



*Department of Human Services*

Monroe County, New York

**Cheryl Dinolfo**  
*County Executive*

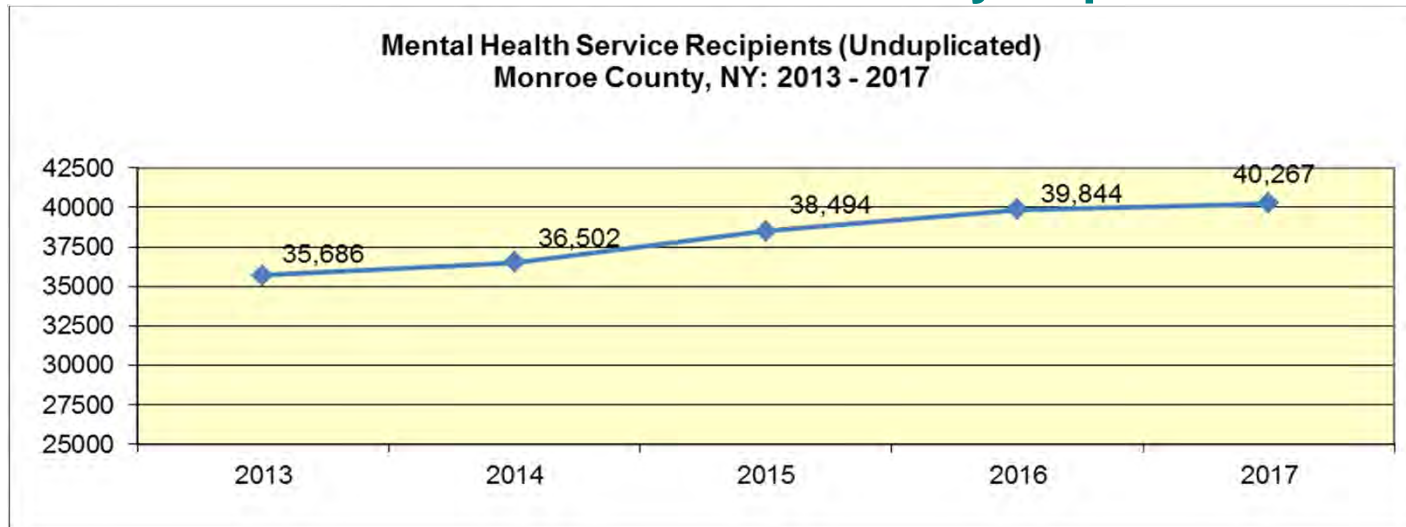
**Corinda Crossdale**  
*DHS Commissioner*

Office of Mental Health  
**David L. Putney, MS, CRC, LMHC**  
*Director*

## Mental Health Services in Monroe County, NY

### Monroe County Behavioral Health Community Database

### 2017 Mental Health Summary Report



Prepared by: Monroe County Office of Mental Health

## Introduction

The **2017 Mental Health Summary Report** provides an overview of Monroe County's mental health service delivery system, with specific focus on services provided to consumers during 2017. The data included in this report provide general information about service utilization and the demographic characteristics of consumers receiving services. In previous years, the report included detail comparing data for providers in each mental health program type. The detail has not been included in this document but is available to Monroe County providers in the Monroe County Performance and Contract Management System.

The data included in this report come from the Monroe County Behavioral Health Community Database (BHCD). This database is maintained by Coordinated Care Services, Inc. (CCSI) on behalf of the Monroe County Office of Mental Health to support contract management and county-wide planning, evaluation, and performance management efforts. The database contains sociodemographic, program admission, and service utilization data for consumers receiving mental health services at programs that are certified or licensed by the New York State Office of Mental Health or are fully or partially funded by the Monroe County Office of Mental Health. Providers with programs included in the database are listed below:

- ❖ Catholic Family Center
- ❖ Compeer of Rochester, Inc.
- ❖ Delphi Rise
- ❖ DePaul Community Services
- ❖ East House Corporation
- ❖ Hillside Children's Center
- ❖ Housing Options Made Easy
- ❖ Ibero-American Action League
- ❖ Liberty Resources
- ❖ The Mental Health Association
- ❖ Rochester Psychiatric Center
- ❖ Rochester Rehabilitation Center
- ❖ Rochester Regional Health System (GMHC, RMHC, Rochester General and Unity Hospital)
- ❖ University of Rochester Mental Health Center/Strong Memorial Hospital
- ❖ Villa of Hope

Most providers submit client-level service utilization data to CCSI on a quarterly basis. The data files are run through several error-checking routines, processed, and added to the BHCD. Data for two adult housing providers (Ibero and Delphi Rise) are pulled directly from the Monroe County OMH SPOA database. This report is based on data submitted for services delivered to clients during calendar year 2017.

