

2023 ANNUAL REPORT OF STATE AND LOCALLY FUNDED AGENCIES IN TOMPKINS COUNTY

TOMPKINS COUNTY COMMUNITY MENTAL HEALTH SERVICES BOARD (LGU)



FUNDED AGENCIES INCLUDE:

- ❖ **ALCOHOL AND DRUG COUNCIL**
- ❖ **CATHOLIC CHARITIES**
- ❖ **CAYUGA ADDICTION RECOVERY SERVICES (CARS)**
- ❖ **CHALLENGE**
- ❖ **FAMILY & CHILDREN'S SERVICE**
- ❖ **LAKEVIEW MENTAL HEALTH SERVICES**
- ❖ **MENTAL HEALTH ASSOCIATION (MHA)**
- ❖ **RACKER**
- ❖ **THE REACH PROJECT, INC. (REACH MEDICAL)**
- ❖ **RECREATIONAL SUPPORT SERVICES - ITHACA YOUTH BUREAU (IYB)**
- ❖ **ST. JOHN'S COMMUNITY SERVICES**
- ❖ **SUICIDE PREVENTION & CRISIS SERVICES**
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ADULT RECREATIONAL SERVICES



Ithaca Youth Bureau Recreational Services and Supports (RSS) 2023 Allocated Funds of \$130,614 (OMH)

Impact Statement: RSS provides year-round therapeutic recreation and leisure services that promote independence, social/emotional interaction, cognitive engagement, and physical activity that support adults with disabilities to achieve their goals for happiness and well-being.

How Much: # served	Projected: 150	Actual: 121
How Well: # direct service units (1 unit= 1 hour)	Projected: 4,000	Actual: 6,007
How Better Off: % score 7 or lower on the assessment scale	Projected: 95%	Actual: 95%

Program Highlights: RSS provides transportation to the participants who wouldn't be able to attend otherwise. The adult activities we provided in the fourth quarter were: State parks program, a trip to Lights on the Lake in Syracuse, 7 Fan Clubs, Horseback Riding, Bingos, Bowling, Lunch Club, Movie Club, Tuesday & Friday Workouts, Chorus, Halloween Dance, The Holiday Dance, and a new cooking program. Once again, we provided a nice balance of large-group and small-group programs. The large group programs allow lots of folks to come, have fun, and see their friends. The smaller group activities allow folks to develop skills, discover hobbies and interests, and staff to work on physical, social, and emotional skills. Unfortunately, we continue to get more referrals from other agencies and families. We are doing the best we can to find activity placements for new participants but there is a need for more adult recreational and respite services than we can provide. Many folks are requesting frequent services, but we are typically limiting most participants to attend once a week on average and rotating participants, so everyone gets an opportunity for some level of programming and beneficial experience. RSS is still looking to hire an additional staff member.

CHILDREN'S SERVICES



Alcohol & Drug Council
of Tompkins County

As of February 26, 2024, all services were permanently closed.

Alcohol and Drug Council - (OASAS Prevention Services) **2023 Allocated Funds of \$184,782 (OASAS) and \$50,845 (County)**

Impact Statement: Help students better understand their relationship with substances, develop goals to reduce use, and identify students who may need treatment services.

Primary Prevention Services – *Too Good for Drugs* Evidence-based Middle School and High School curriculum, offered eight 45-minute classroom-based sessions in Q1, Q2, and Q4.

How Much - # Served	Projected: 30	Actual: 80
How Well - #45-minute EBP Sessions	Projected: 20	Actual: 24
How Better Off (Data Collected in Q4 Only)		
% Improved Knowledge Pre/Post Test	Middle School – 90%	High School – 100%
% Considered Beneficial Pre/Post Survey	Middle School - 80%	High School – 88%

Early Intervention – *Teen Intervene* evidence-based Middle School and High School curriculum up to 6 half-hour individual sessions for each participant. Provided at New Roots, Ithaca High School, LACS.

How Much - # of Served	Projected: 50	Actual: 19
How Well - # of Individual Sessions		Actual: 50
Better Off – % Developed plan to reduce/abstain		Actual: 79%

Program Highlights: Most students were willing to talk about reducing their use, made a goal and plan to reduce use, or already started to reduce use during service delivery. Scheduling challenges with school districts to provide Teen Intervene, poor attendance of referred students, and holiday breaks reduce access to services.

