



Goals and Objectives 2024-2027 St. Lawrence County Community Services

Jay Ulrich, Director
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Goal 1

Goal 1: Title Improve access to crisis services for individuals experiencing behavioral health crises across all disabilities.

Goal 1: Target Completion Date Sep 01, 2026

Goal 1: Description Our current provider of crisis services utilizes trained volunteers for telephonic response and provides mobile crisis services only from 9:00am to 11:00pm; they are not certified through OMH. Data gathered from January to June of 2023 indicates law enforcement have responded to 96% of wellness check requests.

An enhanced crisis service would include a comprehensive 24/7 mobile response, 24 hour telephonic and mobile crisis follow-up services to include peer supports and have the ability to work independently from law enforcement/EMS unless a co-response is indicated due to safety concerns or medical emergencies. Additionally, the provider of crisis services will have the capability to submit benefit claims to MMCOs for applicable services rendered.

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

Goal 1: Need Addressed 1 Crisis Services

Goal 1: Need Addressed 2 Cross System Services

Goal 1: Need Addressed 3

Goal 1, Objective 1: Title Secure any additional funding for an enhanced, comprehensive county-wide cross-system crisis program..

Goal 1, Objective 1, Target Completion Date Dec 01, 2024

Goal 1, Objective 1, Description

Goal 1, Objective 2: Title Identify a provider capable of delivering guidance compliant crisis services to the largest, predominantly rural county in NYS.

Goal 1, Objective 2, Target Completion Date Jun 01, 2025

Goal 1, Objective 2, Description This will be accomplished through an RFP process.

Goal 1, Objective 3: Title An enhanced crisis service would include a comprehensive 24/7 mobile response, 24 hour telephonic and mobile crisis follow-up services to include peer supports and have the ability to work independently from law enforcement/EMS unless a co-response is indicated due to safety concerns or medical emergencies.

Goal 1, Objective 3, Target Completion Date Jun 01, 2026

Goal 1, Objective 3, Description

Goal 1, Objective 4: Title The provider of crisis services will have the capability to submit benefit claims to MMCOs for applicable services rendered.

Goal 1, Objective 4, Target Completion Date Jun 01, 2026

Goal 1, Objective 4, Description

Goal 1, Objective 5: Title Once established, the crisis service provider will work collaboratively with stabilization, detox, rehabilitation and housing providers.

Goal 1, Objective 5, Target Completion Date Sep 01, 2026

Goal 1, Objective 5, Description

Goal 1, Objective 6: Title The St. Lawrence County Suicide Awareness Coalition will provide continued public education about the 988 Suicide and Crisis Lifeline through the use of social media platforms, PSA's, and community events.

Goal 1, Objective 6, Target Completion Date Jun 01, 2024

Goal 1, Objective 6, Description

Goal 2

Goal 2: Title Increase access and availability of treatment and support services to individuals with co-occurring needs.

Goal 2: Target Completion Date Jan 01, 2027

Goal 2: Description This goal represents the increased need for integrated treatment, recovery, and support services across the continuum of care, as well as the need for increased training for behavioral health providers.

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

Goal 2: Need Addressed 1 Cross System Services

Goal 2: Need Addressed 2 Housing

Goal 2: Need Addressed 3 Outpatient treatment

Goal 2, Objective 1: Title Work with local providers to secure ongoing State and Federal funding for increased housing for individuals with co-occurring disorders.

Goal 2, Objective 1, Target Completion Date Sep 01, 2025

Goal 2, Objective 1, Description Within the County there exists a significant need for more specialized supportive housing for individuals, particularly for those with co-morbid mental health and addiction diagnoses as well as those with mental health and developmental disabilities. There are currently 57 individuals on the waiting list for supportive housing services; one co-occurring individual has been on the waiting list since 2020.

Goal 2, Objective 2: Title Increase the competency of behavioral health providers in efforts to meet the clinical and community support needs of individuals with co-occurring disorders.

