

Broome County Mental Health Department



Annual Report

Acting Commissioner

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2024

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A MESSAGE FROM BROOME COUNTY MENTAL HEALTH ACTING COMMISSIONER

Kim Saunders, LCSW-R, MPA

Since 1957, the Broome County Mental Health Department has been a forward-thinking, action-oriented, and fiscally responsible advocate for individuals living with addiction, mental illness, and intellectual and developmental disabilities. Founding Medical Director Waldemar H. Boldt, MD, once wrote of the “need for constructive and realistic planning to meet the challenges of the future.” More than sixty-five years, this mission endures as the Department creates, supports, and monitors services that are responsive to community needs, while coordinating an interdisciplinary, integrated Behavioral Health System of Care.

With substantial investments from state resources, the Department has led the expansion of services to support the county’s most vulnerable citizens, including:

- **Assertive Community Treatment (ACT) Team** – Expanded by 47%, from 68 to 100 slots (adults)
- **Critical Time Intervention (CTI) Team** – Regional expansion
- **Certified Community Behavioral Health Clinic (CCBHC)** – Regional expansion
- **Community Residence – Single Room Occupancy Housing (CR-SRO)** – 50 beds (adults)
- **Court-Based Mental Health Navigators** - Assistance through the court-process
- **Critical Time Transition Program (STTP) and Short-Term Transitional Residence (STTR)** – 8 beds (youth)
- **Home-Based Crisis Intervention (HBCI) Program** – Youth-focused crisis support
- **Housing First Scatter Site Supportive Housing** – Stable housing for adults
- **Safe Options Support – Critical Time Intervention (SOS-CTI)** - Assertive engagement (adults)
- **Short-Term Transitional Residence (STTR)** – 14 beds (adults)
- **Supportive Crisis Stabilization Center (SCSC)** – Serving youth and adults

(^Denotes Capital Build Project funded by NYS Office of Mental Health)

Beginning in 2025, the Department will welcome its first full-time Commissioner in 22 years, an expansion in the Department supported by the Office of the County Executive and the Broome County Legislature. This leadership investment underscores the county’s commitment to building a robust, sustainable Behavioral Health System of Care.

While the recent influx of resources is a step forward, the Behavioral Health service delivery system has long been fiscally and politically marginalized. The 1997 Annual Report underscored the need for “creative and thoughtful efforts to examine existing programming and funding allocations to ensure fiscal and programmatic accountability.” In 2024, this historic call to action was put into motion with a transparent *Performance Review process*—reassessing long-standing programs to ensure their relevance and adaptability to today’s challenges.

The Department is embracing an unprecedented opportunity to strengthen services across all levels of care, for all ages and populations. With renewed energy and commitment, we remain dedicated to building a responsive, community-focused System of Care that ensures equitable access to behavioral health services for all.

Mission

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

Vision

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

- **Planning:** The Department will engage in collaborative planning processes together with government officials, providers, community representatives, and recipients and/or their families to develop mental hygiene services in Broome County.
- **Accountability:** The Department will ensure that state and/or local oversight mechanisms are in place and that services are delivered in a responsible, efficient manner.
- **Coordination:** The Department will ensure that all mental hygiene service providers in Broome County coordinate and collaborate for the delivery of services that are responsive to the needs of recipients, including culturally diverse populations.

Local Government Unit (LGU) Functions

Broome County Mental Health Department, as a *Local Government Unit* (LGU), is statutorily required to carry out specific functions pursuant to Article 41 of New York State Mental Hygiene Law. The powers and duties of the LGU, pursuant to Article 41, aids in the monitoring and oversight of programs and services for individuals living with mental illness, substance use disorders, and/or intellectual/developmental disabilities.

Such duties include, but are not limited to:

- The review of services and local facilities serving individuals with mental illness, substance use disorders, and/or intellectual/developmental disabilities (I/DD).
- The development of a Local Services Plan to inform long term goals and develop intermediate range plans forecasting need, prioritization and fiscal implications.
- To enter into contractual agreements to administer with organizations for the provision of services to meet demonstrated needs.
- To serve as the center of promotion for community and public understanding of mental illness, substance use, and I/DD for Broome County.
- To foster collaboration with Departments addressing needs for the aging, with health and social services agencies, and both public and private sector stakeholders.
- To identify and plan for the provision of care coordination, emergency services and other needed services for persons who are identified as high-needs patients as defined by the New York State Commissioner of Mental Health.

The following sections cover programs and services overseen, coordinated, and implemented by the LGU in 2024.



Partnership with Coordinated Care Services, Inc. (CCSI)

The Broome County Mental Health Department has a contractual agreement with Coordinated Care Services, Inc. (CCSI), a nonprofit agency dedicated to innovation through provision of essential business services and organization partnerships to improve lives and strengthen communities.

The contract with CCSI provides personnel with expertise and specialized support in the areas of Project and Program Management, Performance, Contract, and Financial Management.

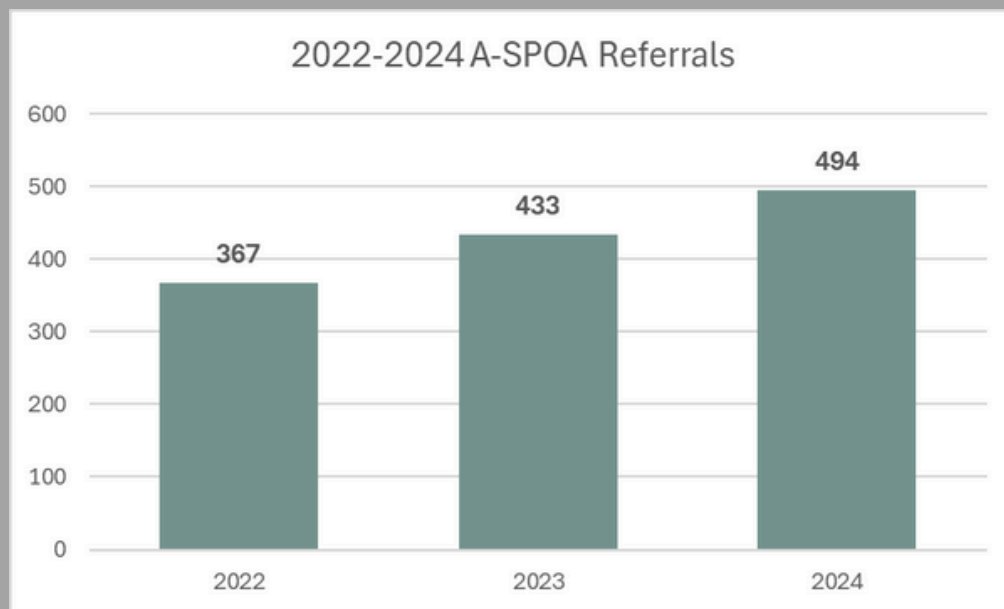
Adult Single Point of Access (A-SPOA)

