

# Broome County Mental Health Department

*2022 Annual Report*

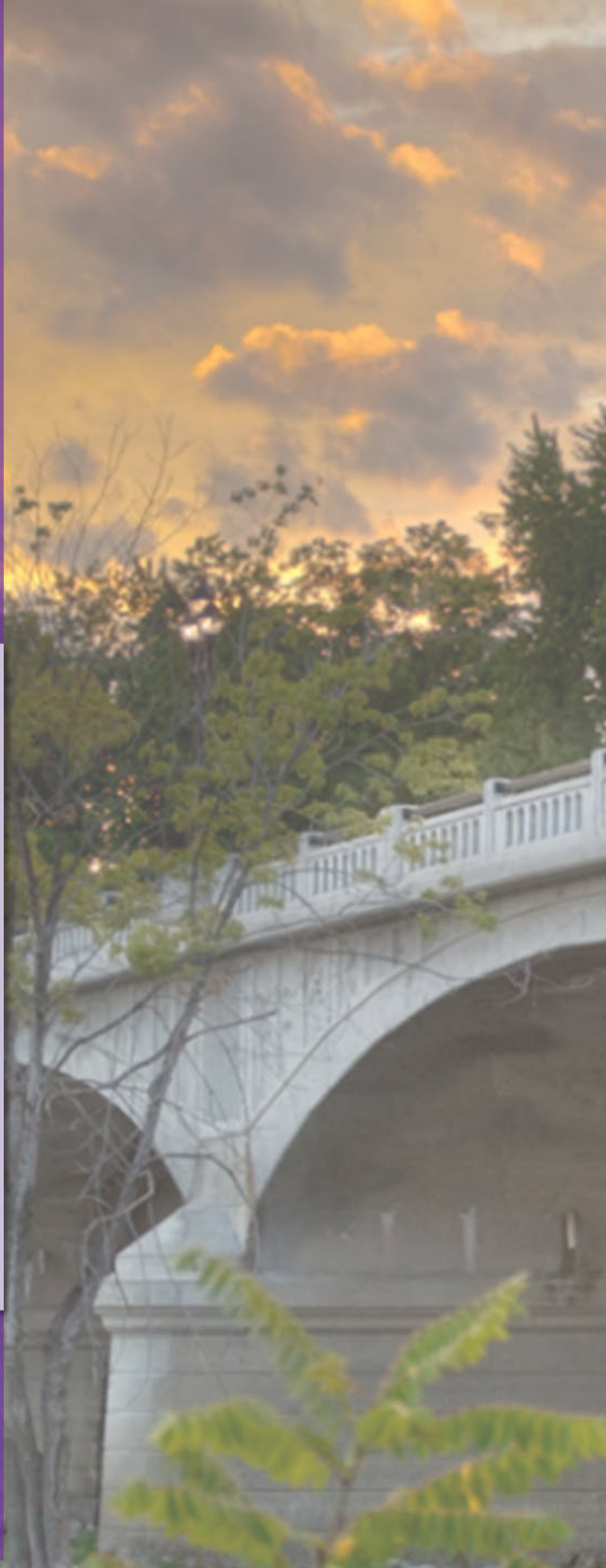
Nancy J. Williams, LCSW-R  
Commissioner

Jason T. Garnar  
County Executive

501 Reynolds Road  
Johnson City, NY 13790

P: (607) 778-2351 / F: (607) 778-6189

[MHAdmin@broomecountyny.gov](mailto:MHAdmin@broomecountyny.gov)



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## A Message from Broome County Mental Health Commissioner

Nancy J. Williams LCSW-R

Broome County Mental Health Department (BCMHD) serves as the hub for the System of Care for Mental Hygiene Services in Broome County. This entailed contract management and oversight of over \$13 million provided to 15 local agencies, for more than 65 programs, with 20 separate entities for state aid and grant funding administration. BCMHD provided the Adult Single Point of Access (A-SPOA) and Child Single Point of Access (C-SPOA) services; ensured the provision of court ordered evaluations; and monitored the administration of court ordered Assisted Outpatient Treatment (AOT). During 2022, there was a significant increase in the referrals to Adult SPOA (88.2%). Similarly, there was an increase in the number of completed court ordered evaluations (67 in 2022 vs 48 in 2021). The monthly census of individuals monitored through the court ordered Assisted Outpatient Treatment (AOT) process also continued to trend upward compared to the previous three years.

The Department continued to provide community-based outreach and programming through the *Broome County Suicide Awareness for Everyone (BC SAFE)*, *BroomeINCLUDES* and *Drug Free Communities* programs.