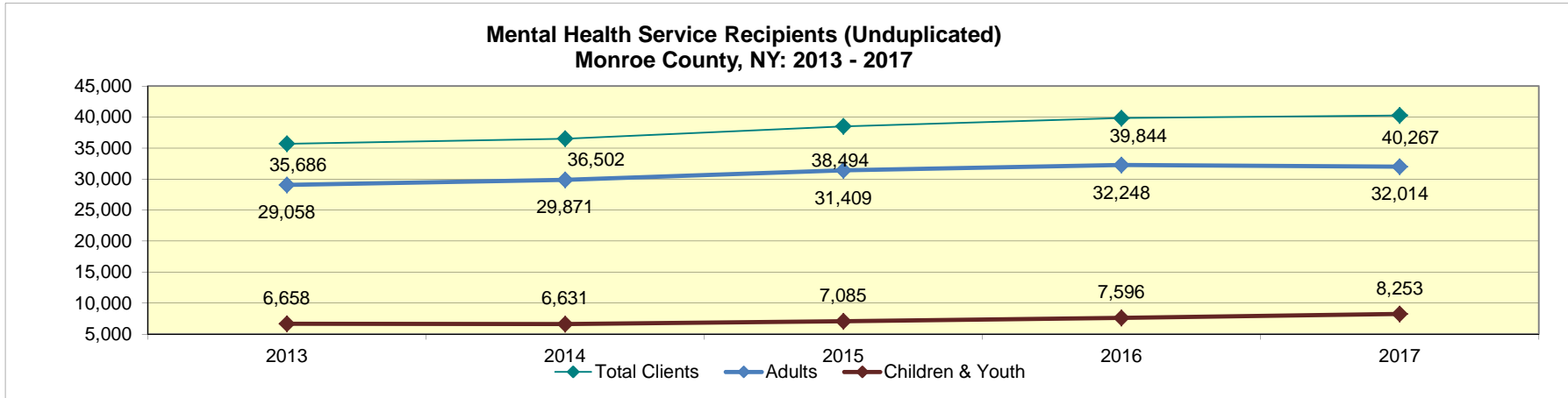
**Additional Information:** If you have questions about any of the data included in this report, would like to request access to the Monroe County Performance and Contract Management System or would like to request additional analyses, please contact Deb Hodgeman at [dhodgeman@monroecounty.gov](mailto:dhodgeman@monroecounty.gov). This report is available online at the Monroe County website in the department "Mental Health" on the "Statistics and Reports" page at <http://www2.monroecounty.gov/mh-statistics-reports-new.php>

## Mental Health Services for 2017 in Monroe County, NY

### Community Overview

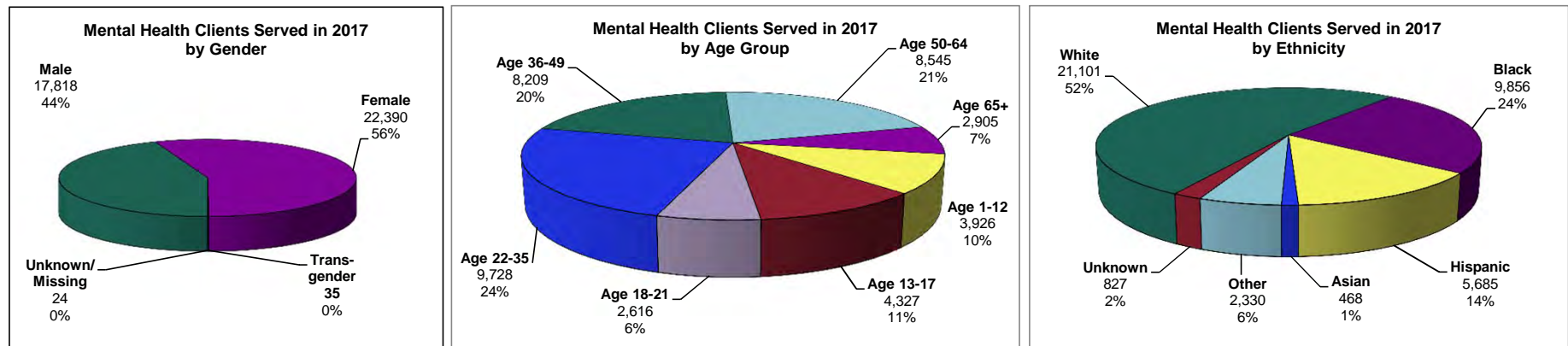
#### Trends in Number of People Served

The 2017 data show a total of 40,267 individuals received mental health services at the provider agencies included in this report—an insignificant increase compared to 2016 figures. However, total individuals served in 2017 increased by 13% when compared to 2013. Children and youth receiving mental health services in 2017 (8,253) increased by 8.6% from 2016 while Adults receiving mental health services in 2017 (32,014) decreased slightly from 2016. When compared to 2013, adults served increased by 10.2% while children and youth served increased by 24%