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

In 2024, the A-SPOA team assisted with access to services for individuals with SMI, and providing appointments and referrals for individuals identified with co-occurring needs to substance use disorder care.

While the complexity and acuity of needs for individuals with SMI grow, the A-SPOA team adjusts to support individuals, families, and system of care providers to address such needs.

By the Numbers



494

Applications received and processed

This a **14.09 %** Increase from the previous year and **34.60%** increase from 2022.



344

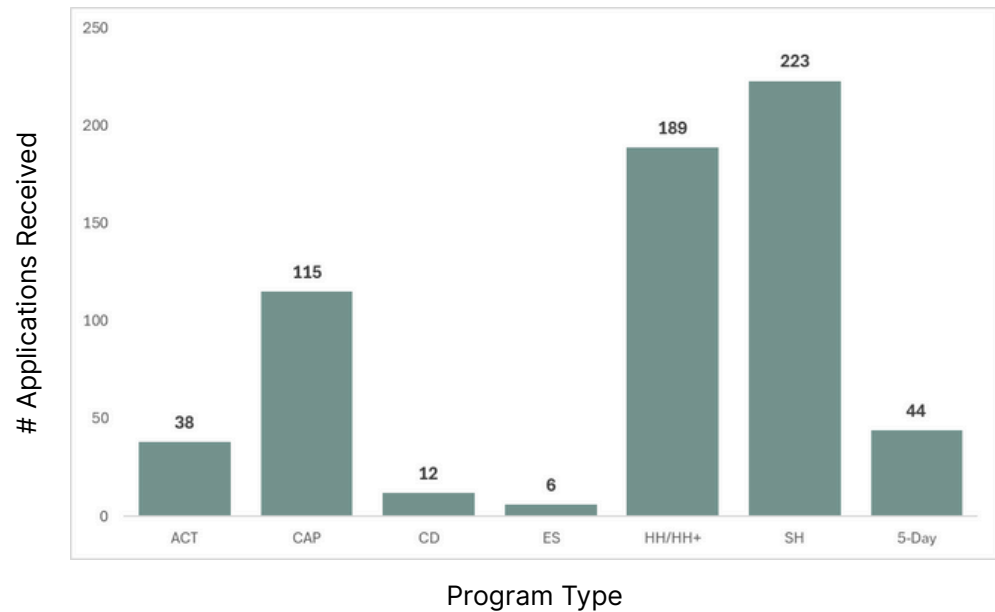
Applicants requested housing

This is **69.64%** of applications received in 2024.

A-SPOA Referral Requests for 2024

KEY

ACT	Assertive Community Treatment
CAP	Certified Apartment Program
CD	Clinical Discretion
ES	Endicott Square
HH	Health Home
SH	Supportive Housing
5-Day	5-Day Priority Appointment



A-SPOA: 2024 Key Takeaways

The A-SPOA program and team facilitate opportunities to foster collaboration amongst cross-systems partners to enhance access to care and promote service delivery aligned with regulatory guidance.

The A-SPOA program saw continued growth in both application submissions and the overall workload to aid in the management of cross-systems needs and increased programming.

As noted in the message from Acting Commissioner Saunders, the growth of programming supported by the NYS Office of Mental Health (OMH) procurement process, resulted in corresponding increases the scope and volume of work for the A-SPOA team.

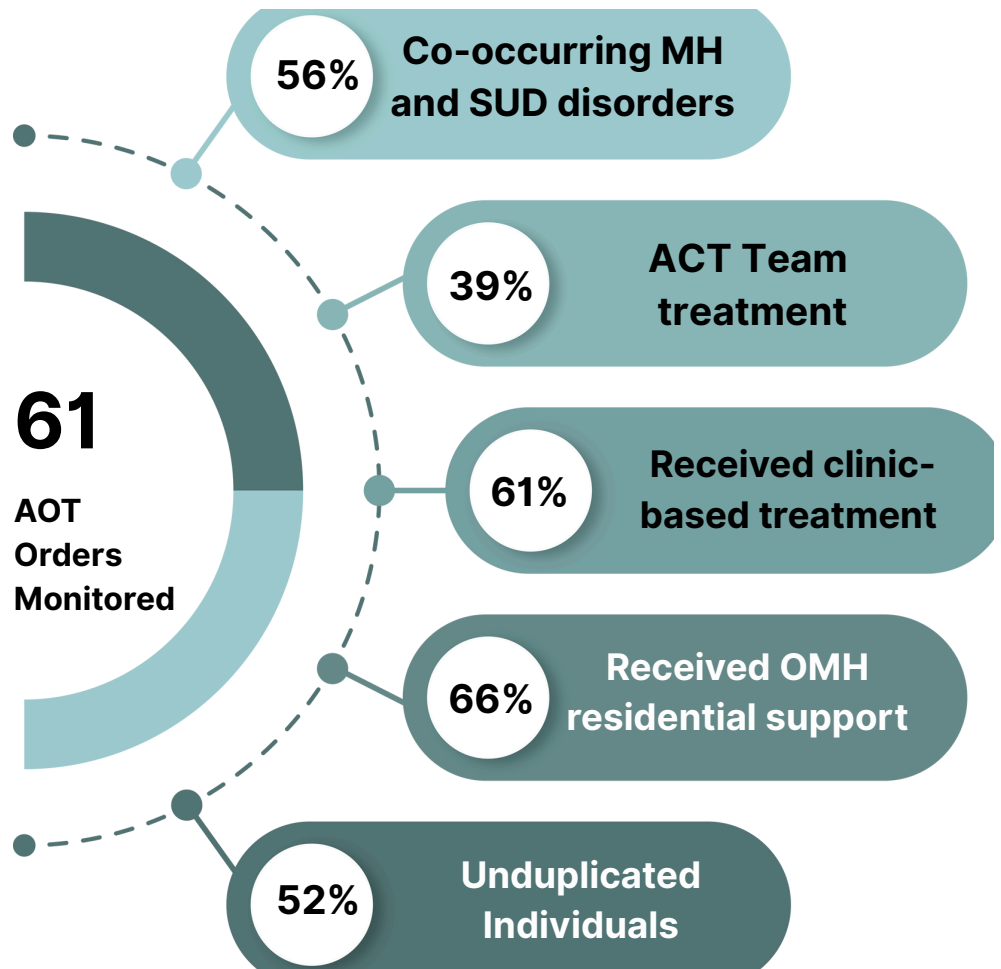
In addition to the increase in the *Adult Assertive Community Treatment* team capacity and *Housing First Scattered Site Supportive Housing*, the *Empire State Supportive Housing Initiative* (ESSHI) awarded housing development specific for individuals living with mental illness and substance use disorders. This important resource will address one of the largest gaps in service identified for Broome County.