Goal 2, Objective 2, Target Completion Date Jan 01, 2025

Goal 2, Objective 2, Description Increase the awareness and provide State regulatory agencies' vetted evidence-based trainings to local community providers for individuals with co-occurring needs across all disabilities.

Goal 2, Objective 3: Title Launch System of Care for children services.

Goal 2, Objective 3, Target Completion Date Sep 01, 2024

Goal 2, Objective 3, Description The start-up System of Care Action Planning Workshop will be held October 2023.

Goal 3

Goal 3: Title Increase adult inpatient mental health capacity.

Goal 3: Target Completion Date Jan 01, 2026

Goal 3: Description The local 9.39 hospital that operates an adult inpatient unit is frequently at capacity resulting in patients being transferred to outlying county hospitals. This creates barriers for discharge planning, continuity of care, and transportation hardships. When long-term inpatient care is indicated, there are often significant wait-times for State PC admissions.

Goal 3: OASAS? Yes Goal 3: OMH? Yes Goal 3: OPWDD? Yes

Goal 3: Need Addressed 1 Inpatient Treatment

Goal 3: Need Addressed 2 Cross System Services

Goal 3: Need Addressed 3

Goal 3, Objective 1: Title The LGU will support increased adult inpatient capacity within the County.

Goal 3, Objective 1, Target Completion Date Dec 31, 2026

Goal 3, Objective 1, Description

Goal 4

Goal 4: Title Increase the capacity of outpatient behavioral health services.

Goal 4: Target Completion Date Jan 01, 2025

Goal 4: Description Currently all MHOTRS operating within the County have a waiting list with limited, immediate access to walk-in services. Workforce shortages are the most salient barrier to increasing outpatient capacity.

Goal 4: OASAS? No Goal 4: OMH? Yes Goal 4: OPWDD? No

Goal 4: Need Addressed 1 Outpatient treatment

Goal 4: Need Addressed 2 Workforce

Goal 4: Need Addressed 3

Goal 4, Objective 1: Title Continue to provide a dashboard of community behavioral health providers wait-times on the County Community Services website to inform the public and increase provider participation..

Goal 4, Objective 1, Target Completion Date Sep 01, 2024

Goal 4, Objective 1, Description Submitting wait times is encouraged but is voluntary; three providers are consistently participating.

Goal 4, Objective 2: Title Support and promote Federal, State, and local initiatives to increase workforce capacity.

Goal 4, Objective 2, Target Completion Date Dec 31, 2027

Goal 4, Objective 2, Description Lack of workforce is a most salient barrier to county-wide service expansion.

Goal 5

Goal 5: Title Enhance and improve emergency department discharge planning and diversion opportunities.

Goal 5: Target Completion Date Jan 01, 2026

Goal 5: Description Promote efforts to improve more comprehensive discharge planning and timely 7-day follow-up appointment for individuals being seen for emergency department behavioral health crisis evaluations for which inpatient

admission was not indicated.

Goal 5: OASAS? Yes Goal 5: OMH? Yes Goal 5: OPWDD? Yes
Goal 5: Need Addressed 1 Other
Goal 5: Need Addressed 2 Cross System Services
Goal 5: Need Addressed 3

Goal 5, Objective 1: Title Create an electronic emergency department referral system.
Goal 5, Objective 1, Target Completion Date Jul 01, 2024
Goal 5, Objective 1, Description Through the use of State Aid and OSF funding, develop an electronic referral system and processes to improve discharge planning and 7-day follow-up appointments to ensure continuity of care and timely access.

Goal 5, Objective 2: Title Explore crisis respite opportunities
Goal 5, Objective 2, Target Completion Date Dec 31, 2025
Goal 5, Objective 2, Description Collaborate with existing community-based organizations and State partners to develop a regional I/DD crisis respite model for children and adults to avoid extended stays in the emergency departments.

