



**Office of
Mental Health**

OMH Webinar for All Providers: Building Comprehensive Transition Supports

September 21, 2023

Welcome! Meet Today's Presenters

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Q&A During the Webinar

- All phone lines are muted
- To ask a question or send a comment, use the “Q&A” box in WebEx menu and submit to “all panelists” (default)
- At the end of the webinar, we’ll ask feedback questions by poll
- Slides and a recording of the webinar will be emailed to attendees soon

Agenda

1. OMH's vision for building a comprehensive continuum of care
2. Recap on recent feedback collection methods:
 - OMH Community Engagement feedback sessions – spring 2023
 - Regional webinars with hospitals – summer 2023
3. Feedback requested on new hospital guidance
4. Critical Time Intervention: What is it, what are the expected outcomes of the teams, and how can we make it work?
5. Poll questions for the audience

OMH Envisions a Comprehensive Continuum of Care:

- PREVENTION
- EXPAND ACCESS FOR ALL
- INTENSIVE SERVICES FOR THOSE WITH CHALLENGING MENTAL HEALTH ISSUES

New York State Investments and Policy Changes

"Governor Hochul has developed a comprehensive plan that provides the resources to expand, strengthen, and revitalize the state's behavioral healthcare system. It will dramatically increase access to housing, improve and expand inpatient and community-based services, provide more children with school-based mental health services, reduce inequities in healthcare and close gaps in insurance coverage. I applaud Governor Hochul for her historic commitment to strengthening the continuum of mental healthcare for all New Yorkers."

- Dr. Ann Sullivan, OMH Commissioner

Governor Hochul's plan reflects more than \$1 billion in new investments for mental health services. This includes:

- New outreach and connection services for individuals who are homeless
- 3,500 new housing units for individuals with mental illness
- Improved access and processes for evaluation, admission and discharge from inpatient and emergency programs
- Expansion of outpatient and community-based services, including employment supports
- Additional mental health services for school-aged children
- Expanded insurance coverage for mental health services
- Strengthening of the mental health workforce
- Using data to plan, monitor, and evaluate progress

**NYS OMH
MENTAL HEALTH
INITIATIVES**

**Progress by
State Fiscal Year
Quarter**

- \$39.7 million via 9 RFPs for CCBHC, SOS, ACT, School-Based MH Clinic, and Supportive Housing
- INSET awards for 4 agencies
- Eating Disorder award for 3 agencies
- 420 units of Apartment Treatment housing awarded
- 224 beds out of 843 reopened
- 61 out of 150 state operated beds opened
- Draft hospital guidance shared

- 5 RFPs to be issued, including CCBHC Phase 2, HBCL, Clinic Expansion, and Transitional Step-Down Units
- Remaining 60 out of 150 state operated beds anticipated to be opened
- Awards and contracts for RFP awardees

2023/24 Q1

2023/24 Q2

2023/24 Q3

2023/24 Q4

- \$47.8 million via 5 RFPs for Student Loan Repayment, Eating Disorders Treatment, INSET, Apartment Treatment and Healthy Steps
- 40 Community Engagement feedback sessions completed reaching nearly 2,000 participants
- Youth Listening Tours
- Governor's Youth MH Summit

- 15 RFPs to be issued, including for Suicide Prevention for Youth, Supportive Housing, CPEPs, Inpatient and RTF Capital, Clinic Enhancement, CTI Teams, and Transitional Step-Down Units
- 524 beds out of 843 anticipated to be reopened
- 90 out of 150 state operated beds anticipated to be opened
- Hospital guidance to be distributed

OMH Procurement Opportunities

- OMH is working on a significant number of procurement opportunities for new mental health supports and services. Current Request for Proposals (RFPs) are posted with due dates on the OMH website here:
<https://omh.ny.gov/omhweb/rfp/>
- Our tentative procurement schedule is also available to inform providers and other system stakeholders of anticipated procurement availability. The tentative procurement schedule is posted on the OMH website here:
<https://omh.ny.gov/omhweb/rfp/upcoming-procurement-opportunities.html>

