

2024 ANNUAL REPORT STATE AND LOCALLY FUNDED AGENCIES IN TOMPKINS COUNTY

Tompkins County Community Services Board

Local Government Unit (LGU)



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AGENCIES WITH COUNTY FUNDING 2024

- CHALLENGE - \$51,919
- RACKER - \$29,533
- MENTAL HEALTH ASSOCIATION (MHA) - \$27,702
- SUICIDE PREVENTION & CRISIS SERVICES - \$34,385

September 5, 2025

Dear Tompkins County Community,

Welcome to the 2024 Annual Report of the Tompkins County Community Services Board. This year's annual report has been expanded to provide a broader context on service availability in Tompkins County. We do this by highlighting several new programs that are not traditionally included in the report. Our focus, however, remains on the outcomes and funding spent by organizations that have contracts funded through New York State and Tompkins County that pass through the Local Government Unit (LGU).

This year, we added a chart for easy comparison of outcomes from 2023 to 2024. We also added Tompkins County Clinic and Personalized Recovery Oriented Services, or PROS, with a closer look at children's services in the clinic and vocational services in PROS. Another tool to help review all of the data provided is highlighted boxes that focus on specific areas of success or barriers agencies experienced in delivering services this year. Please be sure to pay extra attention to these boxes and get more detailed information from the new appendix that was also included for the first time this year.

While there is much to celebrate in terms of increased housing and other supports on the horizon, we are also saddened by the loss of the Alcohol and Drug Council of Tompkins County, which permanently closed its doors in February of this year. This closure was difficult for many in the community who had come to rely on the prevention and outpatient treatment services offered. Their newly opened Withdrawal and Stabilization and Inpatient Rehabilitation Services were quickly shuttered, resulting in an unmet community goal of offering the full substance use treatment continuum of care locally.

Since then, new service providers have been identified through a Request for Proposals (RFP) process by Tompkins County Whole Health. Both Prevention Services and Withdrawal Stabilization and Inpatient Rehabilitation Services have been successfully transitioned to new providers. The Rural Health Institute will provide Prevention Services. A full list of prevention services offered by them has been included in the appendix. Cayuga Addiction and Recovery Services (CARS), an affiliate of Cayuga Health/Centralus Health, will operate the Withdrawal Stabilization and Inpatient Rehabilitation Services. Tompkins County provided an additional \$1.5 million to Cayuga Health to co-establish an Intensive Crisis Stabilization Center at this site. The center will be located on the first floor and will offer immediate care and treatment for both children and adults experiencing a mental health and/or substance use need. The Intensive Crisis Stabilization Center is the first-ever program that is dually licensed by the New York State Office of Mental Health (OMH) and the New York State Office of Addiction Services and Supports (OASAS). The center will offer services 24 hours a day, seven days a week. CARS anticipates being fully operational by 2026. Although no outpatient provider has yet been identified, we anticipate that the RFP will be reposted in 2025.

Each year holds successes and challenges in an ever-changing treatment landscape. We hope that this report is a meaningful tool to better understand those changes and offers in-depth information on mental hygiene services in Tompkins County that contract agencies provide. It is written with the goal of improving transparency in government and accountability to the public who rely on quality care in our community.

Sincerely,

Harmony Ayers-Friedlander

Harmony Ayers-Friedlander, MPA, MA, LMHC
Tompkins County Director of Community Services

ADULT RECREATIONAL SERVICES



Ithaca Youth Bureau of Recreational Services and Supports (RSS)



Impact Statement:

To provide year-round therapeutic recreation and leisure services that promote independence, social/emotional interaction, and well-being, as well as cognitive engagement and physical activity, supporting adults with disabilities in achieving their goals for happiness and overall well-being.

Ithaca Youth Bureau (IYB) - Recreational Services and Supports		Projected	Actual 2023	Actual 2024	Difference
How Much:	# Served (Unduplicated)	150	121	140	16%
How Well:	# Direct Service Units	4,000	6,007	4,679	-22%
How Better Off	Score of Seven or Lower on the Assessment Scale	95%	95%	96%	1%

2024 Office of Mental Health Total Allocated Funds: \$130,614

Program Highlights:

In the fourth quarter alone, the Youth Bureau served 106 adults for a total of 983 hours in the Adult Rec Program. There were fourteen different groups, including weekly chorus, fan clubs, local sporting events, bowling, cooking crafts, bingo, games, movie club, lunch club, workouts at the gym on Wednesdays and Fridays, and day programs that took place at the Youth Bureau, “All Together Now Music”, and YMCA. The Halloween and Holiday dances had over 70 people who attended. This is the largest attendance post-COVID. There is a need for more recreational and respite services than we are able to provide.

CHILDREN'S SERVICES

Substance Use Prevention Services for Children & Youth



Rural Health Institute (RHI)

Tompkins County Whole Health recently awarded RHI to provide primary prevention services following a request for proposals and OASAS approval, due to the closure of ADC in February 2025. See the link below for a complete list of services. This project aims to prevent and address youth substance use through a variety of services and interventions targeted at youth, their families, and the wider community. In collaboration with partners in Tompkins County, RHI will enhance prevention programs, strengthen family support systems, and promote community well-being, utilizing strategies refined through extensive experience in neighboring counties.

Prevention Program Staff



Jaime Croft
Community Health Educator



Andrea Phelps
Community Health Educator



Sara Watrous
Project Director

[RHI-Youth SU Prevention Services.pdf](#)

Impact Statement: School-Based Prevention Services

School-based prevention services focus on mitigating risk factors and strengthening internal and external protective factors for youth by promoting social and emotional wellness.

TST BOCES Outcome Measures		Projected	Actual 2023	Actual 2024	Difference
How Much:	# of Students Receiving One-Time Intervention	675	735	898	22%
	# of Students Receiving Ongoing Intervention	75	177	287	62%
	# of Teen Intervene (Nicotine Only) *			16	
	# of Teen Intervene (All Other Drugs) *			32	
How Well:	# of Classroom Presentations/Educational Activities	350	862	1,254	31%
How Better Off	% Demonstrate Improved Skills Pre/Post-Test	80%	84%	81%	-3.0%

*Data not collected in 2023

2024 Office of Addiction Services and Supports Total Allocated Funds: \$113,123

Program Highlights:

New Second Step Booster groups (social skill building and emotional regulation) started at Newfield School this year. The groups were facilitated weekly by the new Community Health Educator, who works directly with the Middle School and High School social workers and psychologists. There are plans to start providing Teen Intervene, a brief individual intervention for young people who have started to use substances in the school as well. One of the barriers is linking youth who could benefit from treatment to community-based services after completing the Teen Intervene program.

See Findings from the 2023 Community Level Youth Development Evaluation (CLYDE) Survey for more information on use, perception of risk, and mental health factors impacting youth in Tompkins County in the links below.

- https://clyde.catalyst-insight.com/public/dashboard/tompkins_ny
- [2023 CLYDE – Substance Use Subcommittee](#)
- [2023 Tompkins County CLYDE – Mental Health](#)
- [2023 Tompkins County CLYDE – School Connectedness](#)
- [2023 Tompkins County CLYDE – Substance Use](#)

Mental Health Services for Children & Youth



Impact Statement: Zero to Five Program

Provides advocacy and support services at the individual and systemic level to improve early childhood social and emotional functioning by reducing barriers to care and increasing caregivers' capacities to appropriately respond to young children's mental health needs across settings and environments. At the individual level, the Zero to Five program provides free consultation for caregivers of young children, often focused on parenting skills, relational and behavioral strategies to address problem behavior, and assessment and referral resources for other supportive.