Goal 5, Objective 3: Title
Goal 5, Objective 3, Target Completion Date Dec 31, 2025
Goal 5, Objective 3, Description

Goal 6

Goal 6: Title Prevent opioid and other substance misuse and deaths.
Goal 6: Target Completion Date Dec 31, 2027
Goal 6: Description The County has seen a significant increase in overdoses and fatalities. In 2020, there were 47 suspected overdoses; in 2021 there were 64; in 2022 there were 112. As of August 25, 2023, there have been 104 overdoses in St. Lawrence County.
Goal 6: OASAS? Yes Goal 6: OMH? No Goal 6: OPWDD? No
Goal 6: Need Addressed 1 Prevention
Goal 6: Need Addressed 2
Goal 6: Need Addressed 3

Goal 6, Objective 1: Title Increase access to opioid reversal intervention (Narcan) through training and education across the County; specifically targeting school districts, public transportation, and convenience stores.
Goal 6, Objective 1, Target Completion Date Dec 31, 2024
Goal 6, Objective 1, Description In 2022 there were 2341 individuals that received Narcan training. We are aiming to increase the trainings by 5-10%.

Update to 2024-2027 Goals and Objectives St. Lawrence County Community Services

Jay Ulrich, DCS
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Goal 1	
Title	Improve access to crisis services for individuals experiencing behavioral health crises across all disabilities.
Update	Our current crisis provider, other than obtaining a NPI number, has made no improvements towards delivering guidance compliant services. Our local 9.39 hospital has been awarded OMH funding to become a CPEP and are in the early stages of planning for this expansion/restructuring.
OBJECTIVES	
Secure any additional funding for an enhanced, comprehensive county-wide cross-system crisis program..	Ongoing
Identify a provider capable of delivering guidance compliant crisis services to the largest, predominantly rural county in NYS.	Ongoing
An enhanced crisis service would include a comprehensive 24/7 mobile response, 24 hour telephonic and mobile crisis follow-up services to include peer supports and have the ability to work independently from law enforcement/EMS unless a co-response is indicated due to safety concerns or medical emergencies.	Ongoing
The provider of crisis services will have the capability to submit benefit claims to MMCOs for applicable services rendered.	Ongoing
Once established, the crisis service provider will work collaboratively with stabilization, detox, rehabilitation and housing providers.	Ongoing
The St. Lawrence County Suicide Awareness Coalition will provide continued public education about the 988 Suicide and Crisis Lifeline through the use of social media platforms, PSA's, and community events.	Complete
OBJECTIVE UPDATES	

Goal 2	
Title	Increase access and availability of treatment and support services to individuals with co-occurring needs.
Update	The North County and Tug Hill regions have been collaborating with Mountain Lakes Services/Arc of Essex County NY to develop programming for individual with co-occurring illnesses and has subsequently received OMH funding to develop a Critical Time Transition Program for Children, Youth and Families for our combined regions. This program will first be developed in the North Country Region. Once established, the program will be expanded to the Tug Hill Region. Additionally, a community partner in St. Lawrence County has received funding for an expansion of their supportive housing program which will include adult co-occurring permanent supportive housing.
OBJECTIVES	
Work with local providers to secure ongoing State and Federal funding for increased housing for individuals with co-occurring disorders.	Complete
Increase the competency of behavioral health providers in efforts to meet the clinical and community support needs of individuals with co-occurring disorders.	Ongoing
Launch System of Care for children services.	Ongoing
OBJECTIVE UPDATES	

Goal 3	
Title	Increase adult inpatient mental health capacity.
Update	Our local 9.39 hospital has received OMH funding to expand their children's inpatient unit by 10 beds, totaling 22 beds. There has been no increase to the adult inpatient unit, which remains at 28 beds.
OBJECTIVES	

The LGU will support increased adult inpatient capacity within the County.	["]
OBJECTIVE UPDATES	

Goal 4	
Title	Increase the capacity of outpatient behavioral health services.
Update	Waitlists for MHOTRS continue to be an area of concern, juxtaposed with workforce shortages for all behavioral health services across the County.
OBJECTIVES	
Continue to provide a dashboard of community behavioral health providers wait-times on the County Community Services website to inform the public and increase provider participation..	Complete
Support and promote Federal, State, and local initiatives to increase workforce capacity.	Ongoing
OBJECTIVE UPDATES	

