



Goals and Objectives 2024-2027 Broome County Mental Health Department

Jill Marsh, System of Care Performance and Contracts Manager
(MHContracts@BroomeCountyNY.Gov)

Goal 1

Goal 1: Title Housing

Goal 1: Target Completion Date Jun 30, 2026

Goal 1: Description To improve housing situations and access for individuals and families with substance use and/or recovery needs, mental illness, including serious mental illness and the navigation of housing options and availability for individuals and families with developmental disabilities.

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 Data collection and analysis

Goal 1, Objective 1, Target Completion Date Jun 30, 2024

Goal 1, Objective 1, Description Intermediate planning will involve the collection and analysis of existing data with the goal of prioritizing and strategic planning in the coming year related to housing options for these populations; concretizing gaps and needs to effectively address what services are needed to effectively address the issue.

Goal 1, Objective 2: Title Education

Goal 1, Objective 2, Target Completion Date Jun 30, 2026

Goal 1, Objective 2, Description The interim goal will target education aimed towards community agencies and partners tasked to assist individuals identified within this goal to best direct and support them. Education will continue as new resources become available.

Goal 1, Objective 3: Title Integration of new housing

Goal 1, Objective 3, Target Completion Date Jun 30, 2026

Goal 1, Objective 3, Description Broome County expects the development and implementation of additional OASAS residential treatment beds, yet recognizes the lack of safe, affordable, supportive, community-based housing is a continuing challenge for both community members and treatment providers. As new housing becomes available through this and possible other mechanisms, the LGU will work to integrate them into the County's system of care.

Goal 2

Goal 2: Title Workforce

Goal 2: Target Completion Date Jun 30, 2026

Goal 2: Description Broome County providers have identified workforce shortages in all levels of care provided for individuals with behavioral health needs and plans to work with providers and stakeholders to improve the county workforce climate.

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

Goal 2: Need Addressed 1 Workforce

Goal 2: Need Addressed 2

Goal 2: Need Addressed 3

Goal 2, Objective 1: Title Needs assessment

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

Goal 2, Objective 1, Description A needs assessment, prior to strategic planning and/or allocation of funds, is recommended and intermediate planning will include a survey of community staff regarding workforce needs associated with hours, type of care, systemic concerns, safety concerns, and other relevant topics to be analyzed with outcomes reported to the Community Services Board and its Subcommittees.

Goal 2, Objective 2: Title Education and support

Goal 2, Objective 2, Target Completion Date Dec 31, 2024

Goal 2, Objective 2, Description Based on the results from the needs assessment, targeted education and support will be made available to providers.

Goal 2, Objective 3: Title Ongoing analysis
Goal 2, Objective 3, Target Completion Date Jun 30, 2026
Goal 2, Objective 3, Description Outcomes will be evaluated and used to inform annual planning.

Goal 3

Goal 3: Title Cross-Systems Services
Goal 3: Target Completion Date Jun 30, 2026
Goal 3: Description Stakeholders inclusive of the Broome County Community Services Board and the Subcommittees associated with substance use, mental health and intellectual/developmental disabilities, have agreed that cross-training and education for each committee would be beneficial for community providers.
Goal 3: OASAS? Yes Goal 3: OMH? Yes Goal 3: OPWDD? Yes
Goal 3: Need Addressed 1 Cross System Services
Goal 3: Need Addressed 2
Goal 3: Need Addressed 3

Goal 3, Objective 1: Title Education
Goal 3, Objective 1, Target Completion Date Jun 30, 2026
Goal 3, Objective 1, Description Cross-systems education will be provided as an extension of the subcommittees.

Goal 3, Objective 2: Title Evaluation
Goal 3, Objective 2, Target Completion Date Jun 30, 2026
Goal 3, Objective 2, Description Ongoing discussion of topics and community resources will inform the annual plan by identifying specific gaps and barriers as well as how the community is best suited to address them.

Goal 4

Goal 4: Title Crisis Services
Goal 4: Target Completion Date Jun 30, 2026
Goal 4: Description Broome County providers have identified limitations in crisis services as they relate to those in need of various levels of support amongst the substance use, mental health and intellectual/developmental disabilities populations.
Goal 4: OASAS? Yes Goal 4: OMH? Yes Goal 4: OPWDD? Yes
Goal 4: Need Addressed 1 Crisis Services
Goal 4: Need Addressed 2
Goal 4: Need Addressed 3

Goal 4, Objective 1: Title Relapse and overdose prevention
Goal 4, Objective 1, Target Completion Date Jun 30, 2026
Goal 4, Objective 1, Description County planning and collaboration to provide crisis services inclusive of but not limited to relapse prevention, Narcan and other harm reduction tool availability, and general support.

Goal 4, Objective 2: Title Response programs
Goal 4, Objective 2, Target Completion Date Jun 30, 2026
Goal 4, Objective 2, Description County planning and collaboration to provide crisis services inclusive of but not limited to telephonic and emergency response programs aimed at the reduction of avoidable hospitalizations, suicide attempts and suicide casualties.

Goal 4, Objective 3: Title Evaluation
Goal 4, Objective 3, Target Completion Date
Goal 4, Objective 3, Description This foundation will inform annual planning and future County responses.



