

**ORLEANS COUNTY DEPARTMENT OF MENTAL HEALTH**  
**DEPARTMENT SUMMARY AND GOALS**  
**2013**

A. Mission, Core Values and Programs of the Department

The Orleans County Department of Mental Health promotes mental wellness and resiliency, recovery, self-sufficiency and an enhanced quality of life for residents of Orleans County with mental health disorders by providing effective, accessible, behavioral health services.

The following are the Core Values of the department: Accountability, Diversity, Empowerment, Ethics, Quality, Collaboration, Respect and Person Centeredness.

In order for a county to be eligible for state aid, it must have a Local Governmental Unit (LGU), which is the conduit for state aid. The LGU has a Community Services Board, which has responsibility for policy-making. The Board also maintains three subcommittees: Mental Health, Alcohol and Substance Abuse, and Developmental Disabilities. In Orleans County, the Director of the Community Services Board is the Director of Mental Health and Community Services. In addition, the Legislature maintains oversight of the department.

The Department Provides the Following Services:

- Administrative – This component encompasses both clerical and billing functions. Clerical staffs support the psychiatrists and other professionals by fielding customer services questions, scheduling therapy appointments, maintaining medical files and recording statistical data. Billing staffs support the Department by facilitating payments for services, orientating clients to insurance eligibility, assigning sliding scale fees, maintaining electronic files, fielding billing questions and accepting payments.
- Clinical – The clinic offers individual and group therapy, crisis intervention, forensic evaluations, mental health assessments, medication prescribing and monitoring, and county-wide mental health emergency services. The clinic also consults with Medina Memorial Hospital and the Orleans County Jail.
- Case Management – These services are available to all mental health clients (children and adults) who are considered seriously mentally ill. Case management activities are designed to assist individuals in gaining access to needed medical, psychiatric, social, educational, psychological and other services that are essential in meeting their needs. The overall goal of case management is to help clients maximize their potential for independent living.
- Continuing Day Treatment Program – This is designed for adults who are seriously and persistently mentally ill. Programming is offered for up to 5-hours per day, 5-days per week, and includes individual and group therapy, medication prescribing and monitoring, crisis intervention, and life skills training.

- Subcontractors – In addition to the above services that are directly provided by the Department, the LGU contracts for the below-listed services:
  - *Alcohol and Substance Abuse* – Contractor: Genesee/Orleans Council on Alcoholism and Substance Abuse
  - *Developmental Disabilities* – Contractor: The Arc of Orleans County

Staffs - The Department currently has twenty nine (29) full time positions and three (3) part time positions. One of the part time positions is vacant. The department also maintains a cadre of seven (7) contractors (psychiatrists, psychologist, nurse practitioner and jail consultant) that provide clinical services, and sixteen (16) other contractors (including the aforementioned subcontractors), providing a variety of services for the Department.

- Responsibilities - It is the responsibility of the LGU to either provide or contract all mental hygiene services in the county, which include mental health, alcohol and substance abuse, and developmental disabilities. As can be seen, in Orleans County there is a mix of services that are directly provided by the department and those that are delivered through the contract agencies. The LGU also completes the County Comprehensive Plan for all mental hygiene disabilities.

#### B. Goals and Objectives for 2013

Goal #1 The department will continue to maintain a vigorous Corporate Compliance program.

Objective #1 Continue to adhere to the Corporate Compliance Plan.

Objective #2 Continue to use the compliance consultant as needed.

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Goal #2 The department will continue to increase awareness throughout the county of its services.

Objective #1 The director will continue his involvement in relevant community groups, committees and activities.

Objective #2 Continue to place ads in the area Pennysaver or local newspapers to educate citizens.

Objective #3 Continue to participate in community events.

Objective #4 Disseminate brochures outlining services offered and hours of operation.

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Goal #3 The clinic will continue its provision of high quality therapeutic services.

Objective #1 Continue involvement with clinical interventions, such as the group for victims of domestic violence.

Objective #2 Continue to improve the skills of clinicians through the provision of in-service training, and the utilization of outside conferences and training.

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Goal #4 The clinic will continue its focus on improving the physical wellness of clients.

Objective #1 Continue its participation in a state initiative that deals with Cardiometabolic Syndrome, which includes problematic health issues, such as diabetes/pre-diabetes, hypertension, hyperlipidemia, ischemic vascular disease and obesity.

Objective #2 Continue its participation in a state initiative that strives to reduce medication risk in youth.

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Goal #5 The clinic will continue its diligence with respect to fiscal matters

Objective #1 Continue its focus on increasing productivity and reducing documentation errors.

Goal #6 The Case Management program will transition to providing services through Health Homes.

Objective #1 The coordinator and staffs will participate in relevant training regarding Health Homes.

Objective #2 The coordinator will continue to keep abreast of the Health Home issues through other resources, such as articles and meetings

Goal #6 The Continuing Day Treatment program will continue to expand its range of group and therapeutic offerings to better serve the more dynamic and symptomatic younger clients.

Objective #1 Resume the Wellness Self Management groups that were developed by the NYS Office of Mental Health.

Objective #2 The staffs will increase their engagement skills and understanding the needs of and resources for these younger clients.

Goal #7 The Continuing Day Treatment program will continue its work on expanding its identification and engagement of individuals dealing with Serious and Persistent Mental Illness.

Objective #1 Continue to work to expand and enhance its working relationship with the Behavioral Health Unit and Medina Memorial Hospital.

Objective #2 Continue to work to enhance referrals from the community.

Objective #3 Further expand its relationships with community organizations to raise awareness of the program's broadened range of services.

Respectfully submitted,

James F. Graziano, LCSW, ACSW  
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