At the systemic level, the program offers similar, developmentally informed clinical consultations to a broad range of child-serving professions, promoting increased understanding and responsiveness to the mental health needs of young children. To better address children's needs in their immediate environments, these consultations are provided to a broad spectrum of child and family-serving professionals in our community. They can be offered in both individual, one-on-one formats and workshop training modalities.

Family & Children's Services - Zero to Five Outcome Measures		Projected	Actual 2023	Actual 2024	Difference
How Much:	# of Families Receiving Consultation	60	22	23	5%
	# of community Providers Receiving Consultation	8	15	33	120%
	# of Community Training/Workshops			2	2
How Well:	% of Family Satisfaction with Services Provided		100	NA	NA
	% of Community Providers who Would Recommend Services		100	NA	NA
	% of Satisfaction Training Receipts		NA	NA	NA
How Better Off	% of Family Report Consultation is Helpful		100%	NA	NA
	% of Community Providers Report Consultation is Helpful		100%	NA	NA
	% Find the Training Helpful by Recipients		100%	NA	NA

2024 Office of Mental Health Total Allocated Funds: \$ 135,826

Program Highlights:

The program began to offer fewer drop-in consultations and shifted toward providing more extended consultations. There were at least 40 children represented by the Q4 consultation; twelve of those were identified children directly represented by consultation requests, and the remainder were indirectly represented by service providers. We continue to explore collaboration with local child and family-serving agencies that have expressed a great deal of support for this program.

Impact Statement: Crisis Intervention/Outreach

This service is linked with the Open Doors Adolescent Homelessness Services, funded by Tompkins County Youth Services. The Child Crisis Outreach Service (CCOS) plays an important role in keeping our community’s youth safe. Through low-threshold crisis intervention, the CCOS Crisis Worker works with clients to reduce behavior that puts youth at risk of catastrophic consequences, lower the intensity of family conflict, and resolve acute stressors that are driving the crisis. The CCOS Crisis Therapist also collaborates with service providers and other professionals throughout the community to weave an effective, multidisciplinary response to the multiple short and long-term needs that CCOS families typically experience.

Family & Children's Services - Crisis Intervention/Children's Crisis Outreach		Projected	Actual 2023	Actual 2024	Difference
How Much:	Total # of youth served	30	32	18	-44%
How Many:	# of Counseling Sessions		77	32	-58%
	Average # of sessions/Youths		3	2	-33%
	Total # of Afterhour Emergency Services through On-Call			17*	
	*#youth served includes caregivers and other family members in 2024.				
How Better Off	# Reunified with Family		NA	6	NA
	# Remained at Home		18	10	-44%
	# Acute Safety Risk Situation Resolved without ED		4	8	100%
	# Youth Improved in 2 or more Protective Factors		11	13	18%

2024 Office of Mental Health Total Allocated Funds: \$58,339

Program Highlights:

Stronger partnerships have been established with agencies where collaboration has historically been challenging. Ongoing crisis stabilization has resulted in calmer, more respectful communication with client support teams and family members in some cases, as youth develop improved communication skills. Barriers include the lack of available support services for youth, even as there has been an increase in youth mental health crises as a result of additional societal strains and pressures. The uncertainty of the economy and safety concerns for marginalized groups trickle down; youth are also very aware and observant. We anticipate greater utilization of crisis mental health interventions as a result.



Impact Statement: Turning Point Day Treatment Services

To improve mental health outcomes and school functioning for students attending the Turning Point program at TST BOCES.

RACKER - Day Treatment Services		Projected	Actual 2023	Actual 2024	Difference
How Much:	# of Students	75	54	61	13%
How Well:	Total Weighted Units of Service	4,636	4,955	5,051	2%
How Better Off	Graduation/Discharge Lower Level		5	7	40%

2024 Office of Mental Health Total Allocated Funds: \$135,482

Program Highlights:

This year, we increased our overall Day Treatment enrollment by 5 percent. We trained ten therapists in EMDR, and they continue meeting weekly to practice and process their experiences and outcomes with students. We have maintained full employment in Day Treatment; we had one recent resignation to take another position in the agency, and are on track to fill this vacancy. We secured OMH student loan repayments for four staff and have applied for one additional grant in Round 5. We graduated three students, one of whom is now successfully attending college, and transitioned four students to a lower level of care. Staffing in BOCES teaching staff continues to be a barrier to enrollment, although that situation has improved over the year. In terms of transitions of care, we need to improve our collaboration with the Emergency Room at Cayuga Health, as it can sometimes be difficult to understand decision-making and recommendations when our students present there in crisis, despite our providers making direct contact with them.

Impact Statement: Care Coordination through Children’s Single Point of Access (C-SPOA), LGU Service contracted through RACKER by Tompkins County Whole Health.

To connect families with needed services and work toward strengthening the System of Care for children, youth, and families.

RACKER - Care Coordination through Children's Singel Point of Access (C-SPOA)		Projected	Actual 2023	Actual 2024	Difference
How Much:	# of Consultations		220	154	-30%
	# of SPOA, Systems of Care/Suicide Prevention Meetings		105	126	20%
How Well:	Contacts with Caretakers/Collaterals		636	593	-7%
	Cross-System Consultations		312	374	
How Better Off	Graduation/Discharge Lower Level		408	245	-40%

2024 Office of Mental Health Total Allocated Funds: \$70,748

Program Highlights:

The SPOA Coordinator retired but then returned when the newly hired coordinator resigned from the position. The SPOA Coordinator continued to facilitate referrals to Youth ACT, HHCM, RTF, and responded to crisis situations. Barriers include challenges supporting youth who are not deemed to require hospital-level care, who are experiencing significant challenges at home and in the community. Increased collaboration with the Emergency Room is necessary to ensure the safety of youth and families.

Impact Statement: Children’s Non-Medicaid Care Management

To connect families with community, school, and medical resources to reduce Emergency Room visits for children and youth diagnosed with serious emotional disturbance (SED).

RACKER - Children's Non-Medicaid Care Management		Projected	Actual 2023	Actual 2024	Difference
How Much:	# of Children Served with Medicaid	20	20	30	50%
	# of Children Served without Medicaid	4	5	5	0%
How Well:	# of Interventions Provided		18	68	278%
How Better Off	# of Successful Discharges by Building Family Capacity		12	4	-67%

2024 Office of Mental Health Total Allocated Funds: \$19,550

Program Highlights:

Overall, for 2024, we have seen a decrease in the number of Emergency Room visits for mental health. We were able to successfully discharge several families this year. It can be hard for families to let go of the support, but we assure them they know who to contact if needed, have the necessary supports in place, and can always call the care managers if needed. We have seen an increase in children not wanting to go to school. They report anxiety, bullying, and depression. We continue to work with parents and schools to provide assistance, but we are encountering numerous barriers. We have seen families choose homeschooling as an option as a result.



Impact Statement: Family/Peer Support Services (FSS)

The goal of FSS is to reduce family stress and enhance each family’s ability to care for their child(ren).