Data analysis was conducted of referral volume and associated workload for the A-SPOA team and submitted to OMH for review, demonstrating the need for additional A-SPOA personnel. In late 2024, the recruitment process began with intent to hire in early 2025.

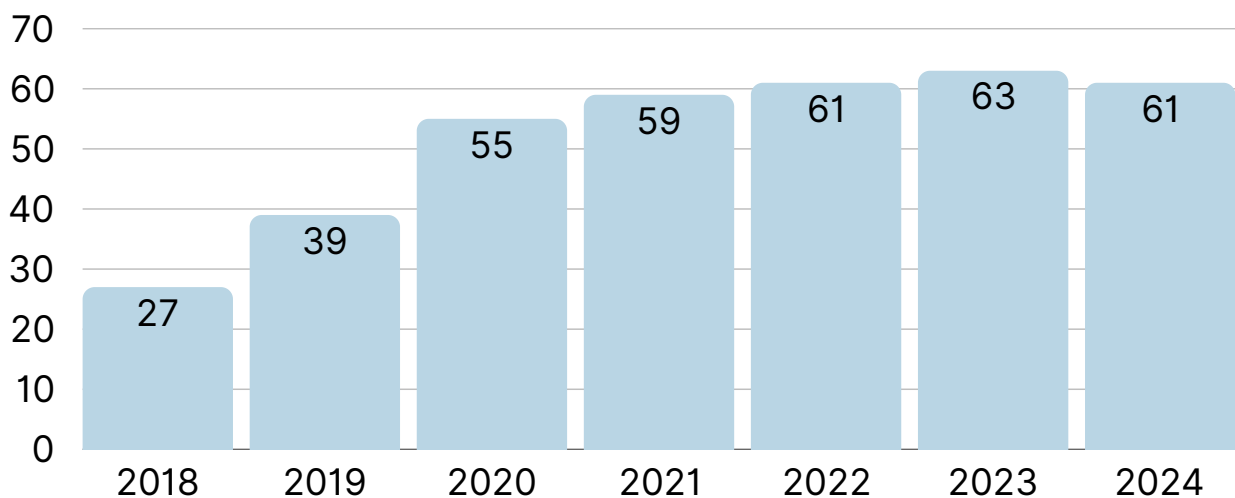
Assisted Outpatient Treatment (AOT)

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

AOT By The Numbers



AOT Orders Monitored by Broome County



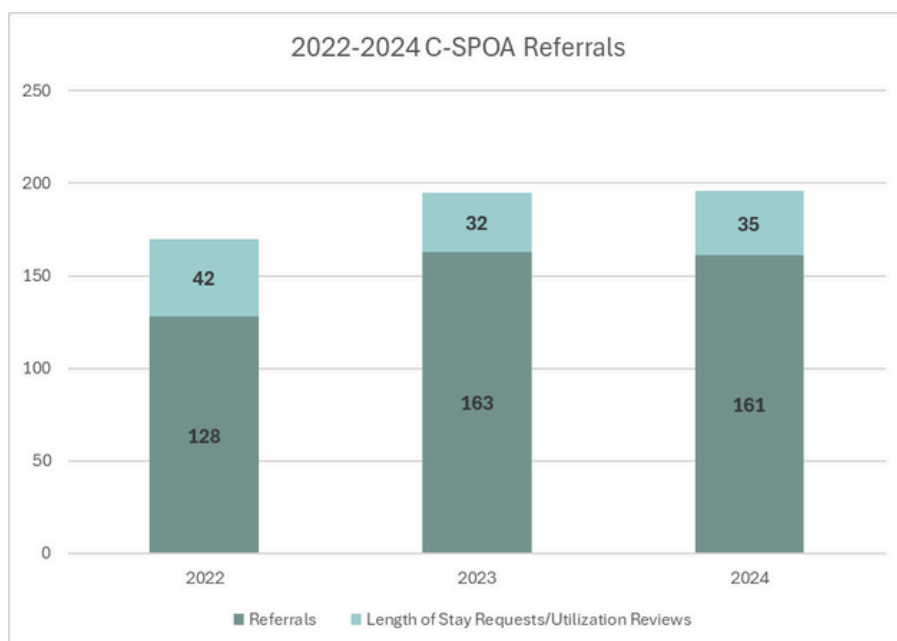
Children's Single Point of Access (C-SPOA)

