



Goals and Objectives 2027-2024 Ontario County Community Services Board

Jessica Mitchell, Director of Community Services
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Goal 1

Goal 1: Title Housing: Increase housing opportunities for Ontario County citizens with mental health, substance abuse, and/or developmental disabilities.

Goal 1: Target Completion Date Dec 31, 2027

Goal 1: Description The LGU will offer support through state-aid funding or letters of support or cooperation with state/federal grants to assist community/service provider agencies to expand supported/supportive housing (housing, community residence, etc.) programs or subsidized housing services/programs for individuals with 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 2

Goal 2: Title System of Care: To partner with community and/or county-departments/agencies to develop a System of Care for children/youth and their families for prevention and treatment.

Goal 2: Target Completion Date Jan 01, 2025

Goal 2: Description To develop a better integrated behavioral health system of care for children and youth given the high need for, and significant gaps in the mental health continuum of care especially in the aftermath of the pandemic. The development of a System of Care (SOC) for children/youth would essentially allow all systems that care for our children/youth and families to work together and pool resources (including financial ones) to provide opportunities for children/youth to be linked to appropriate resources/services regardless of which system they enter first (i.e., OMH, OCFS, DOH, etc.). The goal of the SOC is to offer opportunities for prevention/treatment to minimize the development or worsening of mental health and/or substance abuse problems, suicide or opioid overdose, out of home placement/psychiatric hospitalization, and/or the over-utilization of emergency rooms, as well as offer opportunities for intervening sooner with families toward resiliency skill-building to children/youth and families to create a healthier, safer community.

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

Goal 2: Need Addressed 1 Prevention

Goal 2: Need Addressed 2 Outpatient treatment

Goal 2: Need Addressed 3 Adverse Childhood Experiences

Goal 2, Objective 1: Title Expansion of children/youth behavioral health services through current partnerships with county/community agencies while the SOC is in its development.

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

Goal 2, Objective 1, Description The Departments of Mental Health, Social Services, Public Health, and Finance will setup meetings to begin discussions about immediate solutions/plans for the expansion of services for children/youth as development of the SOC will take time given that it involves a multisystem approach.

Goal 2, Objective 2: Title Expansion of contracts with Department of Social Services to access prevention/treatment services through OCFS/Family First.

Goal 2, Objective 2, Target Completion Date Jan 01, 2024

Goal 2, Objective 2, Description Work with Department of Social Services (DSS) to expand current MOUs and contracts with Cayuga Centers (a nonprofit organization serving children and families) for all levels of evidence-based, home/community-based services, using Opioid funds to offset the costs of this expansion where DSS is not able to get reimbursement for the County. This will immediately offer additional services/programs to children/youth and families through SPOA while the SOC is in development, and while we work to create processes to maintain the SOC in an ongoing way.

Goal 3

Goal 3: Title MAT: Expansion of Medication Assisted Treatment (MAT) services across multiple systems

Goal 3: Target Completion Date Dec 31, 2026

Goal 3: Description To actively reduce the abuse of alcohol and other drugs/substances in Ontario County by increasing the availability and use of evidence-based Medication Assisted Treatment (MAT) services to include, but is not limited to, all

patients with Alcohol dependence and Opiate dependent diagnoses. MHD will work with OMH and OASAS providers to educate, develop programs, and/or services to reduce alcohol/drug abuse in general and to prevent overdose opioid death rates.

Goal 3: OASAS? Yes Goal 3: OMH? Yes Goal 3: OPWDD? No

Goal 3: Need Addressed 1 Outpatient treatment

Goal 3: Need Addressed 2 Crisis Services

Goal 3: Need Addressed 3

Goal 3, Objective 1: Title Increase MAT and SUD treatment interventions in the County-run Article 31 clinic,

Goal 3, Objective 1, Target Completion Date Dec 31, 2025

Goal 3, Objective 1, Description The LGU/Clinic will develop a SUD/MAT workgroup to identify/develop contracts with psychiatric providers for the expansion of MAT, as well as develop a SUD workgroup with OCMHC staff toward the goal of creating policies and procedures to offer the full array of MAT services to its consumers.