#### Demographic Characteristics of Service Recipients

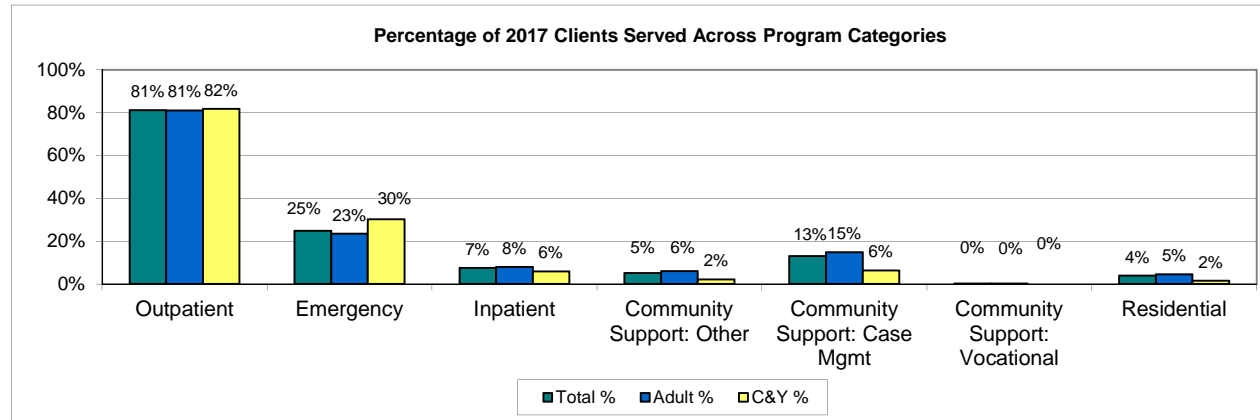
The charts below summarize the demographic characteristics of the 2017 mental health service recipient population as a whole.



## Mental Health Services for 2017 in Monroe County, NY

### Service Usage by Category

The graph below shows the distribution of individuals served within the Monroe County public mental health system by program category. For example, of the 40,267 individuals receiving services in 2017, 81% received care in an outpatient setting. A table showing the grouping of specific OMH program codes into categories is displayed below the graph. Note that these categories are not mutually exclusive. That is, a client is counted in each program category in which services were received in 2017. Percentages for the Adult population (32,014 served) and the Children & Youth population (8,253 served) are also shown.



#### Outpatient

- ❖ Clinic Treatment (2100)
- ❖ Day Treatment (0200)
- ❖ Partial Hospitalization (2200)
- ❖ PROS (6340 and 8340)

#### Emergency Services

- ❖ CPEP (3130)
- ❖ Crisis Intervention (2680)
- ❖ Crisis/Respite Beds (1600)
- ❖ Crisis Outreach/Mobile Crisis (1680)
- ❖ Extended Observation Beds (1920)
- ❖ Family Crisis Support Services
- ❖ Home-Based Crisis Intervention (3040)

#### Inpatient

- ❖ Inpatient (3010)

#### Community Support: Other

- ❖ Assertive Community Treatment
- ❖ C&Y Family Support
- ❖ C&Y Skill Building
- ❖ Community Support / Mobile Integration Teams
- ❖ Drop-In Center
- ❖ East House Affinity Place
- ❖ MHA Life Skills
- ❖ MHA Transitional Coaching and Training
- ❖ PATH at RMHC

#### Community Support: Case Management

- ❖ Compeer One-to-One
- ❖ Health Home Care Management
- ❖ Home & Community Based Waiver (0230)
- ❖ Non-Medicaid Adult Care Management
- ❖ Non-Medicaid C&Y Care Coordination

#### Community Support: Vocational

- ❖ Transitional Employment (0380)

