



Office of Addiction
Services and Supports

Office of
Mental Health

Office for People With
Developmental Disabilities

Goals and Objectives, 2024-2027 Delaware County Community Services

Douglas Elston, Director of Community Services
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Goal 1

Goal 1: Title Improve housing access

Goal 1: Target Completion Date Aug 01, 2024

Goal 1: Description All Delaware County residents discharge from psychiatric hospitalization or inpatient substance abuse treatment program will have access to quality housing that will ensure avoidance of homelessness or placement in the Delaware County Department of Social Services homeless shelter.

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

Goal 1: Need Addressed 1 Housing

Goal 1: Need Addressed 2

Goal 1: Need Addressed 3

Goal 1, Objective 1: Title Survey and collect data from current housing providers.

Goal 1, Objective 1, Target Completion Date Dec 29, 2023

Goal 1, Objective 1, Description Survey current existing housing/apartment programs and availability for the Seriously Mentally Ill (SMI), OPWDD, and Substance Use Disorder (SUD) populations. Current service providers within the OMH, OASAS, and OPWDD systems will identify current number of beds, current census, wait list times, and service gaps. Survey programs will include Rehabilitative Support Services (RSS), Delaware opportunities (DO), OPWDD/ARC, and Delaware County Department of Social Services (DSS) homeless shelter.

Goal 1, Objective 2: Title Collect Homeless Shelter data.

Goal 1, Objective 2, Target Completion Date Dec 29, 2023

Goal 1, Objective 2, Description Identify and gather data in regard to the number of individuals placed into the Delaware County DSS homeless shelter immediately after discharge from a psychiatric hospitalization or inpatient substance abuse rehabilitation stay. This data may also include the number of individuals who are sheltered in the Homeless shelter following release from State and County incarceration.

Goal 1, Objective 3: Title Explore private housing management opportunities.

Goal 1, Objective 3, Target Completion Date Dec 29, 2023

Goal 1, Objective 3, Description Explore private property management agencies (Point Ridge Management) desire\offer to provide apartments to Delaware County's vulnerable populations (SMI, SUD, OPWDD).

Goal 1, Objective 4: Title Recovery homes

Goal 1, Objective 4, Target Completion Date Dec 29, 2024

Goal 1, Objective 4, Description Explore and develop recovery homes (Recovery Residences, sober living homes, Oxford houses) for the SUD population in Delaware County.

Goal 1, Objective 5: Title Expand the number of treatment apartment program apartments.

Goal 1, Objective 5, Target Completion Date Dec 29, 2024

Goal 1, Objective 5, Description Explore, develop, and expand the availability of Treatment Apartment Program (TAP) homes in Delaware County working in collaboration with Rehabilitative Support Services (RSS) of Delaware County.

Goal 1, Objective 6: Title Explore and expand private housing.

Goal 1, Objective 6, Target Completion Date Dec 29, 2024

Goal 1, Objective 6, Description Explore and identify private landlords who may be open to providing safe habitable housing/apartments for the SMI and SUD population.

Goal 2

Goal 2: Title Improve and increase transportation services.

Goal 2: Target Completion Date Mar 28, 2024

Goal 2: Description Residents of Delaware County in need of mental health and substance use disorder outpatient treatment services will be provided consistent transportation to and from home to service providers 95% of scheduled

appointments. Service recipients will arrive no sooner than 20 minutes and be picked-up no later than 30 minutes after their scheduled appointments ends. No clients will be abandoned at the Delaware County Behavioral Health Facility which houses both OMH and OASAS programs.

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

Goal 2: Need Addressed 1 Transportation

Goal 2: Need Addressed 2

Goal 2: Need Addressed 3

Goal 2, Objective 1: Title Gather transportation data.

Goal 2, Objective 1, Target Completion Date Dec 29, 2023

Goal 2, Objective 1, Description Survey transportation agencies in regard to current number of drivers, vacancies, workflow, registration/scheduling processes, and hours of availability. Agencies to be surveyed include Rehabilitative Support Services RSS/TOPS, Delaware Opportunities (DO), Department of Social Services (DSS), Medicaid Transportation Services (MTS), Office for the Aging, and Friends Of Recovery for Delaware and Otsego counties (FORDO).

Goal 2, Objective 2: Title Expand existing transportation services.

Goal 2, Objective 2, Target Completion Date Mar 28, 2024

Goal 2, Objective 2, Description Explore funding proposals to expand existing transportation providers identified above.

Goal 2, Objective 3: Title Explore and develop new transportation services.

Goal 2, Objective 3, Target Completion Date Mar 28, 2024

Goal 2, Objective 3, Description Explore and develop funding for new transportation service providers in collaboration with the County's Probation Department, Department of Social Services, Family Treatment Court, and County Drug Court.

Goal 3

Goal 3: Title Increase service provider workforce

Goal 3: Target Completion Date Mar 28, 2024

Goal 3: Description Recruit and retain 100% of direct care and licensed service providers across all three (OMH, OASAS, and OPWDD) program providers in Delaware County.