Goal 5	
Title	Enhance and improve emergency department discharge planning and diversion opportunities.
Update	Our county providers are participating in the regional Hospital and Community Connections with OMH. Increased supported housing and the development of a Critical Time Transition program are in development. Additionally, the LGU awarded Opioid Settlement Fund to our local 9.39 hospital to embed two additional Recovery Coaches in the ED to assist with discharge planning and community connections.
OBJECTIVES	
Create an electronic emergency department referral system.	N/A
Explore crisis respite opportunities	Ongoing
OBJECTIVE UPDATES	

Goal 6	
Title	Prevent opioid and other substance misuse and deaths.
Update	For the year 2023, St. Lawrence County reported having 153 suspected overdoses. The St. Lawrence County Public Health Department and Seaway Valley Prevention Council were awarded Opioid Settlement funds for harm reduction and preventives services.
OBJECTIVES	
Increase access to opioid reversal intervention (Narcan) through training and education across the County; specifically targeting school districts, public transportation, and convenience stores.	["]
OBJECTIVE UPDATES	



Office of Mental Health
Office of Addiction Services and Supports
Office for People with Developmental Disabilities

2024 Needs Assessment Form St. Lawrence 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: Adults Only

Do any of the Goals on the Goals and Objectives Form address this need? Yes

Need description (Optional):

Inpatient Treatment Yes

Applies to OASAS? No

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):

Outpatient Treatment 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? Yes

Need description (Optional):

Prevention Yes

Applies to OASAS? Yes

Applies to OMH? No

Applies to OPWDD? No

Need Applies to: Youth Only

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

Need description (Optional): The LGU plans to expand Teen Intervene Programs in targeted school districts through the use of the State Opioid Settlement funds..

Residential Treatment Services 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): Currently St. Lawrence County does not have any (in-county) Residential Treatment Service for the OMH and OPWDD populations. This creates both hardships and barriers for the involved families.

Respite Yes

Applies to OASAS? No

Applies to OMH? No

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? 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): Although we have Medicaid transportation (MAS), SLC Public Transit System, and the Volunteer Transportation Center, there remains additional needs particularly for emergency situations. For example, when a child or youth is taken to the local 9.39 ED, the parents often have barriers getting to the hospital when lacking their own transportation. The LGU plans to use OASAS Opioid Settlement funds to expand existing transportation services.

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 shortage remains a concern across the region for all O agency programs. Some agencies are providing sign-on bonuses, others have increased salary while the payer reimbursement rates remain the same. Staff shortages increase clinician caseloads which subsequently contributes to higher levels of staff burnout.

Enhance and improve emergency department discharge planning/7-day follow-up appointments for SUD and MH individuals not being admitted for inpatient 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):

LGU Representative: Jay Ulrich

Submitted for: St. Lawrence County Community Services

2025 Needs Assessment Form St. Lawrence County Community Services

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): In St. Lawrence County ACEs will likely always be a relevant issue.

Likewise, so will keeping staff trained in ACEs due to turnover and shortages.

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):

Inpatient Treatment Yes

Applies to OASAS? Yes

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? Yes

Need description (Optional):

Outpatient Treatment 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? 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):

Residential Treatment Services 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): St. Lawrence County does not have residential services for children's OMH population and limited residential options for OPWDD.

Respite Yes

Applies to OASAS? No
Applies to OMH? No
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): Increased respite is needed to help reach Goal 5: Enhance and improve ED discharge planning and diversion opportunities.

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): Public transportation is available, but routes could be expanded and more readily accessible. Current routes create hardships for patients. The current volunteer transportation has limited the number of standing orders, which is a barrier for clients due to lack of available volunteer drivers. Transportation will likely always be a need as the County is large and rural.