Goal 3, Objective 2: Title Increase education and opportunities toward Harm Reduction of SUD/ODU.

Goal 3, Objective 2, Target Completion Date Dec 31, 2027

Goal 3, Objective 2, Description Collaborate with OASAS providers (e.g., FLACRA, Council on Alcoholism) to promote and educate the community/stakeholders about harm reduction strategies, use of MAT, Narcan kits, etc.

Goal 4 (added 2025)

Goal 4: Title Workforce

Goal 4: Target Completion Date Dec 31, 2027

Goal 4: Description Explore opportunities to improve workforce to fill staffing gaps in treatment/services programs across the Mental Hygiene system.

Goal 4: OASAS? Yes Goal 4: OMH? Yes Goal 4: OPWDD? Yes

Goal 4: Need Addressed 1 Workforce

Goal 4: Need Addressed 2

Goal 4: Need Addressed 3

Goal 4, Objective 1: Title Establish partnerships with local colleges and universities to promote employment within the Human Services field.

Goal 4, Objective 1, Target Completion Date Dec 31, 2025

Goal 4, Objective 1, Description Develop training programs for human services workers and offer opportunities for internships and fellowships to attract candidates for possible full-time employment.

Goal 4, Objective 2: Title Increase opportunities for staff retention/maintenance

Goal 4, Objective 2, Target Completion Date Dec 31, 2025

Goal 4, Objective 2, Description Apply to be a NSHC/HRSA site to attract potential applicants through loan repayment incentive programs offered and posting on job forums.



Update to 2024-2027 Goals and Objectives Ontario County Community Services Board

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Goal 1	
Title	Housing: Increase housing opportunities for Ontario County citizens with mental health, substance abuse, and/or developmental disabilities.
Update	The LGU signed letters of support to expand supported/supportive housing within the community for individuals living with mental health or co-occurring disorders. Lakeview Health Services, Inc. applied for two supported housing grants and received one of these grants and the other is pending. DePaul also applied for a grant to expand existing short-term transitional housing with LGU support, which is still pending. The LGU will continue to sign letters of support for expansion of housing programs across all three State agencies.
OBJECTIVES	
OBJECTIVE UPDATES	

Goal 2	
Title	System of Care: To partner with community and/or county-departments/agencies to develop a System of Care for children/youth and their families for prevention and treatment.
Update	The LGU is in the process of developing a System of Care for children/youth through partnerships with other county departments as well as community partners. Specifically, the LGU entered into a contract with the local DSS office to give access to Multisystemic Therapy and Functional Family Therapy to children/youth and families to increase support or the intensity of treatment/support services. The LGU is working with Children's Home Wyoming Conference (new provider to Ontario) to expand CFTSS/Medicaid services for children/youth. They will work to license their CFTSS office that has moved to Geneva, which is in Ontario County.
OBJECTIVES	
Expansion of children/youth behavioral health services through current partnerships with county/community agencies while the SOC is in its development.	Ongoing
Expansion of contracts with Department of Social Services to access prevention/treatment services through OCFS/Family First.	Ongoing
OBJECTIVE UPDATES	
Expansion of Children and Family Treatment Support Services	
Expansion of child respite services	

Goal 3	
Title	MAT: Expansion of Medication Assisted Treatment (MAT) services across multiple systems
Update	Ontario County Mental Health (MHTORS/Article 31 County Clinic) graduated from the OUD OMH Initiative and currently offers all 5 best practices and we have successfully inducted several individuals and are maintaining several others. We offer the full array of MAT, Narcan, oral Suboxone, vivitrol injections, and are working on offering Sublocade injections in 2025. Minimal progress on Harm Reductions efforts so will continue to explore initiatives to expand knowledge of HR in the community. For instance, working on better messaging via online resources (CredibleMind) to get the word out about HR and other mental health resources.
OBJECTIVES	
Increase MAT and SUD treatment interventions in the County-run Article 31 clinic,	Ongoing
Increase education and opportunities toward Harm Reduction of SUD/OUD.	Ongoing
OBJECTIVE UPDATES	