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

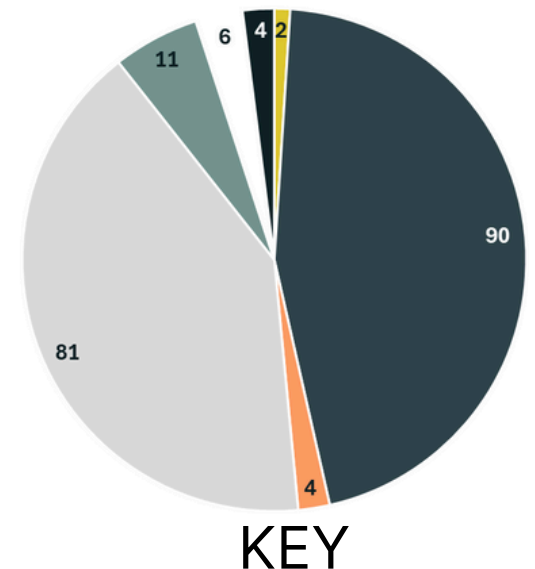
The New York State Office of Mental Health invested personnel and planning efforts to clarify and outline the scope of work for Children's SPOA programs across the State in 2024. This has led to additional training and implementation standards for access to children's services, particularly, residential placement settings.

By the Numbers

In 2024, C-SPOA processed and presented **196** cases representing (1) new referrals, (2) "Length of Stay" extension authorizations, and (3) utilization reviews. This represents an **increase in referrals of 15.3%** over the last two years.



Requested Services



- Community Residence (CR) [OMH]
- Family & Peer Support Services (FPSS)
- Functional Family Therapy (FFT)
- Health Home Care Management (HH)
- Non-Medicaid Care Management (NMCM)
- Residential Treatment Facility (RTF) [OMH]
- Youth Assertive Community Treatment Team (Y-ACT)

C-SPOA: 2024 Key Takeaways

The *Children's Single Point of Access* (C-SPOA) program saw an increased number of complex and cross-systems case reviews in 2024. This entailed coordination of care meetings and case monitoring to ensure continuity and achieve the best available outcomes for youth and families. The C-SPOA team worked with representatives across the System of Care including hospitals, schools, law enforcement, social services, and community-based providers and supports to address needs of youth and caregivers seeking services.

The C-SPOA team provided information to community members about services at several events that included schools districts, community-based events, and forums for professional development. These public-facing opportunities gave providers and families the chance to understand available resources and eligibility of specialty services to support youth with SED.

OMH has expanded the scope of work for C-SPOA programs across the State with projections for continued growth as C-SPOAs work to streamline access to care for youth and families.

Unique to Broome County's C-SPOA Team is the inclusion of a *Credentialed Family Peer Advocate* (FPA) on the team.

The FPA offers the opportunity for service-seeking caregivers to speak with a parent, with experience negotiating the service delivery system with their own family member.

With the FPA having this "personal" history, the Team provides a layer of empathy and experience that fosters engagement in initial or continued services, most often, at times of crisis.



Forensic Outreach Program

In 2024, the *Forensic Outreach Program* supported **39** adults with Serious Mental Illness (SMI) who were released from NYS Prison to Broome County, assisting with access to essential mental health and substance use treatment services.

This referral process aligns with New York Codes Rules and Regulations [14 NYCRR Part § 599.6 (c)(7) (i)] which requires 5-(business) day post-incarceration release priority access to outpatient mental health services to an OMH-Licensed Outpatient Clinic.

The A-SPOA team collaborates with local organizations dedicated to re-entry support, providing critical resources, service referrals, and necessary supplies to facilitate transition into the community.

Community Services Board - Local Services Plan

The *Community Services Board* (CSB), a required element under NYS Mental Hygiene Law, is comprised of individuals invested in the System of Care for behavioral health services in Broome County. The *Board* is responsible for an annual Local Services Plan (LSP) which identifies goals for the upcoming year. The Board and its' *Subcommittees* (Alcohol and Substance Abuse, Mental Health, and People with Developmental Disabilities) participate in planning for the provision of community mental health programs and services within the purview of the Local Government Unit (LGU), to the Commissioner of Mental Health, County Executive, and/or the County Legislature.

Each year, the CSB and Subcommittees are charged with the review, update, and/or development of the Local Services Plan (LSP) that:

- Identifies planning priorities for the LGU and its stakeholders.
- Is submitted to the NYS Office of Addiction Services and Supports (OASAS), Office of Mental Health (OMH) and Office for People with Developmental Disabilities (OPWDD), to inform prioritization of State-wide initiatives.

Local Services Plan (LSP) Identified Priorities



Housing



Workforce



**Cross-
Systems
Services**



**Crisis
Services**

**[Link to BCMHD Local
Services Plans](#)**



Community Services Board (CSB)

Community Services Board Members*

Jill Alford-Hammitt
Cara Fraser
Nicki French
Renee Gotthardt
Mary Kaminsky
Kara Kasmarcik

Emily Lux
Joelle Martyanik
April Ramsay
Nancy Ranger
Erica Robinson
Karen Roseman

Subcommittee Members*

Alcohol & Substance Abuse

Erica Robinson-*Chair*

Jill Alford-Hammitt
John Barry
Don Bergin
Kara Kasmarcik
Amanda Lewis
Amy Polhamus
Jessica Saeman
Susan Wheeler
Tina VanNoy

