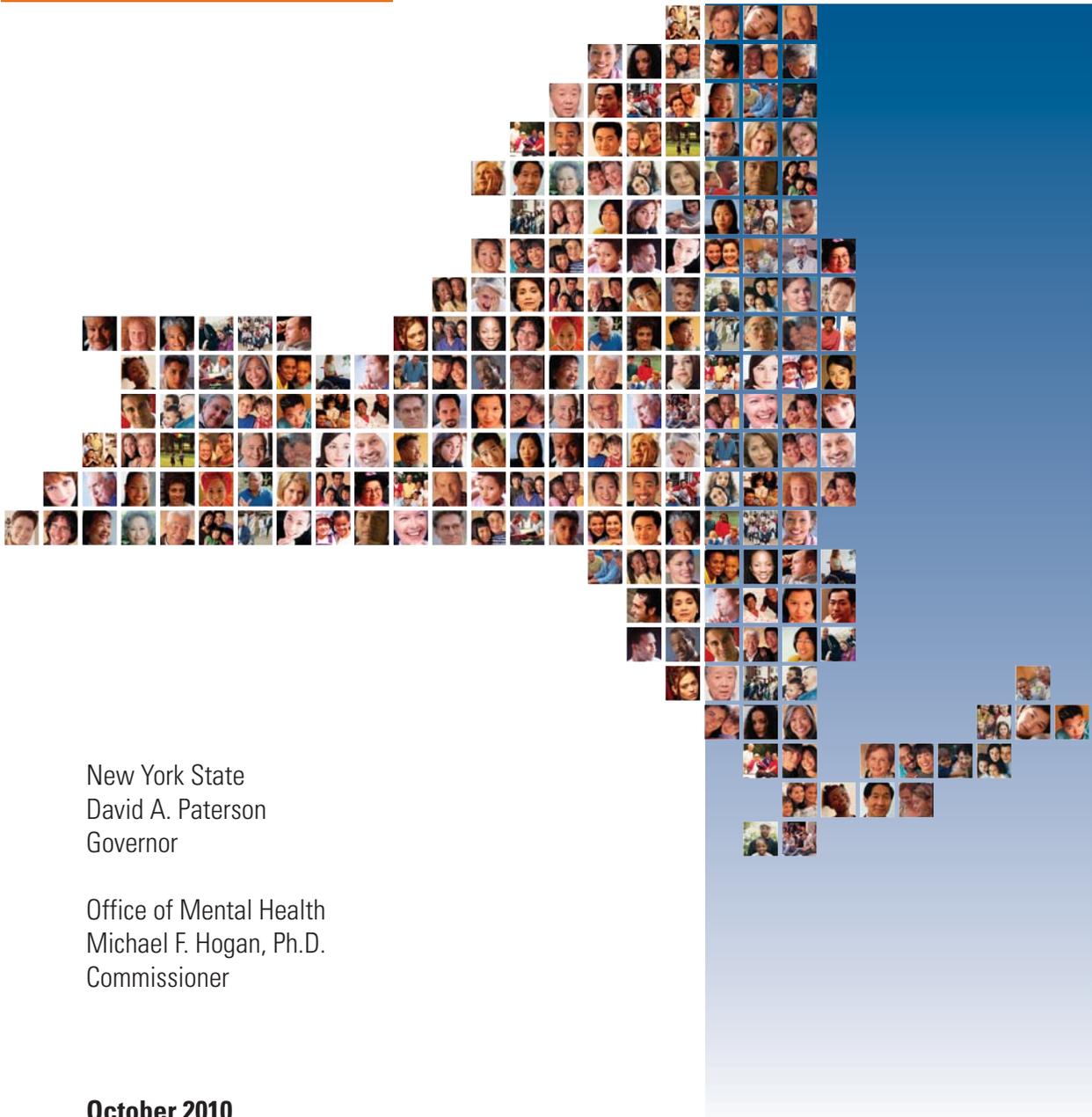




A strategic framework for providing mental health care to New Yorkers that embraces diversity, transformation, recovery and resilience



