



**Broome County
Mental Health
Department**



Annual Report

Commissioner

Nancy J. Williams, LCSW-R

County Executive

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A MESSAGE FROM BROOME COUNTY MENTAL HEALTH COMMISSIONER

Nancy J. Williams, LCSW-R

The Broome County Mental Health Department (BCMHD) serves as the hub for the System of Care for Mental Hygiene Services in Broome County. This includes systemic performance and contract management for more than 65 programs, provided by 20 separate entities, totaling more than \$13 million in state aid and grant funding administration.

Under Mental Hygiene Law, the Department is charged with systemic oversight and planning. The Community Service Board (CSB) and its corresponding subcommittees, augmented with input from invested and committed community stakeholders, contribute their perspectives, experiences, and data to formulate a Local Services Plan (LSP). This cross-system, integrated planning process identifies gaps in the system of care to inform next steps. Priorities for 2023 included (1) safe, affordable housing, (2) stabilization and support of the workforce, (3) better-integrated cross-system services, and (4) crisis services.

Statutorily required forensic services, including Assisted Outpatient Treatment (AOT), court-ordered competency, and mental health evaluations, are administered alongside coordinated connections to care managed by the Adult Single Point of Access (A-SPOA) and Child Single Point of Access (C-SPOA) programs. The Department continues to experience dramatic increases in requests for services including:

- **A-SPOA:** Of the 433 initial applications received and processed by the A-SPOA team in 2023, 313 (72.3%) sought residential assistance. This demonstrated a 29.9% increase over 2022, and a 65.3% increase over 2021 requests.
- **C-SPOA:** The Child SPOA team has seen a 39.4% increase in initial applications/extensions for authorized services over the last two years, with a notable increase for families and youth with complex care or cross-system needs.
- **AOT:** Assisted Outpatient Treatment (AOT), a required function of mental hygiene law, tracked a 19% increase of Orders monitored for 2023.

During 2023, the Department provided community-based outreach, education, and systemic planning through the Broome County Suicide Awareness for Everyone (BC SAFE), BroomeINCLUDES, and the Prevention Coalition of Broome County programs.

The Department's participation in the HEALing Communities Study, sponsored by the National Institute on Drug Abuse (NIDA), marked the implementation phase of the study, and supported a variety of community-based interventions. With the overall goal of reducing Opioid overdoses and Opioid overdose deaths, data was collected from partnered community agencies which will reveal the impact of selected interventions. Results to be released in 2024.



Mission

Under Mental Hygiene Law, the Broome County Mental Health Department (BCMHD) is tasked to plan, organize, and oversee a comprehensive continuum of care for consumers of mental hygiene services in Broome County. The Department, in partnership with the New York State (NYS) Offices of Addiction Services and Supports (OASAS), Mental Health (OMH), and for People with Developmental Disabilities (OPWDD), strives to improve availability, access, and accountability within the system of care. Together with providers and stakeholders, the BCMHD seeks integration of services to address the full spectrum of needs within the community for the care of individuals and their families. Person-centered planning, in cooperation with data-driven processes, inform strategies and innovations for ongoing and future programs and projects to best serve the community.



Vision

It is the vision of the Broome County Mental Health Department (BCMHD) to enhance the wellness of our community through a comprehensive continuum of innovative, compassionate, and efficient behavioral health services, ensuring interventions and programs are safe, effective, timely, equitable and person-centered. The vision of the BCMHD includes the following aspects:

Planning: The Department will engage in collaborative planning processes together with government officials, providers, community representatives, and recipients and/or their families to develop mental hygiene services in Broome County.

Accountability: The Department will ensure that state and/or local oversight mechanisms are in place and that services are delivered in a responsible, efficient manner.

Coordination: The Department will ensure that all mental hygiene service providers in Broome County coordinate and collaborate for the delivery of services that are responsive to the needs of recipients, including culturally diverse populations.



PARTNERSHIP WITH COORDINATED CARE SERVICES, INC. (CCSI)

The Broome County Mental Health Department has a contractual agreement with Coordinated Care Services, Inc. (CCSI), a nonprofit agency dedicated to innovation through provision of essential business services and organization partnerships to improve lives and strengthen communities.

The contract with CCSI provides personnel with expertise and specialized support in the areas of Project and Program Management, Performance, Contract, and Financial Management.

Local Government Unit (LGU) Functions

Broome County Mental Health Department, as a Local Government Unit (LGU), is statutorily required to carry out specific functions pursuant to New York State Mental Hygiene Law. The following sections cover those programs and services overseen and provided by the Department in 2023.



Adult Single Point of Access (A-SPOA)