Mental Health

Cara Fraser-*Chair*

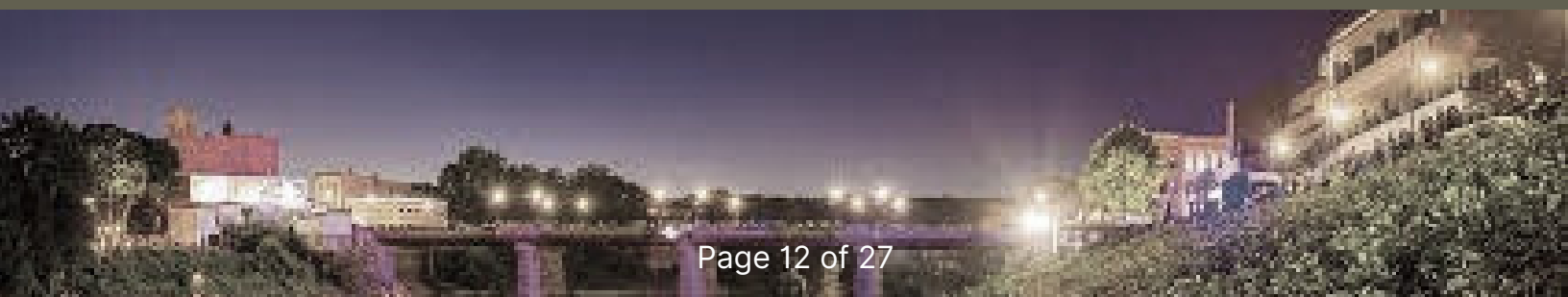
Kimberly DeSantis-Johns
Renee Gotthardt
Emily Lux
Joelle Martyanik
Mackenzie Myers
William Perry
Carmela Pirich
Kelly Wildey

People with Developmental Disabilities

Karen Roseman- *Chair*

Jessica Aurelio
Valerie Cunningham
Nicki French
Ashley Gamba
Brittany Gaynor
Nancy Ranger
Anne Seepersaud
Jeffrey Winner

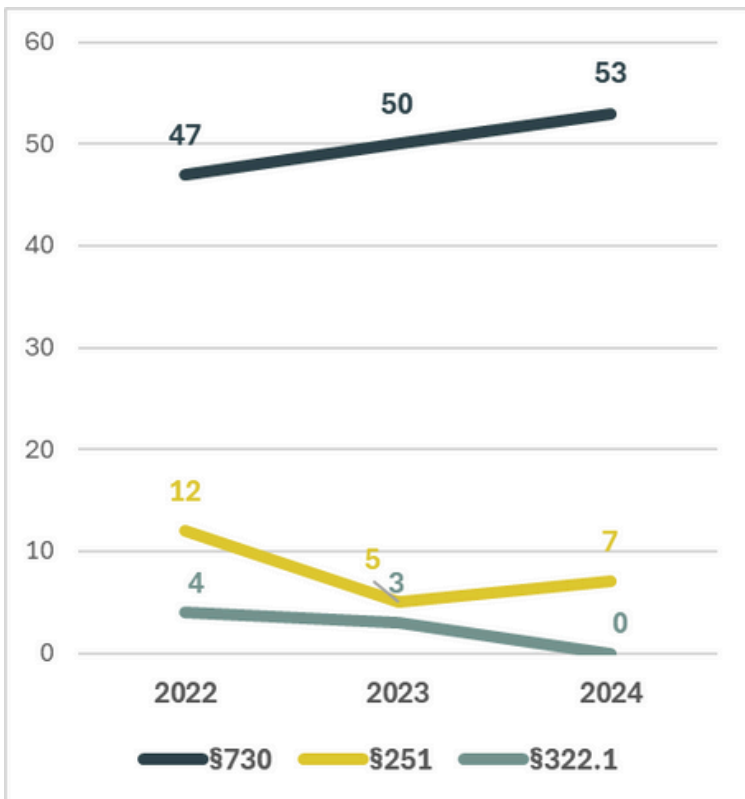
*Individuals served on the Board or Subcommittee for at least a portion of 2024. This does not include those voted in and approved by legislature in 2024, but without any meeting attendance.



Court Ordered Evaluations

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

Court Ordered Evaluations from 2022-2024



By the Numbers

Criminal Procedure Law (CPL) §730 – Mental Disease or Defect Excluding Fitness to Proceed (aka: Competency)

53

Family Court Act (FCT) §251 – Medical Examinations (aka: Mental Health Evaluation)

7

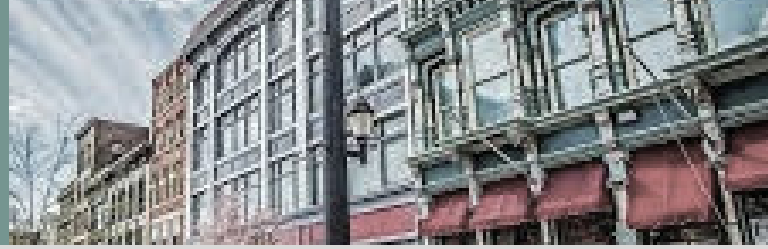
Family Court Act (FCT) §322.1 – Incapacitated Person Examination Report (Pertains only to minors wherein a Juvenile Delinquency proceeding is pending)

None Ordered

The data represents evaluations completed in 2024. This does not include orders that were vacated, non-compliant individuals, orders from 2023 in which the evaluation was completed in 2024.



Targeted Projects



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

BroomeINCLUDES

BroomeINCLUDES is an initiative dedicated to fostering Inclusion for All working to ensure individuals with intellectual, developmental, and physical disabilities - and those living with mental health or substance use challenges - have access to the support and opportunities they deserve.

Through resource navigation, collaborative community projects, and advocacy efforts, BroomeINCLUDES works to create inclusive and supportive environments in workplaces, public parks and venues, and with programs providing services.

2024 HIGHLIGHTS



- Completed two (2) Inclusive Assessments, from the SUNY Cortland program, targeting facilities housing aging populations in rural two rural parts of Broome County.
- In partnership with the Broome County Department of Parks & Recreation and the Southern Tier Independence Center (STIC), assessed one (1) county park to contribute to improvements for accessibility and ease of use for persons with any and all physical capabilities.
- Continuation of the installation of Communication Boards specifically in Broome County Libraries.
- Connecting subject matter experts to assist with the cross-training of care managers in the OPWDD system regarding mental health resources.



Prevention Coalition of Broome County (PCBC)

The *Prevention Coalition of Broome County* (PCBC) is committed to reducing youth substance use by implementing effective, evidence-based prevention strategies that engage both young people and their families. With a diverse membership of over 50 representatives from 12 community sectors, PCBC utilizes the **Strategic Prevention Framework** to address substance misuse and related mental health challenges.