To address community and provider concerns with substance-related overdose deaths, Broome County's participation in the NIDA *HEALing Communities Study*, the Department is preparing for the full implementation of the evidenced based projects associated with this research grant.

BCMHD is fortunate to have committed community stakeholders who contribute through their participation on various Committees and Coalitions. This includes the Mental Hygiene Law-mandated Local Services Planning process informed by the Community Services Board. The staff and I look forward to continuing to work to strengthen the System of Care for our community.

## BROOME COUNTY MENTAL HEALTH DEPARTMENT

### MISSION

The Broome County Mental Health Department (BCMHD), in partnership with the New York State (NYS) Offices of Mental Health (OMH), Addiction Services and Supports (OASAS), and for People with Developmental Disabilities (OPWDD), strives to improve availability, access, and accountability within the system of care. Together with providers and stakeholders, the BCMHD seeks integration of services to address the full spectrum of needs within the community for the care of individuals and their families. Person-centered planning, in cooperation with data-driven processes, inform strategies and innovations for ongoing and future programs and projects to best serve the community. The Broome County Mental Health Department is tasked to plan, organize, and oversee a comprehensive continuum of care for consumers of mental hygiene services in Broome County.

### VISION

It is the vision of the BCMHD to enhance the wellness of our community through a comprehensive continuum of innovative, compassionate, and efficient behavioral health services, ensuring interventions and programs are safe, effective, timely, equitable and person-centered. The vision of the Broome County Mental Health Department includes the following aspects:

Planning: The Department will engage in collaborative planning processes together with government officials, providers, community representatives, and recipients and/or their families to develop mental hygiene services in Broome County.

Accountability: The Department will ensure that state and/or local oversight mechanisms are in place and that services are delivered in a responsible, efficient manner.

Coordination: The Department will ensure that all mental hygiene service providers in Broome County coordinate and collaborate for the delivery of services that are responsive to the needs of recipients, including culturally diverse populations.

## PARTNERSHIP WITH COORDINATED CARE SERVICES, INC. (CCSI)



The Broome County Mental Health Department has a contractual agreement with Coordinated Care Services, Inc. (CCSI), a nonprofit agency dedicated to innovation through provision of essential business services and organization partnerships to improve lives and strengthen communities. The contract with CCSI provides personnel with expertise and specialized support in the areas of Project and Program Management, Performance, Contract, and Financial Management.

## LOCAL GOVERNMENT UNIT (LGU) FUNCTIONS

Broome County Mental Health Department, as a Local Government Unit (LGU), is statutorily required to carry out specific functions pursuant to New York State Mental Hygiene Law. The following sections cover those programs and services overseen and provided by the Department in 2022.

### ADULT SINGLE POINT OF ACCESS (A-SPOA)

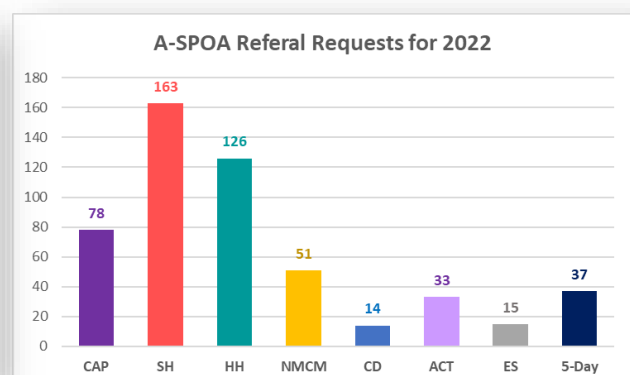
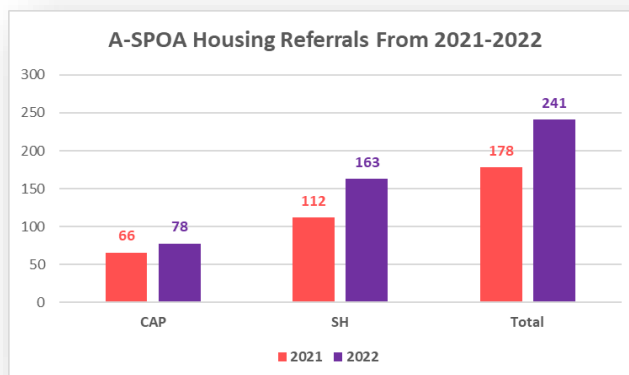
The Adult Single Point of Access (A-SPOA) program provides adults with a Serious Mental Illness (SMI) accessibility to the most appropriate care management, treatment, and residential services available in Broome County. The program affords a streamlined, uniform process to match consumer needs with community resources, thereby reducing duplication of services.