Non-EBP one-time – Sessions offered to youth hospitalized at Cayuga Medical Center Behavioral Services Unit.

How Much - # of Served	Projected: 48	Actual: 20
How Well - # of Sessions	Projected: 48	Actual: 20
Better Off – % Demonstrated Increased Knowledge Pre and Post Test		Actual: 100%

Program Highlights: Provided numerous Narcan trainings at Cornell, Ithaca College, Tioga Place, the History Center and others. Attended a Round Table Discussion with Senator Anna Kelles to discuss Narcan and youth. Provided presentations for the Rotary Club, BOCES, Ithaca High School, Ithaca College, and panelists at the Home Together: Tompkins County Housing Summit in the fourth quarter of 2023.

Youth Development Program - (OASAS Prevention Services) **2023 Allocated Funds of \$109,699 (OASAS)**

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

How Much: # of students receiving one-time intervention	Projected: 675	Actual: 735
# of students receiving ongoing interventions	Projected: 75	Actual: 177
How Well: # of classroom presentations/educational activities	Projected: 350	Actual: 862
How Better Off: Demonstrate improved skills pre/post-test	Projected: 80%	Actual: 84%

Program Highlights: Hired a new Community Health Educator who was able to resume services in Boynton Middle School. New weekly Boynton lunch groups will be reflected in the 2025 Q1 report. Started a guitar club at Dryden Middle School. Successfully administered the 2023 survey of 7th through 12th grade students. All schools participated except New Roots.

***See attached findings** Students receiving Teen Intervene report easy access to nicotine and THC vapes. Shops have been reported but access remains an issue.



Turning Point Day Treatment Services **2023 Allocated Funds of \$131,379 (OMH)**

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

How Much: # of students	Projected: 75	Actual: 54
How Well: Total weighted units of service	Projected: 4,636	Actual: 4,955
How Better Off: Graduation/Discharge Lower Level		Actual: 5

Program Highlights: Received grant funding from the Community Foundation to train all clinicians in EMDR. Exploring ways to use day treatment slots to serve students in other BOCES programs on campus with OMH. Increasingly aggressive student behaviors and school staffing shortages make it more difficult to support students in crisis. There is limited community-based support and hospital beds. Hopeful new programming coming to the county for children will better address student needs.

Care Coordination through Children’s Single Point of Access (C-SPOA) - contracted service through RACKER
2023 Allocated Funds of \$61,083 (OMH)

How Much # of consultations	Actual: 220
# SPOA, System of Care/Suicide Prevention Meetings	Actual: 105
How Well # Contacts with Caretakers/Collaterals	Actual: 636
# Cross-system Consultations	Actual: 312
How Better Off - # Connections/linkages to services for youth/families	Actual: 408

Note: New outcome measures in 2023, did not have any projected measures for the first year of outcomes.

Program Highlights: During the last quarter of 2023, I assisted in obtaining a grant from the Park Foundation to fund a part-time system of care coordinator to assist in working towards obtaining a large SAMHSA grant in 2025. I attended a Suicide Prevention Conference focused on youth and began the role of Regional Advisor for Suicide Prevention New York for Tompkins County schools and the community. I provided technical assistance to Family and Children’s staff and staff at the Possibilities program regarding the C-SPOA referral process and community resources. I facilitated extensive team meetings regarding two referrals to OMH Residential Treatment Facilities (RTF) and supported the discharge of two youth from OMH RTF level of care. I have been working closely with the Children’s Home of Wyoming Conference as they prepare to open the Youth Assertive Community Treatment (ACT) program in our region which will be overseen by C-SPOA. I also reached out and am working with a regional provider - Rehabilitation Support Services (RSS) as they submitted a proposal to OMH for Home Based Crisis Intervention Services in Tompkins County.

As reported every quarter, families continue to experience waitlists for higher levels of community-based care and there continues to be waitlists for some DSS contracted services in the community as well. There are very limited services and support for youth under the age of ten, especially respite and hospitalization. We continue to lack additional intensive services that are dependent on Medicaid funding. Additionally, many health home care management agencies are struggling to maintain staff and new regulations and new rates have led to some agencies closing. Additionally, new documentation requirements have slowed down enrollment in services for some families.

Children’s Non-Medicaid Care Management (Racker-Legacy Provider) 2023 Allocated Funds of \$125,296

Impact Statement: Care management connects families with community, school, and medical resources to reduce ED visits.