Recent Feedback



**Office of
Mental Health**

OMH 2023 Community Engagement Sessions

- 890 participants attended 4 virtual sessions February-March 2023
- 905 participants attended 36 in-person sessions March-April & July 2023
- In-person sessions offered both an evening session and morning session
 - Western & Finger Lakes: Olean, Buffalo, Rochester, Batavia
 - Southern Tier: Corning, Binghamton
 - North Country: Plattsburgh, Watertown
 - Central & Mohawk Valley: Utica, Gloversville, Syracuse
 - Capital District & Mid-Hudson: Albany, Monticello, Valhalla (Westchester)
 - New York City: Manhattan, Brooklyn, Staten Island
 - Long Island: Melville (Nassau), Hauppauge (Suffolk)
- Participants included individuals with lived experience, family members, providers, community leadership, and advocates

Approach to Community Engagement Sessions

- Provide an **opening presentation** on the mental health investments and system reforms in the budget and planned in the coming years.
- **Breakout into groups** to gather feedback on how we can ensure health equity in both access and outcomes of new and existing public health services.
- **Identify creative ideas and examples from local communities** on how to best implement and target the funding, so it reaches the New Yorkers who need it most.
- Gather information about what **success** will look like for each region and community in the State. Identify **challenges** to achieving results along with ideas for overcoming these challenges.
- Notes from the breakout sessions were **analyzed into themes** to be used in the implementation planning for these new initiatives.

Results of the Community Engagement Sessions

- As soon as the Community Engagement sessions were completed, OMH began using the data collected to inform planning, program design, and implementation strategies for the mental health budget initiatives.
- Results of the feedback sessions are now available on our OMH website here: <https://omh.ny.gov/omhweb/transforming-mental-health>
- Themes are organized in the following categories:
 - **Workforce:** Retention, Recruitment, Peer Services
 - **Outpatient:** Service Awareness, Social Determinants, Peer Services, 988, Access to Services
 - **School-Aged Children:** Cross-agency collaboration, training, prevention, school-based services
 - **Inpatient/Discharge:** Ensure individuals and families and youth who need intensive community or hospital services have easy access to comprehensive services in the community and are in the hospital only when necessary.
 - **Housing:** Needs & Requests, Environment, Access
 - **Insurance:** Coverage, Billing Challenges
 - **Diversity and Integrated Services**

OMH Webinars with Hospitals - Summer 2023

- OMH conducted a statewide webinar and 5 regional webinars with hospitals across New York to provide updates on system-level planning and gather feedback from hospitals
- Participants discussed how to improve data monitoring of mental health hospital presentations as well as how to facilitate more seamless communication between ED/CPEP/Inpatient staff and community-based provider agencies
- Since then, Department of Health has added new content on psychiatric inpatient beds to their HERDS hospital data reporting system, with additional questions to be added based on hospital feedback
- Together we hope to reduce pressure on hospitals, increase timely access to ambulatory services following mental health hospital services, and facilitate coordination of services between hospitals and outpatient providers

New Draft Hospital Guidance

- OMH recently sent out draft guidance for CPEPs/EDs and for Inpatient programs. We invite all stakeholders to offer feedback
- Establish expected standards for
 - Screening and Assessment
 - Communication and Collaboration with Non-Hospital Clinicians
 - Coordinated Discharge Planning
 - Pre-Discharge Interventions to Improve Discharge Outcomes
- Goal is to deepen connection between hospital clinicians and surrounding ambulatory and residential programs
- Feedback should be sent to planning@omh.ny.gov. We request all replies by September 29, 2023

Critical Time Intervention



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Critical Time Intervention (CTI)

CTI is a **time-limited, phase-based** care management model designed to help vulnerable individuals during critical times of transition in their lives.