#### By the Numbers:

A-SPOA received and processed 367 applications, an 88.2% increase from 2021. Of those, 241 individuals (65.7%) requested housing in two primary OMH levels of care: Certified Apartment [Treatment] Program and Supportive Housing. This demonstrated a 35.4% increase in applications seeking residential assistance from 2021. A-SPOA also received multiple daily calls from individuals, families, and agencies seeking affordable housing for both the temporarily housed and/or homeless that did not meet the criteria for eligibility for the existing OMH Housing options in Broome County, and assisted with referrals, warm hand-offs, and resource sharing.

KEY	
CAP	Certified Apartment Program
SH	Supported Housing
HH	Health Home
NMCM	Non-Medicaid Care Management
CD	Clinical Digression
ACT	Assertive Community Treatment
ES	Endicott Square
5-Day	5-Day Priority Appointment

The total referrals also included 191 applicants (52%) seeking Care Management, or support from the LGU to escalate the level of care management services to Health Home Plus (HH+) to aid crisis management and treatment engagement needs.





**Year in Review:**

- January 2022 – A-SPOA began processing residential applications and occupancy monitoring the Endicott Square property operated by the YWCA of Binghamton & Broome County, under the NYS Empire State Supportive Housing Initiative (ESSHI).
- June 2022 – Residential service requests were streamlined in to more accurately reflect the levels of care being requested as well as to assist in the screening process for the OMH Certified Apartment [Treatment] Program.
- December 2022 - A-SPOA staff expanded to include a second, full-time employee, to assist with the increase in applications being received and programs being monitored, and with the projection of the systemic growth of EESHI housing pending for Broome County that OMH requires processing through A-SPOA.

**ASSISTED OUTPATIENT TREATMENT (AOT)**

Assisted Outpatient Treatment (AOT), known as Kendra’s Law, is a statutory framework to monitor the participation of eligible individuals in community-based services appropriate to their needs. An individual may be placed on an AOT only if, after a hearing, the court finds they have met specific eligibility criteria and the proposed treatment plan is the least restrictive alternative which will allow the individual to live safely in the community. Most AOT Orders are in effect for the maximum-allowable twelve (12) months per petition.

**By the Numbers:**

Number of ORDERS carried over from 2021 to 2022 for monitoring	<b>28</b>
Number of INITIAL* petitions/Orders BROOME as treatment responsible county for 2022	<b>24</b>
Number of RENEWAL** petitions/Orders, BROOME as treatment responsible county for 2022	<b>9</b>
Total number of ORDERS monitored in Broome for 2022	<b>52</b>

\* Initial petitions/orders are defined as orders for an individual who does not currently have an active AOT Order. This does not however mean they have never previously had an active AOT Order.

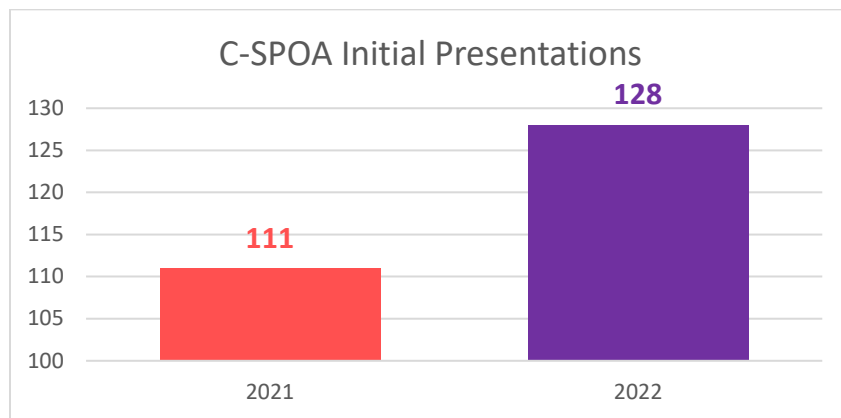
\*\* Renewal petitions/orders are defined as orders for an individual who currently has an active AOT order, and the subsequent Order will be active immediately after the present Order expires.

## CHILD SINGLE POINT OF ACCESS (C-SPOA)

Child Single Point of Access (C-SPOA) is a centralized intake process to access specialized services for children, ages 5-21, experiencing a Serious Emotional Disturbance (SED). C-SPOA is designed to improve access to services while monitoring and coordinating utilization of these services through a single access point.

### **By the Numbers:**

With the observed increase in complexity of cases, C-SPOA modified its tracking mechanism to illuminate not only initial presentations, but requests for additional lengths of stay and utilization reviews. For 2022, C-SPOA processed and presented 128 new referrals and 42 length of stay requests and utilization reviews for a total of 170 presentations. In initial presentation tracking only, a 15.32% increase in presented referrals occurred from 2021 to 2022.