How Much: # of children served with Medicaid	Projected: 20	Actual: 30
# of children served without Medicaid	Projected 4	Actual: 5
How Well: # of interventions provided		Actual: 118
How Better Off: # of successful discharges by building family capacity		Actual: 12

Program Highlights: Able to successfully discharge two families and transfer them to OPWDD, and supported the transition of three other families who were successfully discharged. Additionally supported a family during Medicaid re-application period post-COVID ensuring no services were lost during the transition period. One area that is a barrier to receiving services is the lengthy time it takes for a comprehensive developmental evaluation to be completed. Currently, most wait times are over a year and a half. Having the correct diagnosis early can open doors for access to services that are needed to help.



Family/Peer Support Services (FSS) and Respite Services 2023 Allocated Funds of \$123,350 (OMH)

Impact Statement: An array of services is offered to support and empower families with children and adolescents having serious emotional disturbances. The goal of FSS is to reduce family stress and enhance each family’s ability to care for their child(ren). Services are provided by a credentialed family peer advocate and other certified peer staff. Services include education and information, individual advocacy, service coordination, family support groups, parent training programs, youth peer support groups, respite, and family recreation events.

How Much: # of Families Served	Projected: 40	Actual: 68
How Well: Units of Service	Projected: 2,400	Actual: 1,422
How Better Off: % Endorsed Better Off on survey because of services	Projected: 80%	Actual: 100%

Note: No survey data was collected in Q2 and Q4

Respite Services - Provided to Parents Engaged in Family Peer Support Services (FSS) **2023 Allocated Funds of \$12,413 (OMH)**

How Much: # of youth served	Projected: 10	Actual: 10
How Well: # of hours of Respite Provided	Projected: 240	Actual: 90
How Better Off: Endorse Better Off from Service in Survey	Projected: 80%	Actual: 100%

Program Highlights: Regularly receive calls from caregivers asking for respite services only or respite in conjunction with youth services. Once callers understand that respite services are only provided when caregivers participate in the FSS program, they are no longer interested in participating. The Mental Health Association of Tompkins County will determine at the end of 2024 if they will continue to offer this service or return the funding for another agency that may be able to better provide this intervention.



Piloted Diversity, Equity, Inclusion, and Belonging Consultation Services for Child Serving Agencies **2023 Allocated Funds of \$7,460.00 (OMH)**

How Much: # of agencies	Projected: 10	Actual: 4
How Well: # of consultation hours	Projected: 96	Actual: 57
How Better Off: % found services helpful	Projected: 80%	Actual: 100%

Program Highlights: Comments from Participants

“Tommy and Roger offered practical advice as well as dreamy goals. They spoke frankly and helped me to get beyond my excuses! As a result of their ideas, I was able to draft a plan to restructure our board in meaningful ways. We have already begun the shift towards Ad Hoc “Task Force” model and moved away from the traditional committee structure. Thanks to my talk with Tommy and Roger, I had the tools and evidence to bring into these difficult conversations to explain how updating our approach will lead to more effective governance, increased involvement and enthusiasm from board members, and a larger release of my time. In the new year, Tommy and Roger agreed to build an Equity Audit Task Force. I know that their leadership, knowledge, and compassion will be greatly beneficial to our board members to thrive. I am so grateful for their support.”

“Tommy Miller and Roger Sibley graciously met with me when I requested a consultation. My goal for this meeting was to gain knowledge about how to reach out to the community to grow the family services program at my agency. Tommy and Roger sought to understand our family services program and what we were striving for before making suggestions. They were able to provide much more information than I could have expected. They not only addressed my initial concern, but they also brainstormed with me to come up with ways in which I might partner with other agencies for the benefit of the families in our community. I was very encouraged by the meeting.”

Catholic Charities has decided to not continue providing consultation services because of the lack of interest by agencies to participate even though those who have participated have found it highly beneficial.