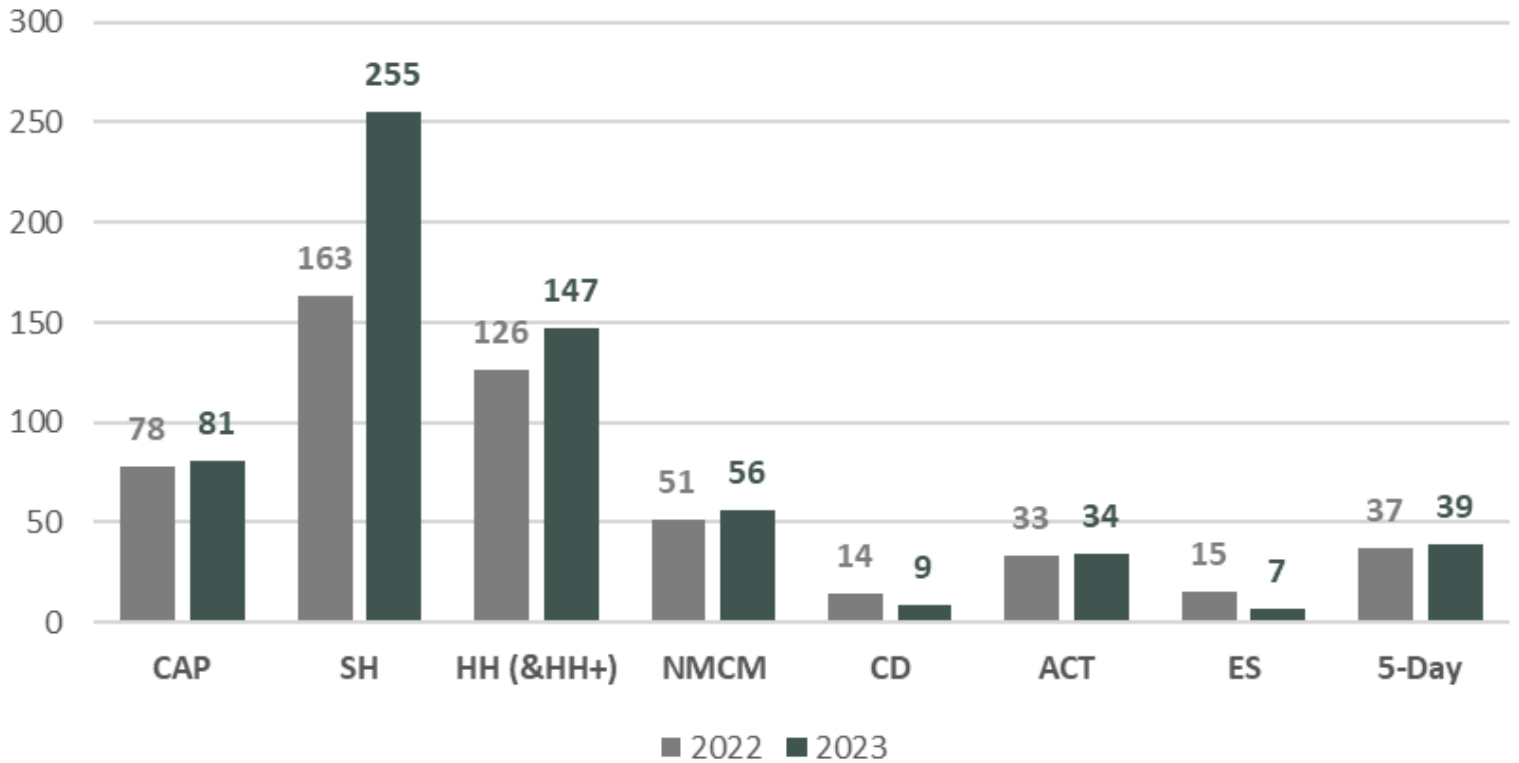
The Adult Single Point of Access (A-SPOA) program provides adults with a Serious Mental Illness (SMI) accessibility to the most appropriate care management, treatment, and residential services available in Broome County. The program affords a streamlined, uniform process to match consumer needs with community resources, thereby reducing duplication of services.

By the Numbers

A-SPOA received and processed **433** applications, an **18%** increase from 2022 and an **106.2%** increase over the last two years. Of those, **313** individuals (**72.3%**) requested housing. This demonstrated a **29.9%** increase in applications seeking residential assistance from 2022 and a **65.3%** increase over the past two years. These numbers do not include contacts received from those seeking housing for themselves, or others, for mental health support, substance use support, or for affordability alone. The total referrals also included **203** applicants (**46.9%**) seeking Care Management services inclusive of Health Home Care Management, Health Home Plus Care Management and Non-Medicaid Care Management Services.

A-SPOA

A-SPOA Referral Requests for 2023



KEY

- ACT** Assertive Community Treatment
- CAP** Certified Apartment Program
- CD** Clinical Discretion
- ES** Endicott Square
- HH** Health Home
- NMCM** Non-Medicaid Care Management
- SH** Supportive Housing
- 5-Day** 5-Day Priority Appointment

A-SPOA

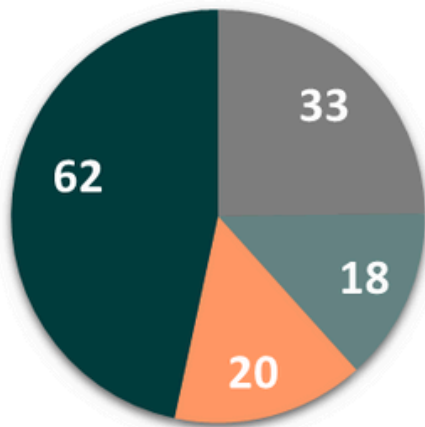
Year in Review

- New A-SPOA Associate hired in December of 2022, was on-boarded and is a fully interaged member of the team.
- Reconciliation of waitlists for Supportive Housing and ACT representing approximately 425 individuals.
- Transitioned to hybrid format SPOA meetings.
- Worked as part of a County-Wide Committee regarding Housing options and availability.







Assisted Outpatient Treatment (AOT)

AOT By The Numbers



KEY

-  Total Number of orders monitored in Broome County for 2023
-  Number of orders carried over from 2022 to 2023 for monitoring
-  Number of renewal petitions/orders with Broome as the treatment responsible county for 2023
-  Number of initial petitions/orders with Broome as the treatment responsible county for 2023

Assisted Outpatient Treatment (AOT), known as Kendra's Law, is a statutory framework to monitor the participation of eligible individuals in community-based services appropriate to their needs. An individual may be placed on an AOT only if, after a hearing, the court finds they have met specific eligibility criteria and the proposed treatment plan is the least restrictive alternative which will allow the individual to live safely in the community.