### **Year in Review:**

- C-SPOA monitoring of the System of Care identifies needs and gaps of the children's service continuum. These issues are communicated to Broome County's Director of Community Services and NYS Office of Mental Health. This reporting assures the complex, cross-system needs of youth in the County are illuminated for stakeholder collaboration and problem-solving. One gap repeatedly identified are a lack of services for youth with private insurance.
- Referrals for Residential Treatment Facility (RTF) level of care for the year necessitated establishment of a waitlist, an access issue communities continue to experience across the state for both RTF and Community Residence (CR) levels of care, due to compounding factors inclusive of staffing shortages and complex needs of the youth referred for services.
- The Youth Assertive Community Treatment (ACT) Team began offering services in August of 2022 and has remained at their capacity for referrals since its initiation.

## COMMUNITY SERVICES BOARD (CSB)

The Community Services Board (CSB), a function of NYS Mental Hygiene Law and outlined in the Broome County Charter and Code Article VIII § C803, is comprised of individuals invested in the system of care for behavioral health services in Broome County. The Board is responsible for an annual Local Services Plan (LSP) which identifies goals for the upcoming year. The Board and Subcommittees (Alcohol and Substance Abuse, Mental Health, and People with Developmental Disabilities) participate in planning for the provision of community mental health programs and services within the purview of the Local Government Unit (LGU), to the Commissioner of Mental Health, County Executive, and/or the County Legislature.

Community Services Board Members*		
Don Bergin, <i>Former Chair</i>	Abbey Pelot	Karen Roseman
Emily (Burns) Lux	April Ramsey	Erica Robinson
Cara Fraser, <i>Current Chair</i>	Nancy Ranger	Jason Shaw
Nicki French	Zachary Rankin	Alan Wilmarth
Kara Kasmarcik	Pearl Reed-Klein	Jennifer Yaun
Subcommittee Members*		
Alcohol & Substance Abuse	Mental Health	People with Developmental Disabilities
Jill Alford-Hammitt	Emily (Burns) Lux	Jessica Aurelio
John Barry	Kimberly DeSantis-Johns	Jenna Dyer
Don Bergin	Cara Fraser	Nicki French
Calvin Brown	<i>Chair</i>	Esther Frustino
Kara Kasmarcik	Renee Gotthardt	Ashley Gamba
Colleen O'Neil	Angela Lynch	Nancy Ranger
Pearl Reed-Klein	Tedessa McDonnell	Karen Roseman
<i>Former Chair</i>	William Parsons	<i>Chair</i>
Erica Robinson	Abbey Pelot	Meggan Taylor
<i>Current Chair</i>	Mary Wood	Jeffrey Winner
Susan Wheeler	Kelly Wildey	
Alan Wilmarth		

(\* *Individuals served on the Board or Subcommittee for at least a portion of 2022. This does not include those voted in and approved by legislature in 2022, but without any meeting attendance.*)



## COURT ORDERED EVALUATIONS

Pursuant to NYS *Criminal Procedure Law*, *Family Court Act*, *Social Services Law*, and *Mental Hygiene Law*, the Broome County Mental Health Department is statutorily required to provide evaluations for the Court. The type of evaluation – and the number of qualified forensic evaluators needed – depends on which statute is cited as the authority under which the evaluation is ordered. Evaluations are conducted for individuals who are incarcerated at the Broome County Correctional Facility, inpatient at Greater Binghamton Health Center or United Health Services-Binghamton General hospitals, or at the Department for individuals in the community.

### By the Numbers:

- Criminal Procedure Law (CPL) §730 – Mental Disease or Defect Excluding Fitness to Proceed (aka: Competency) = **47**
- Criminal Procedure Law (CPL) §500.10 - Mental Health Evaluation pursuant to Pre-dispositional and/or Pretrial Services = **2**
- Family Court Act (FCT) §251 – Medical Examinations (aka: Mental Health Evaluation) = **12**
- Family Court Act (FCT) §322.1 – Incapacitated Person Examination Report (Pertains only to minors wherein a Juvenile Delinquency proceeding is pending) = **4**

*\* The numbers above are for exams **completed** in 2022. This does not include orders that were vacated, non-compliant individuals, orders from 2022 in which the evaluation was completed in 2023.*

## FORENSIC OUTREACH PROGRAM

The Forensic Outreach Program assisted **36** adults with Serious Mental Illness (SMI) released from NYS Prison to Broome County in obtaining mental health and substance treatment services. The A-SPOA team worked in collaboration with organizations aiding individuals with re-entry into the Broome County community providing resources, service referrals, and necessary supplies to assist with their transition.