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

Goal 3: Need Addressed 1 Workforce

Goal 3: Need Addressed 2

Goal 3: Need Addressed 3

Goal 3, Objective 1: Title Hybrid work schedule

Goal 3, Objective 1, Target Completion Date Mar 28, 2024

Goal 3, Objective 1, Description Offer four-day work schedule for direct care and license professional staff on a voluntary basis for those wishing to have three-day weekends. Behavioral Health Clinic (OMH and OASAS) will maintain five-day work week for accessibility in lieu of client needs.

Goal 3, Objective 2: Title Provide staff training

Goal 3, Objective 2, Target Completion Date Dec 29, 2023

Goal 3, Objective 2, Description Provide training for clinical staff in the areas of trauma treatment, substance use disorder (to include opioid and cannabis use disorder), and suicide assessment and treatment. Training funds will be drawn from the OMH workforce block grant.

Goal 3, Objective 3: Title Recruit and retain Spanish speaking clinician.

Goal 3, Objective 3, Target Completion Date Mar 29, 2024

Goal 3, Objective 3, Description Recruit and retain Spanish speaking clinician, offering sign-on bonus, for anticipated increase in Spanish speaking population in Delaware County.

Goal 3, Objective 4: Title Develop clinic library.

Goal 3, Objective 4, Target Completion Date Mar 29, 2024

Goal 3, Objective 4, Description Further develop clinical library to include books, videos, and workbooks to enhance clinical knowledge base and skill development of clinicians.

Goal 4 (added 2025)

Goal 4 (2025): Title Decrease frequency of Suicide in Delaware County

Goal 4 (2025): Target Completion Date Dec 31, 2027

Goal 4 (2025): Description Delaware County experiences a higher rate of suicide per capita than most other counties in New York State. Statistics drawn from the New York Department of Health (DOH) and Center for Disease Control (CDC) indicate that suicide rates per 100,000 between 2012 to 2021 range between a high of 33.1 (2020) to a low of 12.5 (2015). In terms of actual numbers of suicides in Delaware County, statistics indicate that on average approximately 6 suicides occur in Delaware County on an annual basis with highs of 11 in year's 2012, 2016, and 2020 and low of 5 suicides in 2015 and 2017.

Risk factors that contribute to the county's suicide rate include our rural nature, isolation, lack of consistent transportation, substance abuse, access to firearms, and on-going stigma related to mental illness.

Suicide not only results in significant impacts on family members, friends, and co-workers, suicide has a negative rippling effect on the community at large as well.

In the effort to reduce suicide in Delaware County, clinical as well as community efforts will be pursued:

Goal 4 (2025): OASAS? Yes Goal 4 (2025): OMH? Yes Goal 4 (2025) OPWDD? Yes

Goal 4 (2025): Need Addressed 1 Outpatient treatment

Goal 4 (2025): Need Addressed 2

Goal 4 (2025): Need Addressed 3

Goal 4 (2025) Objective 1: Title Clinical staff trained in CASE (Chronological Assessment of Suicide Events)

Goal 4 (2025) Objective 1: Target Completion Date Dec 31, 2024

Goal 4 (2025) Objective 1: Description All clinical staff at Delaware County Behavioral Health (DCBH) (Mental Health and Drug and Alcohol clinicians) will receive and complete training in the CASE (Chronological Assessment of Suicide Events) Approach, as developed by Dr. Shawn Shea.

Goal 4 (2025) Objective 2: Title Clinical Director (Supervising Social Worker) will receive and complete Level II CASE training

Goal 4 (2025) Objective 2: Target Completion Date Dec 31, 2024

Goal 4 (2025) Objective 2: Description Clinical Director at DCBH will participate and receive Level II certification CASE Approach training to teach and orient new clinical staff in the CASE approach. Clinical Director will continue to provide supervision and guidance to all clinical staff in regard to clients on high-risk list.

Goal 4 (2025) Objective 3: Title Disseminate QPR (Question, Persuade, Refer)

Goal 4 (2025) Objective 3: Target Completion Date Dec 31, 2024

Goal 4 (2025) Objective 3: Description Disseminate QPR (Question, Persuade, Refer) Suicide Prevention training opportunities to county human services agencies (DSS, Delaware County Probation, Delaware Opportunities, Del Co. Public Health, Del Co. Rural Health Alliance, Alcohol and Drug Abuse Council of Delaware County of (ADAC) of Delaware County).

Goal 4 (2025) Objective 4: Title Improve community communications

Goal 4 (2025) Objective 4: Target Completion Date Dec 31, 2024

Goal 4 (2025) Objective 4: Description Improve communication between CPEP/ED and in-patient Psychiatric units and clinical staff/primary clinician, in regard to clinical impressions, recommendations, and discharge planning via developing formal Policy and Procedures in regard to client engagement and documentation.

Goal 4 (2025) Objective 5: Title Increase public awareness/reduce stigma of Mental Illness and Addiction.

Goal 4 (2025) Objective 5: Target Completion Date Dec 31, 2027

Goal 4 (2025) Objective 5: Description Increase public awareness to reduce stigma of mental illness and addiction. Communication/education through radio and other media interviews, social media, support Del. Co. Suicide Prevention Coalition efforts. Roll-out of DelCovery mobile phone App, which provides a county map of mental health and substance abuse treatment providers and other human services agencies within the county.

Goal 4 (2025) Objective 6: Title Clinical staff to receive further ASIST/ASSIP/SPI Training to reduce suicide.