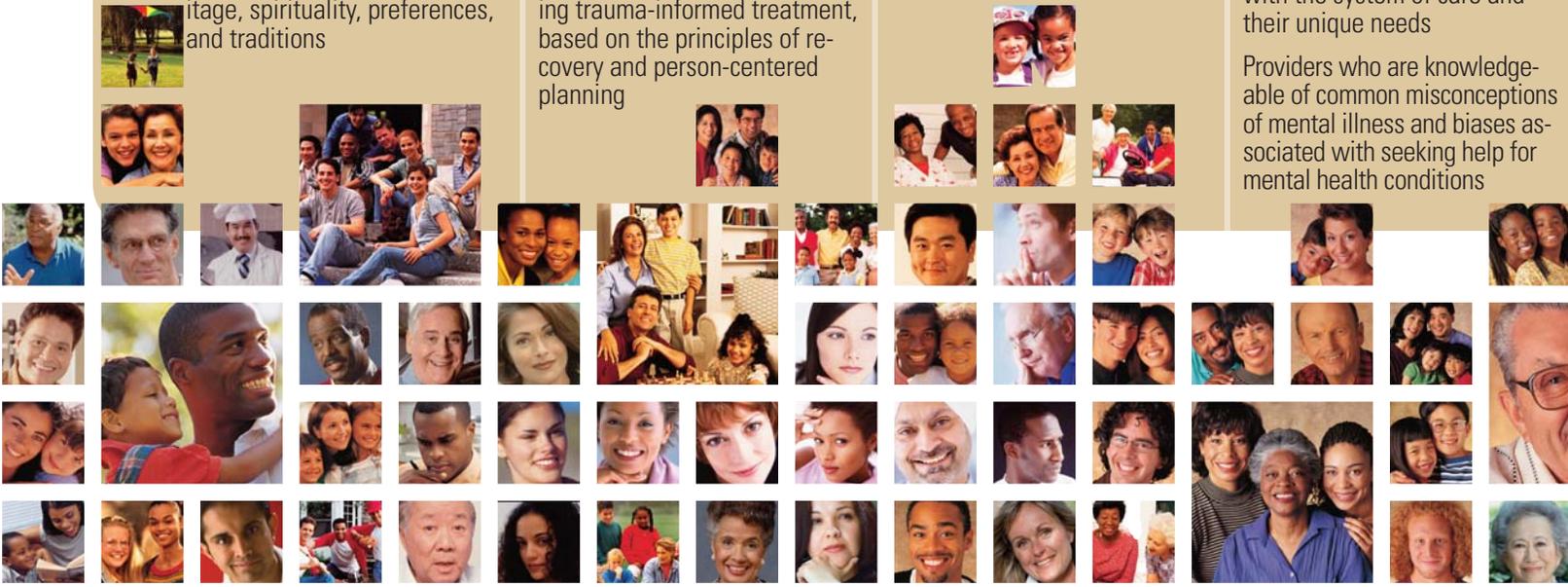
New York State
David A. Paterson
Governor

Office of Mental Health
Michael F. Hogan, Ph.D.
Commissioner

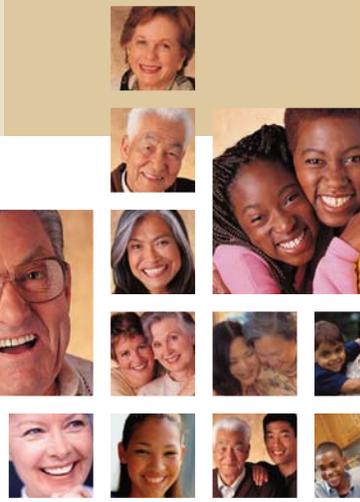
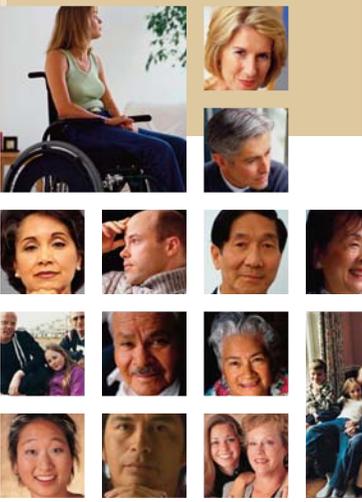
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	People First	Person-Centered Decision Making	Basic Needs Are Met	Relationships
Goals	Respect individuality by demonstrating hope, positive expectations, a belief in recovery, and a regard for diversity.	Provide supports and treatment based on self-defined needs, while enhancing personal strengths.	Enable and encourage people to meet basic needs; be engaged in work, education, or activity; and live in safe, affordable housing.	Strengthen connections to others, families, and the community, and help to overcome stigma and discrimination.

