



Office of Addiction
Services and Supports

Office of
Mental Health

Office for People With
Developmental Disabilities

Goals and Objectives 2024-2027 Putnam County Mental Health Services

Sara Servadio, Deputy Commissioner
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Goal 1

Goal 1: Title Reduce behavioral health crises in the community.

Goal 1: Target Completion Date Jun 01, 2026

Goal 1: Description Our goal is to create a comprehensive response system that is trauma informed, meets the appropriate level of need, and is easy to navigate and access. While there has been some improvement with the historical challenge of navigating various silo funding sources from the NYS "O" agencies, we continue to be challenged in creating a single, comprehensive and responsive behavioral health crisis system. The number of persons appearing with behavioral health crises in the community has increased at a precipitous rate. What was once a rarity is a daily occurrence. Most of these events end up with law enforcement intervention.

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 Establish a Supportive Crisis Stabilization Center.

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

Goal 1, Objective 1, Description Putnam County has committed \$2.5 million dollars to help establish a supportive crisis stabilization center. The stabilization center will be a resource to residents interfacing with law enforcement due to their illness/symptoms, for those seeking to begin recovery from substance use, and will serve as a diversion to the emergency department for a behavioral health crisis.

Goal 1, Objective 2: Title Establish a co-response team.

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

Goal 1, Objective 2, Description In 2022, about 1/3 of the individuals presenting to the 9.39 hospital in crisis were admitted to a psychiatric unit. A co-response team will increase community safety, increase officer safety, and increase safety for people in crisis. Most importantly, it will decrease the number of individuals exposed to the trauma of being in an emergency department during a crisis. A co-response team will allow for individual follow up and a team to bridge the gap of connecting with services.

Goal 1, Objective 3: Title Establishment of crisis residential opportunities for those with intellectual/developmental disabilities.

Goal 1, Objective 3, Target Completion Date Dec 31, 2024

Goal 1, Objective 3, Description Persons with IDD in behavioral health crises are taken to the emergency department of the 9.39 receiving hospital and very often end up sitting in the ED/admitted to psychiatry for extended periods of time. A crisis residential option is necessary for these individuals so that intolerably long, unnecessary stays in a hospital that is ill equipped to behaviorally assist the individual, are avoided. In general, there is a clear lack of respite/crisis stabilization resources for this population that often leads to inappropriate use of psychiatric hospitalization and/or lengthy hospitalizations.

Goal 1, Objective 4: Title Establish a mobile crisis team.

Goal 1, Objective 4, Target Completion Date Dec 31, 2024

Goal 1, Objective 4, Description Putnam County has no mobile crisis intervention services. As a result, law enforcement are often tasked with de-escalating an individual in crisis. While the county continues to train officers in crisis intervention, a mobile crisis team would supplement these efforts.

Goal 2

Goal 2: Title To increase staff effectiveness in providing quality evidence based programs, including implementation support to ensure fidelity.

Goal 2: Target Completion Date Dec 31, 2025

Goal 2: Description Many providers have limited/lack of Psychiatrist/Nurse Practitioners. While telehealth has been an important addition to services, the need for in person treatment remains a priority for our population. The pandemic impacted workforce as some have left the field contributing to the significant workforce issues especially for direct services, leading to

underserved populations. Putnam County continues to see wait lists for therapy and medication management appointments for both the adult and adolescent population.

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

Goal 2: Need Addressed 1 Workforce

Goal 2: Need Addressed 2 Outpatient treatment

Goal 2: Need Addressed 3

Goal 2, Objective 1: Title Increase the delivery of in person community services.

Goal 2, Objective 1, Target Completion Date Dec 31, 2025

Goal 2, Objective 1, Description Access to outpatient mental health services continues to be a concern to the county LGU as we continue to struggle with significant waiting lists throughout the county. This has been a major obstacle especially when discharging from an inpatient psychiatric admission. The LGU continues to partner with providers to explore process improvements, best practice models and coordination of services.

Goal 2, Objective 2: Title Expand treatment capacity in agencies who are providing services.

Goal 2, Objective 2, Target Completion Date Dec 31, 2025

Goal 2, Objective 2, Description As the increased awareness of mental health symptoms in children and adults continues post pandemic, many are eager/need to engage in treatment. We continue to explore various funding opportunities and provide updated information on loan forgiveness programs, tuition reimbursement and other incentives available via the state/federal government that contributes to staff hiring and retention.

Goal 3

Goal 3: Title Improve the System of Care to be adept at addressing challenges of co-occurring disorders.

Goal 3: Target Completion Date Dec 31, 2024

Goal 3: Description Putnam County's System of Care continues to address issues that impact outcomes for children, adolescents, adults and families. Recently Putnam embarked on an intensive planning effort to improve outcomes for individuals experiencing co-occurring mental health and substance abuse challenges. With the goal of providing person-centered, wraparound planning for individuals/families with complex needs, the LGU will utilize Opioid abatement and local funds to create necessary positions within the LGU.