Goal 4 (2025) Objective 6: Target Completion Date Dec 31, 2027

Goal 4 (2025) Objective 6: Description Further develop clinician skill in suicide assessment, safety planning, and monitoring via ASIST, ASSIP, AIM through SP-TIE and CPI training.

Goal 4 (2025) Objective 7: Title Firearms safety.

Goal 4 (2025) Objective 7: Target Completion Date Dec 31, 2027

Goal 4 (2025) Objective 7: Description Increase knowledge of mental illness and substance abuse symptoms and their impact on judgement as well as county mental health and substance abuse services for individuals pursuing handgun training and licensure in Delaware County.

Goal 4 (2025) Objective 8: Title Improve data monitoring

Goal 4 (2025) Objective 8: Target Completion Date Dec 31, 2027

Goal 4 (2025) Objective 8: Description Improve data obtainment with clarification as to whether or not an individual is known or unknown to service providers, age, means to facilitate further community/county goal of eliminating suicide in Delaware County.

Goal 5 (added 2025)

Goal 5 (2025): Title Improve mental health and substance abuse prevention efforts in county schools

Goal 5 (2025): Target Completion Date Dec 31, 2027

Goal 5 (2025): Description Due to the sequela of COVID-19, the Opioid epidemic, the negative impacts of social media, and increased rate of mental illness and substance abuse among school-aged youth, schools are increasingly becoming the front-line environment in which problematic disruptive behaviors that interfere with social and academic development are manifested. Although New York State is actively rolling out initiatives to strengthen school-based mental health services, critical workforce shortages of trained and experienced clinicians will likely result in continued gaps in services for this vulnerable population in Delaware County. In addition, the rural nature of Delaware County compounds the difficulty in that most students in need of services must travel significant distances to the county's only behavioral health clinic. The commute time from 4 of the county schools to the clinic is approximately a half-hour drive one way. 6 of the schools are approximately 45 to 60 minutes' drive one-way.

One initiative to address this gap in services is the introduction of a preventive engagement/treatment modality known as the Collaborative and Proactive Solution (CPS) model. The CPS approach, developed by Dr. Ross Greene, is an evidence-based treatment modality that recognizes underlying underdeveloped (lagging) thinking skills as the explanation for chronically frustrated, non-complaint, and emotionally dysregulated problems behaviors manifested by students in the school environment (as well as home and community), rather than purposeful behaviors. The approach centers on engaging students in a warm and curious manner, eliciting the student perception of the problem and engaging in a collaborative manner with the student to resolve difficulties they encounter. The approach is collaborative, evidence-based, and trauma informed. Importantly, this approach engages the student in the school environment where difficulties occur, by adults trained in the model. This approach will provide students with meaningful engagement to resolve problems encountered in a collaborative manner in a timely manner rather than commuting to the behavioral health clinic for treatment sessions. Note that this modality should not replace more technical and professional assistance in engaging students with suicidal ideation and/or more complex mental health needs.

Goal 5 (2025): OASAS? Yes Goal 5 (2025): OMH? Yes Goal 5 (2025) OPWDD? Yes

Goal 5 (2025): Need Addressed 1 Prevention

Goal 5 (2025): Need Addressed 2

Goal 5 (2025): Need Addressed 3

Goal 5 (2025) Objective 1: Title Community schools presentation of Collaborative and Proactive Solutions.

Goal 5 (2025) Objective 1: Target Completion Date Jul 23, 2024

Goal 5 (2025) Objective 1: Description Tri-County wide "Safe Schools" Summit presentation of the Collaborative and Proactive Solution (CPS) Approach and framework from "Lives in the Balance" to over 300 school staff/administrators, and other personnel from area human service agencies.

Goal 5 (2025) Objective 2: Title 2-Day Introductory training in Collaborative and Proactive Solutions Approach (CPS).

Goal 5 (2025) Objective 2: Target Completion Date Dec 31, 2027

Goal 5 (2025) Objective 2: Description Identify 8 teachers/school personnel to participate in Introductory 2-day training in the CPS Approach following July 2024 Safe Schools Summit.

Goal 5 (2025) Objective 3: Title CPS "Certification" Training for 8 school educators/staff.

Goal 5 (2025) Objective 3: Target Completion Date Jul 31, 2025

Goal 5 (2025) Objective 3: Description Following the introductory training, 8 educators will participate in certification training during a 24-week cycle. This "certification" training will enable the educators to not only engage students in the CPS approach themselves, but also teach other school staff the CPS model in surrounding school districts.

Goal 5 (2025) Objective 4: Title Delaware County Behavioral Health Children's clinicians to receive CPS training

Goal 5 (2025) Objective 4: Target Completion Date Dec 31, 2027

Goal 5 (2025) Objective 4: Description DCBH Children's clinicians will receive CPSA training to improve treatment outcomes for families seen at the clinic and to facilitate communication with collateral service providers, ex. DSS, county schools.

Goal 5 (2025) Objective 5: Title Compile data

Goal 5 (2025) Objective 5: Target Completion Date Dec 31, 2027

Goal 5 (2025) Objective 5: Description Elicit and compile data as to number of students engaged and outcomes i.e. reduce referrals for MH/SU treatment, disciplinary referrals, suspension/expulsions, improved social environment and development, and school attendance.