Desired Outcomes	<p>The expectation for personal growth and recovery, resilience, and confidence that life's challenges can be met</p> <p>Trusting relationships that demonstrate respect for individuality and validate humanity</p> <p>Regard for the importance of people-first language and training that reinforce their importance for recovery, resiliency, and person-centered care</p> <p>People being well educated about recovery and having easy access to recovery information</p> <p>Joint recovery-oriented training, with recovery dialogues between clinicians and people engaged in services</p> <p>Services and supports that respect and meet individual, cultural and language needs, heritage, spirituality, preferences, and traditions</p>	<p>With clinician guidance, develop self-directed, family-driven and youth-guided plans of care that capture personal interests, preferences, and goals</p> <p>Ability to assess personal capabilities, strengths, values, culture, beliefs, spirituality and preferences</p> <p>Inclusion of family, significant others, and natural supports as desired in recovery-oriented treatment planning</p> <p>Ongoing review and adjustment to treatment plans and measurement of progress toward goals</p> <p>Access to and the ability to review and comment on health records</p> <p>Access to clinicians adequately trained to deliver care, including trauma-informed treatment, based on the principles of recovery and person-centered planning</p>	<p>Finding and keeping safe, affordable housing from among a broad range of housing opportunities</p> <p>Resources to support employment, training, and educational goals (e.g., on-the-job training opportunities, educational stipends and scholarships)</p> <p>Ability to access skills that would help in meeting education, work and community activity goals</p> <p>Truly being a part of the community in which one lives</p> <p>Access to clothing, shelter, reliable transportation, income, health and other resources essential for daily living</p>	<p>Ability to maintain normal life roles (e.g., parent, student, employee) outside of the mental health system and experience family connectedness, and satisfying peer and personal relationships</p> <p>Ability to tap into community resources and activities that enable growth and recovery</p> <p>Availability of public education to increase awareness of mental health challenges, the reality that people can and do recover, and to eliminate stigma, discrimination and racial disparities</p> <p>Availability of community partnerships to promote social integration and mental well-being</p> <p>Participation by families in training providers and clinicians about their experiences with the system of care and their unique needs</p> <p>Providers who are knowledgeable of common misconceptions of mental illness and biases associated with seeking help for mental health conditions</p>
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Providing mental health care to New Yorkers that embraces diversity, transformation, recovery and resilience