Office of Addiction
Services and Supports

Office of
Mental Health

Office for People With
Developmental Disabilities

2024 Needs Assessment Form Ontario County Community Services Board

Adverse Childhood Experiences 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 System of Care goal addresses this need for children/youth. However, this need exists for adults and is a need for adults and puts them at greater risk for negative health outcomes including for mental health, substance abuse, and medical problems.

Case Management/Care Coordination 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): There are minimal local providers for children/youth health home case management as one of the agencies (Lakeview Health Services) that used to take the majority of CHHUNY referrals is no longer operating this program due to workforce/staffing and fiscal problems.

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): There are limited supported/supportive housing options available for youth/adults through our SPOA process. There is a long waitlist for these services due to the high demand and low availability to meet those needs. Per the DSS Commissioner, Ontario County has

experienced record high numbers of homelessness in Ontario County compared to past years including families with parents and children.

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): There continues to be a high utilization of emergency rooms due to higher acuity of community/individual needs; repeated presentations from high risk/need individuals to the ED/CPEP without admission; and low rate of admission to inpatient due to limited bed availability. This need is especially severe for children/youth with youth spending days in the ED/CPEP waiting for an inpatient bed only to be declined due to lack of availability and eventually discharged to home despite continued concerns from families and providers.

Non-Clinical Supports Yes

Applies to OASAS? No

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): There is a need to expand peer services for mental health and developmental disabilities for both clients and families to offer additional supports. The County's OASAS provider has a robust peer service; however, there are minimal options for peer services for OMH/OPWDD in the County.

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? Yes

Need description (Optional):

Prevention 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? 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): There are long waitlists for Residential Treatment Facilities that are often located far away from children/youth or families.

Respite Yes

Applies to OASAS? No

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? No

Need description (Optional): There are limited respite options for adults/children in the County across all systems. There is child respite at EPC, which is about 1-1.5 hrs away for families in our County and can be a barrier to utilization of this program. DSS and Probation Departments have few respite options at this time; and OMH has 1 respite bed option in its adult SOCR in Geneva and through the Community Residence program at Lake Breeze/Pathways Inc for children/youth. The transitional housing program (3 beds) through Lakeview Health Services has been unoperational since the start of the pandemic due to staffing issues.

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): Transportation continues to be problematic for individuals living in the County due to it being a rural community with limited bus line options, a lack of drivers for bus/taxi, limited taxis, and poor reliability with Medicaid transportation. Many higher level programs such as partial hospital, PROS, etc. are located outside of the County that makes transportation to/from these programs very challenging.

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): Workforce/staffing issues continue to be problematic for outpatient, residential, case management, community-based programs since the pandemic. Several OMH-licensed programs including CFTSS providers have pulled out of offering CFTSS due to staffing and poor reimbursement options, especially for collateral contacts that are necessary yet are not reimbursable.

LGU Representative: Jessica Mitchell

Submitted for: Ontario County Community Services Board



2025 Needs Assessment Form Ontario County Community Services Board

Adverse Childhood Experiences 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):

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):

Forensics Yes

Applies to OASAS? No

Applies to OMH? Yes

Applies to OPWDD? Yes

Need Applies to: Adults Only

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

Need description (Optional): The LGU continues to see an increase in the number of CPL 730 referrals from Ontario County courts; however, there continues to be a lack of licensed psychologists or physicians who are interested or able to provide forensic/court ordered evaluations. There continues to be a high need for 730 Diversion programs such as Crisis Intervention Team, Mobile Access Program, Assisted Outpatient Treatment, Specialty Treatment Courts such as Mental Health Court, and other levels of crisis intervention to divert persons with disabilities from the criminal justice system. The LGU in conjunction with the County Executive and other County stakeholders have developed a CPL 730 Work Group to discuss diversion options such as education for attorneys or court, alternatives to incarceration such as offering outpatient mental health/substance abuse resources, etc.