Goal 6 (added 2025)

Goal 6 (2025): Title Improve community communications and access to services.

Goal 6 (2025): Target Completion Date Dec 31, 2027

Goal 6 (2025): Description Delaware County experiences a high rate of 7-day missed appointments following in-patient psychiatric hospitalization for adults (50%) and children (53%) (DOH-Medicaid). Consequently, these high rates of missed appointments place individuals at risk of continued suffering, re-hospitalization, suicide, homelessness, and timely access to other services.

To facilitate improved communication and access to services following CPEP/ED visits and discharge from in-patient

psychiatric hospitalization, Delaware County Behavioral Health (DCBH) will develop formal policy and procedures for clinical staff that will facilitate improved clinical understanding of symptoms, stressors, and needs assessment (social determinants of health).

Goal 6 (2025): OASAS? Yes Goal 6 (2025): OMH? Yes Goal 6 (2025) OPWDD? Yes

Goal 6 (2025): Need Addressed 1 Case Management/Care Coordination

Goal 6 (2025): Need Addressed 2 Housing

Goal 6 (2025): Need Addressed 3

Goal 6 (2025) Objective 1: Title Policy and Procedures development in regard to community communications.

Goal 6 (2025) Objective 1: Target Completion Date Dec 31, 2027

Goal 6 (2025) Objective 1: Description Clinic leadership will develop formal policy and procedures in regard to clinician communication and documentation of individuals seen at CPEP/ED and in-patient Psychiatric Hospitalization discharge to facilitate collaboration in assessing needs, access to services, and improve treatment outcomes and reduce suicide and homelessness.

Goal 6 (2025) Objective 2: Title Psyckes review

Goal 6 (2025) Objective 2: Target Completion Date Dec 31, 2027

Goal 6 (2025) Objective 2: Description Intake process will include review of clients Psyckes data, as applicable, to inform needs assessment and access to community services.

Goal 6 (2025) Objective 3: Title Improve communication with discharging OMH Programs

Goal 6 (2025) Objective 3: Target Completion Date Dec 31, 2027

Goal 6 (2025) Objective 3: Description Communication between out-patient service providers and CPEP/ED, In-patient units will facilitate clear identification of clients with "high-risk" factors (ie suicide attempt, SPMI, SUD/OD) for appropriate planning and meaningful frequent engagement and safety planning. Improved communication may facilitate clearer understanding of underlying issues leading to suicide attempt with goal of reducing suicide

Goal 7 (added 2025)

Goal 7 (2025): Title Eliminate drug overdose and improve treatment outcomes.

Goal 7 (2025): Target Completion Date Dec 31, 2027

Goal 7 (2025): Description Delaware County Behavioral Health (DCBH) will move toward becoming an "integrated" treatment provider. The Integrated License will enable clients with both mental illness symptoms and substance abuse challenges to receive service from one clinician rather than two separate clinicians. The Integrated license will also ensure that clients in need of Medication for Addiction Treatment (MAT) are seen immediately, and treatment begins the day they present at the clinic.

Goal 7 (2025): OASAS? Yes Goal 7 (2025): OMH? Yes Goal 7 (2025) OPWDD? Yes

Goal 7 (2025): Need Addressed 1 Outpatient treatment

Goal 7 (2025): Need Addressed 2 Other

Goal 7 (2025): Need Addressed 3

Goal 7 (2025) Objective 1: Title Review, update Policy and Procedures related to Integrated License p

Goal 7 (2025) Objective 1: Target Completion Date Oct 01, 2024

Goal 7 (2025) Objective 1: Description Clinical Leadership, Medical Director, and the Community Services Board will review, revise, and update specified Policy and Procedures required for the attainment of an "Integrated License."

Goal 7 (2025) Objective 2: Title Narcan training

Goal 7 (2025) Objective 2: Target Completion Date Aug 31, 2024

Goal 7 (2025) Objective 2: Description All staff, clinical and support will receive First Aid, CPR, and AED training, in addition to Narcan training.

Goal 7 (2025) Objective 3: Title Fund community efforts to reduce Opioid and other substance overdose.

Goal 7 (2025) Objective 3: Target Completion Date Dec 31, 2027

Goal 7 (2025) Objective 3: Description

Goal 8 (added 2026)

Goal 8 (2026): Title Delaware County Jail will provide Substance Use Disorder services to include Medication for Addiction Treatment (MAT) for jailed individuals.

Goal 8 (2026): Target Completion Date Dec 30, 2025

Goal 8 (2026): Description Delaware County Public Safety Facility (county jail) will provide substance use services to include Medication for Addiction Treatment (MAT) for jailed individuals. Services will also provide Peer recovery/counseling, Individual and group counseling with a CASAC, and Transitional Engagement Services.

Goal 8 (2026): OASAS? Yes Goal 7 (2025): OMH? Yes Goal 7 (2025) OPWDD? Yes

Goal 8 (2026): Need Addressed 1 Other

Goal 8 (2026): Need Addressed 2

Goal 8 (2026): Need Addressed 3

Goal 8 (2026) Objective 1: Title Delaware County jail MAT services.