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

Goal 3: Need Addressed 1 Workforce

Goal 3: Need Addressed 2 Cross System Services

Goal 3: Need Addressed 3

Goal 3, Objective 1: Title Increase staffing at the LGU.

Goal 3, Objective 1, Target Completion Date Mar 01, 2024

Goal 3, Objective 1, Description The number of LGU staff able to address the co-occurring system of care effort is inadequate.



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

Sara Servadio, Commissioner
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Goal 1

Title	Reduce behavioral health crises in the community.	
Update		
OBJECTIVES		
Establish a Supportive Crisis Stabilization Center.		Ongoing
Establish a co-response team.		Complete
Establishment of crisis residential opportunities for those with intellectual/developmental disabilities.		Ongoing
Establish a mobile crisis team.		Ongoing
OBJECTIVE UPDATES		

Goal 2

Title	To increase staff effectiveness in providing quality evidence based programs, including implementation support to ensure fidelity.	
Update		
OBJECTIVES		
Increase the delivery of in person community services.		Ongoing
Expand treatment capacity in agencies who are providing services.		Ongoing
OBJECTIVE UPDATES		

Goal 3

Title	Improve the System of Care to be adept at addressing challenges of co-occurring disorders.		
Update			
OBJECTIVES			
Increase staffing at the LGU.			[""]
OBJECTIVE UPDATES			



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

Sara Servadio, Commissioner
(sara.servadio@putnamcountyny.gov)

Goal 1

Goal 1, 2026 Status Update: Ongoing

Goal 1, 2026 Status Update Description: Continue to develop and implement a trauma-informed, comprehensive, and accessible behavioral health crisis response system to reduce law enforcement involvement and inappropriate hospital emergency department usage. Progress has been made in collaborative efforts with the local hospital and law enforcement agencies this year.

Goal 1 Objective 1, 2026 Status Update: Ongoing

Goal 1 Objective 1, 2026 Status Update Description: The stabilization center launch is going through the local approval process. \$2.5 million dollars was allocated to establish a safe, attuned, person-centered resource for the community.

A revised objective would be to launch and operate a 24/7 crisis stabilization center by the end of June 2026, serving at least 100 residents in its first year, with a satisfaction rating of 80% or higher.

Goal 1 Objective 2, 2026 Status Update: Complete

Goal 1 Objective 2, 2026 Status Update Description: The Co-Response team was established in the early part of 2024. The Co-Response team responds to approximately 70 calls per month.

A revised objective would be to deploy a Co-Response team in collaboration with local law enforcement for all non-violent behavioral health calls by Q1 2025, with a goal to reduce ED transports by 30% in the coming 12 months.

Goal 1 Objective 3, 2026 Status Update: Ongoing

Goal 1 Objective 3, 2026 Status Update Description: Housing and funding opportunities are uncommon so there has not been any progress on this objective. The county office for individuals with disabilities continues to advocate for additional housing opportunities for individuals with intellectual/developmental disabilities and/or behavioral health needs. CP Unlimited is working on implementing an Enhanced Step-Down Program which should provide individuals with increased support to meet their goals. Additionally, the office for individuals with disabilities performs significant outreach and education on supporting/creating opportunities to improve the lives of those with intellectual/developmental disabilities. Additional areas of growth and planning include the following: re-launch the legislative forum in Putnam County, expansion of ADA review, creation of programming via providers in county, encouraging program collaborations, and expanding discussions with families regarding needs.

Goal 1 Objective 4, 2026 Status Update: Complete

Goal 1 Objective 4, 2026 Status Update Description: The mobile crisis team launched in the spring of 2025. The team consists of a manager, social worker and peer. Current hours of operation are Monday to Friday 12pm to 8pm. The team has the capability to respond to adults and youth anywhere in Putnam County.

A revised objective would be to have the mobile crisis team respond to 200 calls in its first year.

Goal 2

Goal 2, 2026 Status Update: Ongoing

Goal 2, 2026 Status Update Description: Workforce shortages continue to plague local mental health providers in Putnam County. Putnam County continues to prioritize access to treatment and efficiency in the system by hosting service network meetings, funding positions, particular emphasis on peer development and implementing an auditing process for use with contracted providers.

A revised goal would be to address workforce shortages and improve access to in-person treatment, particularly psychiatry and therapy services, by increasing staffing and reducing service delays.

Goal 2 Objective 1, 2026 Status Update: Ongoing

Goal 2 Objective 1, 2026 Status Update Description: The County has established audit processes to provide feedback to providers on best practices to increase efficiency.