Mental Health Association (MHA) - Family/Peer Support Services		Projected	Actual 2023	Actual 2024	Difference
How Much:	# of Families Served	40	68	23	-66%
How Well:	Units of Service	2,400	1,422	41	-97%
How Better Off	% Endorsed Better Off on Survey Because of Services	80%	100%	25%	-75%

2024 OMH Allocated Funds of \$127,199

Program Highlights: The Family Support Coordinator continues to participate in Children’s SPOA meetings. Client referrals are coming from the Family Treatment Court. The Family Support Coordinator has become dually certified in MHCP and CarePath. These programs provide a valuable framework that enhances one-on-one counseling sessions with parents and caregivers. We are actively looking to hire a Certified FPA. We have been unable to find anyone eligible for the position. This has been an issue with many FSS programs across the state.

Impact Statement: Respite Services

Provided to Parents Engaged in Family Peer Support Services (FSS)

Mental Health Association (MHA) Outcome Measures: Respite Services		Projected	Actual 2023	Actual 2024	Difference
How Much:	# of Youth Served	10	10	5	-50%
How Well:	# of Hours of Respite Provided	240	90	60	-33%
How Better Off	% Endorsed Better Off from Service Survey	80%	100%	100%	0%

2024 OMH Allocated Funds: \$16,177

Program Highlights: Youth worked on socialization and self-esteem skills when participating in respite services.



Children’s Mental Health Program of Tompkins County Whole Health

Impact Statement: *To provide accessible, quality mental health treatment to children, youth, and their families in Tompkins County.*

Children’s Mental Health Program of Tompkins County Whole Health		2024*
How Much:	# of Youth Served	472
How Well:	# of Clinic Sessions	5,897
How Better Off	Caregivers who Endorse Satisfaction with Services in the Survey	4.1 out of 5

*This program was added to the annual report in 2024.

Program Highlights:

Services were provided across twelve satellite schools in Ithaca, Newfield, Groton, Trumansburg, and Dryden School Districts and at the Mental Health Clinic. These services were in the form of individual, group, and family therapy, utilizing evidence-based interventions such as Dialectical Behavioral Therapy, Trauma-Informed Cognitive Behavioral Therapy, Motivational Interviewing, and Play Therapy.

This year marked the second consecutive year with over 300 children served in schools, indicating a stable high level of service delivery after the rapid growth seen in 2022–2023, suggesting service capacity has plateaued. To address this plateau, two additional satellite schools were added at the end of 2024, at Caroline Elementary School and DeWitt Middle School. There is a clear and growing need for mental health services in schools, and improving systems for referral tracking, waitlist management, and collaboration with school personnel will be key to strengthening services. The commitment of our staff and the strong relationships with schools remain foundational to our success, and we look forward to building on this work to ensure that every student who needs help can access timely, high-quality mental health care.

The Children, Youth & Families Survey paints a positive picture of the impact therapy is having in our community, while also highlighting opportunities to make services even stronger. Many of the families we serve have been engaged with therapy for an extended period of time, more than half have participated for over a year, showing both commitment and continuity of care. Parents and caregivers report high satisfaction overall, with nearly 80% feeling “satisfied” or “very satisfied” with the therapy their child receives. On average, families rated their satisfaction at an impressive 4.1 out of 5.

Therapists are recognized for their ability to connect and understand children’s needs, with most parents indicating their child’s needs are understood “very well” or “extremely well.” Communication also earns high marks—63% of families rated it “good” or “excellent,” underscoring the strong partnerships between therapists and families.

Inclusion in the therapy process is another positive theme. Over half of parents say they “always” or “usually” feel included, and many spoke to the value of collaboration in supporting their child’s growth. At the same time, a small but important group reported feeling less involved, providing us with valuable feedback to strengthen engagement strategies moving forward. Perhaps most importantly, families are seeing progress. Nearly three-quarters reported some level of improvement in their child since starting therapy, with 22% seeing significant gains. These results reflect the dedication of both families and therapists in working together toward shared goals.

This feedback reaffirms that our services are making a difference—fostering connection, building trust, and supporting meaningful change in the lives of children and families. We look forward to building on these successes and ensuring every family feels engaged, supported, and empowered.

EMPLOYMENT SERVICES



Ongoing Integrated Employment Services (OISE)



Impact Statement: *Building resilience and self-sufficiency through employment.*

Challenge - Ongoing Integrated Employment Services		Projected	Actual 2023	Actual 2024	Difference
How Much:	# Served	32	15	12	-20%
How Well:	# of Direct and Indirect Service Hours		379	431	14%
How Better Off	# of Employed with Ongoing Supports		12	12	0%

2024 OMH Allocated Funds of \$102,374

Program Highlights: We enrolled two new clients in this service in the fourth quarter of 2024, neither of whom came via the traditional route of ACCES VR. As of the start of 2025, we have no clients enrolled in ACCESVR Intensive Supported Employment who meet the requirements for receiving ongoing OMH-funded supported employment services. Rebuilding this roster post-COVID will be a process that takes a significant amount of time. However, the loosening of regulations around who can be enrolled in this service allows us flexibility to handle the overflow of our Assisted Competitive Employment roster. We have maxed out the Transitional Employment program at this time and project many of those clients to become competitively employed in the coming year, so this roster should grow regardless of the status of ACCES VR referrals.

Assisted Competitive Employment

Challenge Outcome Measures - Assisted Competitive Employment		Projected	Actual 2023	Actual 2024	Difference
How Much:	# Enrolled	10	10	10	0%
How Well:	# of Direct and Indirect Service Hours		252	308	22%
How Better Off	# Employed		8	10	25%

2024 OMH Allocated Funds of \$80,017

Program Highlights: This program remained relatively static in the fourth quarter of 2024, with no new clients enrolling and two clients deciding to withdraw due to feeling they no longer required ongoing vocational support. Staff have assured them that we can re-enroll them if their status changes. A third client withdrew due to having to leave work for medical reasons. So, entering 2025, we do have three open slots out of the projected 10, but at the time of this report (January 2025), these slots are about to be re-filled. In general, this remains a very successful program for our staff and clients. All seven remaining clients in this program are working, and a few have reached a capacity that they did not expect to achieve when they started in 2024.

Service Barrier: As noted in previous reports, from our perspective as a Service Provider, OMH should prioritize its funding for this service over OISE, or at least do more to balance it. The majority of ACCES VR clients who are not able to successfully gain and keep employment are clients with persistent mental health challenges. Such clients are often capable of substantial vocational success, but not on an ACCES VR timeline. Additionally, we believe that many clients with OMH disability hesitate to even engage with ACCES VR because of the significant amount of paperwork and formalized plan signing that is required. In the past few years, we have had numerous clients who entered our Transitional Employment Program, making it easier for them to enroll and get started, compared to those seeking ACCES VR services. I would also like to add that we successfully enrolled two clients in employment through our own Transitional Employment Program. So the loosened regulations adopted in 2024 by OMH around who could be enrolled in OISE does give us much greater flexibility to serve a much higher number of OMH clients in Tompkins County who wish to work.

Transitional Employment Services

Impact Statement: *Building resilience and self-sufficiency through employment.*

Challenge Outcome Measures - Transitional Employment Services		Projected	Actual 2023	Actual 2024	Difference
How Much:	# of Enrolled in the Program	20	23	24	4%
How Well:	# of Direct and Indirect Staff Hours		1,014	1,029	1%
How Better Off	# of Employed or Working on Vocational Goals		22	18	-18%

2024 OMH Allocated Funds: \$159,135

Program Highlights:

This is a flexible work program designed to assist clients in career exploration and job development at a manageable pace, unlike what might be achievable through funding streams such as ACCES VR. Most clients in the program experience some instability in their job positions and depend on staff support to meet their employers' expectations without causing undue stress. Despite these challenges, clients have consistently achieved vocational stability.