Numbers represent a 19% increase over the previous year in total number of AOT orders monitored in Broome County.

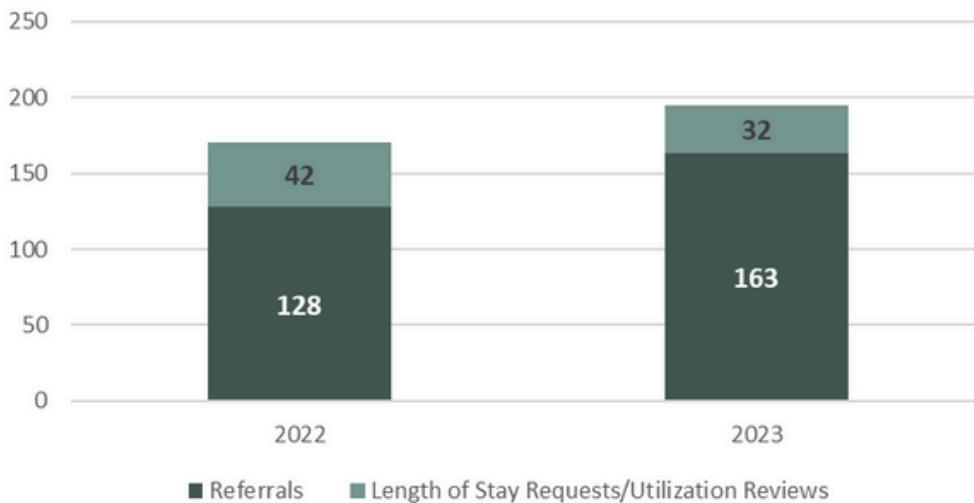
Child Single Point of Access (C-SPOA)

C-SPOA is a centralized intake process to access specialized services for children, ages 5-21, experiencing a Serious Emotional Disturbance (SED). C-SPOA is designed to improve access to services while monitoring and coordinating utilization of these services through a single access point.

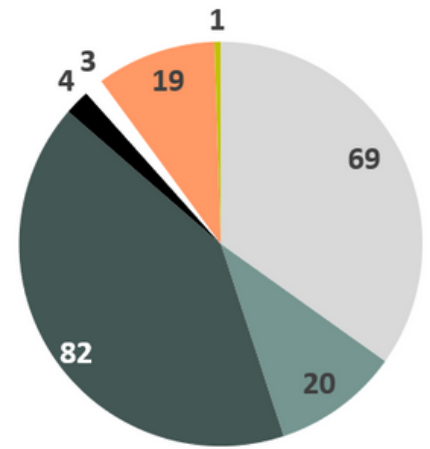
By the Numbers

In 2023, C-SPOA processed and presented 195 cases representing new referrals, “Length of Stay” extension authorizations, and utilization reviews. This represents an increase of 14.7% from 2022.

C-SPOA Referrals From 2022 & 2023



Requested Services



KEY

- Community Residence (CR) [OMH]
- Family & Peer Support Services (FPSS)
- Functional Family Therapy (FFT)
- Health Home Care Management (HH)
- Non-Medicaid Care Management (NMCM)
- Residential Treatment Facility (RTF) [OMH]
- Youth Assertive Community Treatment Team (Y-ACT)

C-SPOA

A Year in Review

- Partnered with Broome County school districts to provide information and community resources various “Open House,” “Back-to-School,” and “Superintendent’s Day” events.
- Collaborated with other BCMHD teams to support County-wide initiatives and projects.
- Worked with children, families and community partners to address complex cases.

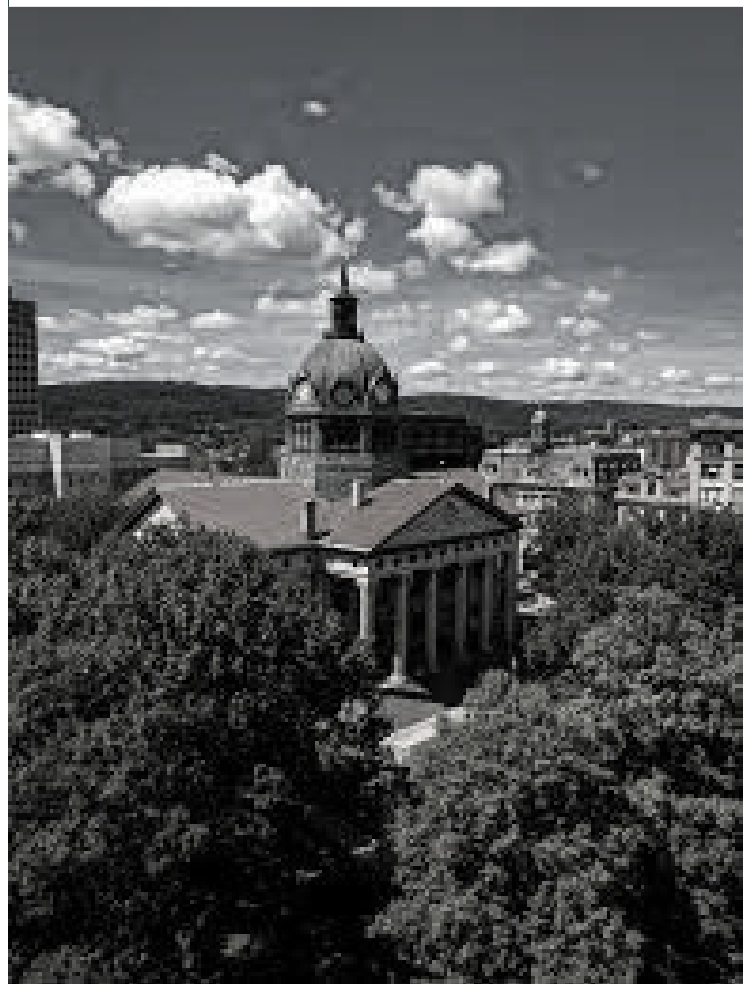
The C-SPOA Team is comprised of a Coordinator and a Credentialed Family Peer Advocate. Together they process referrals, meet with families, facilitate weekly community-provider meetings, and support youth and families to navigate the complex service delivery system.