A revised objective would be to reduce outpatient mental health waitlists by 50% through process improvement, coordination of services and streamlined referral pathways.

Goal 2 Objective 2, 2026 Status Update: Ongoing

Goal 2 Objective 2, 2026 Status Update Description: The county has provided training and collaboration opportunities including mental health first aid, motivational interviewing, and different mental health forums. Peer workforce improvements were supported with financial commitments from the county to support bolstering the workforce.

A revised objective would be to support 3 local agencies in expanding treatment slots by 25% by the end of Q4, with quarterly reviews and at least one annual training per agency.

Goal 3

Goal 3, 2026 Status Update: Ongoing

Goal 3, 2026 Status Update Description: The co-occurring system of care committee (COSOCC), chaired by the Dual Recovery Coordinator, follows the comprehensive, continuous, Integrated System of Care (CCISC) model. Based on the 2024 CompassEZ assessment, the committee developed a 3-year strategic plan implemented via five dedicated workgroups: 1) screening and assessment, 2) training and events, 3) policy review, 4) continuous quality improvement and 5) staff orientation curriculum development.

A revised goal would be to develop a person-centered, cross system model to improve care coordination and outcomes for individuals facing both mental health and substance use challenges.

Goal 3 Objective 1, 2026 Status Update: Complete

Goal 3 Objective 1, 2026 Status Update Description: The dual recovery coordinator was hired in March 2024. Additional objectives could be added around implementing COD curriculum into school districts and the 5 workgroups of COSOCC.



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2024 Needs Assessment Form Putnam County Mental Health Services

Crisis Services Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Both Youth and Adults

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

Need description (Optional):

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? No

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Both Youth and Adults

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

Need description (Optional):

LGU Representative: Sara Servadio

Submitted for: Putnam County Mental Health Services



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2025 Needs Assessment Form Putnam County Mental Health Services

Crisis Services Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Both Youth and Adults

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

Need description (Optional):

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? 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: Sara Servadio

Submitted for: Putnam County Mental Health Services



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

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? 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):

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Submitted for: Putnam County Mental Health Services

Agency Name	Program Name	Program Type
Careers Support Solutions, Inc.	Carmel Office	Ongoing Integrated Supported Employment Services
CHDFS, Inc.	CHDFS SMH CMA	Specialty Mental Health Care Management
Green Chimneys Children's Services, Inc.	Community Based Services	CFTSS: Children's Mental Health Rehabilitation Services
Green Chimneys Children's Services, Inc.	Green Chimneys Arbor House	Respite Services
Mental Health Association in Putnam County	Advocacy/Support Services	Advocacy/Support Services
Mental Health Association in Putnam County	Bridger Program	Non-Medicaid Care Coordination
Mental Health Association in Putnam County	Drop In Center	Drop In Centers
Mental Health Association in Putnam County	Family Support Services	Family Peer Support Services – Children & Family
Mental Health Association in Putnam County	Peer Specialist Program	Self-Help Programs
Mental Health Association in Putnam County	Self Help Programs	Self-Help Programs
	MHA Westchester SH/	
Mental Health Association in Westchester County	Cty – Comm Svcs	Supportive Housing
NYSARC Inc., Ulster, Greene, Putnam Counties	Services	Ongoing Integrated Supported Employment Services
NYSARC Inc., Ulster, Greene, Putnam Counties	Supported Work Program	Work Program
Projects to Empower and Organize the Psychiatrically Labeled	Transformation/SH Putnam Cty	Supportive Housing
Projects to Empower and Organize the Psychiatrically Labeled	Putnam Rose House	Self-Help Programs
Projects to Empower and Organize the Psychiatrically Labeled	Self Help Program	Self-Help Programs
Projects to Empower and Organize the Psychiatrically Labeled	Mobile Crisis	Crisis Intervention
Putnam County Mental Health	Putnam County Mental Health	Monitoring and Evaluation, CSS
Putnam County Mental Health	Respite Services	Respite Services