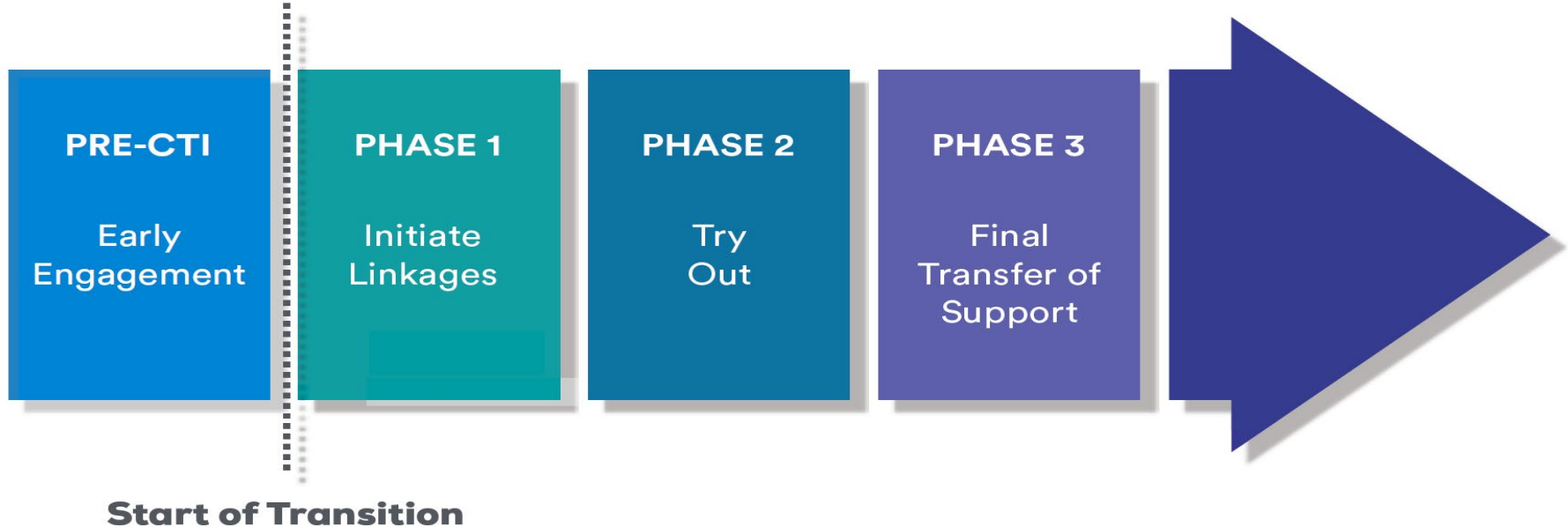
CTI promotes **community integration, self-advocacy, and access** to ongoing support by helping individuals develop and utilize strong ties to their professional and non-professional support systems during and after these transition periods.

CTI is an **evidence-based practice** that includes assertive follow up with individuals in the community and a focus on addressing key social care needs at the individual level.

CTI places emphasis on helping individuals **build skills and strengthen linkages** to ongoing sources of support that will remain in place after the time-limited CTI intervention ends.

Phased Approach

The Phases of CTI



CTI Teams...

- must have a **defined working relationship** with at least one (1) local Article 28 or Article 31 hospital (e.g., inpatient psychiatry units, emergency department and/or CPEP), or more in areas where there are multiple hospital systems within their location
- will follow the **evidence-based model** of critical time intervention which includes four (4) phases described
- must ensure **timely response** to referrals and access to services
- will conduct **assertive and persistent outreach** to establish trust, and coordinated care transition activities during inpatient stay, or in other sites; and continue services through transition to community housing, treatment, and other supports.

Expected Outcomes

- Increase outpatient engagement
- Decrease hospital readmissions
- Decrease number of visits to ER/CPEP
- Linkage and access to Mental Health services and community resources
- Expertise on Mental Health system in discharge planning
- Increased success with individuals meeting their recovery goals

To Make This Work...

Partnerships between the agency(ies) providing CTI and the hospital(s) (including inpatient psychiatry, CPEPs, ERs) need to include:

- a Memorandum of Understanding (letter of support will be requested to be submitted as part of RFP process)
- a coordinated process for regular communication, receiving referrals, discharge planning, and a process for engaging with individuals to provide the CTI intervention prior to discharge
- maintaining the partnerships, including regular partnership meetings

To Make This Work...

Immediate access to agencies providing CTI

- Involvement of staff providing CTI in discharge planning meetings
- Knowledge of community resources

Collaboration and relationships with community services and on-going sources of support

- Housing, treatment, rehabilitation, natural supports, physical health, substance use services

Next Steps – Phased Approach

Adults and TAY – 37 Teams Statewide

- Starting in NYC and LI, next few months
- Then moving to ROS, by end of the year
- Looking at specialty teams – Forensic, I/DD, etc.

Kids – 13 Teams Statewide

- CTI + Transitional Housing
- In discussion with other State Agency partners

Feedback from Audience



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Audience Polls and Q&A

Where to Send Feedback

Additional feedback or questions can be sent to Planning@omh.ny.gov

Thank you!