Key strategies include:

- **Collaborating with community partners** to strengthen prevention messaging.
- **Educating youth and families** on the risks of substance use and addiction.
- **Enhancing Protective Factors** to build a healthier, more resilient community.

PCBC's initiatives are informed by data from Broome County's biennial administration of the **Prevention Needs Assessment** (PNA) survey, which gathers insights from students in grades 7-12 on substance use, perceptions, and Risk and Protective factors. These findings drive the Coalition's action plan, ensuring a targeted, impactful response to identified community needs.

Program Highlight



In partnership with the Broome County Health Department, *Rethink Your Vape* a prevention and intervention Tool Kit, was developed. Training was provided to representatives from school districts across Broome and Tioga Counties. This opportunity aids Prevention strategies while increasing substance use prevention across the County.



Prevention
Coalition
of Broome County

Prevention Initiatives@Work

To build safer, more supportive learning environments, **prevention initiatives** in area **elementary schools**, are creating a structured prevention curriculum that equips young students with essential skills for making positive choices. This proactive and strategic approach fosters resilience and awareness at an early age, laying the groundwork for informed decision-making and long-term success.

At the **high school** level, educators and administrators are shifting away from ineffective punitive measures and adopting **detention alternative programs** that address the root causes of behavioral challenges. These initiatives prioritize reflection, personal development, and skill-building, ensuring students receive the support they need to make lasting behavioral changes. By fostering a restorative and accountability-driven culture, schools are actively reducing disciplinary recidivism and promoting student success.

Educators and administrators are embracing that PREVENTION is not a series of isolated activities, rather a deeply integrated and sustained commitment to a culture that contributes to the student's well-being.

This shift in mindset is transforming school environments, creating unified and strategic approaches to prevention that drive meaningful, long-term change for students and the broader community.

Program Highlight

Community Schools *Prevention Pilot*

To enhance substance use prevention efforts, Broome County Mental Health Department (BCMHD) partnered with Broome Tioga BOCES and district leaders to maximize the use of aggregate and individualized *Prevention Needs Assessment* (PNA) data.

Leveraging this critical information, schools develop **data-driven, comprehensive prevention plans** tailored to the unique needs of their student populations.

In 2024, BCMHD and BT BOCES Community Schools partnered with two Broome County districts to launch a pilot introducing a Community Schools Coordinator specializing in substance use prevention strategies.

This impactful collaborative effort has gained the attention of State partners as it's progressive and innovative approach to substance use prevention looks to leverage quantitative and qualitative data for a customized and comprehensive district prevention plan.

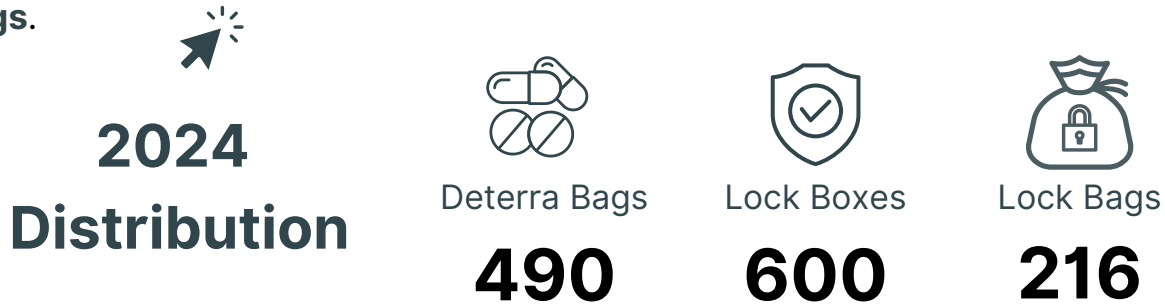


Building a thriving community
where all students flourish.

Prevention Initiatives@Work

Medication Safety Promotion

After success in 2022 and 2023, the Prevention Coalition of Broome County continued to work with community partners to distribute **Deterra Drug Deactivation Bags** and **medication lock boxes/bags**.



Alternative Drug-Free Activities

Family Fun Night, a family-friendly, drug-free evening was a collaboration of **55** agencies and **24** volunteers working to serve the community with **400** backpacks filled with school supplies, **750** snack bags, connections to resources, and opportunities for fun including music and dancing, face painting, chalk art and more.



The *Prevention Coalition*, in partnership with Broome County Parks, Recreation & Youth Services hosted two “**Movies in the Park**” events. These family-friendly evenings offered resource bags to all attendees with mental health and medication safety materials.



Broome County Suicide Awareness For Everyone (BC SAFE)



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

**Resource
Requests**

49

**Community
Programs**

40

Impact Spotlight



After a **Gizmo 4
Mental Health**
presentation,

a student approached the presenter
and said,

"Thank you, I needed this. I have been
struggling lately and I feel like now I can
ask for the support I need."

The presenter was able to
connect the student with
resources and supports within
the school and community.

Upon follow-up, the student is
thriving in multiple music,
sports, and theater programs.

BC SAFE-sponsored events and training opportunities include: (a) the American Foundation for Suicide Prevention's (AFSP): ***Talk Saves Lives; Its Real: Teens and Mental Health; Talk Saves Lives: Seniors; and More than Sad***, (b) the Connecticut Networks of Care for Suicide Prevention (NCSP) ***Gizmo's Pawesome Guide to Mental Health***; and (c) the Suicide Prevention Center of New York's (SPCNY) ***Creating Suicide Safety for Schools; Suicide Safety Training: Teachers and Staff (SST)***; and ***SST Continued Education: Tabletop Series***, and (d) presentations on ***Trauma*** and ***Resilience***.

Broome County Suicide Awareness For Everyone (BC SAFE)



BC SAFE members actively participate in community events, engage with the public, and provide essential resources on **suicide prevention, mental wellness, coping strategies,** and other local support services. Through these efforts, BC SAFE helps raise awareness, foster connections, and promote a culture of mental health support within the community.