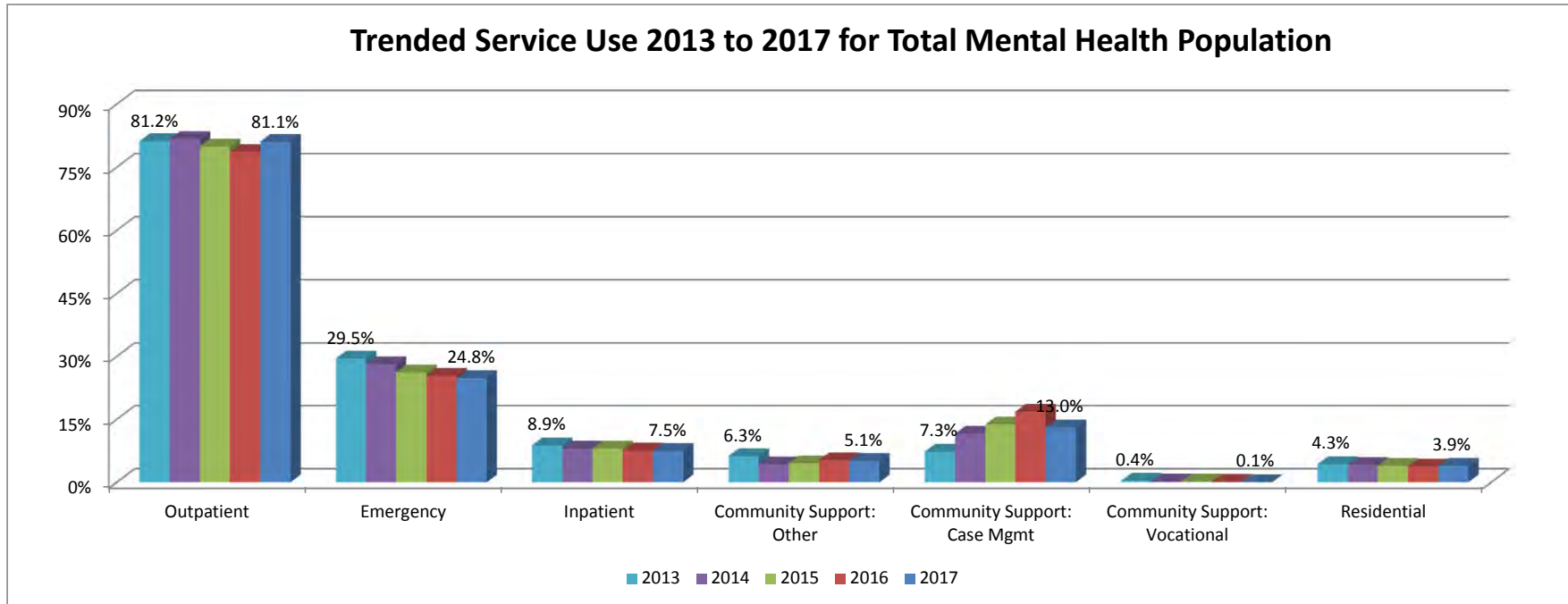
#### Residential

- ❖ Elmwood Transitional Residence
- ❖ Family Care
- ❖ Residential Treatment Facility C&Y
- ❖ SRO
- ❖ Supported Housing
- ❖ Treatment/Congregate (Community Residence)
- ❖ Treatment/Apartment