Community Services Board (CSB)

The Community Services Board (CSB), a function of NYS Mental Hygiene Law, is comprised of individuals invested in the system of care for behavioral health services in Broome County. The Board is responsible for an annual Local Services Plan (LSP) which identifies goals for the upcoming year. The Board and Subcommittees (Alcohol and Substance Abuse, Mental Health, and People with Developmental Disabilities) participate in planning for the provision of community mental health programs and services within the purview of the Local Government Unit (LGU), to the Commissioner of Mental Health, County Executive, and/or the County Legislature.

2023
Local
Services
Plan



Community Services Board (CSB)

Community Services Board Members*

Jill Alford-Hammitt
Don Bergin
Cara Fraser-*Chair*
Nicki French
Renee Gotthardt
Mary Kaminsky
Kara Kasmarcik

Emily Lux
Joelle Martyanik
April Ramsay
Nancy Ranger
Erica Robinson
Karen Roseman
Jason Shaw

Subcommittee Members*

Alcohol & Substance Abuse

Jill Alford-Hammitt
John Barry
Don Bergin
Calvin Brown
Kara Kasmarcik
Amanda Lewis
Tedessa McDonnell
Amy Polhamus
Erica Robinson-*Chair*
Susan Wheeler

Mental Health

Kimberly DeSantis-Johns
Cara Fraser-*Chair*
Renee Gotthardt
Emily Lux
Tedessa McDonnell
Mackenzie Myers
Bill Perry
Carmela Pirich
Kelly Wildey

People with Developmental Disabilities

Jessica Aurelio
Nicki French
Ashley Gamba
Brittany Gaynor
Nancy Ranger
Karen Roseman- *Chair*
Anne Seepersaud
Jeffrey Winner

*Individuals served on the Board or Subcommittee for at least a portion of 2023. This does not include those voted in and approved by legislature in 2023, but without any meeting attendance.



Court Ordered Evaluations

Pursuant to NYS Criminal Procedure Law; Family Court Act, Social Services Law, and Mental Hygiene Law, the Broome County Mental Health Department is statutorily required to provide evaluations for the Court. The type of evaluation – and the number of qualified forensic evaluators needed – depends on which statute is cited as the authority under which the evaluation is ordered.

Evaluations are conducted for individuals who are incarcerated at the Broome County Correctional Facility, inpatient at Greater Binghamton Health Center or United Health Services-Binghamton General hospitals, or at the Department for individuals in the community.

By the Numbers:

Criminal Procedure Law (CPL) §730 – Mental Disease or Defect Excluding Fitness to Proceed (aka: Competency)

50

Family Court Act (FCT) §251 – Medical Examinations (aka: Mental Health Evaluation)

5

Family Court Act (FCT) §322.1 – Incapacitated Person Examination Report (Pertains only to minors wherein a Juvenile Delinquency proceeding is pending)

3

The numbers above are for exams completed in 2023. This does not include orders that were vacated, non-compliant individuals, orders from 2022 in which the evaluation was completed in 2023.



Forensic Outreach Program

The Forensic Outreach Program assisted **39** adults with Serious Mental Illness (SMI) released from NYS Prison to Broome County in obtaining mental health and substance treatment services. The A-SPOA team worked in collaboration with organizations aiding individuals with re-entry into the Broome County community providing resources, service referrals, and necessary supplies to assist with their transition.

Targeted Projects



Mental Hygiene Law §41.13 (a)(11) states the LGU shall, “serve as a center for the promotion of community and public understanding of mental disabilities and of the services necessary for their treatment.” To this end, the BCMHD pursues projects to increase awareness and improved responses and outcomes for those with mental health needs in our community.

BroomeINCLUDES is an initiative that promotes 'Inclusion For All' for those who live with intellectual/developmental, physical, mental health, or substance use challenges. This is accomplished through resource navigation, meaningful projects with community partners, and thoughtful awareness and advocacy.

Year in Review

The BroomeINCLUDES initiative saw the installation of 33 communication boards erected in six (6) county parks and in 27 schools amongst nine (9) districts. The Communication Boards offer pictogram prompts for non-verbal communication.

Prevention Coalition of Broome County



With support from the Federal Centers for Disease Control and Prevention's (CDC) Drug Free Communities (DFC) grant, the Prevention Coalition of Broome County (PCBC) aims to reduce youth substance use within a community, by targeting both youth and their families with effective prevention strategies. With more than 50 members, representing 12 unique sectors from the community, the Coalition uses the **Strategic Prevention Framework** to effectively address substance misuse and related mental health problems facing the community. Strategies include collaboration with community partners to enhance prevention messaging across the community, education regarding the harmful effects of substance use and addiction, and more broadly, increasing protective factors throughout the community. The Coalition's efforts are grounded in data collected in the county's biennial **Prevention Needs Assessment** survey where participating Broome County districts survey students in grades 7-12 regarding substance use, perceptions, and risk and protective factors-resulting in an action plan for the community.