During the fourth quarter, we enrolled three new clients in the program, and as of mid-January 2025, we are in the process of enrolling another three. This consistent increase in new clients has resulted from improved outreach to partner agencies in the community, including the Mid Lakes ACT Team and the PROS program. We have developed a strong working relationship with the ACT Team, which includes many clients who can significantly benefit from a person-centered program that focuses on pre-employment goals and skill-building—key elements for vocational success.

As we begin 2025, we are not concerned about reaching the maximum capacity for this program. However, it would be beneficial if STATE OMH contracts could fund additional spots for this type of service. We have successfully transitioned individuals from this roster into competitive ongoing employment, which remains a distant goal for many others enrolled in the program.

It is important to emphasize the value of providing vocational pathways for OMH patients, even if they are only prepared to take small steps toward that goal at this time. Having clearly defined options can significantly enhance a client's overall treatment and recovery process.



Impact Statement: *Building resilience and self-sufficiency through employment.*

2024 Office of Mental Health Total Allocated Funds: \$30,044

Service Barrier: This is the third year that Catholic Charities has been contracted to provide OISE employment services for 10 individuals in Tompkins County, but unable to provide services because they did not receive referrals from ACCES VR. New guidance from OMH is now allowing individuals to be referred by other agencies and to self-refer for this service rather than exclusively come through ACCES VR with the hope of better utilizing these services in the future.



Personalized Recovery-Oriented Services (PROS) Vocational Program

Impact Statement: *Building resilience and self-sufficiency through employment.*

Personalized Recovery-Oriented Services (PROS) Vocational Program		2024
How Much:	# of Clients Receiving Individualized Placement and Support	39
How Well:	# of Clients Who Worked at Least One Month in the Year	34
How Better Off	# of Clients Who Became Employed this Year	10

2024 Office of Mental Health Total Allocated Funds: \$76,013

*This program was added to the annual report in 2024; no data was provided in 2023.

Program Highlights

The PROS employment specialist or other staff assist participants in working towards employment goals by completing a strengths and interests inventory, developing a career profile, and providing support with resume writing, job search, applications, and interview preparation. Services are offered in both individual and group formats.

HOUSING SERVICES

New Housing Announced in 2024

Stately Apartments

Catholic Charities of Tompkins & Tioga

Arbor Housing and Development



A digital rendering of the Stately Apartments, an affordable housing development planned to be built at 510 W. State St.

The Stately Apartments, located at the corner of West State Street and Martin Luther King Street, are slated to open in mid-2026. It will be available to those earning a median income of 30-60%. There will be a total of 57 apartments. Of those, twenty (20) will be permanent supportive housing through ESSHI funding and built by Arbor Housing. Catholic Charities will provide rental subsidies and case management. Fifteen (15) apartments will be reserved for people with a history of substance use, and an additional five (5) apartments that will house up to seven (7) occupants will be reserved for those who are unhoused survivors of Domestic Violence. Catholic Charities will partner with the Advocacy Center and Cayuga Addiction and Recovery Services (CARS) for specialized support. The multi-story apartment complex will have laundry facilities, a community room, a garden, and commercial space. (See [Ithaca Awarded \\$12.7 Million for Supportive Housing Projects | Ithaca | ithaca.com](#) for more details).



The Meadows of Seneca Rehabilitation and Support Services, Inc.

This apartment complex will be located at 116 North Meadow Street. It will create 25 units of permanent supportive housing for individuals with serious mental illness, victims of domestic violence, and those experiencing homelessness. Access to this housing will go through the Single Point of Access (SPOA). RSS will be the primary service provider with specialized assistance from the Advocacy Center. The Homeless Housing and Support Services from the Office of Temporary and Disability Services are funding this project. The remaining funds will come from Home and Community Renewal. The plan includes a four-story building that will include an exercise room, laundry facilities, and a community room.

Treatment Apartments (TAP)

RSS has also been awarded ten (10) Treatment Apartments to start in 2025. These units are designed for individuals with serious mental illness and/or co-occurring substance use. Priority is given to those discharged from state-operated psychiatric centers or residential programs, those who are high Medicaid users, experiencing street homelessness or living in shelters, and those transitioning to a lower level of care from other OMH housing programs. Access to this housing will be through SPOA.

Safe Options Support – Opened November 27, 2024

Services provided through a partnership of Catholic Charities of Tompkins/Tioga, Catholic Charities of Cortland, and Rehabilitation Support Services (RSS)

Intensive outreach, engagement, and care coordination services to individuals experiencing street homelessness & those in a temporary shelter setting who have mental health, substance use, and/or developmental disabilities. The team of nine includes two licensed clinicians, two care managers, two peer specialists, a team leader, and two RSS staff members, who utilize an evidence-based model called Critical Time Intervention. Eleven (11) housing slots are available for individuals receiving Assertive Community Treatment or Safe Options Support (SOS) services who are currently street homeless.



Serenity House

**An OASAS Certified Residential Reintegration Home of
Saint John's Community Services**

LGBTQ+ inclusive home for adults (18 and older) of any gender identity seeking substance-free living.

Located in a historic district: a safe, quiet, residential neighborhood with both on and off-street parking.

Totally remodeled Spring 2024; fully furnished; move-in ready; boasting nine private single rooms, kitchenette, two dining rooms, spacious living room, and four gender neutral stall baths; including one accessible roll-in shower & 1 lift.

Appropriate for low-level of care not in need of acute psychiatric or medical support. Full-time participation in work, education, volunteering, and other pro-social activities is required. The length of stay is typically one year.

Current Housing and Support Services

Funded by New York State Office of Mental Health



Homeless Shelter Services

Impact Statement: *Provide housing and social supports for those who are unhoused and often suffer from untreated mental health and co-occurring substance use disorders.*

2024 Office of Mental Health Total Allocated Funds: \$21,758

Program Highlights: Funding received from the Office of Mental Health was used to provide emergency shelter and case management services to those who are homeless and have a mental illness. Saint John's did not submit quarterly reports for the year and notified the county that they would cease operations of the shelter facility as of mid-November 2024. Shelter services were transferred to the Tompkins County Department of Social Services. Code Blue services were established at the old Key Bank building in Ithaca. This funding has been transferred to the Tompkins County Department of Social Services until a new provider is identified.



Supportive Housing 2024

Impact Statement: Assist homeless/mentally ill people achieve housing stability by finding permanent housing through rental assistance paired with supportive services.

Unity House - Supportive Housing		Projected	Actual 2023	Actual 2024	Difference
How Much:	# Served 3 Long Stay Units	3	2	0	-100%
	# Served 7 RCE Units	7	6	8	33%
	# Served 5 Regular Units	5	4	6	50%
How Well:	# of Units of Service (Units = 1 Resident Day)		2,830	3,502	24%
How Better Off:	% Now Housing Secure (housed for 6 months or more)		72%	74%	3%
	% Previously Homeless Now Housing Secure?		74%	98%	32%

2024 Office of Mental Health Total Allocated Funds: \$311,545

Program Highlights:

Regular and RCE beds are full. New staff are more comfortable in their roles. 2024 was a difficult year with staffing shortages in all three counties that Unity House serves, but we were able to still provide services and get program occupancy up. Two referrals received in the fourth quarter have been waitlisted. One is currently in respite.

Crisis Respite Housing

Impact Statement: Providing respite support for persons who need a break from their family/program to reduce stress and promote overall wellness for the person.