Update to 2024-2027 Goals and Objectives Broome County Mental Health Department

Jill Marsh, Performance and Contract Manager
Jill.Marsh@BroomeCountyNY.Gov

Goal 1	
Title	Housing
Update	To ensure access to housing through education and systemic mapping while simultaneously mapping tracking data and opportunities for housing growth in Broome County.
OBJECTIVES	
Data collection and analysis	Ongoing
Education	Ongoing
Integration of new housing	Ongoing
OBJECTIVE UPDATES	
Committee member engagement in sharing data regarding housing status	
Committee members and other stakeholders to share updates on new housing opportunities	
Committee members and other stakeholders to publicize opportunities for community advocacy and support	
Committee members and other stakeholders to present on existing housing programs	
Committee members and other stakeholders to announce procurement opportunities	
Production of educational housing visuals for OASAS, OMH and OPWDD	

Goal 2	
Title	Workforce
Update	
OBJECTIVES	
Needs assessment	Ongoing
Education and support	Ongoing
Ongoing analysis	Ongoing
OBJECTIVE UPDATES	
Complete regional compensation study inclusive of benefits and realistic job requirements	
Utilize Care Compass Network Leadership training	
Create menu of training options available to community providers	
Committee members and other stakeholders to participate in information sharing i.e., flexible work locations/schedules, mentoring programs	

Introduce frontline staff into the conversation for feedback

Goal 3	
Title	Cross-Systems Services
Update	To enhance cross-systems services in Broome County.
OBJECTIVES	
Education	Ongoing
Evaluation	Ongoing
OBJECTIVE UPDATES	
Seek offering for trainings regarding integrated care for clinics	
Compile a comprehensive food pantry list	
Provide cross-systems updates and education in committee sessions	
Coordinate efforts from subcommittees to address aligned objectives from their unique perspectives	
Regularly review new and updated resources	
Intentionally seek varied committee membership	
Provide regular system updates from Mental Health Department (Dashboard)	
Communicate clinic availability based on OMH Outpatient Treatment report	

Goal 4	
Title	Crisis Services
Update	To gain an understanding of the crisis continuum of care via data collection and analysis to aid in strategic planning and implementation.
OBJECTIVES	
Relapse and overdose prevention	Ongoing
Response programs	Ongoing
Evaluation	Ongoing
OBJECTIVE UPDATES	
Map continuum of crisis care	
Advocate for services to fill gaps revealed from map	
Collect data from agencies regarding community crises	
Use data to prioritize most critical gaps to address	



Office of Addiction
Services and Supports

Office of
Mental Health

Office for People With
Developmental Disabilities

2024 Needs Assessment Form Broome County Mental Health 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? 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: Jill Marsh

Submitted for: Broome County Mental Health Department



2025 Needs Assessment Form Broome County Mental Health 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? 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: Jill Marsh

Submitted for: Broome County Mental Health Department

Agency Name	Program Name	Program Type Name	Is The Program Current
Addiction Center of Broome County, Inc. Broome County Community Mental Health Service	Addiction Center of Broome County SMH CMA	Specialty Mental Health Care Management	Yes
	Adult SPOA	Single Point of Access (SPOA)	Yes
	Broome County SPOA - Child and Youth	Single Point of Access (SPOA)	Yes
	Forensic Transition Management Services	Transition Management Services	Yes
	Forensic Unit	Outreach	Yes
		Local Governmental Unit (LGU) Administration - OMH Reinvestment and Medication Grant Program (MGP)	Yes
	LGU Admin - Reinvestment	Local Governmental Unit (LGU) Administration	Yes
	LGU Administration	School Mental Health Program	Yes
	MH School Project		
Catholic Charities of Broome County - Diocese	ACE	Assisted Competitive Employment	Yes
	ACT Team	Assertive Community Treatment (ACT)	Yes
	ACT Team Service Dollars	Assertive Community Treatment-Service Dollars	Yes
	ADULT NON-MEDICAID CASE MANAGEMENT	Non-Medicaid Care Coordination	No
	Bus Transportation	Transportation	Yes
	C&Y Non-Medicaid Case Management	Non-Medicaid Care Coordination	No
	CC Broome SH/Forensic SP to PC to Supp Housing - Comm Svcs	Supportive Housing	Yes
	CC Broome Supp Housing/RCE SH Broome Cty - Comm Svcs	Supportive Housing	Yes
	CC Broome Supp Housing/Transformation SH Broome - Comm Svcs	Supportive Housing	Yes
	CSS Non-Medicaid Care Coordination	Non-Medicaid Care Coordination	No
	Catholic Charities - Boys of Courage Children & Youth CR	Children & Youth Community Residence	Yes
	Catholic Charities - SH/Broome County - Comm. Svcs	Supportive Housing	Yes
	Catholic Charities - SH/Broome Cty PC Long Stay - Comm. Svcs	Supportive Housing	Yes
	Catholic Charities of Broome County - HH CM	Health Home Care Management	Yes
	Catholic Charities of Broome County - HH CM SD Admin	Health Home Care Management Service Dollar Administration	Yes
	Catholic Charities of Broome County - HH CM Service Dollars	Health Home Care Management Service Dollars	Yes
	Catholic Charities of Broome County - HH Non-Med CM	Health Home Non-Medicaid Care Management	Yes
	Catholic Charities of Broome County SMH CMA	Specialty Mental Health Care Management	Yes
		CFTSS: Children's Mental Health Rehabilitation Services	Yes
	Catholic Charities of Broome YFCS Division	Advocacy/Support Services	Yes
	Children and Youth Re-entry	CFTSS: Community Psychiatric Support and Treatment (CPST)	Yes
	Community Psychiatric Support and Treatment (CPST)		Yes
	Coordinated Children's Services Initiative	Family Peer Support Services - Children & Family	Yes
	Drop In Center	Drop In Centers	Yes
		Health Home Care Management Service Dollar Administration	Yes
	Family HH Service Dollar Management C&Y		Yes