Prevention Coalition of Broome County

Medication Safety Promotion

After success in 2022, the Coalition continued to work with community partners to distribute Deterra Drug Deactivation Bags and medication lock boxes.



2023

Distribution



Deterra Bags

3766



Lock Boxes

600

Alternative Drug-Free Activities

Family Fun Night, a family-friendly, drug-free evening was a collaboration of **40** agencies and **27** volunteers working to serve the community with **500** backpacks filled with school supplies, **720** snack bags, connection to resources, and opportunities for fun including music and dancing, face painting, chalk art and more.



The Coalition, in partnership with Broome County Parks, Recreation & Youth Services hosted two “**Movies in the Park.**” These free events offered resources bags to all attendees with mental health and medication safety materials.

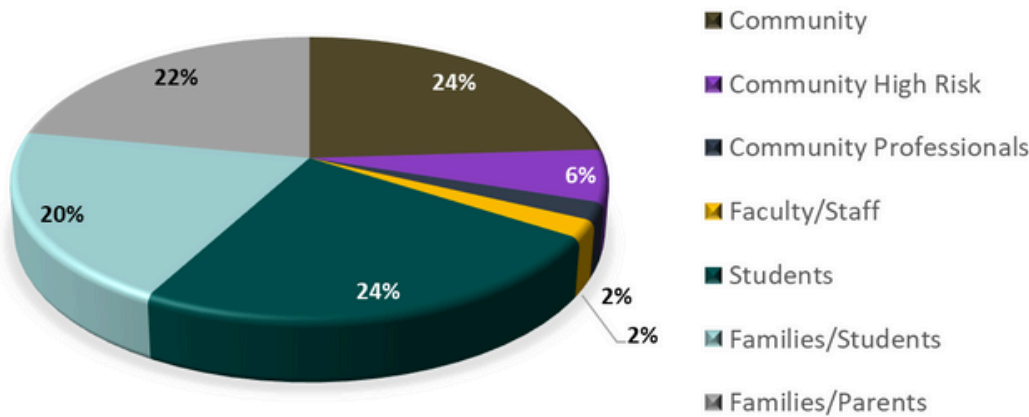


Broome County Suicide Awareness For Everyone (BC SAFE)



BC SAFE, a community coalition, is dedicated to the prevention of suicide and suicide attempts throughout Broome County by coordinating suicide awareness and prevention efforts. Members represent various sectors of the community and utilize training, education, awareness events, and activities to further prevention goals. These goals are aimed at the reduction of stigma, increasing open dialog, and creating awareness that ultimately aids in the reduction and elimination of suicide in Broome County.

Events by Focus Audience



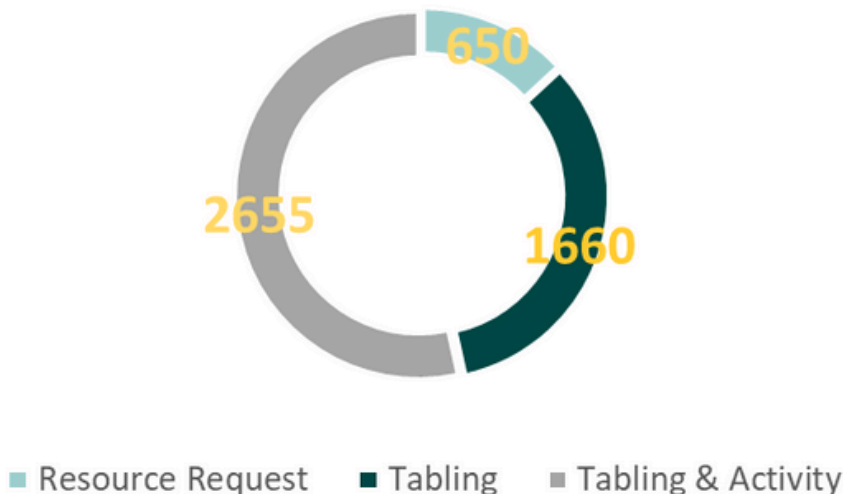
Number of Events

33

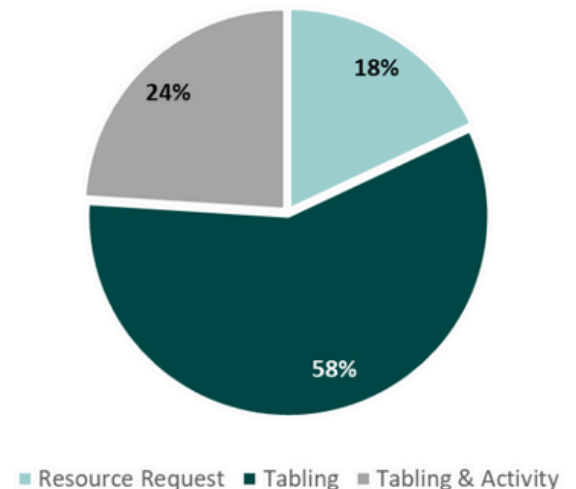
Number of Attendees

4965

Estimated Number of Attendees by Method



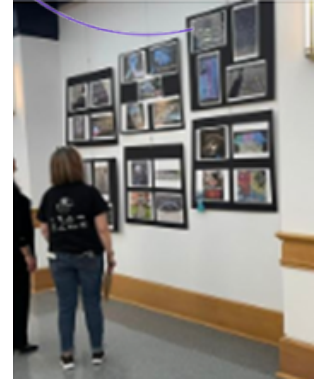
Events by Method



Broome County Suicide Awareness For Everyone (BC SAFE)



BC SAFE sponsored events and training opportunities including the American Foundation for Suicide Prevention's (AFSP): Talk Saves Lives; Its Real: Teens and Mental Health; Talk Saves Lives: Seniors; and More than Sad. The Connecticut Networks of Care for Suicide Prevention (NCSP) Gizmo's Pawesome Guide to Mental Health; and the Suicide Prevention Center of New York's (SPCNY) Creating Suicide Safety for Schools; Suicide Safety Training: Teachers and Staff (SST); and SST Continued Education: Tabletop Series. Presentations also took place on topics of Trauma, and Trauma and Resilience.