## TARGETED PROJECTS

Mental Hygiene Law §41.13 (a)(11) states the LGU shall, “serve as a center for the promotion of community and public understanding of mental disabilities and of the services necessary for their treatment.” To this end, the BCMHD pursues projects to increase awareness and improved responses and outcomes for those with mental health needs in our community.

## BROOME COUNTY SUICIDE AWARENESS FOR EVERYONE (BC SAFE)

BC SAFE, a community coalition, is dedicated to the prevention of suicide and suicide attempts throughout Broome County by coordinating suicide awareness and prevention efforts. Members represent various sectors of the community and utilize training, education, awareness events, and activities to further prevention goals. These goals are aimed at the reduction of stigma, increasing open dialog, and creating awareness that ultimately aids in the reduction and elimination of suicide in Broome County.

### Training and Education:

During 2022, the Coalition worked on the development of a catalog for education and training resources that will be easily accessible to the community. It will contain resources across the continuum from Prevention, Intervention and Postvention. It is anticipated to be rolled out in the first quarter of 2023.

For 2022, a total of 23 separate trainings and presentations took place, with a reach out over 1,750 participants. The participants included teachers and staff, families and students, staff with the Office of Aging, college students, as well as Coalition members. Training opportunities included American Foundation for Suicide Prevention's (AFSP) *Talk Saves Lives; Its Real: Teens and Mental Health; Talk Saves Lives: Seniors;* and *More than Sad*. The Connecticut Networks of Care for Suicide (NCSP) *Gizmo's Pawesome Guide to Mental Health;* and the Suicide Prevention Center of New York's (SPCNY) *Creating Suicide Safety for Schools; Suicide Safety Training: Teachers and Staff (SST);* and *SST Continued Education: Tabletop Series*. Presentations also took place on topics of Trauma, and Trauma and Resilience.

### Awareness:

Awareness work is largely offered through in-person events in various settings of the community, as well as through social media and special projects.

- Website – maintenance of website inclusive of information and resources for individuals seeking support and guidance for themselves and loved ones, as well as resources and information for those that have experienced loss. This year, an extensive mental health and community resource was added, as well as the collective *Chalk the Walk, Have the Talk* events of the past three years.
- Newsletter - Quarterly newsletters provide information on various topics in context with suicide prevention and mental health to support the community. Newsletters were distributed to over 50 different agencies, organizations, and business via electronic and/or hard copies to share with their clients and/or customers.



BC SAFE

- Tabling- Members of *BC SAFE* attended various events in the community interacting with the public and providing resources centered on suicide prevention, mental wellness, coping strategies and other local resources. The Coalition, or its member agencies, attended 33 events reaching an estimated 2500 individuals.
- *Chalk the Walk, Have the Talk* awareness campaign –*BC SAFE*, in collaboration with the *Prevention Coalition of Broome County*, hosted the third annual campaign event. The event highlighted suicide as a public health concern with messaging specifically addressing the importance open conversations in the reduction of stigma. The planned *Week of Action*, in observance of *World Suicide Prevention Day*, encouraged schools and communities to beautify sidewalks and pavement with messages and images of hope and resilience. The 2022 year saw the campaign grow to include all 13 school districts in the County: both the United Health Services and Ascension Lourdes hospital systems, and many organizations, agencies, businesses, and families, friends, and individuals. The art contest, which included nearly 70 entries, were displayed at the Broome County Library for of the month of September, in honor of *World Suicide Prevention*.
- Suicide Loss Survivor Day Event – The Coalition partnered with United Health Services (UHS) and American Foundation for Suicide Prevention (AFSP) to offer the sixth (6<sup>th</sup>) annual *International Survivors of Suicide Loss Day*. The 2022 year saw the return to an in-person event, a change event participants appreciated as the connections and conversations are crucial in supporting one another. Participants rated 2022's event an average of 4.5 (of 1-low; 5-high scale) with all attending participants sharing they would attend next year's event.

## BroomeINCLUDES

*BroomeINCLUDES* is an initiative aimed at aiding those at every level of ability throughout the county. The goal is the promotion of inclusion for all who experience challenges with a focus on those with intellectual, developmental, physical, mental health or substance use challenges. This is accomplished through a variety of services inclusive of resource navigation, community partnerships, and advocacy.



