises from 6pm to 8am each night. Cattaraugus County has spent time in each subcommittee meeting, OASAS, OPWDD and OMH, discussing how crisis services would be responsive to their needs as well. The ideas of cross training has been an important part of these discussions to make sure the crisis team can respond appropriately to all crisis calls.

Goal 1 Objective 1, 2026 Status Update: Ongoing

Goal 1 Objective 1, 2026 Status Update Description: Cattaraugus County continues to use this list as a living document. Many agencies and organizations undergo transitions throughout the year with staffing, regulatory and location changes so depending on these things crisis response could change year to year. During the MH OASAS and OPWDD subcommittee meetings these changes, if any, are reviewed and documented in the meeting minutes.

Goal 1 Objective 2, 2026 Status Update: Ongoing

Goal 1 Objective 2, 2026 Status Update Description: Cattaraugus County continues to attempt to be ready to assist an individual who is presenting in crisis in from any agency. Many of the agencies or providers have worked collaboratively for several years and are part of the collaborative meetings held including OMH, OASAS, and OPWDD providers. We continue to navigate regulatory barriers in all of the state agencies.

Goal 1 Objective 3, 2026 Status Update: Complete

Goal 1 Objective 3, 2026 Status Update Description: Cattaraugus County has identified two local agencies to staff the crisis peer and crisis therapist. We are awaiting the final signature on these contracts. Once in place the crisis team will be in place and functional. Initially training will be done to ensure the crisis workers are aware of county and department policies. Notices to county agencies, OASAS OMH and OPWDD about the crisis team will be provided to inform of protocols for the crisis team and the after hours crisis response.

Goal 2

Goal 2, 2026 Status Update: Ongoing

Goal 2, 2026 Status Update Description: Cattaraugus County continues to fare worse than the average county in NYS for community conditions and slightly worse than the average county in the nation. This is documented in the county Health rankings and has been a driving factor in applying for an integrated license. This application was completed and we are awaiting a response or any additional information needed. Cattaraugus County feels that the integrated clinic is more than just behavioral and physical health. Cattaraugus County has collaborated with the OPWDD agency in a drop in center and a pharmacy, these are expected to begin functioning later in 2025.

We continue to provide Substance Abuse assessment outpatient treatment and MAT services. We provide oral naltrexone, vivitrol and the sublocade injections but due to the lack of staff to monitor the medication side effects each day we have had to turn away referrals, the new data indicates the ability to provide the medication and monitoring in a much shorter time. We have a MAT through our contracted psychiatric provider and are hoping to begin accepting sublocade referrals in the next few months.

Goal 3

Goal 3, 2026 Status Update: Ongoing

Goal 3, 2026 Status Update Description: Cattaraugus County continues to follow the goal of collaboration among county agencies and departments that was enhanced through the awarding of funding through the Systems of Care Grant. The county has a rich history of collaboration and attempting to overcome regulatory and roles barriers in order to provide services to our county. We oversee the High Utilizers of Services meeting that includes law enforcement, the local hospital, care coordination agencies, the public defender, treatment court, substance abuse agency as just an example of the collaboration in the county. The Mental Health tool kit continues to be updated and added to when new information or links are provided.

The LGU opioid settlement funds made available have also been used for collaboration with agencies and county departments who are being impacted by opioid use/ addiction. The county departments MOU's are in place and resolutions for contracts are being prepared for our contract agencies.

In May of this year the Family Voice Advocacy committee presented an Art Show with the theme of "What is recovery?" It consisted of art projects from children ages 5-18 in our county with the art work showing the child's definition of recovery. The committee was able to judge and award prizes and the Art Show was announced in local papers.

Cattaraugus County continues to use peer services to bridge gaps between clinical and care coordination services. We have had peer positions open at times through the year. We continue to use the peer service as much as possible. We realize that in the the Jail relationship building is very important and increases the chance of needed follow-up occurring is increased significantly. The peers in the PROS program and the clinic have been great additions to the programming and have become an integral part of our locations.