Goal 8 (2026) Objective 1: Target Completion Date Dec 30, 2025

Goal 8 (2026) Objective 1: Description Delaware County Jail nursing staff will provide/administer Medication for Addiction Treatment (MAT) jailed individuals. Medication include all FDA approved medication to treat Opioid and Alcohol Use Disorders.

Goal 8 (2026) Objective 2: Title SUD Counseling, Individual and group.

Goal 8 (2026) Objective 2: Target Completion Date Dec 30, 2025

Goal 8 (2026) Objective 2: Description Delaware County Behavioral Health will provide CASAC clinician to provide court ordered substance use assessment and referrals to in-patient re-hab programs and provide Individual and group counseling as requested by jailed individuals.

Goal 8 (2026) Objective 3: Title Peer Supports

Goal 8 (2026) Objective 3: Target Completion Date Dec 30, 2025

Goal 8 (2026) Objective 3: Description Jailed individuals will be afforded and receive Certified Peer Recovery and Support Services on a weekly basis.

Goal 8 (2026) Objective 4: Title Transitional Engagement Services.

Goal 8 (2026) Objective 4: Target Completion Date Dec 30, 2025

Goal 8 (2026) Objective 4: Description Community agencies (Rehabilitative Support Services (R.S.S.), Delaware Opportunities (DO), or the Alcohol and Drug Abuse Counsel of Delaware County (ADAC)) will provide peer transitional engagement services on a weekly basis for Jailed individuals. Transitional services engagement will provide connections for jailed inmates to local community services upon discharge. Engagement begins ideally at time of incarceration and continues until successful hand off to community service providers.



Update to 2024-2027 Goals and Objectives Delaware County Community Services

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Goal 1	
Title	Improve housing access
Update	Accessible housing challenges persist due to a number of factors. In Delaware County, in recent years many property owners have transitioned available homes and apartments to Airbnb's and student (SUNY Delhi) housing as this is more lucrative. In addition, Delaware County's two most populated villages (Sidney, Walton) have had challenges related to flooding, resulting in some demolition of potential housing opportunities. Remaining properties in flood zones result in increased cost for owners who require flood insurance. Subsequently, this leads to higher rents that are out of reach for many impoverished families. Another factor is that many housing units in our county are unavailable as they are second/vacation homes for out-of-county residents. Data collection efforts will continue as well as exploring other housing potentials.
OBJECTIVES	
Survey and collect data from current housing providers.	Ongoing
Collect Homeless Shelter data.	Ongoing
Explore private housing management opportunities.	Ongoing
Recovery homes	Ongoing
Expand the number of treatment apartment program apartments.	Ongoing
Explore and expand private housing.	Ongoing
OBJECTIVE UPDATES	

Goal 2	
Title	Improve and increase transportation services.
Update	Transportation issues continue to persist for Delaware County. Approximately 12 appointments (minimum) a month are missed due to a specific Medicaid Transportation service not picking clients up for scheduled appointments. Efforts will continue to be made to address inconsistent Medicaid Transportation services and expand transportation services.
OBJECTIVES	
Gather transportation data.	Ongoing
Expand existing transportation services.	Ongoing
Explore and develop new transportation services.	Ongoing
OBJECTIVE UPDATES	

Goal 3	
Title	Increase service provider workforce
Update	Delaware County's Behavioral Health Department continues to make progress in recruiting, developing, and enhancing our clinical workforce. As of August 2024, our Drug and Alcohol unit has two vacancies. Our Mental Health unit has two clinical vacancies. Although we have added to our clinical staff, we have also had three clinicians leave within the last year. Delaware County is very fortunate to have three prescribers: Psychiatrist- (32 hrs. wk), and two (2) Nurse Practitioners in Psychiatry (NPP) (each 40 hrs. per week).

OBJECTIVES	
Hybrid work schedule	Ongoing
Provide staff training	Ongoing
Recruit and retain Spanish speaking clinician.	Ongoing
Develop clinic library.	Ongoing
OBJECTIVE UPDATES	
Hybrid work schedule- Clinicians and support staff now have the option of working a 4-day work week if desired. This has improved staff morale.	
Provide staff training- using COVID block grant training and recruitment funds, our MH clinical staff have had the opportunity to engage in numerous clinician trainings of their choice in areas that they are interested in. In addition, all clinical staff (MH and D&A) have had enhanced training in suicide assessment via the CASE (Chronological Assessment of Suicide Events) Approach. The MH Clinical Director/Supervisor has received Level II CASE training which will enable him to effectively supervise current clinical staff as well as new clinical staff during their on-boarding. All clinical and support staff have received CPR/AED/First-Aid training as well as Narcan training.	
Recruit Spanish speaking clinician. We were close to hiring a Spanish speaking clinician; however, she was offered higher pay at her current job. We will continue our efforts to recruit a Spanish speaking clinician.	
Develop clinic library. We continue to add books and reference material to our clinician library.	



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

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Goal 1

Goal 1, 2026 Status Update: Ongoing

Goal 1, 2026 Status Update Description: Affordable adequate housing continues to be a focus of human service agencies in Delaware County. Data collection is on-going.