Zero to Five Program 2023 Allocated Funds of \$130,624 (OMH)

How Much:	# families receiving consultation	Projected: 60	Actual: 22
	# community providers receiving consultation	Projected: 8	Actual: 15
	# of community training/workshops		Actual: 2
How Well:	% family satisfaction with services		Actual: 100%
	% community providers who would recommend services		Actual: 100%
	% satisfaction training recipients		Actual: Not Provided
How Better Off:	% family report consultation is helpful		100%
	% community providers report consultation is helpful		100%
	% find the training helpful by recipients		100%

Crisis Intervention/Outreach (linked with Open Doors Adolescent Homelessness Services funded by Tompkins County Youth Services) 2023 Allocated Funds of \$56,104 (OMH)

How Much:	# of youth served	Projected: 30	Actual: 32
How Many:	# of counseling sessions		Actual: 77
	Average # of sessions/youth		Actual: 3
How Better Off:	# reunified with family		Actual: None
	# remained at home		Actual: 18
	# acute safety risk situations resolved without ED		Actual: 4
	# Youth improved in 2 or more protective factors		Actual: 11

Program Highlights: Successful in working with both caregivers and youth in building communication skills and understanding along with improved coordination with community partners to best assist youth on multiple levels. Built greater rapport with local schools which has benefited youth in receiving long-term mental health supports and resources.

EMPLOYMENT SERVICES



Ongoing Integrated Employment Services 2023 Allocated Funds of \$99,223 (OMH)

How Much: # served	Projected: 32	Actual: 15
How Well: # of direct and indirect service hours		Actual: 379 hours
How Better Off: # of employed with ongoing supports		Actual: 12

Program Highlights: While we have been concerned by the slow rate of growth for this service following the COVID pandemic due to the dearth of referrals for ACCES Supported Employment, we received welcome clarification about who can potentially be enrolled in this service during our county provider meeting with OMH and ACCES staff in December. While we see a long way to go to maximize this roster, it should happen at a quicker pace than we expected in 2024.

Assisted Competitive Employment 2023 Allocated Funds of \$76,652 (OMH)

How Much: # enrolled	Projected: 10	Actual: 10
How Well: # direct and indirect service hours		Actual: 252 hours
How Better Off: # employed		Actual: 8

Program Highlights: The program was full at 10 slots for much of the year, but there are current vacancies at the end of 2023. We anticipate clients from the Transitional Employment Services described below moving to Assisted Competitive Employment early in 2024. This program is underfunded making it more difficult to operate compared to other employment services through OMH.

Transitional Employment Services 2023 Allocated Funds of \$130,126 (OMH)

How Much: # of enrolled in the program	Projected: 20	Actual: 23
How Well: # of direct and indirect staff hours		Actual: 1,014 hours
How Better Off: # of employed or working on vocational goals		Actual: 22

Program Highlights: This is a flexible work program. Most clients enrolled are actively working on career exploration and job development but at a slower pace than would be viable with a funding stream like ACCES VR. Most of the clients are relatively unstable in their positions and rely on staff support to manage their employer's expectations without creating a level of stress that would be unsuitable. Even so, four of the clients in this program have achieved consistent vocational stability, and one of them was even selected by staff for an outstanding achievement award at our annual luncheon in December. Clients can progress from this program to Ongoing Integrated Support or Assisted Competitive Employment once they achieve readiness for more intensive employment services.



Ongoing Integrated Employment Services 2023 Allocated Funds of \$29,134 (OMH)

This is the second 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. A meeting was held in December with OMH and ACCES VR to address the need for referrals to both Challenge and Catholic Charities in the future. ACCES VR is not operating at the same level they were in Tompkins County before COVID. They are hoping to increase the number of referrals in the new year. Catholic Charities provided engagement services to get more referrals from August to September 2023 for a total of 26 hours without success.

HOUSING AND SOCIAL SUPPORT SERVICES



Supported Housing 2023 Allocated Funds of \$224,421 (OMH)

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

How Much:	# Served 3 Long Stay units	Projected: 3	Actual: 2
	# Served 7 RCE units	Projected: 7	Actual: 6
	# Served 5 Regular units	Projected: 5	Actual: 4
How Well:	# of units of service (units = 1 resident day)		Actual: 2,830 days
How Better Off:	% housing secure (housed for 6 months or more)		Actual: 72 %
	% previously homeless now secure housing secure		Actual: 74 %

Program Highlights: Each admission is getting a rental stipend paid. While still low, the number of stipends provided to program participants is growing. Finding fair market rent continues to be difficult.

Crisis Respite Housing 2023 Allocated Funds of \$283,046 (OMH)

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.