The introduction of the 1115 waiver has expanded the level of services that the county can offer. One of our OPWDD agencies is close to opening a drop in location close to the county center that will have a variety of information about programs and information about Cattaraugus County resources.



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2027 Update to 2024-2027 Goals and Objectives Cattaraugus County Community Services Department

Mary O'Leary, Director
(mholeary@cattco.org)

Goal 1

Goal 1, 2027 Status Update: Not started

Goal 1, 2027 Status Update Description:

Goal 1 Objective 1, 2027 Status Update: Ongoing

Goal 1 Objective 1, 2027 Status Update Description: The county continues to gain and share information about crisis response with all the three "O" agencies in our county but there are changes happening due to funding, staffing and regulatory changes. This information is not always shared in each subcommittee meeting and this should be put on the agendas regularly so changes or updates can be shared.

Goal 1 Objective 2, 2027 Status Update: Ongoing

Goal 1 Objective 2, 2027 Status Update Description: Cattaraugus County continue to value and put into place cross systems meetings. These meetings save time and effort among the providers and offer an opportunity to work together to resolve issues or questions.

Cross systems meeting have been successful and will continue to be used.

We continue to discuss the cross training for addressing crises in all of the "O" agencies arenas. We particularly struggle with the OPWDD system.

Goal 1 Objective 3, 2027 Status Update: Ongoing

Goal 1 Objective 3, 2027 Status Update Description: We have a crisis worker in place and they have been involved in many situations, suicide, expected and unexpected deaths. They have provided resources and offered follow up on Emergency Department, school, law enforcement, and county departments. They have been in place for only a few months and the majority of referrals have been for those not involved in Community Services.

Goal 2

Goal 2, 2027 Status Update: Ongoing

Goal 2, 2027 Status Update Description: We received our integrated license in November of 2025. We continue to provide assessments and treatment for the SUD population with a CASAC and a CRPA peer. We planned on providing Sublocade after the induction protocol changed to a shorter time for observations and the initiation of the medication. This has not occurred due to resistance from the Legislature but will be decided soon.

The clinic continues to collaborate in providing medical care in our clinic but does not have a physician in the clinic. This is an ongoing request and will continue to be explored.

We have a FQHC in the county that we collaborate with regularly in our department.

Goal 3

Goal 3, 2027 Status Update: Ongoing

Goal 3, 2027 Status Update Description: The Family Voice Advocacy meeting has been scaled back to once a quarter but the resources gathered using the original grant money remains a living document.

We are putting MOU's in place for the Opioid Funds and have added a position to work with homeless and poly substance abuse/opioid addiction or problem in the Department of Social Services. This position has just started and outcomes will be measured.

Peers continue to provide the strongest linkages to recovery. There are peers in the clinics, PROS program and the Jail. We have had limited interaction with the 1115 Waiver as there have been many iterations of this and care coordination is discerning the difference between the two programs,

The expansion of systems of care has also brought up the need for working with the Seneca Nation of Indians(SN) to establish reintegration housing in the county. SNI has been able to find substance abuse placement for over 200 people in the last 6 months of 2025 but finding reintegration housing has been extremely difficult. The county, CASA Trinity (our primary SA provider) and SNI have been discussing the need for this type of housing.



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2024 Needs Assessment Form Cattaraugus County Community Services Department

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):

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? No

Need description (Optional): The LGU will aspire to become more involved in housing opportunities within the county, as the LGU has the perspective of individual needs in community. In the last year, Cattaraugus County Department of Community Services identified one Preventative Care Manager (PCM) to work with the Homeless Unit in Department of Social Services, to connect homeless individuals with mental health resources, if needed. The same PCM also works as a Children's Care Manager for individuals who do not have Medicaid or who are not eligible for Health Home Care Management.

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? No

Need description (Optional): Cattaraugus County needs more inpatient beds for adults and inpatient treatment beds for children at the local hospital (Olean General Hospital). The LGU continues to meet with hospital leaders regarding local needs and to collaborate for children's inpatient beds.