## Mental Health Services for 2017 in Monroe County, NY

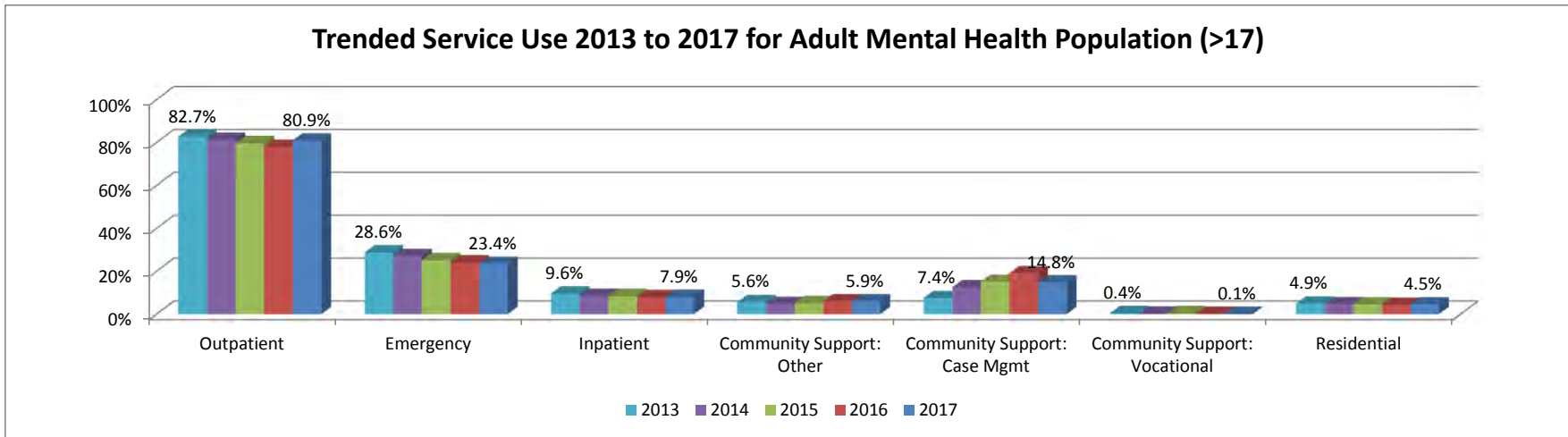
### Trends in Mental Health Service Use

The graph below shows a trended view of the distribution of individuals served within the Monroe County public mental health system by program category for the years 2013 through 2017 for the Total Mental Health Population. The percentages of clients using Emergency and Inpatient services have decreased slightly in 2017 from 13. The percentage of clients using Case Management services has increased due to the implementation of Health Home Care Management for both Adults and Children and Youth during this 5 year time period. There has been some fluctuation in Outpatient service usage but the 2017 level is almost the same as 2013. Some of the changes are due to program openings and closings in the Monroe County system of care or agency discontinuation of data submissions to the community database.

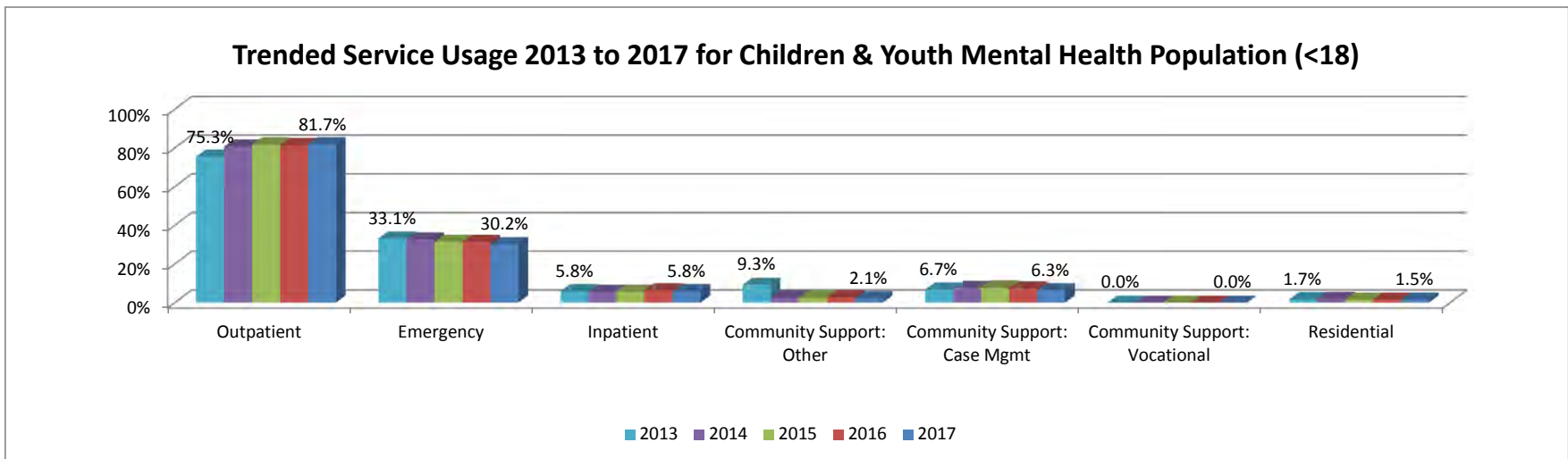


## Mental Health Services for 2017 in Monroe County, NY

Trends in service use in 2013 to 2017 for the Adult Mental Health Population (>17 years old) show similar patterns to the total mental health population in all program categories when comparing percentage of clients using services in 2017 to 2013. Outpatient service use for Adults has not returned to as high a level in 2017 from 2013 when compared to the total population.