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 shortage remains a concern across the region for all "O" agency programs. Some agencies are providing sign-on bonuses; others have increased salary. Staff shortages increase clinician caseloads which subsequently contributes to higher levels of staff burnout.

LGU Representative: Jay Ulrich

Submitted for: St. Lawrence County Community Services

St. Lawrence County List of OMH Providers

- **Catholic Charities, 315-393-2660, <http://www.cathcharities.org/>**
 - Seaway House – psychosocial club for individuals with mental illness
 - Counseling services
 - Financial assistance
 - Parent Education – education to individuals pregnant or have a child 5 y/o or younger
- **Children’s Home of Jefferson County – 315-229-3480, <https://www.chjc.org/>**
 - Health Home Care Management – adults and children
 - Fostering Futures
 - Family Permanency Program – post adoption support
 - Counseling
 - Therapeutic Crisis Respite
- **Citizen Advocates – 315-764-8076, <https://citizenadvocates.net/>**
 - Health Home Care Management – adults and children
 - HCBS and CFTSS provider for children
 - Mental health clinic – adults and children
 - Behavioral Health Urgent Care – 315-713-9090
- **Claxton Hepburn Medical Center – 315-393-3600, <https://www.claxtonhepburn.org/>**
 - Inpatient Adult and Children's Mental Health Units
 - Article 9.39 hospital
 - Mental Health Clinic – adults and children

- **House of the Good Shepherd – 315-782-8064, <https://www.hgs-utica.com/>**
 - HCBS and CFTSS services for children in Foster Care
 - Care Coordination
- **Northern Regional Center for Independent Living (NRCIL) – 315-785-8703, <http://www.nrcil.net/>**
 - Long Term Care Ombudsman program
 - Benefits Navigation
 - Advocacy
 - Family Support
- **Reachout of St. Lawrence County – 315-265-2422**
 - 24 hour telephone crisis intervention, information and referral hotline
 - Mobile Crisis team
 - Education/Trainings
- **Step By Step – 315-394-0597, <https://www.stepbystepinc.org/>**
 - Peer services
 - Adult HCBS service provider – pre vocational, job training, volunteer, respite/hospital diversion
 - Housing (must go through SPOA)

- **St. Lawrence County Community Services – 315-386-2167 or 315-386-2189, <https://stlawco.org/Departments/CommunityServices>**
 - Outpatient Addiction Services – Intensive Outpatient, Methadone (OTP Clinic), MAT, Mobile Vehicle – coming soon
 - Outpatient Mental Health
 - Child and Family Support Team
 - Assisted Outpatient Treatment
 - Health Home Care Management for adults
 - Jail peer services and mental health services

- **St. Lawrence Psychiatric Center – 315-541-2001**
 - Inpatient Adult and Children’s Mental Health Units
 - Inpatient Sex Offender Treatment Program
 - Outpatient Mental Health Clinics: Gouverneur, Massena, Ogdensburg
 - Mobile Integration Teams
 - Family Support
 - State Operated Community Residence (Northwood Manor) (must go through SPOA)

- **THRIVE Wellness and Recovery, Inc. (Transitional Living Services) – 315-393-4610, <https://tlsnny.com/>**
 - Health Home Care Management – adults and children
 - Non Medicaid Case Management - children
 - Single Room Occupancy (SRO)
 - Community Residence for mentally ill – Gouverneur (must go through SPOA)
 - CHAAP – Community Housing and Assistance Program (Gaslight Village)
 - Supported Housing Case Management for adults with mental illness that have been hospitalized or incarcerated (must go through SPOA)

- **United Helpers – 315-714-3117, <https://hwuh.wpengine.com/>**
 - **Mental Health**
 - Outpatient Clinics – Ogdensburg and Canton
 - Health Home Care Management – adults and children
 - Non Medicaid Care Management – adults
 - Assertive Community Treatment Team (ACT) (must go through SPOA)
 - Gateway Supported Apartments (must go through SPOA)
 - Supported Housing Case Management (must go through SPOA)