Outpatient 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? No

Need description (Optional): As seen across New York State, Cattaraugus County faces professional workforce shortages and most agencies struggle to staff clinical positions. Cattaraugus County Dept. of Community Services counseling centers started a new wait list for patient intakes. The counseling centers accept new patients in crisis or on referral from hospital or jail/prison, only. Remote Therapist positions are routinely posted by other agencies on Indeed.com with starting wages of up to \$70/hour, which is not feasible for local in-person clinic budgets. New clinicians at Dept. of Community Services are contracted through Connecting Communities in Action with salaries starting at \$24.02/hour full-time, in-person. Clinics in the County are exploring options to offer flexibility for remote work, but Legislative actions require all county staff who are paid hourly to work in-person without the remote option.

Refugees and Immigrants 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): This may be a potential problem, depending on actions of the Federal Government, and could be an additional burden on local treatment programs. Cattaraugus County Legislature passed resolution to not accept immigrants/refugees because we do not have enough beds to manage our own homeless population.

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? No

Need description (Optional): The only adult respite is in neighboring Chautauqua County's Eagles Nest. Although that service is available to Cattaraugus County individuals, the respite agency is not always able to provide transportation and seldom collaborates with the individual's Cattaraugus County providers. Cattaraugus County Counseling Center is now an integrated clinic to serve individuals with addictions and mental health diagnoses, but those individuals often struggle with co-occurring diagnoses. The Eagles Nest Respite Home primarily serves the mentally ill, not dual diagnosis. The only youth respite available in Cattaraugus County is for children over the age of 12.

Transition Age Services Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Youth Only

Do any of the Goals on the Goals and Objectives Form address this need? No

Need description (Optional): One of the Care Coordination Agencies (Prime Care) in Cattaraugus County is unable to work with individuals who do not have a phone. As a result, families who have no or limited phone access (especially in rural areas) can only work with Person Centered Services (the only other Care Coordination program in Cattaraugus County). This limits the choice of services and agency available to transition age youth.

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): The County does not maintain transportation services, which are funded and maintained by other entities with limited resources. Additionally, one of the transport agencies recently closed, which leaves burden on other cab companies.

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? No

Need description (Optional): State mandates for additional services affect an already strained labor market in Cattaraugus County. Since COVID, more professionals want to work from home or remotely, but that is not always feasible, especially with Legislative restrictions on County-employed staff. The LGU and local provider agencies are researching options to increase and maintain workforce in more creative ways.

LGU Representative: Mary O'Leary

Submitted for: Cattaraugus County Community Services Department



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2025 Needs Assessment Form Cattaraugus County Community Services Department

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):

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? No

Need description (Optional): The LGU will need to become more involved in housing opportunities within the county, as opportunities are declining significantly. The LGU has the perspective of individual and community needs in respect to housing. For the last year, Cattaraugus County Department of Community Services employed one Preventative Care Manager (PCM) to work with the Homeless Unit in Department of Social Services, to connect homeless individuals with mental health resources, if needed.

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? No

Need description (Optional): Cattaraugus County needs more inpatient beds for adults and inpatient treatment beds for children at the local hospital (Olean General Hospital). The LGU continues to meet with hospital leaders regarding local needs and to collaborate for children's inpatient beds. The LGU also continues to collaborate with Olean General Hospital regarding crisis services, as the hospital recently was awarded funding to establish a CPEP unit locally.

Outpatient 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? No

Need description (Optional): As seen across New York State, Cattaraugus County faces professional workforce shortages and most agencies struggle to staff clinical positions. Remote Therapist positions are routinely posted by other agencies on Indeed.com with starting wages of up to \$70/hour, which is not feasible for local in-person clinic budgets. New clinicians at Dept. of Community Services are

contracted through Connecting Communities in Action with salaries starting at \$24.02/hour full-time, in-person. Professional staff at Intandem, serving the OMH and/or OPWDD population start at \$30/hour full-time, in-person. Clinics in the County are exploring options to offer flexibility for remote work, but Legislative actions require all county staff who are paid hourly to work in-person without the remote option. The contracted therapists, care coordinators, support staff, and medical staff do not have these restrictions.