Awareness *Awareness work is largely offered through in-person events in various settings of the community, as well as through social media and special projects.*

Tabling

Members of BC SAFE attended various events in the community interacting with the public and providing resources centered on suicide prevention, mental wellness, coping strategies and other local resources.



CHALK THE WALK
have the talk

**Chalk the Walk,
Have the Talk
Awareness Campaign**

BC SAFE, in collaboration with the Prevention Coalition of Broome County, hosted the fourth (4th) annual CHALK THE WALK suicide awareness campaign. The planned "Week of Action," held in conjunction with World Suicide Prevention Day observance, encouraged schools and communities to beautify sidewalks and pavement with images and messages of hope and resilience. Community-wide participation in the campaign continues to grow with all Broome County school districts, hospital systems, and numerous businesses, organizations, individuals, and families "Chalking" for suicide awareness. The Art Contest, nearly doubling in entries from 2022, culminated in a public display of chalked art creations at the Broome County Library.

Broome County Suicide Awareness For Everyone (BC SAFE)

Chalk the Walk, Have the Talk Awareness Campaign



LUMA, a projection art festival drawing approximately 30,000 attendees from the community, including representation from BC SAFE and the Chalk the Walk Campaign. This opportunity fostered community engagement, support and the dissemination of resources and education.

Suicide Loss Survivor Day Event

The Coalition partnered with United Health Services (UHS) and American Foundation for Suicide Prevention (AFSP) to offer the seventh (7th) annual **International Survivors of Suicide Loss Day**. The 2023 event was in-person, an option participants appreciate as the connections and conversations are crucial in supporting one another.

NIDA HEALing Communities Study

HEALing Communities Study

The NIDA **HEALing Communities Study** (HCS) is a multi-state research study targeting 67 communities in four (4) states: NY, KY, MA, and OH. In New York, the study is a partnership between the National Institute of Drug Abuse, Columbia University, and the eight (8) participating counties. The goal of the study is to reduce opioid overdose deaths by 40% over the course of three years based on fatal opioid overdose rates from 2018/2019. The study utilized targeted interventions to address increasing access to Medications for Opioid Use Disorder (MOUD), increasing Naloxone distribution, and reducing high-risk opioid prescribing.

Broome County Outcomes

GOAL 1

Increase Naloxone distribution by distributing at least 2,000 Naloxone kits through established OOPP (Opioid Overdose Prevention Programs), **NaloxBoxes**, and EMS leave behind programs.



NaloxBox Art by: Belle McDonald in partnership with TruthPharm



NaloxBox Location: Binghamton Housing Authority



NIH
HEAL
INITIATIVE
HEALing Communities Study

1639 OF 1000 NALOXONE KITS DISTRIBUTED THOROUGH NEW NALOXBOXES **164%**

GOAL 1

Increase Naloxone distribution by distributing at least 2,000 **Naloxone kits** through established OOPP (Opioid Overdose Prevention Programs), NaloxBoxes, and EMS leave behind programs.



NIH
HEAL
INITIATIVE
HEALing Communities Study

7263 OF 2000 NALOXONE KITS DISTRIBUTED **363%**

HEALing Communities Study



Being a part of the HEALing Communities Study team has been an amazingly positive experience. Seeing the good that can come from all of us working together to make positive changes in our community has changed my perspective on what we can all accomplish. I hope we can continue to work together even after the campaign is completed.

Erica Robinson
Helio Health

WORKING TOGETHER

NIH
HEAL
INITIATIVE

HEALing Communities Study

PERSPECTIVE
COMMUNITY
POSITIVE CHANGES
ACCOMPLISH

GOAL 2

Increase access to MOUD (Medications for Opioid Use Disorder) by linking at least 500 individuals to care through peer services and education.

Use of medications for opioid use disorder

is not

substituting one addiction for another.



NIH
HEAL
INITIATIVE

HEALing Communities Study

587 OF 500 MOUD REFERRALS **117%**

GOAL 3

Continue initiatives to rid homes in the community of unused, unwanted, or expired medications.