How Much:	# Served 3 long stay units	Projected: 8	Actual: 6
How Well:	# Units of Service (unit= 1 resident day)		Actual: 1503 days
	% Units Utilized	Projected: 90%	Actual: 68%
	Average Length of Stay (ALOS)		Actual: 52 days
How Better Off:	% stabilized by successful transition to permanent housing (housed for 6 months or more)		Actual: 81 %

Program Highlights: 31 referrals were received for the year: Q1:5, Q2: 12, Q3: 9, and Q4: 5. Of the referrals received 12 were accepted and admitted, 1 denied because the individual needed a higher level of care, and 18 were lost to contact or decided to live elsewhere. Length of stay ranged from a high in Q1 of 62 days to a low in Q4 of 38 days. Shorter stays in Q4 meant more people were able to find housing faster and 100% of discharges were successfully housed. There were no issues in matching people based on gender/gender expression or diagnosis this year, which had been an issue in previous years resulting in increased wait times. Searching for housing while symptomatic and not participating in mental health treatment makes the process even more challenging in a difficult housing market.



Community Residence – Single Room Occupancy (SRO) Housing Services 2023 Allocated Funds of \$889,703 (OMH)

How Much:	# Served	Projected: 44	Actual: 35
How Well:	# Units of Service (unit= 1 resident day)	Projected: 12,483	Actual: 11,895
How Better Off:	# Service Plan Goals Achieved – outcome data unavailable after moving to the new Rehabilitative Tenancy Services (RTS) model recommended by OMH that provides a higher reimbursement rate. There were 576 contacts made in Q4 compared to 238 in Q1.		

Healthcare Management Service Dollars 2023 Allocated Funds of \$115,364 (OMH)

Impact Statement: Service dollars are utilized to address social determinants of health, ensuring individuals can stay reliably housed and have their immediate needs met. Working on a tool to better demonstrate how the use of service dollars improves social determinants of health.

How Much:	# of receipts	Actual: 38
How Well:	% total service dollars spent	Actual: metric not yet developed
How Better Off:	Area/type of improvement from spending	Actual: metric not yet developed

Supportive Housing 2023 Allocated Funds of \$525,653 (OMH)

How Much:	# Served	Projected: 40	Actual: 47
How Well:	# Units of service (unit = 1 face-to-face and collateral contacts)	Projected: 2,500	Actual: 1, 211
How Better Off:	# Housing secure (housed for 6 months or longer)		Actual: 19

Program Highlights: Supportive housing receiving LGU funding has achieved full bed utilization in each quarter of 2023. In addition, there are 30 supportive housing units under state contract and 18 ESSHI beds located at West End Heights. OMH transitioned to Tenancy Services for Supportive Housing in 2023 which allows the state to bill Medicaid for services provided in the program. At the end of the year, there were 28 individuals on the waitlist.

Adult Non-Medicaid and AOT Care Management (Lake View Legacy Provider) 2023 Allocated Funds of \$75,556

Impact Statement - Provides Care Management Services for individuals who do not have Medicaid benefits and for clients who receive care management as a part of the Assisted Outpatient Treatment or MHL 9.60.

How Much:	# served	Actual: 10
How Well:	# of units of service (unit = 1 face to face contact)	Actual: 132
How Better Off:	# of successful community linkages made	No Outcomes Provided

Program Highlights: Staffing improved and they continue to receive few referrals for non-Medicaid Care Management. All AOT Care Management is provided by Program Manager, Terri Cook.

Homeless/MICA 2023 Allocated Funds of \$53,092 (OMH)

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.

How Much:	# of unduplicated served	Projected: 700	Actual: 1,189
How Well:	# of duplicated attending the Friendship Center	Projected: 900	Actual: 1,648
How Better Off:	# of meals served through the food pantry and Friendship Center	Projected: 900	Actual: 1,189

Program Highlight: Saint John's has increased the amount of food received with increased donations from other food banks and local stores and has distributed it. We also received other clothing, coats, and hats that we also distribute to those in need. Post-COVID we have had to re-establish relationships with local partners for supports and services offered at the Friendship Center. Unfortunately, staffing shortages have remained a challenge even with significant pay increases. We are also seeing an ever-growing number of those experiencing homelessness and food insecurity.

MENTAL HEALTH SERVICES



Elder Mobile Mental Health Unit 2023 Allocated Funds of \$126,245 (OMH)

Impact Statement: Provides high-quality mental health care, psychiatry, and caregiver counseling to older adults and their caregivers including comprehensive assessment, treatment planning, collaboration with other providers, and ongoing care to this vulnerable population either at the clinic or in the clients' home. In addition, geriatric clinicians collaborate with other programs and providers working with older adults in the community to ensure that county residents are aware of the service.