Refugees and Immigrants 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): This may be a potential problem, depending on actions of the Federal Government, and could be an additional burden on local treatment programs. Cattaraugus County Legislature passed resolution to not accept immigrants/refugees because we do not have enough beds to manage our own homeless population.

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? No

Need description (Optional): The only adult respite is in neighboring Chautauqua County's Eagles Nest. Although that service is available to Cattaraugus County individuals, the respite agency is not always able to provide transportation and seldom collaborates with the individual's Cattaraugus County providers. Cattaraugus County Counseling Center is now an integrated clinic to serve individuals with addictions and mental health diagnoses, but those individuals often struggle with co-occurring diagnoses. The Eagles Nest Respite Home primarily serves the mentally ill, not dual diagnosis. The only youth respite available in Cattaraugus County is for children over the age of 12.

Transition Age 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? No

Need description (Optional): All of the Care Management Agencies in the county are typically at max capacity in 2023-2024. The C/HHUNY Health Homes continue to have wait lists for new cases. The choice of services and agencies available is limited for transition age youth. Children's SPOA can assist with transition age youth. This support can be used to explore services to help the transition age youth be successful and not fall through the cracks when entering the adult system.

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): The County does not maintain transportation services, which are funded and maintained by other entities with limited resources. The County has assisted the other entities financially to continue the transportation services with a clear plan for the other entities to continue to collaborate when funding comes from the State, as promised.

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? No

Need description (Optional): State mandates for additional services affect an already strained labor market in Cattaraugus County. Since COVID, more professionals want to work from home or remotely, but that is not always feasible, especially with Legislative restrictions on County-employed staff. The LGU and local provider agencies are researching options to increase and maintain workforce in more creative ways.

LGU Representative: Mary O'Leary

Submitted for: Cattaraugus County Community Services Department



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Cattaraugus County Community Services Department**

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):

Outpatient 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):

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):

More education, interaction and collaboration with OPWDD system 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: Mary O'Leary

Submitted for: Cattaraugus County Community Services Department



**Office of Addiction
Services and Supports**

**Office of
Mental Health**

**Office for People With
Developmental Disabilities**

**2027 Needs Assessment Form
Cattaraugus County Community Services Department**

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? No

Need description (Optional): Cattaraugus County is experiencing an increase in more complex cases that Care Coordination would be able to address. We are also seeing more residents who have are under insured or no insurance. We are also seeing the majority of our referrals for Care Coordination who are dually diagnosed. There has been an increase in the number of people who are not able to access Social Services due to sanctions imposed. Residents who are not able to follow through with court, county, school or community requests need more intensive intervention to be able to remain safely in the community. We plan to use funding from OMH to fill a contracted position as a complex care manager. This position is part of the expansion of the Assisted Outpatient Treatment but the more complex cases occur in all three O agency arenas. This position would be working with the persons who are more complex and have a higher potential of being referred for Outpatient Treatment. This position will maintain the complex cases safely in their community.

Forensics 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): The county is seeing more Forensic referrals and training and collaboration is needed. The county probation, parole and courts can work with the support agencies to develop a cohesive and thorough plan to address how to have the person be more successful in the community. The regulations of these agencies/departments sometimes interfere with developing a plan because of the restrictions of the agency or department.

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? No

Need description (Optional): Safe affordable housing continues to be a major hurdle in our county. The "not in my backyard" is prevalent in the responses to housing for low income or behavioral health housing. We have some housing for Veterans and middle income but for those on public assistance the costs are unaffordable. The homeless population is often placed at local hotels and if there is damage to the property the hotel will not take the persons back. This leaves the agency trying to house the person with limited options. This is another area where a more intensive care coordinator could be used. There is a great deal of time and energy expended on finding safe , affordable housing for everyone not just homeless. Community Services has funded a program for a Care Coordinator to assist those who need housing with MH needs and another Care Coordinator for assistance with housing and Opioid/ Poly substance use. We will gather statistics for both of these positions to gauge if this is successful. There is also a need for Permanent supportive housing would meet the need for safe affordable housing. We are also exploring the need for street outreach to the Homeless/Unhoused in our county. Many of these people have a connection to our county and having street outreach teams to connect the homeless/unhoused to available services in our county. The person to person contact may assist the county with finding services to help them stabilize and remain safe in the community.