Unity House - Crisis Respite Housing		Projected	Actual 2023	Actual 2024	Difference
How Much:	# Served 3 Respite Beds	8	6	16	167%
How Well:	# Units of Service (Unit = 1 Resident Day)		1503	891	-41%
	% Units Utilized	90	68	52	-24%
	Average Length of Stay (Days)		52	42	-19%
How Better Off:	% Successful Transition to Permanent Housing (housed for 6 months or more)		81%	77%	-5%

2024 Office of Mental Health Allocated Funds : \$216,655

Program Highlights: The program is fully staffed. All six (6) beds are currently occupied. There have been no roommate issues, and residents seem to be getting along well. Seven (7) out of the eight (8) referrals received were admitted. The person not admitted did not respond to outreach. The identified barriers included challenges in managing problematic behaviors displayed by one individual, who chose to leave without being discharged.



Community Residence – Single Room Occupancy (SRO) Housing Services

Impact Statement: Providing housing, recovery, and support services to those in need.

Lakeview - Community Residence - Single Room Occupancy (SRO) Housing Services		Projected	Actual 2023	Actual 2024	Difference
How Much:	# Served	44	35	39	11%
How Well:	# Units of Service (Unit = 1 Resident Day)	12483	11895	13270	12%
	% Utilization		NA	94%	94%
How Better Off:	# of Service Goals Achieved		NA	NA	NA

2024 Office of Mental Health Total Allocated Funds: \$1,034,290

*The number of projected residents was reduced in 2024 to 40 from 44 due to prolonged staffing shortages.

Program Highlights: The program has begun submitting for Tenancy Services. We have concluded and submitted our capital project for building improvements to the Office of Mental Health. We have partnered with TCWH to have them provide groups, blood draws, and injections at the program site, offering better, more streamlined services for our residents. Barriers include finding consistent Aide Services for several of our residents, having providers call in medications in a timely manner, and helping our clients navigate the drug use in the surrounding area while maintaining sobriety.

Healthcare Management Service Dollars

Impact Statement: Service dollars are utilized to address social determinants of health, ensuring individuals can stay reliably housed and have their immediate needs met.

Lakeview - Health Care Management Service Dollars		Actual 2023	Actual 2024	Difference
How Much:	# of Recipients	38	24	-37%
How Well:	*% Documentation of Recipient Participation	NA	100	NA
How Better Off	** Funding Supporting a Social Need	NA	NA	NA

2024 Office of Mental Health Total Allocated Funds: \$129,857

*Metric changed in 2024. The previous metric was not completed by Lakeview

**Tool in development to better demonstrate how the use of service dollars improves social determinants of health.

Program Highlights:

Service dollars enable individuals to maintain/secure housing, as well as ensure that basic but essential needs are met. Regulations require us to exhaust community resources prior to using service dollars.

Supportive Housing

Lakeview - Supportive Housing		Projected	Actual 2023	Actual 2024	Difference
How Much:	# Served	40	47	44	-6%
	# of Units of Service (Unit = face-to-face and collateral contacts)	2500	1211	911	-25%
How Well:	# of Units of Service (Units = 1 Resident Day)		2,830	3,502	24%
How Better Off:	# Housing Secure (housed for 6 months or longer)		19		
	% Satisfaction on Scale of 1-5, (5 being the best) ²		4.23	*4.64	10%

2024 Office of Mental Health Total Allocated Funds: \$673,472

PRAISEWORTHY - *While the overall satisfaction with services was high, several questions related to staff received a 5 out of 5: Staff treat me with dignity and respect, Staff act professionally, Staff respect my racial, ethnic, and/or cultural background, Staff treat me as a person and not as a problem, and Staff establish trust.

Program Highlights: West End Heights occupancy has continued to be steady. We have experienced some staff transitions in the last quarter to help maintain our occupancy. We have hired a part-time peer for the ESSHI program, who will begin in the first quarter of next year. Several holiday and cultural events were held at the building this year. Barriers include inconsistency in staffing in Tompkins County, and we continue to be down one full-time supportive housing specialist and one full-time peer. This has continued to impact the ability to admit individuals into this program.

Adult Non-Medicaid and AOT Care Management

Impact Statement: Provides Care Management Services for individuals who do not have Medicaid benefits and for clients who have serious mental illness and are recently discharged from a hospital, jail/prison or receive care management as a part of the Assisted Outpatient Treatment (AOT).

Lakeview - Adult Non-Medicaid and AOT Care Management		Projected	Actual 2023	Actual 2024	Difference
How Much:	# Served Total Non-Medicaid and AOT		10	NA	NA
	# Served (Unduplicated Non-Medicaid)	40	NA	8	
	# Served (Unduplicated AOT)			2	NA
How Well:	# of Units of Service (Unit = 1 face-to-face or collateral contact)		132	43*	-67%
How Better Off	# of Successful Community Linkages Made		NA	NA	NA

2024 Office of Mental Health Total Allocated Funds: \$129,857

Non-Medicaid and AOT services were not separated as requested for 2024. The actual number of services is much lower than the previous year.

Program Highlights: Lakeview has served all AOT clients who have been referred to the program and has built good relationships with Tompkins County providers. Referrals, however, remain low, and staffing vacancies have been difficult to fill.

A PLACE TO STAY

HOUSING AND SUPPORT SERVICES

Funded by LGU and City of Ithaca Opioid Settlement Funds



Women's House



Men's House



Life Skills Class



Housing Meetings

Scattered Sites





A Place to Stay, a Program of Catholic Charities of Tompkins Tioga, was redesigned and expanded in May 2024 to provide intensive support to individuals experiencing homelessness, substance use, and co-occurring mental illness. The program is based on a housing-first and services-second philosophy, offering rapid housing while providing intensive case management and peer support services. Participants have housing choices through a variety of housing models to meet each person’s needs and interests, including single, two-bedroom, and three-bedroom apartments, as well as congregate care at houses where each person has a private bedroom and shared spaces. Program participants receive significant support to work towards their personal recovery plan with the goal of permanent housing and independence whenever possible. The LGU and City of Ithaca Opioid Settlement funds have been used to pilot this program for three years. The outcomes below for the first six months of the program’s operations have been promising. It should be noted that residents receiving services in the previous A Place to Stay model were able to continue in this program until they were ready for discharge.

Impact Statement: *To provide rapid access to emergency housing with intensive case management, peer support, and other supports to promote housing stabilization and recovery/wellness for individuals with severe substance use and co-occurring mental health disorders*

Catholic Charities - A Place to Stay		Projected	Actual 2024	Difference
How Much:	Total # of Client Referrals Received	17	71	418%
	Total # of Newly Enrolled Clients	2.5	10	400%
	Total # of Clients Served	7	28	300%
How Well:	Total # of Resident Days	810	1,494	184%
	Total # of Units of Service: Count 1 Meeting with ICM or Peer as 1 Unit	240	601	250%
	Total # of Clients Who Participated in External Support Services/Treatment	6	18	300%
How Better Off	Total # of Clients with Positive Exit to Permanent Housing		6	

2024 Opioid Settlement Funds LGU and City of Ithaca: \$136,562

Program Highlights:

In the final quarter of 2024, we saw exciting advancements, including increased capacity with the addition of a 3-bed Men’s House and new scattered-site apartments. Staff and program participants were featured in a documentary that was shown at the annual fundraising dinner, where the program’s impact was highlighted, and a former participant shared her inspiring success story as a featured speaker. Community engagement included participation in the Harm Reduction Fair and the CoC’s “Working Together to Solve Homelessness” group. Residents achieved milestones, such as completing the Direct to Work program, advancing in treatment court, and participating in local events like craft fairs. One long-time resident secured full-time employment, gained financial stability, and successfully obtained permanent housing. There were barriers this year as well. We experienced many logistical challenges during the launch of the Men’s House, including security system installations and staff technology delays. Staff navigated complex resident needs, including law enforcement interactions and transitions from rehabilitation, which required additional time and resources. Residents faced medication delays due to communication gaps between doctors and pharmacies, requiring staff intervention. Despite GED studies and employment services, many struggled to secure permanent housing, particularly those needing higher levels of care.

