



Goals and Objectives 2024 Cattaraugus County Community Services Department

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Goal 1

Goal 1: Title Establish a Crisis Team

Goal 1: Target Completion Date Jan 01, 2028

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

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

Goal 1: Need Addressed 1 Crisis Services

Goal 1: Need Addressed 2

Goal 1: Need Addressed 3

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

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

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

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

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

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

Goal 1, Objective 3: Title Budget and Fiscal Planning

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

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

Goal 2

Goal 2: Title Establish Integrated Clinic

Goal 2: Target Completion Date Jun 30, 2026

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

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

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

Goal 2: OASAS? Yes Goal 2: OMH? Yes Goal 2: OPWDD? Yes

Goal 2: Need Addressed 1 Outpatient treatment

Goal 2: Need Addressed 2 Cross System Services

Goal 2: Need Addressed 3 Workforce

Goal 3

Goal 3: Title Expand Systems of Care in Community

Goal 3: Target Completion Date Jul 30, 2026

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

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

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

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

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

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

Goal 3: Need Addressed 1 Cross System Services

Goal 3: Need Addressed 2

Goal 3: Need Addressed 3



Office of Addiction
Services and Supports

Office of
Mental Health

Office for People With
Developmental Disabilities

2024 Needs Assessment Form Cattaraugus County Community Services Department

Crisis Services Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Both Youth and Adults

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

Need description (Optional):

Cross System Services Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Both Youth and Adults

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

Need description (Optional):

Housing Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Both Youth and Adults

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

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

Inpatient Treatment Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Both Youth and Adults

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

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

Outpatient Treatment Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Both Youth and Adults

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

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

Refugees and Immigrants Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Both Youth and Adults

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

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

Respite Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Both Youth and Adults

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

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

Transition Age Services Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Youth Only

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

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

Transportation Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Both Youth and Adults

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

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

Workforce Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Both Youth and Adults

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

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

LGU Representative: Mary O'Leary

Submitted for: Cattaraugus County Community Services Department