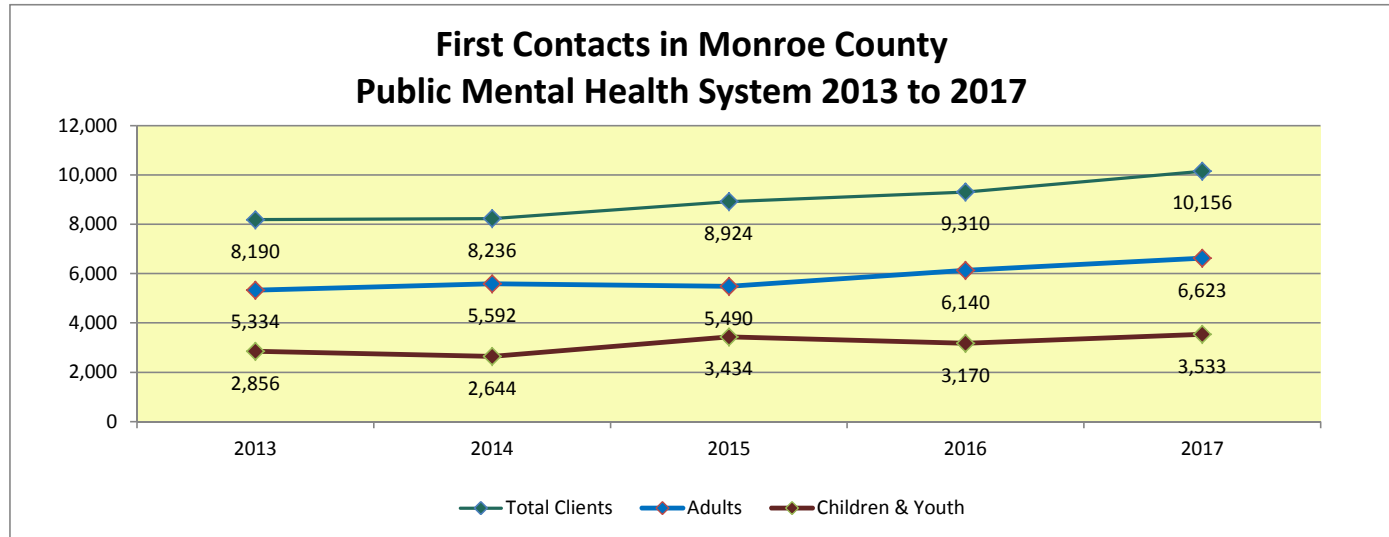
Trends in service use in 2013 to 2017 for the Children & Youth Mental Health Population (<18 years old) show some differences from the total mental health population when comparing percentage of clients using services in 2017 to 2013. Outpatient service use is at its highest point in this 5 year period and percentages of children & youth using Emergency services or Inpatient have not shown the same rate of decrease as the total population. Case management usage does not show the same increase as adults due to reporting of C&Y Health Home care management being limited to just one community provider.



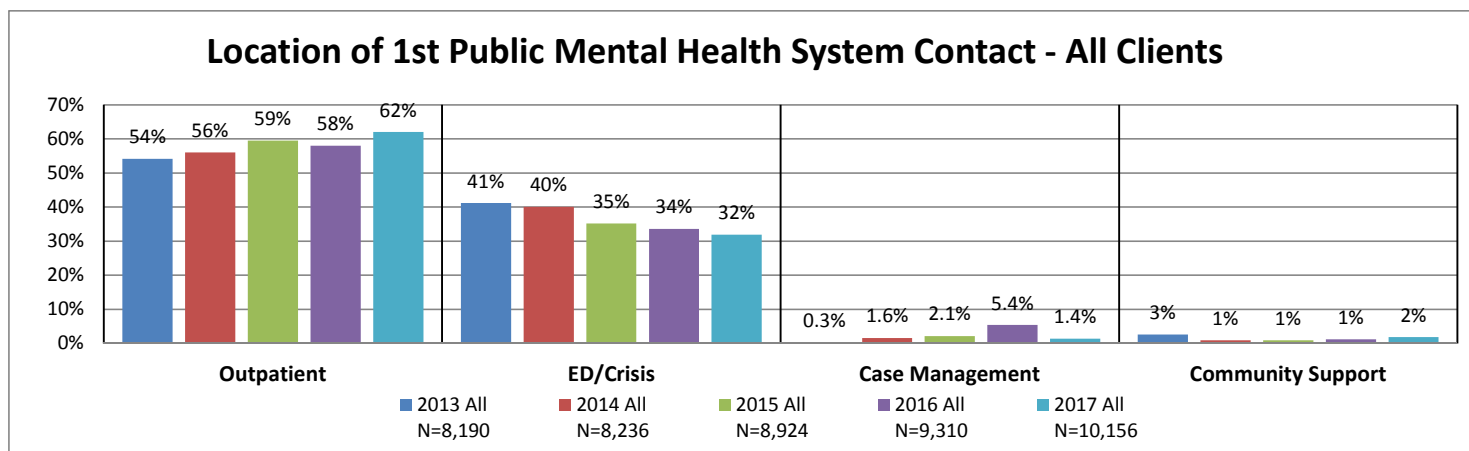
## Mental Health Services for 2017 in Monroe County, NY

