Recognizing the Needs of Populations Served through Interagency Partnerships

NY State Office of Mental Health, Central NY Region Overview

NY Connects Fall 2016 Regional Trainings
Overview of the Public Mental Health System
Public Mental Health System

- Loosely defined as providers and services operated, regulated, certified, or funded by State OMH
- State, counties, and voluntary providers all operate public mental health services
- Many - but not all - individuals served in public mental health system have serious mental illness or serious emotional disturbance (i.e., more severe diagnoses and functional impairments)
- Counties and NYC (the LGU) are the principals for local MH system development and planning
Public Behavioral Health System: Local Governmental Units

Each county (and NYC) required to establish a Local Governmental Unit (LGU) under Article 41 of the Mental Hygiene Law

- Planning and oversight role for mental health and substance use disorder services, and for people with intellectual and developmental disabilities
- Chief Executive Officer of the LGU is the Director of Community Services (DCS). Sometimes titled “Mental Health Commissioner”
State Field Office

- Field Offices play lead role in provider licensing/certification and oversight at regional level
- Work with LGUs on planning and program development
- Facilitate communication between providers and the State
- Assist with complex cases, service delivery issues, troubleshooting
- Manages Children & Youth Residential Treatment Facility waitlist
- Assists with Suicide Prevention Initiatives
- Involved in Planning for Disaster Mental Health
Field Office Locations

Central New York Field Office
545 Cedar Street
Syracuse, NY 13210-2319
Phone (315) 426-3930
Fax (315) 426-3950

Hudson River Field Office
10 Ross Circle, Suite 5N
Poughkeepsie, NY 12601
Phone (845) 454-8229
Fax (845) 454-8218

Long Island Field Office
Pilgrim PC, Building 45-3
998 Crooked Hill Road
West Brentwood, NY 11717-1087
Phone (631) 761-2508
Fax (631) 761-2820

New York City Field Office
330 Fifth Avenue- 9th Floor
New York, NY 10001-3101
Phone (212) 330-1650
Fax (212) 330-6359

Western New York Field Office
737 Delaware Avenue Suite200
Buffalo, NY 14209
Phone (716) 885-4219
Fax (716) 885-4096
Public MH System Services in NYS

**Inpatient**
- State Psychiatric Center
- Psychiatric unit of general hospital/Art.28
- Private psychiatric hospital/Art.31
- Residential Treatment Facility (RTF-Children & Youth )

**Outpatient**
- Mental Health Clinic
- Partial Hospitalization
- Personalized Recovery Oriented Services (PROS - Adult)
- Assertive Community Treatment (ACT - Adult)
- Continuing Day Treatment (CDT- Adult),
- Day Treatment (Children & Youth)
- Intensive Psychiatric Rehabilitation Treatment (IPRT-Adult)
Public MH System Services in NYS (Con’t)

**Emergency**
- Comprehensive Psych. Emergency Program (CPEP)
- Crisis Intervention Programs/Residences

**Residential**
- Treatment (Congregate and scattered site)
- Support (Congregate and scattered site)
- Unlicensed (Supported Housing)

**Support**
- Care coordination (Health Home, case mgmt., HCBS waiver)
- Education
- General support (outreach, mobile community services, family/peer support)
- Self-help (advocacy, psychosocial club, peer wellness ctr.)
- Vocational
More details at OMH Find a Program: [http://bi.omh.ny.gov/bridges/index](http://bi.omh.ny.gov/bridges/index)

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**Find a Mental Health Program**

The program directory allows you to:

- Search for mental health programs by county, program category or subcategory.
- View program details including program name, address and phone number.
- Click on any county on the map to view all of the programs in that county.

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**In crisis? Get the help you need.**

If you are in need of immediate medical assistance, please dial 911.

**National Suicide Prevention Lifeline:** 1-800-273-TALK (8255)

**New York State Domestic Violence Hotline:** 1-800-942-6906
What Community MH Services Are Not Included in “Public MH System” Description?

• Many MH services provided in primary care settings: Primary care physicians, Article 28 clinics, FQHCs

• Many people are also served in private mental health practices: Private licensed professionals in psychiatry, psychology, social work, mental health counseling
Accessing the Public Mental Health System
Accessing the Behavioral Health (BH) System

- Assistance of LGU
- Single Point of Access (SPOA)
- OMH Intervention in Complex Cases
Clinic: Key Entry Point into Local MH System

- Initial assessments usually provided by a mental health clinic (often called “Article 31 Clinic” after Article 31 of the Mental Hygiene Law)
- **Clinic** is a set of services provided by a team of professionals, paraprofessionals at a licensed site or satellite location. Services include assessment, diagnosis, treatment planning, psychotherapy, medication management
- Clinics are operated by the State, counties, and voluntary/private agencies.
- Approximately 75% of people who received Art.31 clinic services in 2013 had serious mental illness (OMH Patient Characteristics Survey, 2013)
ENGAGEMENT

• Talk in natural language rather than read a script. (Have a conversation rather than a list of questions).

• Make a connection early on and let the person know what to expect. (This will take approximately ____ minutes.)

• State the purpose of the screening and that the outcome will be helpful.

• Tone should be welcoming

• Meet them where they are. Do they need referral information or are they in crisis?
Triage

• If caller is in crisis or needs immediate action, what is office protocol/procedure for alerting staff?
• Remain calm
• Active listening, don’t judge, use empathy, stay on the line
• Ask open ended question
• Have resources available
CULTURAL COMPETANCY

• Recognize that people come with strengths and are connected to other people
• During conversation, listen for “natural supports”
• Be aware of language
• What is office procedure/protocol if you are unable to understand the person (don’t speak louder) Can they hear you?
• Do not make assumptions
• Don’t focus solely on the form but be sensitive to reactions and when to back off
Psychological First Aid Actions

- Making a Connection
- Helping People be Safe
- Being Kind, Calm and Compassionate
- Meeting People’s Basic Needs
- Active Listening
- Giving Realistic Reassurance
- Encouraging Good Coping Skills
- Helping People Connect
- Giving Accurate and Timely Information
- Making a Referral
- Ending the Conversation
- Taking Care of Yourself

Online course:
https://www.nylearnsph.com
PFA100.a; Psychological First Aid