How Much: # served	Projected: 50	Actual: 65
# of professionals receiving consultations		Actual: 42
# of unduplicated caregivers receiving support services	Projected: 30	Actual: 61
How Well: % satisfactory survey		Actual: Not Provided
How Better Off: % of professionals satisfied referring to the program		Actual: 100%



Psychosocial Club 2023 Allocated Funds \$161,962 (OMH)

Peer Outreach Program 2023 Allocated Funds of \$86,000 County Over Target Request (OTR) 1st year of 2nd year

Impact Statement: Assists individuals disabled by mental illness to develop or reestablish a sense of self-esteem and group affiliation, and to promote their recovery from mental illness and their reintegration into a meaningful role in our community.

How Much: # served	Projected: 200	Actual: 237
How Well: # service contracts	Projected: 3,000	Actual: 2,766
How Better Off: % of participants finding services helpful	Projected: 80%	Actual: 88 %

Peer Support and Adult Advocacy Services 2023 Allocated Funds of \$160,027 (OMH)

Impact Statement: NYS-certified peer specialists who because of their lived experience and extensive training can offer emotional support, teach skills, and provide practical assistance, advocacy, and mentoring.

How Much: # served unduplicated	Projected: 200	Actual: 628
How Well: # units of service	Projected: 3,600	Actual: 5,573
How Better Off: % of time caller received access to services requested	Projected: 80%	Actual: 88%

Program Highlights: Because of an increased demand for one-on-one peer support sessions we identified one staff member to be on-call during the day to provide these services on a walk-in basis. Restarted weekly information sessions at Cayuga Medical Center Behavioral Unit with patients in December 2023. Able to provide Wellness and Recovery and Action Plan (WRAP) services, an evidence-based practice to assist someone in planning for their recovery.

County-Based Peer Support Services 2023 Allocated Funds of \$27,702

Impact Statement: provides peer-led support groups at county facilities including the jail, probation day reporting, Ithaca Wellness and Recovery Court, and Cayuga Medical Center. The purpose of services is to help reduce the stress of

participants, educate them about healthy choices, and support resources when they re-enter the community or complete their program.

How Much: # served	Projected: 210	Actual: 440
How Well: # of units of Service	Projected: 800	Actual: 1,572
How Better Off: % report on survey	Projected: 80%	Actual: 92%

Program Highlight: Programming is offered weekly at probation day reporting with a 50% increase in attendance in Q4. A new trauma program is also now available at day reporting. A peer specialist attends every Wellness and Recovery Court session and there has been an increase in referrals from the court for one-on-one support.



Crisis Line Services 2023 Allocated Funds \$163,493 (OMH)

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

How Much: # served by hotline (duplicated)	Actual: 9,214
# served by warmline (duplicated)	Actual: 6,124
How Well: # of hours of crisis services provided	Actual: 17,042
How Better Off: % of call rate success	Actual: 100%

Program Highlight: SPCS successfully transitioned to a 24/7 operation in mid-February and increased coverage from 3 to 17 counties. The Ithaca Warm line was introduced in the second quarter but there was difficulty in securing additional funding to hire administrative staffing necessary. The call center was renovated increasing from 3 to 13 call centers after receiving funding from the Tompkins County legislature. Additional volunteers for the warm line and paid crisis line staff and a new master’s level social worker to start in 2024 were hired in Q4.

Community Education Program 2023 Allocated Funds \$23,823

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.

How Much: # Community events, presentations, and trainings	Projected: 50	Actual: 95
How Well: # of hours of community outreach		Actual: 439
How Better Off: percentage reporting better understanding of the topic on confidential survey	Projected: 90%	Actual: 99%

Program Highlights: Provided ASIST workshops training outreach workers, program staff at Lakeview, and others. Offered Safe Talk trainings, held our first Survivors of Suicide Loss Support Group called Finding Strength Together, and tabled at numerous events sponsored by United Way, TC3, FoodNet, The Advocacy Center, YMCA, and NAMI.

SUBSTANCE USE SERVICES



As of February 26, 2024, all services were permanently closed.