### Year in Review:

- Projects in 2022 specifically included: agency inclusivity training and education; provider collaborations for cross-systems care for individuals with complex care needs; and individual and agency resource dissemination and navigation.
- In 2022, 56 unique individuals were provided resource navigation within Broome County.
- BCMHD staff, certified by SUNY Cortland as an Inclusivity Assessor, completed three (3) *Inclusive Assessments* of Broome County programs regarding their ability to provide access

to persons of all ability levels across the community. Assessments result in recommendations and resources for increased access and inclusivity within each setting.

- Cross-training opportunities amongst OASAS, OMH and OPWDD providers were provided.

## PREVENTION COALITION OF BROOME COUNTY



The federal [Centers for Disease Control and Prevention's Drug Free Communities](#) (DFC) grant aims to reduce youth substance use within a community, by targeting both youth and their families with effective prevention strategies. Strategies include collaboration with community partners to enhance prevention messaging across the community, education regarding the harmful effects of substance use and addiction, and more broadly, increasing protective factors throughout the community. Broome County's DFC Coalition, the *Prevention Coalition of Broome County*, is comprised of 12 unique sector representatives from the community with over 50 members, each bringing a unique perspective on local prevention needs.

The Coalition uses the *Strategic Prevention Framework*, a data-driven planning process, to understand and more effectively address substance misuse and related mental health problems facing the community. Being data-driven, the Coalition's efforts are based on Broome County's biennial *Prevention Needs Assessment Survey*. Participating Broome County districts survey students in grades 7-12 regarding substance use, perceptions, and risk and protective factors, which allows for the determination of specific prevention needs.

As part of its collaboration efforts, the *Prevention Coalition* continues to work with many community partners to provide prevention strategies and activities within the county. Notable accomplishments of 2022 were:

### **Medication Safety Promotion:**

The Coalition worked with Broome County's two public hospital systems - United Health Services and Ascension Lourdes - to implement a collaborative pilot program offering *Deterra Drug Deactivation Bags* to all patients prescribed opioids for short-term (single episode) use. Partnering with the Broome County Health Department, the Coalition provided a year's supply of deactivation bags (10,000) to implement this pilot program. This program will be monitored for one year from its start date in August 2022 to determine progress and success.

Separate from the pilot project, over 5,100 *Deterra Drug Deactivation Bags* and over 750 *Medication Lock Boxes* were provided throughout the community with the intent to secure or remove prescription medications in homes, decreasing the chance of potential misuse. More than 30 partnering community agencies received these prevention materials and agreed to promote

medication safety and share prevention messaging with the clients they serve. Countless individuals also received these items at tabling events throughout the community.

In concert with the federal Drug Enforcement Agency (DEA) National Prescription Drug Take Back Days, held in April and October annually, two (2) events were hosted in collaboration with the Broome County Health Department, BC SAFE, and the Southern Tier AIDS Program. The combined total of 1,500 pounds of medications and hundreds of home-generated sharps were safely collected from the community at this drive-thru event. This year also saw the first Safe Sharps Collection Kiosk to Broome County. In partnership with the Broome County Health Department, the new public facing kiosk provides the opportunity for safe sharps disposal in Broome County.

### **Alternative Drug-Free Activities:**

In partnership with Broome County Parks, Recreation & Youth Services, the Coalition held four (4) Free Movie Nights at local county parks during summer evenings. The Coalition provided resource bags to each family that attended. Creating alternative opportunities for families and youth provides the needed protective factors of community engagement and family connection.

Following the hiatus due to COVID, 2022 saw the return of a Broome County tradition as the 16<sup>th</sup> year of Family Fun Night was held at Johnson City's CFJ Park in August. The event hosted over 500 residents with 30 partnering agencies providing activities and give aways to attendees while also promoting their services. This year's event touted a back-to-school theme with a backpack and school supply giveaway. Many community agencies donated school supplies and backpacks to help make this event a success. *BC SAFE* partnered to promote its Chalk the Walk, Have the Talk Campaign with a pavilion dedicated to chalking and mental health awareness.

### **Awareness:**

Tabling: The Coalition attended 16 tabling events in the community, including school district open houses. These events reached students, parents, and community members with information about vaping, nicotine, cannabis, opioids, general substance use prevention for youth, and medication safety.

In partnership with Deposit School District, a community awareness event was held. *Dead on Arrival*, a documentary explaining fentanyl's role in illicit drug markets and its effects on families, was viewed, followed by a panel discussion showcasing community resources. This event sparked interest from school district officials to sponsor future events with different topics to build strong school-community partnerships.

### **Training and Education:**

The Drug Impaired Training for Educational Professionals (DITEP) was brought to Broome County in partnership with Broome-Tioga BOCES and the NY State Police. DITEP is intended to provide a systematic approach to recognizing and evaluating students who are impaired by drugs and/or

alcohol. Early recognition can allow for timely intervention services, a decreased risk of potential harm to the individual or others, and ensure continuity of the educational environment.