NIH
HEAL
INITIATIVE

HEALing Communities Study

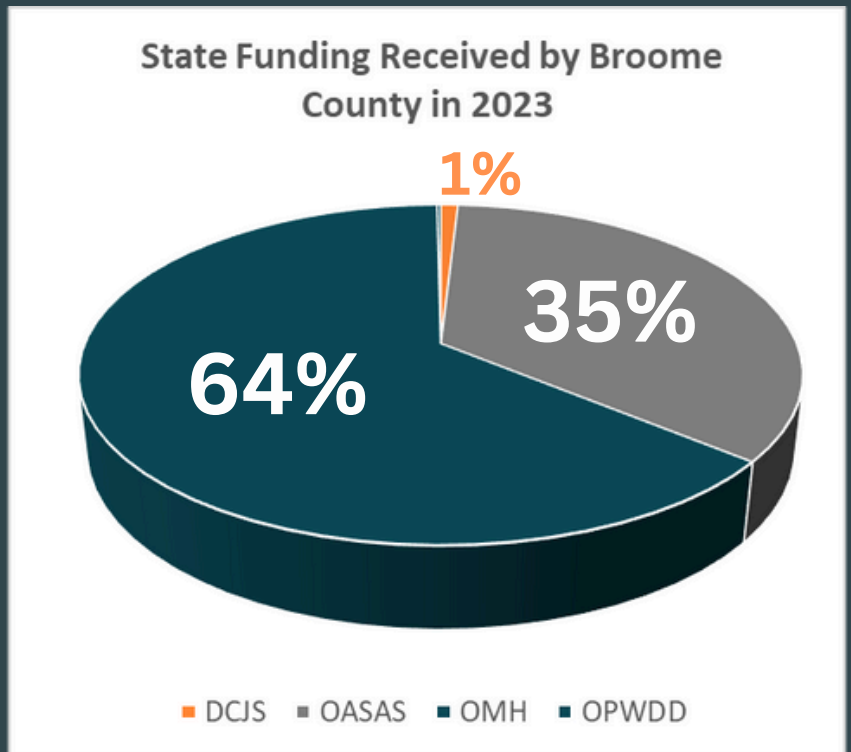
642 OF 1000 LBS MEDS COLLECTED **64%**

Financial Administration

One of the most critical roles of the Broome County Mental Health Department (BCMHD) is the responsible distribution and accountability of financial resources. In 2023, the Department administered funding from four (4) NYS State agencies: Division of Criminal Justice Services (DCJS), Office of Addiction Services and Supports (OASAS), Office of Mental Health (OMH), and the Office for People with Developmental Disabilities (OPWDD). In accordance with state requirements and guidelines, funds are received and allocated to community agencies that provide services through the county's formal contracting process. BCMHD maintains both a Performance and Contract Management and a Financial Division to facilitate this process. The Department provides Technical Assistance to Broome-based agencies who receive funding from the state agencies, assisting with interpretation of fiscal guidelines to ensure solvency and completion of quarterly and annual reconciliation and reporting.

In 2023, the following State Agencies supplied funding for Broome County totaling more than \$13 Million:

- **DCJS: ≈ 1%**
- **OASAS: 35%**
- **OMH: 64%**
- **OPWDD: ≤ 1%**



Broome County Distribution of Funding by State Agency and Local Agency

Agency	State Aid			
	DCJS	OASAS	OMH	OPWDD
Addiction Center of Broome County	\$0	\$295,024	\$0	\$0
Broome-Tioga BOCES	\$0	\$0	\$388,544	\$0
Broome County Mental Health Department (including CCSI personnel)	\$0	\$130,502	\$1,375,932	\$27,546
Catholic Charities of Broome County	\$0	\$0	\$3,491,735	\$0
Children's Home of Wyoming Conference	\$0	\$0	\$122,669	\$0
Clear Path for Veterans	\$0	\$0	\$283,500	\$0
Community Options	\$0	\$0	\$78,115	\$0
Fairview Recovery Services	\$0	\$2,001,310	\$0	\$0
Family & Children's Counseling Services	\$0	\$0	\$654,618	\$0
Helio Health	\$0	\$1,722,179	\$0	\$0
Our Lady of Lourdes Memorial Hospital	\$0	\$420,659	\$0	\$0
Mental Health Association of the Southern Tier	\$0	\$0	\$1,429,968	\$0
Southern Tier AIDS Program	\$125,009	\$0	\$0	\$0
United Health Services	\$0	\$250,196	\$944,890	\$0
TOTALS	\$125,009	\$4,819,870	\$8,769,971	\$27,546



Performance & Contract Management (PCM)

In accordance with Mental Hygiene Law §41.13(a)(8), the BCMHD provides Performance and Contract Management (PCM) for agencies under its purview, furthering the mission through mindful metric collection and critical data analysis. To ensure responsible utilization of resources, the Local Government Unit (LGU) employs a multifaceted approach that includes collection and analysis of data, review of performance goals and objectives, and monitoring of resources to successfully achieve the objectives of the statutorily mandated Local Services Plan (LSP). BCMHD PCM staff strive to support an environment which encourages:

- Improved care and services for consumers.
- Accountability through utilization review and outcome measures.
- Use of innovative interventions and programs that promote consumer choice and satisfaction while reducing stigma.
- Transformation of the healthcare delivery system to embrace principles of recovery, person-centered care, and cultural and linguistic humility.

PCM: By The Numbers:

Information and data are collected, and reviewed, for pre-determined metrics on a monthly and/or quarterly basis via a digital platform. PCM oversaw data collection and analysis for a total of **21** contracts/ammendments and **75** programs. These programs include contracted programs with the BCMHD, Purchase of Service programs through the Department of Social Services, Children and Family Treatment and Support Services (CFTSS) and community partners contributing data to the system of care.

Additional Performance & Contract Functions

Contract Analysis

This multi-disciplinary process ensures consistency between the contracted service provision and the negotiated deliverables outlined in the Request For Proposal (RFP) process. This ensures financial and services accountability to funding and programmatic guidelines, while encouraging creative responsiveness to the dynamically changing needs of the community.

Data Collection & Metric Review

Following the successful migration to the **Smartsheet** project management platform, agencies now submit data through cloud-based collection links. Each submission cascades to integration with existing data-feeding real-time agency and county-wide Data Dashboards. This digital data capacity is utilized to inform planning for the System of Care.

