



Goals and Objectives 2024-2027 Chautauqua County Department of Mental Hygiene Services

Trish McClennan, Deputy Director
(mcclennp@chqgov.com)

Goal 1

Goal 1: Title Workforce Development - recruitment, retention, wellness

Goal 1: Target Completion Date Dec 31, 2027

Goal 1: Description A stable and qualified workforce is critical to the provision of mental health and substance use disorders, as well as intellectual/developmental disabilities. The LGU will collaborate under a new partnership with Chautauqua County Social Services to strengthen the workforce and establish a continuous pipeline of qualified, culturally and linguistically competent, trauma-informed, and resilient staff to meet the staffing needs within mental health, substance use, and intellectual/developmental services.

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

Goal 1: Need Addressed 1 Workforce

Goal 1: Need Addressed 2 Cross System Services

Goal 1: Need Addressed 3

Goal 1, Objective 1: Title Staff Wellness and Resilience

Goal 1, Objective 1, Target Completion Date May 31, 2024

Goal 1, Objective 1, Description LGU will develop a wellness plan to increase resilience among healthcare staff:

- Research best practices and innovative methods to provide staff with wellness opportunities.
- Engage with County Social Services Department as part of newly formed integration.
- More creative innovations with County Human Resources to advertise open positions, training reimbursement and loan forgiveness.

Goal 1, Objective 2: Title Partnerships to Promote Employment Opportunities and Retention

Goal 1, Objective 2, Target Completion Date Aug 31, 2024

Goal 1, Objective 2, Description Partner with local providers, colleges/universities, school districts to increase awareness of local employment opportunities.

LGU will coordinate with key stakeholders to identify options for tuition reimbursement, loan forgiveness, and no-cost or cost-sharing trainings.

Goal 1, Objective 3: Title Budget & Fiscal Planning

Goal 1, Objective 3, Target Completion Date Mar 31, 2024

Goal 1, Objective 3, Description Seek opportunities to increase and standardize billing for services provided through the CCBHC by Certified Peers and Case Managers/Counselor Assistants.

Goal 1, Objective 4: Title Culturally & Linguistically Competent; Trauma-Informed; Qualified; Evidence-Based Practices

Goal 1, Objective 4, Target Completion Date Apr 30, 2025

Goal 1, Objective 4, Description LGU will continue plan to recruit and train clinical staff who are able to address the identified needs within the CCBHC and other outpatient behavioral health providers. On-going training and support will occur with staff, offered to all County Behavioral Health Providers.

Goal 2

Goal 2: Title Housing (Emergency, Shelter, Respite, Recovery, Residential) opportunities for Chautauqua County residents with behavioral health needs

Goal 2: Target Completion Date Apr 30, 2027

Goal 2: Description Safe and accessible housing is necessary for those in recovery from mental health and substance use disorders. Chautauqua County residents will have increased access to emergency housing, as well as safe housing which supports long term stabilization and recovery. Housing is a necessary priority for all individuals and families; however, it is often more challenging for those individuals and families living with a mental illness and or substance use disorder.

Goal 2: OASAS? Yes Goal 2: OMH? Yes Goal 2: OPWDD? No

Goal 2: Need Addressed 1 Housing

Goal 2: Need Addressed 2 Residential Treatment Services

Goal 2: Need Addressed 3 Respite

Goal 2, Objective 1: Title Expansion of Current Adult Housing Resources and Residential Habilitation Programs
Goal 2, Objective 1, Target Completion Date Apr 30, 2024
Goal 2, Objective 1, Description LGU will advocate for the expansion of single room occupancy, supportive housing, and respite beds. When needs are identified, the LGU will support proposals to expand these opportunities.

Goal 2, Objective 2: Title Cross-Systems Collaboration to increase housing access
Goal 2, Objective 2, Target Completion Date Mar 15, 2025
Goal 2, Objective 2, Description The LGU will work with federal, state, and local partners to increase and maintain stable housing for individuals with behavioral health (mental health, substance use) needs. This will occur through active engagement with SPOA, County Housing Coalition, County Long Term Care Council (LTCC), statewide housing meetings, and other venues as needed. Work with County social Services to target population of those residents with both behavioral health and social services (individuals and families).

Goal 2, Objective 3: Title Funding Resources for SUD Housing
Goal 2, Objective 3, Target Completion Date Mar 08, 2024
Goal 2, Objective 3, Description LGU will seek funding resources through OASAS to be utilized and accessed to support increasing housing needs for the SUD population.

Goal 2, Objective 4: Title Track/Monitor/Analyze Housing Utilization and Needs
Goal 2, Objective 4, Target Completion Date Aug 30, 2024
Goal 2, Objective 4, Description Coordinate with OMH, OASAS, and local agencies to maintain utilization data.

Goal 2, Objective 5: Title Emergency, Shelter, Transition Housing for At-Risk of Homelessness
Goal 2, Objective 5, Target Completion Date Jun 30, 2025
Goal 2, Objective 5, Description LGU in partnership with Social Services will research/evaluate best practices and emerging practices to expand supportive housing for individuals/families most at risk of homelessness.

Goal 3

Goal 3: Title Youth Continuum of Care
Goal 3: Target Completion Date Jan 31, 2025
Goal 3: Description LGU will increase the knowledge of all Chautauqua County providers working with youth to understand the unique mental health needs. Along with increasing knowledge, Chautauqua County will partner with local and state agencies to further develop a complete continuum of care for youth services.
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 Prevention
Goal 3: Need Addressed 3

Goal 3, Objective 1: Title Coordination and Promotion of Current Youth Behavioral Health Services
Goal 3, Objective 1, Target Completion Date Nov 22, 2024
Goal 3, Objective 1, Description LGU will continue to promote and provide access to the current prevention, treatment, and crisis services. Under the Chautauqua County Tapestry grant, marketing will work with Tapestry leadership to connect resources with pediatricians, schools, social services, child protective services, and local behavioral health providers of youth services.