CHALK THE WALK have the talk Awareness Campaign



BC SAFE, in partnership with the Prevention Coalition of Broome County, hosted the **5th Annual CHALK THE WALK, HAVE THE TALK** suicide awareness campaign. Held during a dedicated "Week of Action" in observance of **World Suicide Prevention Day**, the campaign encouraged schools and communities to decorate sidewalks and public spaces with uplifting messages and artwork promoting **hope** and **resilience**. Participation continues to expand across Broome County and NYS, reaching reaching communities across the U.S. and Canada. As part of the campaign, the CHALK THE WALK, HAVE THE TALK Art Contest and Gallery showcased and celebrated artwork that raises awareness and fosters resilience, further strengthening connections and support for mental wellness.

Impact Spotlight

During the *Chalk the Walk, Have the Talk* gallery event, as staff carefully displayed the chalk artwork, a passerby approached and shared his story...

Experiencing homelessness and facing significant challenges, he expressed how much the chalk drawings throughout the city meant to him.

"They give me a sense of hope,"

he said with a small but genuine smile.

"When I see them, I feel like, alright, I can keep going for another day."

His words serve as a powerful reminder of the impact that art and community engagement can have, offering moments of encouragement and resilience to those in need.

Broome County Suicide Awareness For Everyone (BC SAFE)



Chalk the Walk, Have the Talk Awareness Campaign



LUMA, a renowned projection art festival, attracted approximately 30,000 attendees, including representatives from BC SAFE and the *CHALK THE WALK, HAVE THE TALK* Campaign. This event served as a vital platform for community engagement, offering opportunities to share resources, provide education, and foster meaningful connections.

Participants shared art, stories of hope, and offered support to others with connection regarding mental health and wellness.



Suicide Loss Survivor Day Event

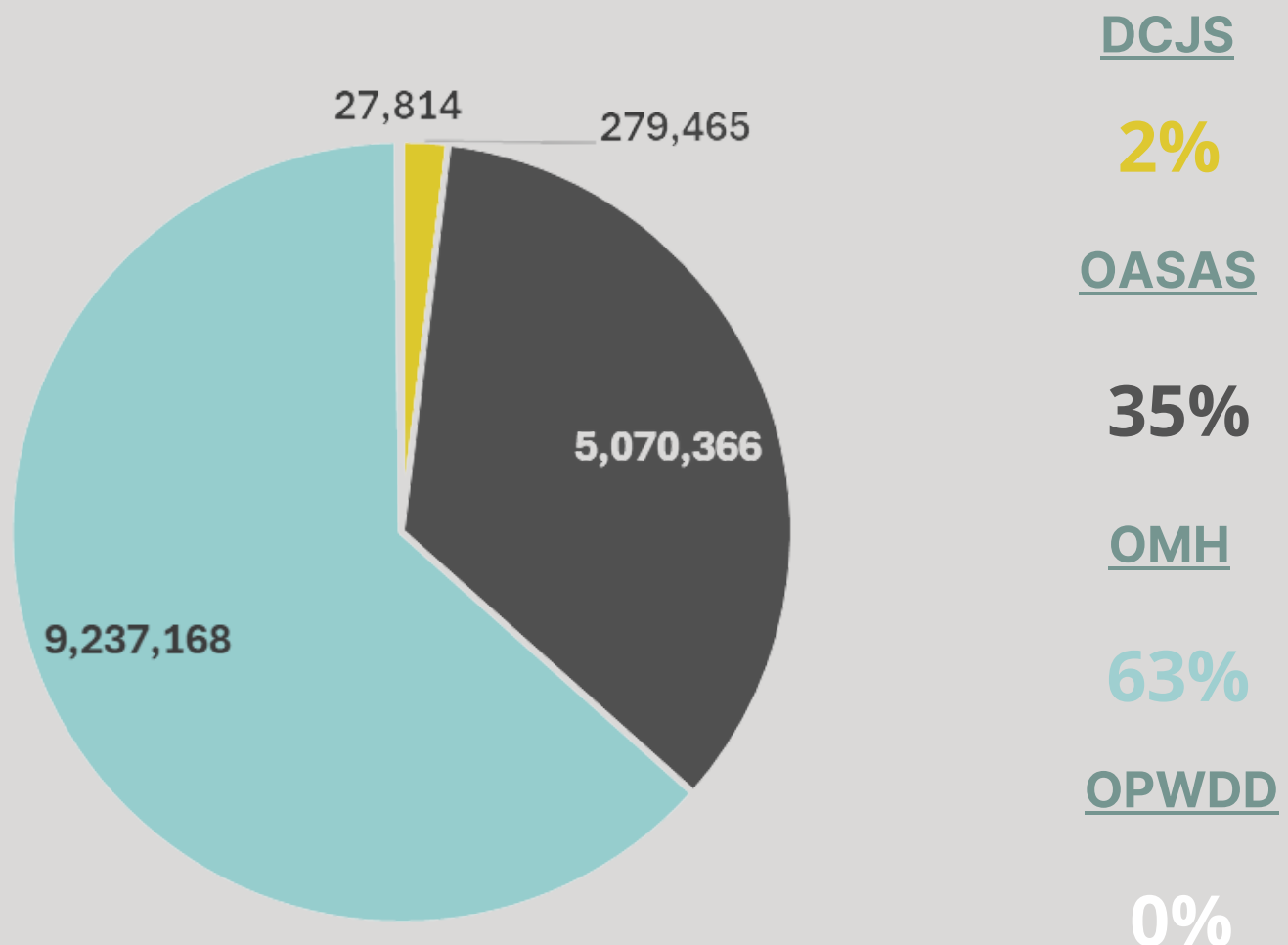
The Coalition partnered with United Health Services (UHS) and American Foundation for Suicide Prevention (AFSP) to offer the **8th Annual International Survivors of Suicide Loss Day**. This in-person event provided the space to foster connections and conversations crucial in community support.