MENTAL HEALTH SERVICES



Peer Outreach Center

Impact Statement: *Providing Socialization and recreation for people experiencing or who have experienced mental illness, in a safe, restorative setting.*

This new service was created with Over Target funding approved by the Tompkins County Legislature in 2023 and 2024 for the purpose of providing regularly scheduled support groups, activities, classroom trainings, and visits from community partners through a psychosocial clubhouse. The clubhouse is designed to increase the mental health literacy and support skills of the community through trainings and strengthen informal networks of support for recovery for participants with mental health challenges, especially clinical services in short supply.

Mental Health Association (MHA) - Peer Outreach Center		Actual 2024
How Much:	Total # of Participants Served (Unduplicated)	571
How Well:	Total # of Support Groups, Activities and Visits from Community Partners	1,490
How Better Off	Average Score on Satisfaction Survey of Participants (Scale of 1-6 with 6 being the highest score)	5.46/6

2024 Allocated funds of \$87,500 County Over Target Request (OTR) 2nd of a two-year OTR.

Program Highlights: Wellness and Recovery Action Plans (WRAP) training was provided to eleven clients from the Ithaca Wellness and Recovery Court. 22 participants attended the Breath Body and Mind Workshop, Mental Health First Aid trainings were provided to staff at the following locations: 22 staff from Saint John’s Community Services, 11 DSS workers, 15 Lakeview Staff, 13 Staff from Tompkins Community Action, 31 other individuals in the general public, including attendees from FLIC and Whole Health. Various other workshops include Student Mental Health, Working with People with Mental Health Challenges, Responding to Stress with a Wellness Toolbox, Understanding and Supporting Children’s Mental Health, and Wellness in the Workplace. Support and Activity Groups were attended by participants throughout the year.

Participants attended the *Peer Perspectives Group*, which explored topics related to mental health using media such as articles, videos, and songs as a springboard for conversation. *Mutual Aid for Mental Health Group*, *Self-Help with DBT Skills*, and *Breath, Mind and Body*, a gentle, simple, and accessible breath and movement exercises from around the world that have been found to help reduce stress and the symptoms of numerous mental health problems when practiced regularly.

Barriers to delivering services at the Downtown Commons location, however, occurred when walk-ins slowed. We received feedback from participants that safety concerns on the Commons and in the parking garage became a barrier.

Peer Support and Adult Advocacy Services

Impact Statement: *Peer Support and Adult Advocacy services are staffed by NYS Certified Peer Specialists who, because of their lived experience and extensive training, are able to offer emotional support, teach skills, provide practical assistance, advocacy services, mentoring, help motivate and connect people with resources, opportunities, and other supports.*

Mental Health Association (MHA) - Peer Support and Adult Advocacy Services		Projected	Actual 2024	Difference
How Much:	Total # of Participants Served (Unduplicated)	200	302	60.0%
How Well:	Total # of Support Groups, Activities and Visits from Community Partners	3,600	4268	19%
How Better Off	Average Score on Satisfaction Survey of Participants (Scale of 1-6 with 6 being the highest score)	80%	95%	19%

2024 OMH Funding: \$164,503

Program Highlights: A new structure for peer counseling was introduced in 2024, consisting of twelve 50-minute sessions. The first session includes intake and goal setting. The weekly support group continues to be well attended at the Behavioral Services Unit (BSU) at Cayuga Medical. The BSU has requested expanded service hours. New consent-to-contact forms have been implemented, resulting in increased referrals for peer support services. A Spanish-speaking peer has begun offering support in Spanish as well.

Psycho-Social Club

Mental Health Association (MHA) - Psycho-Social Club		Projected	Actual 2024	Difference
How Much:	Total # of Participants Served (Unduplicated)	200	302	51.0%
How Well:	Total # of Support Groups, Activities and Visits from Community Partners	3,000	1928	56%
How Better Off	Average Score on Satisfaction Survey of Participants (Scale of 1-6 with 6 being the highest score)	80%	96%	20%

2024 OMH Funding: \$163,014

Program Highlights: We launched a hybrid Mindful Self-Compassion group with twelve (12) participants. Initiated a weekly 9-week WRAP (Wellness Recovery and Action Plan) workshop series to empower participants in managing their mental health. And held the following groups: Expressive Art Group; Game Group; Peer DBT Group; Breath, Mind, and Body Group, and a six-week virtual Emotional Freedom Technique (EFT) training, which received strong interest and will be offered again. Due to rising demand for one-on-one peer counseling, drop-in hours were temporarily reduced. Plans are underway to relaunch a volunteer program in 2025 to meet service needs. This model was highly effective prior to the COVID-19 pandemic and remains essential, given current staffing and funding limitations.

Justice Services (County Funded Peer Support Services)

Impact Statement: *County-Based Peer Support Services provides peer-led support groups at County facilities, including the Jail and Day Reporting through Probation, Ithaca Wellness and Recovery Court, and the hospital. The support groups provide participants with evidence-based wellness activities. The purpose is to help reduce the stress participants feel, and educate them about healthy choices, and support resources when they re-enter the community or complete their program.*

Mental Health Association (MHA) Justice Services (County Funded Peer Support Services)		Projected	Actual 2024	Difference
How Much:	Total # of Unduplicated Individuals Served	210	389	85.0%
How Well:	Total # of Contacts	800	2278	184%
How Better Off	% Rate of Services as Good or Better	80%	93%	16%

2024 OMH Funding: \$ 27,702

Program Highlights:

The Justice Peer Support Program (County Services) has expanded to include Substance Abuse Recovery Peer Support. A newly full-time Certified Recovery Peer Advocate (CRPA) is assisting individuals with recovery planning, accessing resources, and providing group and one-on-one peer support. The CRPA actively participates in team meetings and attends Family Treatment Court and Ithaca Wellness and Recovery Court (IWRC). The caseload within a month of starting is already 22. More referrals come in weekly. A financial literacy course was delivered in partnership with Visions Federal Credit Union for justice-involved participants this year. This program now has two full-time staff and exceeds the revenue received through county funding.

Impact Statement: *The Geriatric Program at Family and Children's is able to respond to community needs by providing high-quality mental health care, psychiatry, and caregiver counseling to older adults and their caretakers*

Family & Children's Services - Elder Mobile Mental Health Unit		Projected	Actual 2024	Difference
How Much:	Total # of Unduplicated Elders Receiving Services	50	137	175.0%
	Total # of Unduplicated Caregivers Receiving Services	30	30	0.0%
	Total # of Collateral Contacts with Professionals		26	
How Well:	% of Elders who Rate Satisfied or Above on Survey	NA	NA	NA
How Better Off	% of Professionals who Rate Satisfied or Above in Survey	100%	100%	0%

2024 OMH Funding: \$131,273

Program Highlights: The program began offering more extended consultations (lasting more than one meeting) at the end of 2024 for both older adults and their care partners, providing a more intensive service than previously offered. We are exploring collaboration with a number of older adults and care partner serving providers. Local agencies have expressed a great deal of support for this program. The most significant barrier to this program has been recruiting staff for open clinical outreach team positions.