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? No

Need description (Optional): The county is seeing more complicated cases that will require more intensive and expansive services. Long or short term respite is an important part of this to allow a viable plan to be developed for the individual or family to return to their home. We have a limited children's respite program but there are restrictions based on behaviors of the children and staffing issues depending on the acuity of the behaviors being exhibited. There are no identified respites for children with history of fire starting or sexually acting out or aggressive behaviors. In some cases if staffing is available a child with sexual acting out or aggressive behaviors can be accommodated if staffing is available.

The adult respite is not in our county and communication between the facility and agencies has not always been present. There was transportation to the respite house but staffing challenges have reduced or eliminated this option.

Respite is also a good opportunity for a person/family to reset with the community even if there is not a crisis situation present. Planned respite is a premium and can often prevent crisis from occurring.

Transition Age 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? No

Need description (Optional): There is a huge need to assist transition age youth whether or not they have interactions with any of the "O": agencies. COVID had stymied many of the skills and explorations for transitional age group and it has still not recovered the involvement with an "O" agency or DSS exacerbates this need since the youth is not adequately prepared to move into an

adult system from the youth system. The youth has often not made decisions impacting their future. The brain is not fully developed either so decisions made that create difficulties often extend into future difficulties. Working with these youth as early as 9th grade is vital to ensure the plan that is in place is not going to impact their life long term. Employment, housing , insurance , supports need to be brought up and planned for and new plans established as the environment ,decisions or opportunities change.

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): There is very limited transportation available in the county and what transportation is available does not run on schedule that allows people to have to wait long periods of time before or after the reason for riding the transportation. Private non profits and the city of Olean ran the transportation for the county but the lack of timely reimbursement made it impossible for this plan to continue. The county put in some monies to assist but this is not sustainable either.

At this time Transportation is a major issue in the county but at this point there is no plan to address and or resolve it in the county.

LGU Representative: Mary O'Leary

Submitted for: Cattaraugus County Community Services Department

Cattaraugus County Dept. of Community Services
Contract Agencies

Cattaraugus County Dept. of Community Services Contract Agencies

Agency	Contact	Address	Phone	Email
Casa-Trinity**	McManus, Nicho	Olean, NY 14760	607-661-7934	nmcmanus@casa-trinity.org
Catholic Charities	Zielinski, Kelly	Buffalo, NY 14209	716-218-1450, ext. 2079	kelly.sielinski@ccwny.org
Cattaraugus County Rehab Center dba Intandem	Hatch, Cindy	Olean, NY 14760	716-375-4747, ext. 1541	chatch@intadem.org
Directions in Independent Living (DIL, Inc.)	Williams-Wagner	Olean, NY 14760	716-379-8670, ext. 8810	kwagner@oleanilc.org
Housing Options Made Easy, Inc	Levesque, Jennife	Gowanda, Ny 14070	716-532-5508, ext. 1013	jennifer.levesque@recoveryoptionsny.org
Olean General Hospital	Kreizer, Lisa	Olean, NY 14760	716-375-7571	lkreitzer@uahs.org
Seneca Nation	Ward, Alan	Salamanca, NY 14779	716-945-5884, ext. 3751	award@senecahealth.org
Souther Tierl Environments for Living (STEL)	White, Amber	Dunkirk, NY 14048	716-366-7782, Ext. 220	whitea@stel.org
Spectrum Health & Human Services	Jerome, Nicholas	Orchard Park, NY 14127-0631	716-539-6366	JeromeN@shswny.org