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):

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): Continue to have long wait-lists for hospital-based inpatient treatment programs, particularly for cross-systems (or complex disability) cases and for children/youth cases. There tends to also be a long wait-list for forensic hospitalization via CPL 730/Temporary Orders across the State for individuals lacking capacity for court and requiring restoration services.

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? Yes

Need description (Optional):

Prevention 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: Youth Only

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

Need description (Optional): There are limited options for individuals in need of respite services to avoid further de-compensation of substance/mental health symptoms, particularly for children/youth. For children/youth, the closest respite bed is in Chemung County that is inaccessible to many families due to transportation barriers; and one bed in a community residence (CR) program through Pathways, Inc./Lake Breeze Community Residence within the County that is used on a limited basis due to staffing gaps at the CR facility. For adults, Lakeview Health Services, Inc. operates the only licensed respite program for adults (i.e., Prospect House).

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): Transportation continues to be a problem in our rural community as public transportation routes and taxis are less reliable or available in more rural parts of the County outside of the two cities of Canandaigua and Geneva.

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: Jessica Mitchell

Submitted for: Ontario County Community Services Board

Agency Name	Program Name	Program Type Name
AspireHope NY, Inc.	AspireHope NY, Inc. - Ontario	Family Peer Support Services - Children & Family
Behavioral Health Network, Inc.	Rochester Regional Health BHN Inc SMH CMA	Specialty Mental Health Care Management
CCDR, Inc, dba Cath Charities Fam & Comm Svcs	Specialty Mental Health Care Management	Specialty Mental Health Care Management
Clifton Springs Hospital and Clinic	Clifton Springs Hospital Clinic Treatment Program	Mental Health Outpatient Treatment and Rehabilitative Services (MHOTRS)
Clifton Springs Hospital and Clinic	Clifton Springs Hospital Psychiatric Inpatient Unit	Inpatient Psychiatric Unit of a General Hospital
Clifton Springs Hospital and Clinic	Finger Lakes CPEP	CPEP Crisis Intervention
Clifton Springs Hospital and Clinic	Finger Lakes CPEP	CPEP Crisis Outreach
Clifton Springs Hospital and Clinic	Finger Lakes CPEP	CPEP Extended Observation Beds
Companion Care of Rochester, Inc.	Blossom Modern Home Care Solutions of Western NY SMH CMA	Specialty Mental Health Care Management
DePaul Community Services, Inc.	Trolley Station	Supportive Single Room Occupancy (SP-SRO)
Eating Disorder Treatment of New York, LLC	Monte Nido Western New York	Community Residence for Eating Disorder Integrated Treatment Program
Elmira Psychiatric Center	Finger Lakes Assertive Community Treatment	Assertive Community Treatment
Elmira Psychiatric Center	Finger Lakes Mobile Integration Team	Outreach/Peer Services
Elmira Psychiatric Center	Seneca-Ontario Community Services	Outpatient Clinic Treatment
Elmira Psychiatric Center	Seneca-Ontario Community Residence	State-Operated Community Residence Program
Family Counseling Service of the Finger Lakes	Mental Health Program Outreach	Outreach
Finger Lakes Area Counseling and Recovery Agy	FLACRA SMH CMA	Specialty Mental Health Care Management
Finger Lakes Migrant Health Care Project, Inc	Finger Lakes Migrant Health Care Project, Inc SMH CMA	Specialty Mental Health Care Management
Greater Rochester Health Home Network	Greater Rochester Health Home : Direct Care Managment	Specialty Mental Health Care Management
HCR Care Management, LLC	HCR Care Management SMH CMA	Specialty Mental Health Care Management
Hillside Children's Center	Hillside SMH CMA - Monroe Ontario	Specialty Mental Health Care Management