Goal 1 Objective 1, 2026 Status Update: Ongoing

Goal 1 Objective 1, 2026 Status Update Description: Data collection is on-going. As of July 2025, there is currently 10 open Supportive Housing slots in Delaware County

Goal 1 Objective 2, 2026 Status Update: Ongoing

Goal 1 Objective 2, 2026 Status Update Description: Data collection is on-going. D.S.S. reports fluctuation in homeless population, generally based on the time of year/season. Rehabilitation Support Services (R.S.S.) prioritizes available beds in their Treatment Apartment Program (TAP) and community residence (CR), for individuals with severe mental illness recently discharged from psychiatric hospitalization. Supportive housing is often near capacity though currently has 10 available slots.

Goal 1 Objective 3, 2026 Status Update: Not started

Goal 1 Objective 3, 2026 Status Update Description:

Goal 1 Objective 4, 2026 Status Update: Not started

Goal 1 Objective 4, 2026 Status Update Description:

Goal 1 Objective 5, 2026 Status Update: Not started

Goal 1 Objective 5, 2026 Status Update Description:

Goal 1 Objective 6, 2026 Status Update: Not started

Goal 1 Objective 6, 2026 Status Update Description:

Goal 2

Goal 2, 2026 Status Update: Ongoing

Goal 2, 2026 Status Update Description: Human services and treatment providers throughout Delaware County continue to report challenges with transportation services. The Department of Social Services Commissioner formed a "Transportation Committee" in March of 2025, seeking input and generate possible solutions to address transportation issues. The Transportation Committee meets once monthly and includes department heads from D.S.S., Office for the Aging, Veterans Services, Delaware Opportunities, and the Director of Community Services.

Goal 2 Objective 1, 2026 Status Update: Ongoing

Goal 2 Objective 1, 2026 Status Update Description: Data collection is on-going.

Goal 2 Objective 2, 2026 Status Update: Ongoing

Goal 2 Objective 2, 2026 Status Update Description: Delaware County Transportation Committee is exploring possibilities for funding transportation initiatives.

Goal 2 Objective 3, 2026 Status Update: Ongoing

Goal 2 Objective 3, 2026 Status Update Description: Delaware County Transportation Committee is currently exploring new transportation initiative with the Rural Health Network of the Southern Tier (RHNST) in developing "Get-There " service and Connections to Care. Efforts are being made in regard to developing a volunteer driver program, based on a model implemented in the North Country. The goal is to recruit 50 new drivers over the next 3 years.

Goal 3

Goal 3, 2026 Status Update: Ongoing

Goal 3, 2026 Status Update Description: Delaware County Behavioral Health Clinic, formally certified as an Integrated Outpatient Service provider as of June 23, 2025, continues to have workforce vacancies. As of July 2025, the clinical has

three Clinical Social Work vacancies and a CASAC vacancy. We recently offered a Nurse Practitioner in Psychiatry a position in which the Individual's anticipated start date is in September 2025.

Goal 3 Objective 1, 2026 Status Update: Ongoing

Goal 3 Objective 1, 2026 Status Update Description: DCBH now provides for clinical and support staff to work a four-day work schedule if they desire. This is the second summer of a 4-day work week which has improved staff morale. Staff also have the option of a 4-day work week throughout the year that many staff exercise. Clinical coverage is in place to provide all services for treatment throughout the 5-day work week.

Goal 3 Objective 2, 2026 Status Update: Ongoing

Goal 3 Objective 2, 2026 Status Update Description: Clinical and non-clinical staff have taken advantage of numerous trainings throughout 2023 to present. Clinical staff will continue to have opportunities to participate in CEU training of their liking from year to year.

Goal 3 Objective 3, 2026 Status Update: Ongoing

Goal 3 Objective 3, 2026 Status Update Description: Delaware County Behavioral Health continues to seek a Spanish speaking clinician.

Goal 3 Objective 4, 2026 Status Update: Complete

Goal 3 Objective 4, 2026 Status Update Description: DCBH has developed a library of clinical resources that include an extensive book listing and workbook inventory around clinical subject matter e.g. treatment modalities, specific disorders, and specific treatment populations. The library also contains workbooks, pamphlets, and writing material to distribute to clients as desired.

Goal 4

Goal 4, 2026 Status Update: Ongoing

Goal 4, 2026 Status Update Description: Delaware County continues to experience a high suicide rate per year per capita compared to other counties in NYS. Delaware County Public Health compiles data as reported by the County Medical Examiner. Public Health suicide data since 2011 also indicates the means of suicide. From 2011 to 2025, Delaware County had 108 suicides, 67 as a result of self-inflicted gunshot, 27 hanging, 14-other. Recent data from Delaware County Public Health indicates that in 2022 there were 6 suicides, 5 in 2023, 8 in 2024, and in 2025, to-date (7/23/25), there has been one (1) reported suicide.

Goal 4 Objective 1, 2026 Status Update: Ongoing

Goal 4 Objective 1, 2026 Status Update Description: In 2024, all clinical staff have received CASE training as developed by Dr. S. Shea, Training Institute for Suicide Assessment and Clinical Interviewing (TISA).

Goal 4 Objective 2, 2026 Status Update: Complete

Goal 4 Objective 2, 2026 Status Update Description: One Clinic Director has received advanced CASE Level II training that will enable the supervisor to train new clinicians during their on-boarding at Delaware County Behavioral Health.