Outpatient Clinic 2023 Allocated Funds \$179,146 (OASAS)

How Much: # of Outpatient clients	Projected: 350	Actual: 623
How Well: Units of service based on # of visits	Projected: 10,500	Actual: 8,189
How Better Off: % of achieving 50% of treatment goals	Projected: 35%	Actual: 40%

Program Highlights: 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 the clinician vacancies and make sure client’s needs are still being met. ADC was working to address increasing units of service by filling schedules with new appointments when there were cancellations and making sure clients who did not show up to appointments received a phone call to reschedule. Clinicians are also encouraged to offer peer services to all clients.

Open Access and Detox Stabilization Outcomes 2023 Allocated Funds of \$200,000 County Over Target Request (OTR) 2nd year of 3rd year.

How Much: # served to Open Access	Actual: 60 (Q3/42 and Q4/18)
How Well: # of Detox/Stabilization services provided	Actual: 927
Average Length of Stay (ALOS) Detox	Actual: 0
ALOS – Stabilization	Actual: 23 days
How Better Off: % of clients achieving 50% treatment goals at discharge	Actual: 56 %
# of cross-system referrals through Detox/Stabilization	Actual: Data uncollected

Client perception of care surveys was described as positive, but details were not provided. ADC continues to struggle with staffing. The program expenses far exceeded revenues.



Outpatient Clinic (CARS) 2023 Allocated Funds of \$238,837 (OASAS)

How Much: # Outpatient clients	Projected: 500	Actual: 248
How Well: # Units of service based on # of visits	Projected: 16,000	Actual: 7,971
How Better Off: Perception of Care Survey Data		
# surveys collected		Actual: 39 (16%)
% average score of 4 or more	Projected: 80%	Actual: 16%

Program Highlights: CARS has expanded services to include a Mobile Medication Unit that will travel around Tompkins County and surrounding counties to provide medical care, Methadone, and other MAT services. CARS is working with Cortland County to expand Opioid Treatment Program (OTP) services into their region. CARS has also been involved in

discussions with the NY State Department of Corrections to assist in supplying prisons with Methadone. Clinic services have been impacted by low-threshold services. Clients are now able to receive medication regardless of attendance in other services such as individual and group counseling and case management services. The CARS finance team meets weekly to discuss solutions for reduced billable services.

Day Treatment Residential Program 2023 Allocated Funds of \$1,063,431 (OASAS)

Impact Statement: The residential program is a model of treatment that includes cognitive behavioral services delivered through a motivational interviewing lens in a rural location. The program offers medical, mental health, LGBTQ+, vocational, and recreational assessment, and services for up to 60 male patients at a time serving individuals across New York and Pennsylvania.

How Much: # of Patient Days	Projected: 18,000	Actual: 19,351
# of Patients	Projected: 400	Actual: 174
How Well: % Successfully Diagnosed		Actual: 66% (Q1,Q#, /Q4 data only)
How Better Off: Perception of Care Survey Data		Actual: Incomplete Data
Data score of 3 or higher		

Program Highlights: CARS became affiliated with Cayuga Health Systems (CHS) on March 1, 2023. Senior leadership from CHS has assisted in stabilizing our residential program post-COVID which has resulted in leadership turnover. The entire program was overhauled, and the agency invested in a new curriculum. CARS has stabilized the residential counseling and nursing teams with the support of CHS. Challenges in staffing continue, especially when competing with the higher wages offered by medical facilities. Clients are presenting with more severe mental health and substance use treatment needs. Together, the low staffing and high client needs have impacted the admission process, engagement in the program, and the positive experiences of patients.



The REACH Project Inc.

Behavioral Outreach Services 2023 Allocated Funds of \$87,500 County Over Target Request (OTR) 1st year of 2nd year to pay for a new behavioral outreach team including an outreach worker, nurse, and physician assistant prescriber.

How Much: # Patients Served	Actual: 2,764
How Well: # Treatment and Support Services	Actual: 4,702
How Better Off: # Patients Remain Engaged for 3 months or more	Actual: 2,202
Note: Outcomes combined with other outreach services	

Program Highlights: We were able to move one of our providers into a psychiatric medication management position. We have also been able to move a nurse into a behavioral health position to support her work to serve the number of patients listed above. Barriers to this project were transitioning nonbehavioral health patients away from the provider to build capacity for taking on new BH patients. Filling the providers' current panel and getting the workflows in order took the better portion of two quarters. In the fourth quarter, we transferred to a new EMR and had to reduce seeing patients for training.