Coalition members were trained in *Environmental and Community Scanning* by the Finger Lakes Prevention Resource Center. In collaboration with Tobacco Free Broome & Tioga, work resulting from this planning and assessment activity will continue to develop through 2023 to determine prevention needs around the selling of both nicotine and cannabis products.

The Coalition coordinator partnered with the United Way of Broome County to train their grant recipients in *Understanding and Identifying Root Causes of Inequities*. This activity is considered part of a proven prevention strategy that provides support to agencies to help strengthen the community regarding prevention related topics.

A *Naloxone Training Video* was created in 2022 by the Coalition in partnership with Voices Recovery Center, a program of Fairview Recovery Services. Presently, to be issued naloxone, each recipient is required to be trained in its administration. This training video will be used in future prevention strategies to help decrease barriers to naloxone, a medication that quickly reverses an opioid overdose by blocking the effects of those drugs.

### HEALing COMMUNITIES STUDY

The NIDA *HEALing Communities Study* (HCS) is a multi-state research study targeting 67 communities in four (4) states: NY, KY, MA, and OH. In New York, the study is a partnership between the National Institute of Drug Abuse, Columbia University, and the eight (8) participating counties. The goal of the study is to reduce opioid overdose deaths by 40% over the course of three years based on fatal opioid overdose rates from 2018/2019. The study will utilize targeted interventions to address increasing access to Medications for Opioid Use Disorder (MOUD), increasing Naloxone distribution, and reducing high-risk opioid prescribing.

The initial phases of the study included a landscape analysis of existing resources for Broome County residents in need of support and/or care associated with opioid use, a readiness assessment for change, recruitment of stakeholders for on-going planning and development, and the initiation and completion of the action planning needed to implement evidenced-based strategies across the County.



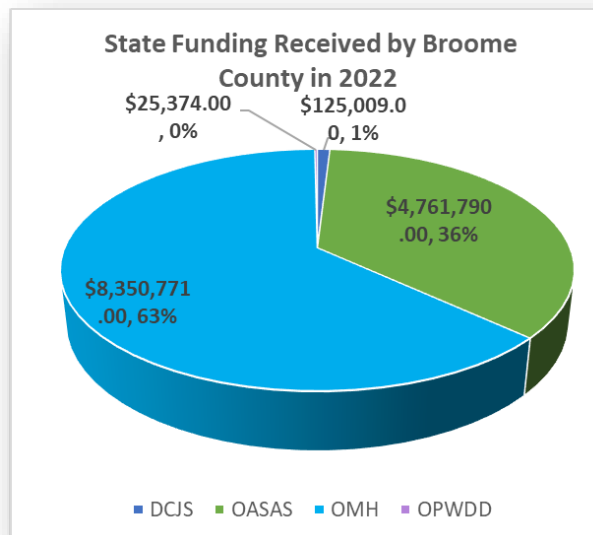
## FINANCIAL ADMINISTRATION

One of the most critical roles of the Broome County Mental Health Department (BCMHD) is the responsible distribution and accountability of financial resources. In 2022, the Department administered funding from four (4) NYS State agencies: Division of Criminal Justice Services (DCJS), Office of Addiction Services and Supports (OASAS), Office of Mental Health (OMH), and the Office for People with Developmental Disabilities (OPWDD). In accordance with state requirements and guidelines, funds are received and allocated to community agencies that provide services through the county's formal contracting process. BCMHD maintains both a Performance and Contract Management and a Financial Division to facilitate this process.

Additionally, the Department assists Broome County organizations who contract directly with the above-named NYS State agencies with technical assistance and/or guidance to interpret fiscal guidelines to ensure solvency, as needed.

Depicted in this graphic, the following state agencies provided funding totaling more than \$13 Million in 2022:

- DCJS – approximately 1%
- OASAS – 36%
- OMH - 63%
- OPWDD - ≤ 1%



For 2022, the Department contracted with fifteen (15) local agencies. Table 1 details the individual contract agencies and level of funding distributed by source.