Goal 3, Objective 2: Title School-based Satellites
Goal 3, Objective 2, Target Completion Date Sep 13, 2024
Goal 3, Objective 2, Description LGU will continue to partner with the 17 Chautauqua County School Districts, assess behavioral needs within the schools, and collaborate with local resources to match needs for prevention, education and treatment. Services may include mental health awareness, substance use education, crisis services, family/parent supports/education.

Goal 3, Objective 3: Title Youth ACT, Mobile Crisis, Peer
Goal 3, Objective 3, Target Completion Date Apr 30, 2025
Goal 3, Objective 3, Description LGU will research and share available state & federal funding sources to create and make viable Youth ACT, Youth Mobile Crisis Team, and Certified Youth Peers. Support and encourage stakeholders to submit proposals when funding opportunities arise.

Goal 3, Objective 4: Title SS/CPS
Goal 3, Objective 4, Target Completion Date Apr 25, 2025
Goal 3, Objective 4, Description

Goal 3, Objective 5: Title HCBS Expansion
Goal 3, Objective 5, Target Completion Date Nov 15, 2024
Goal 3, Objective 5, Description Review community needs as well as funding opportunities to increase current HCBS.



Update to 2024-2027 Goals and Objectives Chautauqua County Department of Mental Hygiene Services

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Goal 1	
Title	Workforce Development - recruitment, retention, wellness
Update	
OBJECTIVES	
Staff Wellness and Resilience	Ongoing
Partnerships to Promote Employment Opportunities and Retention	Ongoing
Budget & Fiscal Planning	Complete
Culturally & Linguistically Competent; Trauma-Informed; Qualified; Evidence-Base Practices	Ongoing
OBJECTIVE UPDATES	

Goal 2	
Title	Housing (Emergency, Shelter, Respite, Recovery, Residential) opportunities for Chautauqua County residents with behavioral health needs
Update	Needs Addressed (4): Crisis
OBJECTIVES	
Expansion of Current Adult Housing Resources and Residential Habilitation Programs	Ongoing
Cross-Systems Collaboration to increase housing access	Ongoing
Funding Resources for SUD Housing	Ongoing
Track/Monitor/Analyze Housing Utilization and Needs	Ongoing
Emergency, Shelter, Transition Housing for At-Risk of Homelessness	Ongoing
OBJECTIVE UPDATES	

Goal 3	
Title	Youth Continuum of Care
Update	Need Addressed (3): Crisis Services
OBJECTIVES	
Coordination and Promotion of Current Youth Behavioral Health Services	Ongoing
School-based Satellites	Ongoing

Youth ACT, Mobile Crisis, Peer	Ongoing
SS/CPS	Complete
HCBS Expansion	Complete
OBJECTIVE UPDATES	



Office of Addiction
Services and Supports

Office of
Mental Health

Office for People With
Developmental Disabilities

2024 Needs Assessment Form Chautauqua County Department of Mental Hygiene Services

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):

Employment/volunteer (client) 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):

Forensics Yes

Applies to OASAS? Yes

Applies to OMH? Yes

Applies to OPWDD? No

Need Applies to: Adults Only

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? 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):

Residential Treatment 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):

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):

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: Trish McClennan

Submitted for: Chautauqua County Department of Mental Hygiene Services



2025 Needs Assessment Form Chautauqua County Department of Mental Hygiene 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):

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):

Residential Treatment Services Yes

Applies to OASAS? No

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? Yes

Need description (Optional):

Respite Yes

Applies to OASAS? No

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? 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? 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: Trish McClennan

Submitted for: Chautauqua County Department of Mental Hygiene Services

Agency Name

BestSelf Behavioral Health, Inc.

Chautauqua County Mental Hygiene Services

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Chautauqua Opportunities, Inc.

Evergreen Health Services (EHS), Inc.

Hillside Children's Center

Housing Options Made Easy, Inc. dba ROME

Mental Health Association in Chautauqua Count

NYS ARC Chautauqua County Chapter aka The Resource Center

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Southern Tier Environments for Living (STEL), Inc.

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Crisis Services

UPMC Chautauqua

UPMC Chautauqua

Program Name

STRIVE & Assertive Community Treatment (ACT)

Adult Mobile Crisis Services Team

Health Home Plus

Health Home

Health Home Non-Medicaid Care Management

Dwyer Veterans Peer-To-Peer Services

Dunkirk Mental Health Clinic: Mental Health Outpatient Treatment and Rehabilitative Services (MHOTRS)

Care Management Child & Youth

Non Medicaid Care Management Child & Youth

Jamestown Mental Health Clinic: Mental Health Outpatient Treatment and Rehabilitative Services (MHOTRS)

Mobile Transition Team (MTT)

Mobile Crisis

Specialty Case Management

GLOW Family Support - Chautauqua County

Eagles Nest Crisis Residence

Peer Advocacy and Support

Counseling & Psychiatric Services

Gateways Personalized Recovery Oriented Services (PROS)

PROS Employment Initiative- Gateways

PROS Employment Initiative- Passages

Passages PROS

Adult Behavioral Health Home and Community Based Services Ha

Adult Behavioral Health Home and Community Based Services Ps

STEL Supportive Single Room Occupancy (SP-SRO)

Southern Tier Compeer Program Advocacy/Support

Chautauqua County Crisis Hotline

Inpatient Mental Health Unit

Outpatient Mental Health Clinic: Mental Health Outpatient Treatment and Rehabilitative Services (MHOTRS)