Data Synthesis and Dashboards

Data is collected and analyzed on a regular basis. PCM contracts Data Dashboards, uniquely created for each program, to inform agencies and the LGU regarding program trends. Select programmatic data is synthesized on a larger, integrated scale-depicting the county's System of Care.

Request for Proposals (RFP)

This process sees the PCM team as subject matter experts involving project management including proposal construction, data review and synthesis, and establishing program deliverables and metrics.

Site Visits

Site Visits are conducted as a part of the Performance Review Process to gain a comprehensive view of a program within the context of the larger System of Care. PCM staff utilize formalized workflows and associated assessment measures to encourage transparency and promote collaboration with providers.

Collection and evaluation of data encourages creative responsiveness to the dynamically changing needs of the community.

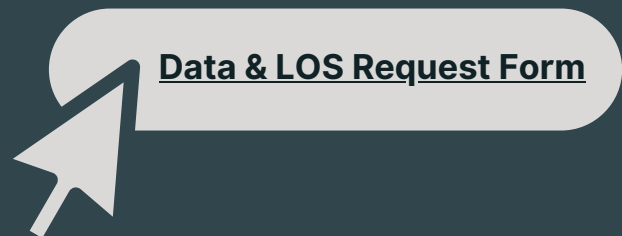
Letter of Support (LOS) and Data Request

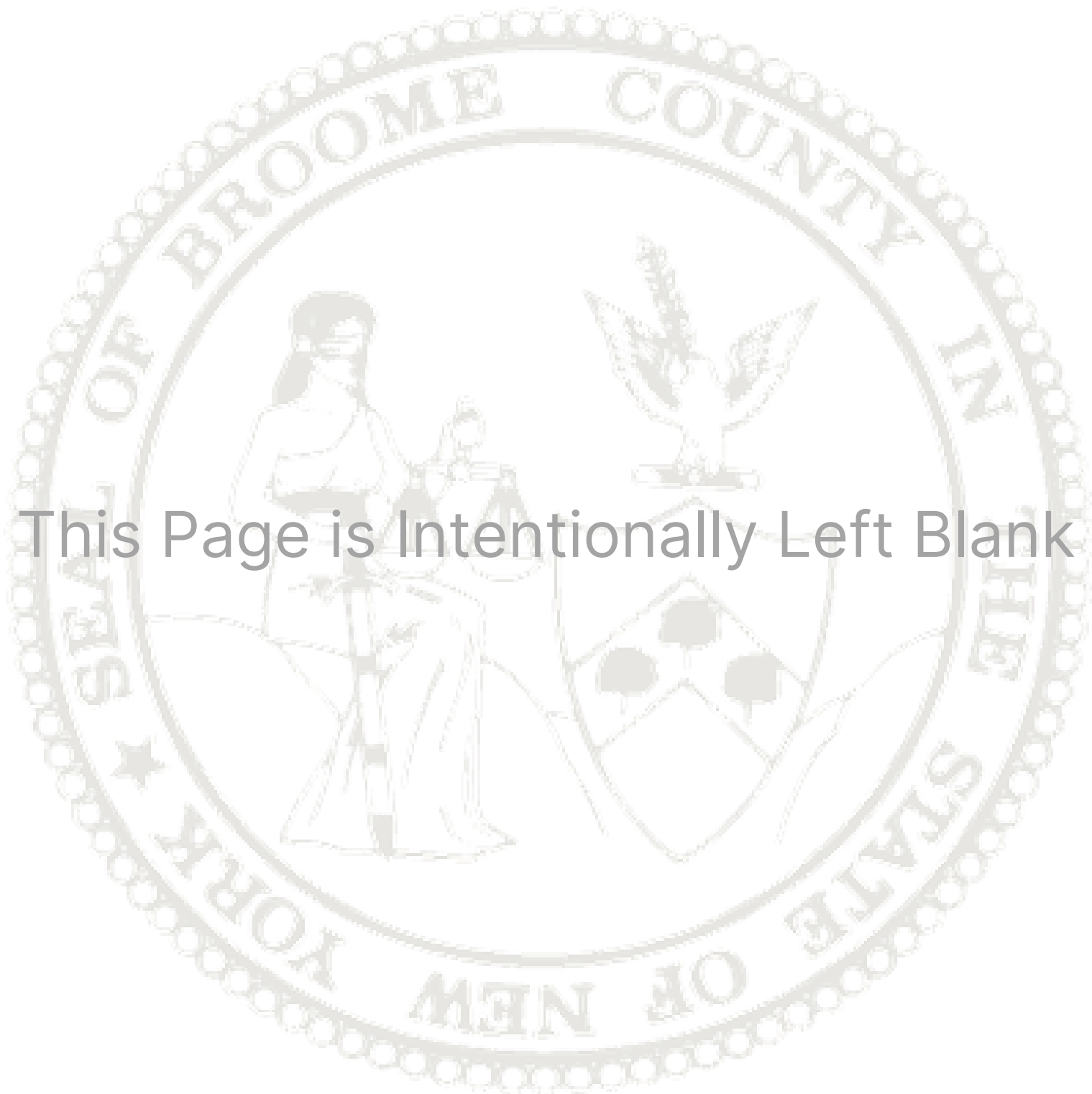
The Department supports community agencies by providing Letters of Support (LOS) and Data in response to requests as needed for RFP and/or grant applications. All requests for data are reviewed for appropriateness and whether the Department has access to the data requested. All requests are processed in a timely manner.

Fourteen (14) Data and LOS Requests were made in 2023.



Request for DATA and/or LETTERS OF SUPPORT (LOS) can be made by compleing the form linked here:





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