**Table 1: Broome County Distribution of Funding by State Agency and Local Agency for 2022**

Agency	State Aid				County Support
	DCJS	OASAS	OMH	OPWDD	
Addiction Center of Broome County	\$0.00	\$281,833.00	\$0.00	\$0.00	\$61,847.00
Binghamton University Community Schools	\$0.00	\$0.00	\$156,569.00	\$0.00	\$0.00
Broome- Tioga BOCES	\$0.00	\$0.00	\$193,738.00	\$0.00	\$0.00
Broome County Mental Health Department	\$0.00	\$125,077.00	\$1,550,006.00	\$25,374.00	\$0.00
Catholic Charities of Broome County	\$0.00	\$0.00	\$3,047,245.00	\$0.00	\$0.00
Children’s Home of Wyoming Conference	\$0.00	\$0.00	\$80,882.00	\$0.00	\$0.00
Clear Path for Veterans	\$0.00	\$0.00	\$279,250.00	\$0.00	\$0.00
Community Options	\$0.00	\$0.00	\$74,869.00	\$0.00	\$0.00
Fairview Recovery Services	\$0.00	\$2,060,921.00	\$0.00	\$0.00	\$0.00
Family & Children’s Counseling Services	\$0.00	\$0.00	\$492,344.00	\$0.00	\$0.00
Helio Health	\$0.00	\$1,650,603.00	\$0.00	\$0.00	\$0.00
Our Lady of Lourdes Memorial Hospital	\$0.00	\$403,175.00	\$49,481.00	\$0.00	\$0.00
Mental Health Association of the Southern Tier	\$0.00	\$0.00	\$1,444,869.00	\$0.00	\$0.00
Southern Tier AIDS Program, Inc.	\$125,009.00	\$0.00	\$0.00	\$0.00	\$0.00
United Health Services Hospitals, Inc.	\$0.00	\$240,181.00	\$981,518.00	\$0.00	\$0.00
<b>TOTALS</b>	\$125,009.00	\$4,761,790.00	\$8,350,771.00	\$25,374.00	\$61,847.00

## PERFORMANCE AND CONTRACT MANAGEMENT (PCM)

In accordance with Mental Hygiene Law §41.13(a)(8), the BCMHD provides Performance and Contract Management (PCM) for agencies under its purview, furthering the mission through mindful metric collection and critical data analysis.

To ensure responsible utilization of resources, the Local Government Unit (LGU) employs a multifaceted approach that includes collection and analysis of data, review of performance goals and objectives, and monitoring of resources to successfully achieve the objectives of the statutorily mandated Local Services Plan (LSP). BCMHD PCM staff strive to support an environment which encourages:

- Improved care and services for consumers.
- Accountability through utilization review and outcome measures.
- Use of innovative interventions and programs that promote consumer choice and satisfaction while reducing stigma.
- Transformation of the healthcare delivery system to embrace principles of recovery, person-centered care, and cultural and linguistic competency.

### **By the Numbers:**

Information and data are collected, and reviewed, for pre-determined metrics on a monthly and/or quarterly basis via a digital platform. PCM oversaw data collection and analysis for a total of twenty (20) contracts and 71 programs of the following three types in 2022:

- BCMHD Contracts - Fifteen (15) agencies supporting forty-four (44) different programs.

- Broome County Department of Social Services (DSS) Purchase of Service (POS) - Nine (9) agencies operating eleven (11) programs.
- Children and Family Treatment and Support Services (CFTSS) - Three (3) agencies with eleven (11) programs.
- Other system of care program oversight – Two (2) agencies with five (5) programs.

### Year in Review:

- Data Requests – The Department assists community agencies with the provision of data to complete grant applications and RFPs. This process ensures accountability and brings into focus the types of information needed by our community partners and congruently, how that data can be accurately collected for future planning.
- Letters of Support – With the increased frequency of requests, the Department initiated a formal *Letter of Request* process. Standing up this process aligns with other Department process accountability measures.
- Request for Proposal (RFP) – This process sees the PCM team as subject matter experts involving project management including proposal construction, data review and synthesis, and establishing program metrics.
- Contract Analysis ensures consistency between the service provision and expected deliverables within negotiated parameters, while being responsive the current and evolving needs of the community.
- Site Visits are conducted periodically to gain a comprehensive view of an identified program within the context of the program’s agency, location, and the provision of services. PCM staff formalized a site visit workflow, with associated documents, to improve transparency with providers and further collaboration and progress. Site visits are executed on a rotation, based on program and funding code types. OASAS-funded programming was the focus of the 2022.
- Metric Review and Data Collection – A new data management platform was selected, trained, and transferred during the year. As a part of this transformation, program performance metrics were reviewed and updated as appropriate to ensure meaningful and accurate data collection.
- Data Synthesis and Dashboard Creation – Within the new data management platform, data is used to create quick reference dashboards. These dashboards inform agencies regarding program trends and provide the Department with a synthesis of the county-wide System of Care.
- Evaluation of data, coupled with community changes creates an ongoing opportunity for a continuous improvement cycle, building momentum and empowering community partners with data to make informed decisions that are both responsive to current needs and forward thinking.

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