While work continues to support prevention of suicide in Broome County, this event acknowledges and serves to address the needs of those impacted by suicide through support, validation, and community.

Financial Administration

One of the most critical roles of the Broome County Mental Health Department (BCMHD) is the responsible distribution and accountability of financial resources. In 2024, the Department administered funding from four (4) NYS State agencies: **Division of Criminal Justice Services** (DCJS), **Office of Addiction Services and Supports** (OASAS), **Office of Mental Health** (OMH), and the **Office for People with Developmental Disabilities** (OPWDD). In accordance with state requirements and guidelines, funds are received and allocated to community agencies that provide services through the county's formal contracting process. BCMHD's *Performance and Contract Management* and *Financial* Divisions work together closely to facilitate this process. The Department provides Technical Assistance to Broome-based agencies - who receive funding from the State agencies - to assist with the interpretation of fiscal guidelines to ensure solvency and completion of quarterly and annual reconciliation and reporting.

In 2024, the following State Agencies supplied funding for Broome County totaling more than \$14.5 Million:



Broome County

Distribution of Funding by State Agency and Local Agency

Agency	State Aid			
	DCJS	OASAS	OMH	OPWDD
Addiction Center of Broome County	\$0	\$309,994	\$0	\$0
Broome-Tioga BOCES	\$0	\$0	\$424,179	\$0
Broome County Mental Health Department (including CCSI personnel)	\$0	\$134,575	\$1,506,625	\$27,814
Catholic Charities of Broome County	\$0	\$0	\$3,984,030	\$0
Children's Home of Wyoming Conference	\$0	\$0	\$126,559	\$0
Clear Path for Veterans	\$0	\$0	\$197,524	\$0
Community Options	\$0	\$0	\$80,552	\$0
Fairview Recovery Services	\$0	\$2,158,064	\$0	\$0
Family & Children's Counseling Services	\$0	\$0	\$533,874	\$0
Helio Health	\$0	\$1,775,938	\$0	\$0
Our Lady of Lourdes Memorial Hospital	\$0	\$433,789	\$0	\$0
Mental Health Association of the Southern Tier	\$0	\$0	\$1,409,439	\$0
Southern Tier AIDS Program	\$279,465	\$0	\$0	\$0
United Health Services	\$0	\$258,006	\$974,386	\$0
TOTALS	\$279,465	\$5,070,366	\$9,237,168	\$27,814
[^] includes State Aid facilitated through the LGU, but does not include funding via direct contract from State Agencies to providers.				

Performance & Contract Management (PCM)

In accordance with Mental Hygiene Law §41.13(a)(8), the BCMHD provides **Performance and Contract Management** (PCM) for agencies under its purview, furthering the mission through mindful metric collection and critical data analysis. To ensure responsible utilization of resources, the Local Government Unit (LGU) employs a multifaceted approach that includes collection and analysis of data, review of performance goals and objectives, and monitoring of resources to successfully achieve the objectives of the statutorily mandated Local Services Plan (LSP). BCMHD PCM staff strive to support an environment which encourages:

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

By The Numbers:

PCM oversaw data collection and analysis for a total of:



18

Contracts



72

Programs

Information and data are collected, and reviewed, for pre-determined metrics on a monthly and/or quarterly basis via the Smartsheet digital platform.

Performance & Contract Management (PCM)

Data Collection & Metric Review

Following the successful migration to the *Smartsheet* project management platform, agencies submit data through cloud-based collection links. Each submission cascades to integrate with existing data, which feeds real-time agency and county-wide Data Dashboards. This digital data capacity is utilized to inform planning for the System of Care.

Data Synthesis and Dashboards

Data is collected and analyzed on a regular basis. PCM constructs Data Dashboards, uniquely created for each program, to inform agencies and the Department regarding program trends. Select programmatic data is synthesized on a larger, integrated-scale, depicting the county's System of Care.

Program Highlight

The public-facing data dashboard was released as a resource to the community to inform on the system of care.

Check it out here:

[Broome County Mental Health Department
\(BCMHD\) System of Care Dashboard](#)

What you can find:

Resources including Veterans Support, Map of Medication/Sharps Disposal and free Naloxone, SUD connection, OMH treatment availability and wait times, Specialty Services availability, and Data and Letter of Support requests

System of Care data such as program information, program census demographics, financial overview, Community Services Board information and SPOA

information

Additional Performance & Contract Functions

Contract Analysis

This multi-disciplinary process ensures consistency between the contracted service provision and the negotiated deliverables outlined in the Request for Proposal (RFP) process. This ensures financial and services accountability to funding and programmatic guidelines, while encouraging creative responsiveness to the dynamically changing needs of the community.

Request for Proposals (RFP)

In this function, the PCM team acts as subject matter experts involving project management including proposal construction, data review and synthesis, and establishing program deliverables and metrics.

Site Visits

Site Visits are conducted as a part of the *Performance Review Process* to gain a comprehensive view of a program within the context of the larger System of Care. PCM staff utilize formalized workflows and associated assessment measures to encourage transparency and promote collaboration with providers.

Collection and evaluation of data encourages creative responsiveness to the dynamically changing needs of the community.

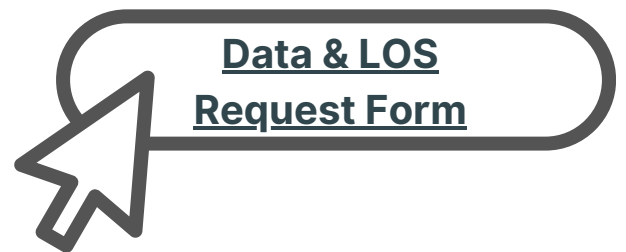
Letter of Support (LOS) and Data Request

The Department supports community agencies by providing **Letters of Support** (LOS) and **Data** in response to requests as needed for RFP and/or grant applications. All requests for data are reviewed for appropriateness and whether the Department has access to the data requested.

Twelve (12) Data and Letter of Support Requests were made in 2024.



Request for DATA and/or LETTERS OF SUPPORT (LOS) can be made by completing the form linked to the right.



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