### Entry to Public Mental Health System

Monroe County OMH often reviews analyses showing the program that a client uses to first access public mental health services. The graph below presents the total number of first contacts for each year for the years 2013 to 2017.

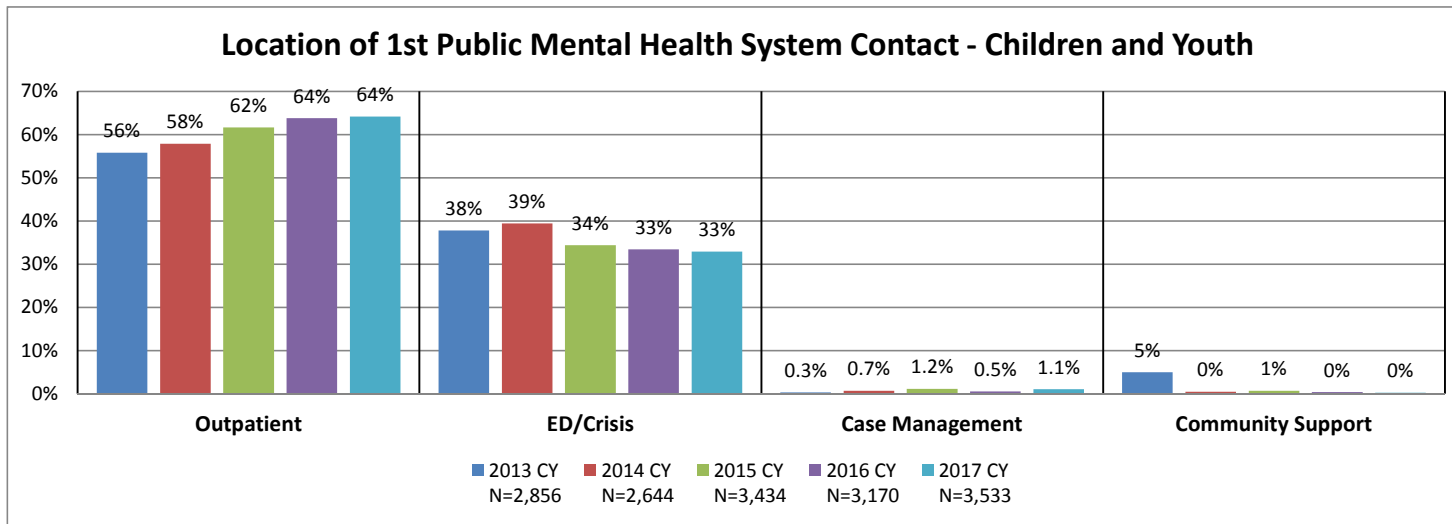
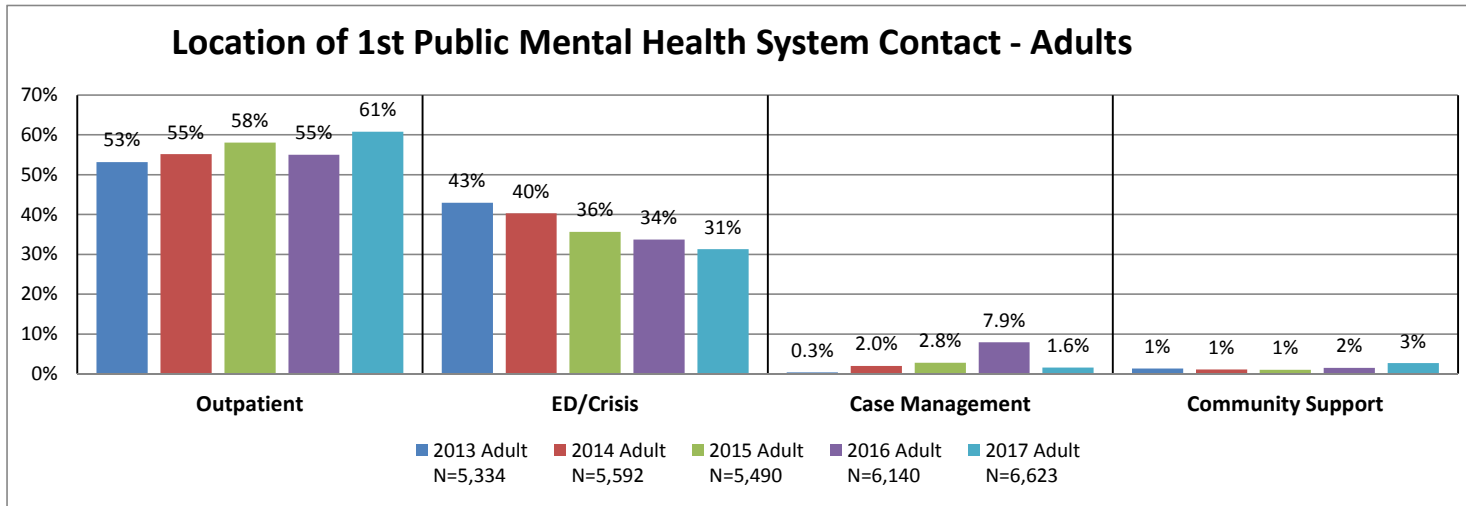