TOMPKINS COUNTY WHOLE HEALTH MENTAL HEALTH CLINIC

Tompkins County Whole Health Mental Health Outpatient Treatment and Rehabilitative Services (Clinic Services)

Impact Statement: *To meet the mental health treatment needs of Tompkins County residents, including those with co-occurring substance use disorders, by providing prevention and early detection, comprehensively planned care, treatment, referral, and rehabilitation services.*

Tompkins County Mental Health Outpatient Treatment and Rehabilitative /Services (Clinic Services)		Actual 2024
How Much:	Total # of Clients Served (Unduplicated)	1,961
How Well:	Total # of Sessions, Appointment and other Billable Services (17,924 nurse/therapist appointments; 3,924 psychiatry appointments)	21,848
How Better	% of Survey Respondents Rate Services as High Quality	86%

2024 OMH Funding: \$197,556

*Please see children's services listed separately for the number of children and youth (19 years and younger) and their families treated in Children and Youth Services

Program Highlights: The clinic offers therapy and psychiatric support for adults, children, youth, and families. Those interested in services are invited to come during open access hours for an intake. No appointment is needed. Specialized services are also provided to meet the treatment needs of justice-involved individuals.

The Crisis Alternative Response and Engagement or CARE Team was initially launched in Tompkins County in August 2023. The piloted program celebrated its second year in 2024, having expanded to two CARE teams – the first team remained in the county, and a second team was created with the City of Ithaca Police Department. See for more information on the success of the program over its first year in operation at [TCWH Celebrates One-Year Anniversary of the C.A.R.E. Team | Tompkins County](#)



Tompkins County Personalized Recovery Oriented Services (PROS)

Impact Statement: *To provide accessible, comprehensive, high-quality mental health treatment and rehabilitative services to Tompkins County residents*

Tompkins County Personalized Recovery Oriented Services (PROS)		Actual 2024
How Much:	Total # of Clients Served (Unduplicated)	217
How Well:	Total # of Group and Individuals Sessions	15,560
How Better Off	% of Successful Discharges	47%

2024 OMH Funding: \$99,378

*Includes vocational services described under vocational programming

Program Highlights:

Personalized Recovery Oriented Services (PROS) is a comprehensive recovery-oriented program for adults with severe and persistent mental illness. The main goal of the program is to help people work on all aspects of their life – social, work, education, housing, and finding purpose – when mental health or substance use creates barriers.

There are four service components that individuals can receive within the PROS program: Community Rehabilitation Service (CRS). This area of PROS focuses on developing coping and problem-solving skills, as well as enhancing relationships and daily living skills, such as budgeting and maintaining a healthy lifestyle. Intensive Rehabilitation (IR): This service can be provided individually or in groups. It is used to address specific goal areas of trauma recovery, substance use, or looking for employment/schooling. Usually, this service lasts a short period of time – an “intensive burst” of support. Ongoing Rehabilitation and Support (ORS): The ORS component is provided individually by a staff member. Ongoing Rehabilitation and Support staff can meet with participants in the community or at their workplace to help them balance their mental health needs with maintaining their jobs. This may involve developing coping skills or providing direct support to employers. Clinic Treatment (CT): The CT component can help participants overcome barriers that may be caused by their physical health, mental health, and/or substance use disorder. Clinic Treatment includes nursing, counseling, and medication management.

Often, participating in PROS results in an improvement in overall quality of life, a decrease in hospitalizations, and progress toward goals. Each class cycle lasts 12 weeks, but you may begin participation whenever clients are ready. Anytime is the right time to start down your recovery path! Some examples of favorite classes have been Change Triangle, Coping with Panic, Strengthening Social Skills, Financial Wellness, and Healthy Relationships.

SUBSTANCE USE SERVICES



As of February 26, 2024, all services were permanently closed. No data is available for 2024. Tompkins County Whole Health issued a Request for Proposals (RFP) for this service with OASAS assistance in September 2024, without a successful bidder being identified. It is anticipated that this RFP will be reissued in 2025, but will be updated to reflect the new OASAS Comprehensive Integrated Outpatient Treatment Program model, which features a co-located Medically Supervised Outpatient Program and an Opioid Treatment Program (OTP) merged under one operating certificate.

Outpatient Clinic

Alcohol & Drug Council - Outpatient Clinic		Projected	Actual 2023	Difference
How Much:	# of Outpatient Clients	350	623	78%
How Well:	Units of Service Based on # of Visits(1 unit =	10,500	8,189	28%
How Better Off	% of Achieving 50% of Treatment Goals	35%	40%	16%

2024 Allocated Funds: \$179,146 (OASAS)

Program Highlights from 2023: The clinical staff have continued to provide groups, assessments, and individual sessions to clients despite staffing shortages. The clinical director currently has a large caseload to assist with filling the clinician vacancies and ensure that clients’ needs are still being met. ADC was working to address the increasing number of units of service by filling schedules with new appointments when cancellations occurred and ensuring that clients who failed to show up for appointments received a phone call to reschedule. Clinicians are also encouraged to offer peer services to all clients.

Open Access and Detox Stabilization 2024 Allocated Funds of \$150,000 County Over Target Request (OTR) 3rd year of 3 years. Tompkins County provided this funding to cover startup costs, including staffing and supplies. No outcome measures were provided, despite the program's brief operational period, during which patients received services in early 2024. OASAS supported the Alcohol and Drug Council during the abrupt closure to ensure residents were able to be discharged to similar programs within the region.

The LGU and OASAS worked together to create a Tompkins County Whole Health Request for Proposals (RFP) for these services. Cayuga Addiction and Recovery Services (CARS), in affiliation with Cayuga Health, was awarded and has a projected start date of late 2025 or early 2026.



Residential Rehabilitation Services

Impact Statement: *The CARS men’s Residential program is a model of treatment providing behavioral health and substance use disorder in a rural, 24/7 supervised setting. The program offers medical, mental health, LGBTQ, vocational, and recreational assessments for up to 60 male patients at a time.*

Cayuga Addiction Recovery Services (CARS) Residential Rehabilitation Services		Projected	Actual 2023	Actual 2024	Difference
How Much:	Total # of Patient Bed Days	18,000	19,351	16374	-15%
	Total # of Unique Person Treated	400	174	327	88%
How Well:	% Successfully Discharged	80	66	57	-14%
How Better Off	80% Perception of Care Survey with 3 or Better (on a scale of 1-5 with 5 being best)	80%	NA	71%	13%

2024 OASAS Funding: \$260,304

Program Highlights: The residential CARS facility has been able to fill all leadership positions at this time. CARS has also filled the vocational counselor position, which continues to give individuals the opportunity to obtain their GEDs while in their program, obtain volunteers to speak to clients, and build healthy connections in Tompkins County. CARS continues to implement strategies to improve in all areas of deficiency with the help of Cayuga Health Services. The primary barrier to service delivery is addressing staffing concerns due to low wages and the length of the hiring process, which will often lead potential candidates to obtain other employment. The funding attached to the program is not sufficient to support the operational and clinical needs of patients as CARS is seeing an increase in the number of applicants with co-occurring mental health needs that require more intensive support.