	Family HH Service Dollars C&Y	Health Home Care Management Service Dollars	Yes
	Family Peer Support Services (FPSS)	CFTSS: Family Peer Support Services (FPSS)	Yes
	Family Peer Support Services C&Y	Family Peer Support Services - Children & Family	Yes
	Four Seasons Club	Psychosocial Club	Yes
	Health Home Care Management C&Y	Health Home Care Management	Yes
	Health Home Non-Medicaid Care Management C&Y	Health Home Non-Medicaid Care Management	Yes
	Individualized Placement and Support (IPS)	Individual Placement and Support Employment Initiative	Yes
	Office of Consumer Advocacy	Advocacy/Support Services	Yes
	Other Licensed Practitioner (OLP)	CFTSS: Other Licensed Practitioner (OLP)	Yes
	Parent Partner	Family Peer Support Services - Children & Family	Yes
	Psychosocial Rehabilitation (PSR)	CFTSS: Psychosocial Rehabilitation (PSR)	Yes
	Twin Rivers Apartment Program	Apartment/Treatment	Yes
	Van Transportation	Transportation	Yes
	Youth Peer Support and Training (YPST)	CFTSS: Youth Peer Support (YPS)	Yes
Children's Home of Wyoming Conference, Inc.	CHWC Youth ACT	Assertive Community Treatment-Service Dollars	Yes
	CHWC Youth ACT Program	Children and Youth Assertive Community Treatment	Yes
	Children's Home Of Wyoming Conference Day Treatment	Day Treatment	Yes
	Community Based Treatment & Services	CFTSS: Community Psychiatric Support and Treatment	Yes
	Community Based Treatment & Services	CFTSS: Family Peer Support Services (FPSS)	Yes
	Community Based Treatment & Services	CFTSS: Other Licensed Practitioner (OLP)	Yes
	Community Based Treatment & Services	CFTSS: Psychosocial Rehabilitation (PSR)	Yes
	Community Based Treatment & Services	CFTSS: Youth Peer Support (YPS)	Yes
	Community Based Treatment and Services	CFTSS: Children's Mental Health Rehabilitation Services	Yes
	Parent Support Group	Family Peer Support Services - Children & Family	Yes
Community Options New York, Inc.	Supported Employment OMH	Ongoing Integrated Supported Employment Services	Yes
Family Counseling Services of Cortland Co.Inc	Assisted Competitive Employment	Assisted Competitive Employment	Yes
	Family Counseling Services MH Clinic of Broome County	Mental Health Outpatient Treatment and Rehabilitation	Yes
Greater Binghamton Health Center	Greater Binghamton Health Center	State Psychiatric Center Inpatient	Yes
Mental Health Association of the Southern Tier	Our House' Residential Crisis Support Program	Residential Crisis Support	Yes
	Crisis Intervention	Crisis Intervention	No
	Family Peer Support Services	Family Peer Support Services - Children & Family	No
	Mobile Crisis Intervention	Crisis Intervention	Yes
	Peer Advocacy	Advocacy/Support Services	No
	Sunrise Wellness Center - Recovery Center	Recovery Center	Yes
Monroe Plan	Monroe Plan Specialty Mental Health Care Management	Specialty Mental Health Care Management	Yes
Our Lady of Lourdes Memorial Hospital	Lourdes Center for Mental Health	Mental Health Outpatient Treatment and Rehabilitation	Yes
	Mental Health Non-Medicaid Care Coordination	Non-Medicaid Care Coordination	No
UMH NY CORP.	UMH NY CORP	Specialty Mental Health Care Management	Yes

United Health Services Hospitals, Inc.	Adult Psychiatric Outpatient Clinic Treatment Program	Mental Health Outpatient Treatment and Rehabilitati	Yes
	CPEP Crisis Outreach	CPEP Crisis Outreach	Yes
	CPEP Extended Observation Beds	CPEP Extended Observation Beds	Yes
	Comprehensive Psychiatric Emergency Program	CPEP Crisis Intervention	Yes
	United Health Services Psychiatric Inpatient Unit	Inpatient Psychiatric Unit of a General Hospital	Yes
YWCA of Binghamton & Broome County, Inc.	Endicott Square-Comm.Svcs	Supportive Housing	Yes