This graph shows First Contacts for 2013 to 2017 as the percentage of clients entering the Monroe County public mental health system through program categories of Outpatient, ED/Crisis, and Case Management. Refer to the section on Service Usage by Category for the lists of specific programs in each category. In 2017, the percentage of clients accessing the system through Outpatient is at its highest for the five year period and percentage of clients accessing the system through ED/Crisis programs is at its lowest. This is a positive trend.



## Mental Health Services for 2017 in Monroe County, NY

The graphs below display the percentage of clients entering the public mental health system through Outpatient, ED/Crisis and Case Management by Age Group (Adults or Children & Youth). The trends show some variation between age groups. When comparing 2017 to 2013, Children & Youth show a steady increase in percentage accessing the system through Outpatient for 2013 to 2016 with no change into 2017. For Adults, there was a decrease in 2016 which could be related to data quality issues from one of our Adult Outpatient service systems. Both populations show an overall decrease in first contacts in ED/Crisis services, but the Children & Youth population has held at the same rate since 2015. Adults also show a significant change in Adults first accessing the system through Case Management through 2016 with a drop in 2017 which could indicate the Health Home care management programs reporting to our database have reached capacity.



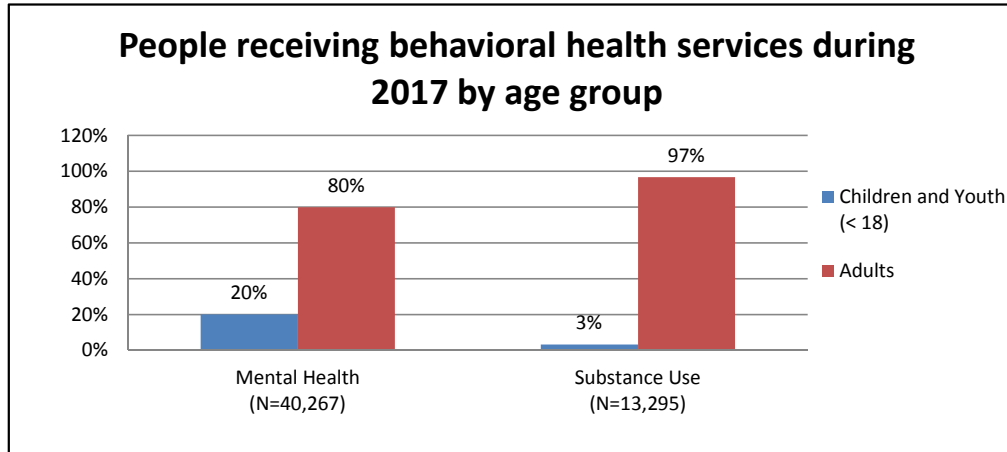


## Mental Health Services for 2017 in Monroe County, NY

### Mental Health Compared to Substance Use Services

The main source of data for this report is the Monroe County Behavioral Health Community Database (BHCD) which is limited to mental health services. Monroe County also funds services for substance use. The graph below uses aggregate data available through NYS OASAS data systems to compare the percentage of clients receiving MH and SU services by age group.

**Note:** Substance use clients include 18 years olds in the Children and Youth age group.



The graph below shows the percentage of clients receiving MH and CD services by race-ethnicity.