Medically Supervised Outpatient Program

Impact Statement: *To provide comprehensive, high-quality outpatient treatment services that support those in recovery.*

Cayuga Addiction Recovery Services (CARS) - Medically Supervised Outpatient Program		Projected	Actual 2023	Actual 2024	Difference
How Much:	# of Patients Served	500/300	248	335	35%
How Well:	Units of Service Based of Visits	16,000	7,971	32,055	302%
How Better Off	Perception of Care Survey Data				
	# Survey Collected		39	NA	
	% Average Score of 4 or more On a scale of 1-5 with being highest**only collected in Q1 and Q2	80%	16%	75%	369%

2024 OASAS Funding: \$279,487

Program Highlights: We have secured funding for a second reception window and additional technology to support tele-practice services. Our affiliation with Cayuga Health has afforded us additional training and resources to support staff. When our clients struggle to get their basic needs met, they aren’t as focused on coming to treatment. Challenges include reliable transportation, safe and affordable housing, and access to mental health treatment. We strive to assist them in meeting their needs, but with limited resources and access, our efforts are not as successful as we would like.



The REACH Project Inc.

Behavioral Outreach Services

2024 Allocated Funds of \$87,500 County Over Target Request (OTR) 2ND year of Two-year request to pay for a new behavioral outreach team, including an outreach worker, nurse, and physician assistant prescriber.

The REACH Project Inc. - Behavioral Outreach Services			Actual 2023	Actual 2024	Difference
How Much:	# Patients Served		2764	625	-77%
How Well:	# Treatment and Support Services		4,702	1,072	-77%
How Better Off:	# Patients Remain Engaged for 3 months or more		2202	84	-96%

Note: Outcomes combined with other outreach services in 2023.

Program Highlights: The original goal of the grant was to expand outreach services in Tompkins County and better integrate mental health services into the outreach setting, following the standard of care for substance use disorders. With this county funding, we have expanded the provision of non-controlled substance medication management, integration of care for co-occurring mental health conditions, and facilitated necessary training for staff members. REACH has been able to prioritize people who need mental health services but who have been unable to access them due to social determinants of health and a local gap in services.

SUICIDE PREVENTION SERVICES

PFC Dwyer Veterans' Peer Support Program



The Tompkins County Department of Veterans Services (TCDVS) administers the New York State Joseph P. Dwyer Veterans Peer Support Program Grant locally. This is done through the assistance of Tompkins County Whole Health and the NYS Office of Mental Health.

Founded in memory of Private First-Class Joseph P. Dwyer, a U.S. Army combat medic in Iraq who struggled with PTSD, the NYS Dwyer grant helps recipient entities provide services and advocate for safe, non-clinical environments where Veterans can connect, share their experiences, and find healing through the support of their peers. This peer-driven approach helps Veterans, and their families navigate the challenges of civilian life – from mental health struggles to reintegration into their communities.

The TCDVS hopes that through such opportunities, participating Veterans – and their families – can escape a sense of isolation, gain or expand relationships into a circle for camaraderie, and help end the statistic of approximately 20 Veterans lost daily to suicide. To accomplish this, the TCDVS hosts a myriad of activities and events for area Veterans, including, to name a few:

- **Warrior Writers-Tompkins**

Held twice monthly, writing sessions bring together Veterans from across various eras of conflict, age, and experience to share a meal and camaraderie. During each session, participating Veterans write about and share various military and life experiences in response to a prompt delivered by the group's facilitators

- **Tompkins County Women Veterans Meetup**

This monthly gathering provides Women Veterans the opportunity to gather and create new connections and interests. Kicking off this new venture was a reception with a keynote delivered by the Rev. Viviana DeCohen, Commissioner for the New York State Department of Veterans' Services

- **Welcome Back to Campus Cookout**

Co-sponsored with Team Red, White, and Blue (RWB), this outdoor event takes place in the fall to welcome returning student Veterans to local college campuses

- **TCDVS Annual Army-Navy Football Game Watch Party**

Held in collaboration with the County Clerk, DMV, and one of our County's Gold Star Moms, the watch party is held at a local venue where Veterans and their families can gather with fans to watch and celebrate this annual gridiron match. Thanks to our Gold Star Mom, activities are available for children accompanying their families

- **Tompkins County's Veterans Resources Fair**

This event takes place during Veterans Week and is done in collaboration with the office of New York State Senator Lea Webb and the Tompkins County VA Community-Based Outreach Clinic in Lansing. It gives Veterans and their families the chance to learn about available resources for Veterans provided by area non-profits, and the opportunity to sign up for VA Healthcare

- **Vietnam War-era Veterans Recognition Reception**

Launched in 2024, this reception became the County's first observance of National Vietnam-era Veterans Recognition Day. This new, annual event brought together Veterans of the era (1955-75), their families, and family members representing their late Veteran of the era to socialize, learn about available services, and be celebrated by City, County, and State elected officials.





Crisis Line

Impact Statement: *Crisis line counselors provide short-term crisis intervention for callers with mental health and emotional needs.*

Suicide Prevention & Crisis Services - Crisis Line		Projected	Actual 2023	Actual 2024	Difference
How Much:	# Served by Hotline (Duplicated)		9214	16071	74%
	# Served by Warmline (Duplicated)		6124	5809	-5%
	# Chat Crisis Services (Duplicated)			6295	
How Well:	# of Hours of Crisis Services Provided		17,042	36,351	113%
How Better Off:	% of Call Rate Success		100	95%	

*New service in 2024

2024 OMH Allocated Funds: \$164,297

Program Highlight: SPCS, Tompkins County’s 988 provider, has been able to promote from within to add two Crisis Line Managers and a Training Supervisor. We continue to develop our Crisis Line staff and increase coverage, hiring seven additional counselors in the fourth quarter of 2024. The LGBTQ+ Peer Support Line has been gaining visibility, and a drastic increase in calls was seen in early November, including heightened risk and acuity on the lines. Our largest barrier is outgrowing our building. We have a strongly structured model of in-person work to maintain the support of our staff, as well as appropriate boundaries and work/life balance with this type of work.

Community Education Program

Impact Statement: *Enhance community understanding of people in crisis, reduce stigma around suicide, and equip the community with the means to effectively respond to people in crisis through tabling events, presentations, and trainings.*

Suicide Prevention & Crisis Services - Community Education Program		Projected	Actual 2023	Actual 2024	Difference
How Much:	# of Community Events, Presentation and Trainings	50	95	133	40%
How Well:	# of Hours of Community Outreach	250	439	441	0%
How Better Off	% Reporting Better Understanding of the Topic on Confidential Survey	90%	99%	99%	0%

2024 Allocated Funds \$24,430

Program Highlights: In the fourth quarter, we were able to hire a full-time Community Relations Coordinator, a promotion of one of our Crisis Counselors. Training is ongoing. We have educated an additional 65 individuals in a variety of suicide prevention trainings (ASSIST, Safe Talk Workshops, Safe Zone trainings, and CALM workshops). In October, we served as the lead organizer for the Tompkins County Suicide Prevention Coalition's Youth Town Hall, which was well-received in the community and helped raise awareness and promote education for those supporting young people in the area. Later, in October, we attended a national conference, Crisis Con in Arizona, and were a session speaker on staff retention in the crisis world. This session garnered the highest attendance in the history of the conference and received many accolades. We collaborated with Tompkins County Emergency Response Services to support 911 Diversion training for dispatchers, while also joining the Tompkins County CISM Team. We have engaged in postvention needs in the community as we are alerted and requested as well, and continue to host our monthly Suicide Loss Support Group: Finding Strength Together, and have increased to 21 members.