Goal 4 Objective 3, 2026 Status Update: Ongoing

Goal 4 Objective 3, 2026 Status Update Description: Question. Persuade. Refer. (QPR) training opportunities have been disseminated to other Delaware County Department heads: Probation, D.S.S., and Public Health. The Rural Health Alliance of the Southern Tier has also been granted Opioid Settlement Funding to provide 4 "in-person" group Q, P, R trainings in 2025 in Delaware County. Each group seeks to train 25 individuals for a total of 100 individuals throughout the county.

Goal 4 Objective 4, 2026 Status Update: Ongoing

Goal 4 Objective 4, 2026 Status Update Description: DCBH continues to facilitate communication with CPEP, ED's, and in-patient units to foster improved outcomes for individuals with behavioral health needs and challenges. Formal Policy and Procedures in regard to hospital and community connections are in development.

Goal 4 Objective 5, 2026 Status Update: Ongoing

Goal 4 Objective 5, 2026 Status Update Description: Delaware County DCS has participated in radio (WIOX) interviews in 2024 addressing mental health, depression, and suicide in Delaware County. Stigma of mental illness, social isolation, substance use, and access/use of firearms continue to be main factors that contribute to Delaware County's suicide rate.

In 2025, the DelCovey mobile app, was released. This mobile app highlights numerous human service agency throughout the county that address social needs of county residents. The Delcovey app also highlights behavioral health service providers and links to numerous resources.

Goal 4 Objective 6, 2026 Status Update: Not started

Goal 4 Objective 6, 2026 Status Update Description: This objective has not yet started.

Goal 4 Objective 7, 2026 Status Update: Ongoing

Goal 4 Objective 7, 2026 Status Update Description: DCBH has provided a clinical director to facilitate training as requested, related to mental illness and substance use as a mandated part of handgun permit training in Delaware County. Rural Delaware County has a high percentage per capita of firearm long-gun possession and handgun permits.

Goal 4 Objective 8, 2026 Status Update: Ongoing

Goal 4 Objective 8, 2026 Status Update Description: Historically, data indicate that most individuals who died by suicide in Delaware County are unknown or have no treatment history with DCBH. Delaware County Public Health compiles data as reported by the County Medical Examiner. Public Health has data since 2011 that also indicates the means of suicide. From 2011 to 2025, Delaware County had 108 suicides, 67 as a result of self-inflicted gunshot, 27 hanging, 14-other.

Goal 5

Goal 5, 2026 Status Update: Ongoing

Goal 5, 2026 Status Update Description: Schools throughout Delaware County are in continued need for mental health services. Efforts continue to expand telehealth services in school, though with workforce challenges, difficulties remain at this time. Implementation of the CPS model, though promising, does not replace the need for comprehensive mental health services in county schools.

Goal 5 Objective 1, 2026 Status Update: Complete

Goal 5 Objective 1, 2026 Status Update Description: Dr. Ross Greens Collaborative and Proactive Solution (CPS) model was presented to the Tri-County Safe Schools summit in July of 2024. Over 150 schoolteachers and administrators attended with many expressing interest in the model. Collaborative and Proactive Solutions is a trauma -informed, evidenced -based model of treatment that can be implemented by any adult concerned about a child's behavior and functioning.

Goal 5 Objective 2, 2026 Status Update: Ongoing

Goal 5 Objective 2, 2026 Status Update Description: In the Fall of 2024, 5 schoolteachers/guidance counselors virtually attended the 2-day live Introductory to Collaborative and Proactive Solution (CPS) Training. Addition 2-day introductory training may be provided to schoolteachers in the Fall of 2025.

Goal 5 Objective 3, 2026 Status Update: Ongoing

Goal 5 Objective 3, 2026 Status Update Description: 4 schoolteachers/guidance counselors began the initial 10-week "pre-certification" training in Collaborative and Proactive Solution training. 2 of the teachers/counselors have expressed interest in pursuing the 14-week Certification training that will enable them to not only implement the CPS approach in school but will also enable them to present and train staff in their respective schools in the CPS approach.

Goal 5 Objective 4, 2026 Status Update: Not started

Goal 5 Objective 4, 2026 Status Update Description: This objective has not yet been started.

Goal 5 Objective 5, 2026 Status Update: Not started

Goal 5 Objective 5, 2026 Status Update Description: This objective has not yet been started

Goal 6

Goal 6, 2026 Status Update: Ongoing

Goal 6, 2026 Status Update Description: Although communication with CPEP, ED's, and in-patient units continue to be adequate, improvement can be made. Policy and Procedures in regard to community communications are in development.

Goal 6 Objective 1, 2026 Status Update: Ongoing

Goal 6 Objective 1, 2026 Status Update Description: This objective is in development.

Goal 6 Objective 2, 2026 Status Update: Ongoing

Goal 6 Objective 2, 2026 Status Update Description: Some inconsistencies remain in reviewing new client Psyckes data, Formal Policy and Procedures will ensure that individuals who meet criteria for referral to Health home and ancillary social needs will be meet.

Goal 6 Objective 3, 2026 Status Update: Ongoing

Goal 6 Objective 3, 2026 Status Update Description: Communication with OMH Licensed providers continue, ensuring access to services as well as risk management.

