



Goals and Objectives 2024 Steuben County Community Services

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Goal 1

Goal 1: Title Increase access to appropriate housing for those with MH, SA, and/or DD diagnoses that supports treatment, recovery, and stabilization.

Goal 1: Target Completion Date Dec 30, 2028

Goal 1: Description Data on waitlists, and discussions with local service providers/stakeholders indicates a lack of housing that meets the complex needs of individuals. There is inadequate housing with the needed components to support: sobriety, productive decision making/problem solving, safety planning, and application of useful coping tools. Housing that meets the level of individual need and can support the individual in recovery is critical to long term success and aiding stabilization rather than sabotaging current treatment service plans/efforts and progress. Housing with appropriate location, embedded supports, and staff able to support stability, will aid long term recovery and reduce regression/relapse.

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

Goal 1: Need Addressed 1 Housing

Goal 1: Need Addressed 2 Cross System Services

Goal 1: Need Addressed 3 Prevention

Goal 1, Objective 1: Title Provide training for staff at housing entities on assessing, triaging, and managing mental health needs in support of therapy, recovery, and seeking additional help as needed, upon hire and annually thereafter.

Goal 1, Objective 1, Target Completion Date Dec 30, 2026

Goal 1, Objective 1, Description Staff at current housing entities are often not equipped with the experience or skill needed to support recovery, either in supporting use of coping tools or disengaging individuals from power struggles. Training in Mental Health First Aid, Safe-Talk, and other strategies to support appropriate coping tools and decision making would be valuable in sustaining stabilization. This could also ease employee stress by making living areas less chaotic and traumatic, reducing client outbursts, and improving overall quality of the environment for everyone.

Goal 1, Objective 2: Title Provide training and education on mental health and substance abuse symptoms, triggers, resources, helplines, and engagement skills for area Landlords.

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

Goal 1, Objective 2, Description Landlords are often hesitant to provide housing to this population due to isolated negative experiences and/or misperceptions about how to assist, and get assistance, for these individuals. Landlords may be more apt to initiate this housing option and accept these individuals if they feel supported, informed, and empowered. This may be accomplished by providing education in: Mental Health First Aid; identification of symptoms, triggers, and red flags; community supports, resources, communication /engagement skills.

Goal 1, Objective 3: Title Repurpose empty housing units to accommodate the DD and forensic populations, as well as those in recovery.

Goal 1, Objective 3, Target Completion Date Dec 30, 2028

Goal 1, Objective 3, Description Currently there are unoccupied ARC houses, houses at auction, and empty beds/houses that may be outfitted and staffed in new ways to support the above populations as described with embedded supports.

Goal 1, Objective 4: Title Co-location of service populations (offices) at existing, or new, housing developments.

Goal 1, Objective 4, Target Completion Date Dec 30, 2027

Goal 1, Objective 4, Description Co-location of mental health treatment providers, substance abuse treatment providers, DSS caseworkers, and other supportive services offices in housing developments eases access to services, provides a presence that may help calm turbulent environments. and eases access to assistance for staff at the housing authority.

Goal 2

Goal 2: Title Increase collaborative assessment, treatment and recovery efforts across systems to improve crisis response, ease of access, and linkage to needed supports.

Goal 2: Target Completion Date Dec 30, 2028

Goal 2: Description Scattered resources, difficult system navigation, and county size adversely affect the ability of those seeking help to get the services they need. Increasing joint efforts at engagement, assessment, and treatment could ease

access for those seeking help. Systems having more joint endeavors would minimize confusion and allow for holistic approaches to well-being.

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

Goal 2: Need Addressed 1 Crisis Services

Goal 2: Need Addressed 2 Cross System Services

Goal 2: Need Addressed 3 Non-Clinical supports

Goal 2, Objective 1: Title Add crisis position that serves a small caseload, and is mobile to agencies where these clients might present with need.