Lakeview Health Services, Inc.	Adult BH HCBS Empowerment Services	CORE Empowerment Services - Peer Supports
Lakeview Health Services, Inc.	Advocacy/Resource - Ontario County	Advocacy/Support Services
Lakeview Health Services, Inc.	BH HCBS Habilitation	Adult BH HCBS Habilitation
Lakeview Health Services, Inc.	BH HCBS Psychosocial Rehabilitation	CORE Psychosocial Rehabilitation (PSR)
Lakeview Health Services, Inc.	Drop-In Center	Drop In Centers
Lakeview Health Services, Inc.	Enriched Crisis and Transitional Housing Units Pilot Program	Crisis/Respite Beds
Lakeview Health Services, Inc.	Health Home Non Medicaid Care Management C&Y	Health Home Non-Medicaid Care Management
Lakeview Health Services, Inc.	Lakeview Health Services SMH CMA (AOT)	Specialty Mental Health Care Management
Lakeview Health Services, Inc.	Lakeview Mental Health Services - HH CM - Ontario	Health Home Care Management
Lakeview Health Services, Inc.	Lakeview Mental Health Services - HH Non-Med CM - Ontario	Health Home Non-Medicaid Care Management
Lakeview Health Services, Inc.	Lakeview Supp Hous/Transformation SH Ontario Cty - Comm Svcs	Supportive Housing
Lakeview Health Services, Inc.	Lakeview Supp Housing/RCE SH Ontario Cty - Comm Svcs	Supportive Housing
Lakeview Health Services, Inc.	Lakeview-Supported Housing - Ontario County - Comm. Svcs	Supportive Housing
Lakeview Health Services, Inc.	MICA - Advocacy - Ontario	Advocacy/Support Services
Lakeview Health Services, Inc.	Ontario Adult SPOA	Single Point of Access (SPOA)
Lakeview Health Services, Inc.	Ontario Apartments	Apartment/Treatment
Lakeview Health Services, Inc.	Ontario C&Y SPOA	Single Point of Access (SPOA)
Lakeview Health Services, Inc.	Ontario Community Residence	Congregate/Treatment
Lakeview Health Services, Inc.	Ontario Outreach	Outreach
Lakeview Health Services, Inc.	Ontario Psychosocial Club	Psychosocial Club
Lakeview Health Services, Inc.	Ontario Transitional CM	Transition Management Services
Lakeview Health Services, Inc.	Prospect House	Residential Crisis Support
NYS ARC Ontario County Chapter	JET Connections	Ongoing Integrated Supported Employment Services
NYS ARC Wayne County Chapter	Specialty Mental Health Care Management	Specialty Mental Health Care Management
NYS ARC Wayne County Chapter	Child and Family Treatment Support Services	Psychosocial Rehabilitation
Ontario County Department of Mental Health	Ontario County Mental Health Center	Mental Health Outpatient Treatment and Rehabilitative Services (MHOTRS)
Ontario County Department of Mental Health	Ontario County Social Services	Family First Services via Cayuga Centers

Pathways, Inc.	Lake Breeze Community Residence Program for Adolescents	Children & Youth Community Residence
Pathways, Inc.	Lake Breeze Community Residence Program for Adolescents	Children & Youth Community Respite (1 bed)
Unity House of Cayuga County, Inc.	Untiy Employment - Ontario	Ongoing Integrated Supported Employment Services
Rochester Regional Hospital	Home-Based Crisis Intervention Program	Crisis Stabilization Services
Cayuga Centers	Child and Family Treatment Support Services	Case Management/Counseling Services/Licensed Clinical Services/Coaching and Support Services
Cayuga Centers	Multisystemic Therapy (MST)	Licensed Clinical Services
Cayuga Centers	Functional Family Therapy (FFT)	Licensed Clinical Services
Western New York Heroes	Operation B.O.O.T.S.	Peer to Peer Services