



Office of Mental Health | Department of Health

Youth & Family Mental Health Feedback Sessions July – September 2026

Adult Discussion Questions

1. Think about a time when a young person and their family needed intensive mental health support, where did the young person or family turn for help? What places, people, or systems were most helpful?
 - What supports or services did they receive, and how well did they meet their needs?
 - Were there supports or services they needed but could not access? What barriers made it difficult to get those supports or services?
2. Thinking about intensive services: care coordination, home-based treatment, and home and community-based services, what currently works well? What doesn't?
 - What is needed so that receiving these services at home and in the community is helpful and feels safe and respectful for a young person and their family?
 - What other supports or services are needed to help young people remain safely at home and connected to their community?
 - We have heard from previous feedback sessions and family advisory boards about how bias on the part of service providers impacts the experience of those receiving services. What should we include in the plan to redesign services so that they are responsive and understanding of different cultures, help people to have good experiences, and are fair to everyone?
3. When a young person's mental health needs increase or they are experiencing a crisis, how do they get the support they need? Are Mobile Crisis Services helpful, and is it available quickly enough?
 - What could help to prevent a crisis? What could help prevent a crisis from becoming an emergency?
 - What is needed before, during, and after a crisis to help a young person remain safely at home and in the community?



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4. If you had a magic wand and could change three things about New York's children's mental health system to better support young people with the most intensive needs and their families, what would they be?
- What should be kept or added? What should be removed or changed?
 - What would make it easier for young people and their families to find and access intensive mental health supports and services?

Scan the QR code or click the link below to respond to these questions online.

[Children, Youth & Families Mental Health Settlement Feedback - Adult Discussion Questions](#)



Want to share additional feedback?

Please email us at: ChildrensMHSettlement@omh.ny.gov