Goal 2, Objective 1, Target Completion Date Dec 30, 2024

Goal 2, Objective 1, Description Mobile crisis staff can follow a small highly unstable, at-risk population (identified through multiple crisis contacts, high needs assessment tools) for several months to work intensely with these clients to engage them in services, provide short term treatment aimed at stabilization, and link with resources for longer term follow up. This staff can present at DSS, EDs, police departments, on-site of a crisis situation, etc. to assist these agencies with engagement, mitigate risk, and assist with needed referrals and supports.

Goal 2, Objective 2: Title Add Peer services/Peer Specialists throughout the county in all service areas.

Goal 2, Objective 2, Target Completion Date Dec 30, 2028

Goal 2, Objective 2, Description Peer services have been a proven avenue to increase and improve engagement and decrease stigma. associated with seeking help. Peers can meet people where they are at emotionally and literally physically located. Peers can reach out to people where they reside and engage them on a level of understanding to aid the reception of help. Peers specializing in DD, SA, and MH needs can reach much needed populations and those who may have been disengaged for some time. Peer Specialists would be embedded in most agencies (or a few that receive referrals from all agencies), and they would reach out to identified individuals (through: ED alerts police reports, CPS/APS, etc.) toward engagement.

Goal 2, Objective 3: Title Increase HBCI capacity for Steuben County youth.

Goal 2, Objective 3, Target Completion Date Dec 30, 2025

Goal 2, Objective 3, Description Work with the State and Clarity to increase the number of HBCI workers by at least one, to increase the number of youth that can be served by this resource. This intensive crisis service has been very successful in serving high-risk youth at risk of it of home placement in stabilizing. There is currently a wait list for these services, and the need it there. Other services are not able to meet the need, and this service can reduce ED visits, inpatient admissions, and out of home placement.

Goal 2, Objective 4: Title Increase access to MH/SA/DD assessment/assistance for police through use of tablets/telehealth and/or embedded peers and crisis workers.

Goal 2, Objective 4, Target Completion Date Dec 30, 2028

Goal 2, Objective 4, Description Police often encounter individuals in need of MH, DD, and/or SA services. The use of tablets and the ability to connect virtually with a treatment provider for assistance could alleviate process time for staff and the individuals needing services and assist with staff shortages on all ends. If possible, embedding Peers and/or workers in the PD would allow for joint responses. The CIT can be an avenue through which these services are established.

Goal 2, Objective 5: Title Open at least one Drop-In Center in the county.

Goal 2, Objective 5, Target Completion Date Dec 30, 2028

Goal 2, Objective 5, Description .The Center can serve as a way to meet the basic needs of individuals - for safety, food, warmth, showers/cleanliness/hygiene. medical care, connection - a re-charging of their self which can lead to the desire/ability to engage with help. The Center can have facilities for showering, charging phones, getting a meal, engaging in activities with peers. The Drop-In Center can serve as a means of engagement with service providers on site.

Goal 2, Objective 6: Title Provide MAT services at the jail.

Goal 2, Objective 6, Target Completion Date Jun 01, 2024

Goal 2, Objective 6, Description The LGU/DCS are working with the jail and MAT providers to provide this service at the jail. MAT would be initiated for those with OUD at the jail, and then continued upon release with linkage to an external MAT provider prior to discharge.

Goal 3

Goal 3: Title Increase preventative services aimed at supporting those entering recovery, those in crisis, and those in need of supports to prevent regression in all service areas.

Goal 3: Target Completion Date Dec 30, 2028

Goal 3: Description Additional prevention services will be available in the County, across treatment areas and locations. These services will help with transitions from Inpatient facilities, residential facilities, jails/prisons, and they will also support those already in the community to maintain treatment gains and maintain their stability.

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 Respite

Goal 3: Need Addressed 3 Prevention

Goal 3, Objective 1: Title Steuben Prevention Coalition will secure continued funding to maintain services aimed at SA prevention.