Living a Healthy Life	Mental Health Treatment and Supports	Self-Help, Peer Support, Empowerment	Mental Health System of Care, Workforce and Accountability
<p>Aid people to support and manage their own well-being, meet life's challenges successfully, and maintain physical health.</p>	<p>Foster access to treatment and supports that enable people to lead satisfying lives in their communities.</p>	<p>Promote recovery and a greater quality of life through access to self-help, peer support and empowerment services.</p>	<p>Reinforce competencies for delivering recovery-oriented services, and ensuring participation in governance and involvement in managing quality and performance.</p>
<p>Development of personal assets, abilities and plans to avert unhealthy stress and crises</p> <p>Access to tools, education and training for developing wellness (recovery) plans necessary to succeed in meeting personal goals</p> <p>Access to education and training on advance directives and support, if desired, for developing advance directives</p> <p>Access to alternative, healthy approaches to wellness (e.g., yoga, meditation)</p> <p>Accessible community respite, peer respite, crisis services, warm line and peer support in emergency rooms and other settings</p> <p>Access to regular physical health assessment and services for people with mental health challenges and improved integration of physical and mental health care</p>	<p>Access to treatment that is not forced, rather to treatment that includes the innovative and safe alternatives to healing and recovery</p> <p>Informed choice as the cornerstone of treatment decision making</p> <p>Ready access to a wide array of evidence-based treatments and supports that aid productive community living</p> <p>Care for mental health and co-occurring disorders that is seamless, integrated, and delivered by staff trained in co-occurring disorders</p> <p>Care that is integrated and well-coordinated across social services/child welfare, health, education, criminal/juvenile justice, mental health and other systems of care</p> <p>Access to trauma-informed practices, treatment, and supports</p>	<p>Access to peers in recovery to provide hope and support to other persons in recovery</p> <p>Access to self-help, empowerment, naturally occurring support groups, peer support and peer-run services</p> <p>Policies, practices, research and funding that provide access to self-help, peer support and peer-run services</p> <p>Access to employment and meaningful work for persons who have been or are engaged in mental health services</p> <p>Peers that work alongside of clinicians and make evident that people can and do recover</p>	<p>A diverse workforce that believes in recovery, demonstrates recovery competencies, improves the quality of care, and creates cultures where recovery is highly valued</p> <p>Participation of people who have received/are receiving services in delivering provider training and continuing education</p> <p>Incorporation of effective recovery-oriented practices into professional training and academic curricula</p> <p>Strong stakeholder participation in developing state and local mental health planning, policy/funding, practice and research</p> <p>Well-developed recovery standards, ongoing surveys and assessments of care, and regular licensing reviews of mental health programs</p> <p>Clear, accessible, and simple processes for filing complaints and formal grievances</p>
			

About the NYS Office of Mental Health

Mission

The New York State Office of Mental Health promotes the mental health and well-being of all New Yorkers. Our mission is to facilitate recovery for young to older adults receiving treatment for serious mental illness, to support children and families in their social and emotional development and early identification and treatment of serious emotional disturbances, and to improve the capacity of communities across New York to achieve these goals.

Vision

We envision a future when every New Yorker experiences hope and recovery and when people across New York have access to and choice among the supports and services that fosters self-determination for living, working, learning and participating fully in their communities.

Values

- Recovery—which is possible for every person and fueled by hope—is the highly individual process that leads to reestablishing valued social roles and living, working, learning, and participating fully in communities.
- Resilience is the capacity we each have to face difficult times, adapt and bounce back, and use these experiences to make us stronger. Resilience extends to communities where social networks provide a sense of belonging and strength.

- Excellence means superior merit in the design, delivery, and assessment of mental health services and supports that consistently exhibit quality outcomes and high satisfaction for people engaged in care
- Respect is esteem for the worth and dignity of every person, from the young child to older adult, and appreciation of diversity, and of individual and cultural differences and preferences.
- Disparities elimination and cultural competence are the principles by which services and supports are held accountable for improving access to and engagement in care, differences are managed skillfully, cultural knowledge is absorbed organizationally, language assistance services are provided routinely, and modifications are made to care to take into account the diversity of individuals, families, and communities.
- Safety is a feeling of comfort, trust and freedom from abuse. Safety is the absence of fear, pain, injury or danger.
- Positive social and emotional development is the process by which we gain

competencies for recognizing and managing emotions, de-

veloping caring and concern for others, establishing positive relationships, making responsible decisions, and handling challenging situations constructively and ethically.

Leadership

Organizational Leadership by OMH focuses on four broad areas:

- Regulating, certifying and overseeing the New York State public mental health system
- Providing State-operated outpatient and inpatient mental health services and supports
- Conducting mental health research to advance prevention, treatment, and recovery
- Publicly promoting mental health to reduce fear and stigma

New framework adapted in part from the November 2005 publication, A Call for Change: Toward a Recovery-Oriented Mental Health Service System for Adults, Pennsylvania Office of Mental Health and Substance Abuse Services, extensive input from the NYS OMH advisory groups and other key stakeholders, and the existing OMH mission, vision, values and framework.



New York State Office of Mental Health

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