Putnam County Veteran's Service Agency	Outreach	Outreach
Putnam County Fam& Comm Svcs, Inc. DBA Cove Care Ctr	Advocacy/Support Services	Advocacy/Support Services
Putnam County Fam& Comm Svcs, Inc. DBA Cove Care Ctr	CCSI	Coordinated Children's Service Initiative
Putnam County Fam& Comm Svcs, Inc. DBA Cove Care Ctr	CFTSS: Family Peer Support Services (FPSS)	CFTSS: Family Peer Support Services (FPSS)
Putnam County Fam& Comm Svcs, Inc. DBA Cove Care Ctr	CFTSS: Other Licensed Practitioner	CFTSS: Other Licensed Practitioner (OLP)
Putnam County Fam& Comm Svcs, Inc. DBA Cove Care Ctr	CFTSS: Psychosocial Rehab	CFTSS: Youth Peer Support (YPS)
Putnam County Fam& Comm Svcs, Inc. DBA Cove Care Ctr	CMHRS	CFTSS: Children's Mental Health Rehabilitation Services
Putnam County Fam& Comm Svcs, Inc. DBA Cove Care Ctr	Children's Respite	Respite Services
Putnam County Fam& Comm Svcs, Inc. DBA Cove Care Ctr	Cove Care Center HH CM C&Y	Health Home Care Management
Putnam County Fam& Comm Svcs, Inc. DBA Cove Care Ctr	Cove Care Center SMH CMA	Specialty Mental Health Care Management
Putnam County Fam& Comm Svcs, Inc. DBA Cove Care Ctr	Family Support Services	Family Peer Support Services – Children & Family
Putnam County Fam& Comm Svcs, Inc. DBA Cove Care Ctr	Health Home C&Y Non Medicaid Care Management	Health Home Non-Medicaid Care Management
Putnam County Fam& Comm Svcs, Inc. DBA Cove Care Ctr	Home & Community Based Svcs	CORE Empowerment Services – Peer Supports
Putnam County Fam& Comm Svcs, Inc. DBA Cove Care Ctr	Home & Community Based Svcs	Adult BH HCBS Education Support Services (ESS)

Putnam County Fam& Comm Svcs, Inc. DBA Cove Care Ctr	Home & Community Based Svcs	Adult BH HCBS Habilitation
Putnam County Fam& Comm Svcs, Inc. DBA Cove Care Ctr	Home & Community Based Svcs	Adult BH HCBS Intensives Supported Employment (ISE)
Putnam County Fam& Comm Svcs, Inc. DBA Cove Care Ctr	Home & Community Based Svcs	Adult BH HCBS Intensives Supported Employment (OSE)
Putnam County Fam& Comm Svcs, Inc. DBA Cove Care Ctr	Home & Community Based Svcs	Adult BH HCBS Pre-Vocational Services
		Core Community Psychiatric Support and Treatment (CPST)
Putnam County Fam& Comm Svcs, Inc. DBA Cove Care Ctr	Home & Community Based Svcs	CORE Family Support and Training (FST)
Putnam County Fam& Comm Svcs, Inc. DBA Cove Care Ctr	Home & Community Based Svcs	CORE Psychosocial Rehabilitation (PSR)
Putnam County Fam& Comm Svcs, Inc. DBA Cove Care Ctr	Outreach	Outreach
Putnam County Fam& Comm Svcs, Inc. DBA Cove Care Ctr	PFCS DBA CoveCare Center	Mental Health Outpatient Treatment and Rehabilitative Services (MHOTRS)
	Mental Health Services	
Putnam County Fam& Comm Svcs, Inc. DBA Cove Care Ctr	PFCS DBA CoveCare Center	Comprehensive PROS with Clinical Treatment
Putnam County Fam& Comm Svcs, Inc. DBA Cove Care Ctr	PROS Employment Initiative	PROS Employment Initiative
Putnam County Fam& Comm Svcs, Inc. DBA Cove Care Ctr	Patient Transportation	Transportation
Putnam County Fam& Comm Svcs, Inc. DBA Cove Care Ctr	Putnam F&C – Non Medicaid CC	Non-Medicaid Care Coordination
	Putnam Family & Comm Svcs, Inc. - HH	
Putnam County Fam& Comm Svcs, Inc. DBA Cove Care Ctr	NonMed CM	Health home Non-Medicaid Care Management

Putnam Family & Comm Svcs,

Putnam County Fam& Comm Svcs, Inc. DBA Cove Care Ctr	Service Dollars	Health Home Care Management Service Dollars
Putnam County Fam& Comm Svcs, Inc. DBA Cove Care Ctr	Putnam Family & Comm Svcs, Inc., HHCM	Health Home Care Managment
Putnam County Fam& Comm Svcs, Inc. DBA Cove Care Ctr	Residential Family Peer Partners	Family Peer Support Services - Children & Family
Putnam Hospital Center Putnam Hospital Center	Putnam Hospital Center Putnam Hospital Center	Crisis Intervention Partial Hospitalization
Putnam Hospital Center	Putnam Hospital Center	Inpatient Psychiatric Unite of a General Hospital
Search for Change, Inc.	Career Quest	Ongoing Integrated Supported Employment Services
Search for Change, Inc.	SFC Putnam Apartment Program	Apartment/Treatment
Search for Change, Inc.	SFC/SH/Putnam County PC	Supportive Housing
Search for Change, Inc.	SFC Supported Housing/Putnam	Supportive Housing
Search for Change, Inc.	SFC Townhouse	Congregate/Treatment
Rockland Psychiatric Center	Brewster Clinic	Mental Health Outpatient Treatment