Goal 7

Goal 7, 2026 Status Update: Complete

Goal 7, 2026 Status Update Description: Delaware County Behavioral Health was officially certified as an Integrated Outpatient Services-SUD Provider effective June 23, 2025. DCBH now offers same-day MAT and Open Access Services. DCBH Clinic also provides physical exams and labs for clients in need of these services.

Goal 7 Objective 1, 2026 Status Update: Complete

Goal 7 Objective 1, 2026 Status Update Description: DCBH clinical leadership generated IOS policy and procedures that was formally approved by the County's Community Services Board and submitted to OMH for approval.

Goal 7 Objective 2, 2026 Status Update: **Complete**

Goal 7 Objective 2, 2026 Status Update Description: All clinical and support staff at DCBH received Narcan, First-Aid, CPR, and AED Training in 2024.

Goal 7 Objective 3, 2026 Status Update: **Not started**

Goal 7 Objective 3, 2026 Status Update Description: This objective not yet started.



Office of Addiction
Services and Supports

Office of
Mental Health

Office for People With
Developmental Disabilities

2024 Needs Assessment Form Delaware County Community Services

Case Management/Care Coordination 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): Health Home Care Managers/agencies in our county are seen as not as effective as ICM/SCM's of the past in engaging clients with significant mental health and substance abuse issues.

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? No

Need description (Optional): The need for 730 Examination and Restoration services appear to be increasing in need in our county. Training is needed for our court systems (Judges and Lawyers) in our rural county. We recently had re-occurring 730's for a gentleman who was found to be incapacitated due to having a stroke and is believed to have Vascular Dementia. The presiding judge, lawyers on both sides, and family, believe this is a mental health issue and demanded psychiatric hospitalization and were very vocal when he was not hospitalized. Our county and village courts also tasks our clinic with frequent court ordered mental health evaluations (non-730). Our Forensic Social Worker could benefit from more specific training opportunities in this area.

Housing Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Adults Only

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

Need description (Optional):

Transportation 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):

Workforce Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Adults Only

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

Need description (Optional):

Childcare for treatment services. 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): Childcare issues interfere with clinical encounters with parents or sibling.

Often mothers bring their other young children to sessions which can be disruptive in the therapy session.

Our clinic is not able to provide supervision, monitoring, and engagement with a sibling(s) while their parent is participating in their other child's treatment sessions.

LGU Representative: Douglas Elston

Submitted for: Delaware County Community Services



2025 Needs Assessment Form Delaware County Community Services

Adverse Childhood Experiences 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? Yes

Need description (Optional):

Housing Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Adults Only

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

Need description (Optional):

Prevention 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? Yes

Need description (Optional):

Transportation 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):

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):

Decrease frequency of Suicide in Delaware County 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):

Community Communications 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):

Integrated Services/Integrated license (Mental Health and Substance Abuse) 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: Douglas Elston

Submitted for: Delaware County Community Services



**Office of Addiction
Services and Supports**

**Office of
Mental Health**

**Office for People With
Developmental Disabilities**

**2026 Needs Assessment Form
Delaware County Community 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? No

Need description (Optional): Currently our contracted crisis service provider is not seeing individuals in crisis face-to-face/in-person as expected contractually. County law enforcement has verbalized frustration in that crisis response services (in-person, face-to-face) are near non-existent. DCS/LGU is in the process of gathering data in regard to numbers of behavioral health calls responded too, contact with crisis service responder, 9.41's, and location (9.30/CPEP) the individual is transferred too. Crisis service response will be added to the LSP.

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? Yes

Applies to OPWDD? Yes

Need Applies to: Youth Only

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

Need description (Optional):

Transportation 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):

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: Douglas Elston

Submitted for: Delaware County Community Services

Agency Name	Program Name	Program Type Name
Delaware County Community Services Board	Delaware County Mental Health Clinic	Mental Health Outpatient Treatment and Rehabilitative Services (MHOTRS)
Delaware County Community Services Board	Delaware CCSB Supp Housing/RCE SH Delaware Cty - Comm Svcs	Supportive Housing
Delaware County Community Services Board	Delaware County Supp Hsing/Delaware Cty PC Long Stay-Comm Sv	Supportive Housing
Delaware County Community Services Board	Delaware County Supported Housing - Comm. Svcs	Supportive Housing
Delaware County Community Services Board	Delaware Cty Supp Housing/Transformation SH - Comm Svcs	Supportive Housing
Rehabilitation Support Services, Inc.	DELAWARE HEALTH HOME - ADULTS	Health Home Care Management
Rehabilitation Support Services, Inc.	Rehabilitation Support Services SMH CMA (AOT)	Specialty Mental Health Care Management
Rehabilitation Support Services, Inc.	DELAWARE COMMUNITY GATEKEEPER - CHILDREN	Outreach
Rehabilitation Support Services, Inc.	DELAWARE COMMUNITY GATEKEEPER-ADULTS	Outreach
Rehabilitation Support Services, Inc.	RSS - Delaware County Apartments	Apartment/Treatment
Rehabilitation Support Services, Inc.	RSS - Delhi Community Residence	Congregate/Treatment
The Mary Imogene Bassett Hospital	Mary Imogene Bassett Hospital	Specialty Mental Health Care Management
The Neighborhood, Inc.	Mobile Crisis Assessment team (MCAT)	Crisis Intevention