Goal 3, Objective 1, Target Completion Date Aug 30, 2024

Goal 3, Objective 1, Description Steuben Prevention Council provides a large amount of the prevention efforts for SA in the County. The LGU will work with them to assure funding sources to continue to provide these services.

Goal 3, Objective 2: Title Provide Peer services at the jail to transition/link those needing supports to the community resources needed.

Goal 3, Objective 2, Target Completion Date Dec 30, 2024

Goal 3, Objective 2, Description Casa Trinity and the LGU have been working to bring a Connections to Care Peer service to the jail. This peer will connect with individuals needing SA services (and other services) prior to release and make sure appointments and linkages are made to help ensure continuity of care and care to assist recovery.

Goal 3, Objective 3: Title Utilize opioid settlement funds to reduce opioid usage, overdoses, and opioid related deaths.

Goal 3, Objective 3, Target Completion Date Dec 30, 2025

Goal 3, Objective 3, Description Local stake holders met and assessed the County to be in need of prevention, engagement, and recovery efforts related to opioid use disorder. An RFP will be issues seeking proposals aimed at prevention, treatment, and recovery related to OUD. Given County discussions and identified needs, proposals related to the following will be prioritized: reduction of stigma; education in schools and to the community regarding the extent of the problem, harm reduction, prevention, and available resources; peer services; mobile units able to engage individuals where they are living or spending time.

Goal 3, Objective 4: Title Increase respite beds within the County for youth, especially those with DD issues and those 12 and under.

Goal 3, Objective 4, Target Completion Date Dec 30, 2024

Goal 3, Objective 4, Description Contract with area foster agencies and housing agencies to allot slots for respite for kids in crisis, families needing respite to prevent crisis, and families needing respite to prevent abuse. This will decrease escalating power struggles and allow families to have space needed to learn ways to implement coping tools, and find sustainable resources to support their own stability long term.



Office of Addiction
Services and Supports

Office of
Mental Health

Office for People With
Developmental Disabilities

2024 Needs Assessment Form Steuben 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? 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):

Non-Clinical Supports 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? No

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):

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? Yes

Need description (Optional):

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): Steuben County is a large, mainly rural county. Weather such as snow and floods can make travel difficult. Distance to treatment providers and services can be lengthy and expensive. there is a public transit system that has improved over the years, but for very rural folks it is still rather inaccessible. Medical Travel is available, but this is also limited with staff shortages and individual unreliability. This problem has plagued the County for years. Rather than set unachievable goals, or goals that do not materialize, it seems best to offer some possible remedies that the County can address more informally. Some achievable goals might be: increasing the number of ride services by volunteers, addition of transportation case managers, increasing funding for taxi services for those not eligible for Medical Travel.

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): Staff shortages affect every area of service provision in the County. There are simply not enough staff to manage the level of service need in the County. Treatment providers, housing providers, police, hospitals, DSS, and all other services are struggling. There are waitlists for almost all treatment/provider services, and the staff working in the treatment arenas are overburdened and overwhelmed. This leads to burnout and staff turnover, which in turn leads to greater staff stress, staff turnover, etc. Agencies do not have enough staff to employ all the services they have available, and certainly not to initiate any "new" services through RFP processes. Services and programs are not useful without staff to employ the services. Current initiatives such as sign on bonuses do not apply to all employers and have created competition amongst providers in rural areas, and a revolving door of staff, while not really addressing the problem. Systems attempt to work together, but the stress often leads to tension amongst providers as to responsibilities and workloads. This is a large systems issue, which will need a larger systems fix.

Again, rather than make goals that are questionable in actual outcome, there are some possible avenues to alleviate strain: a campaign to encourage folks toward living in the County; shared employees across systems; elimination of civil service examinations for licensed individuals, individuals with college degrees, and/or individuals with a certain number of years in the field or in the role as a contract worker having proven they are capable of doing the job.

LGU Representative: Lynn Lewis

Submitted for: Steuben County Community Services