



Office of Mental Health

Monroe County, New York

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County Executive

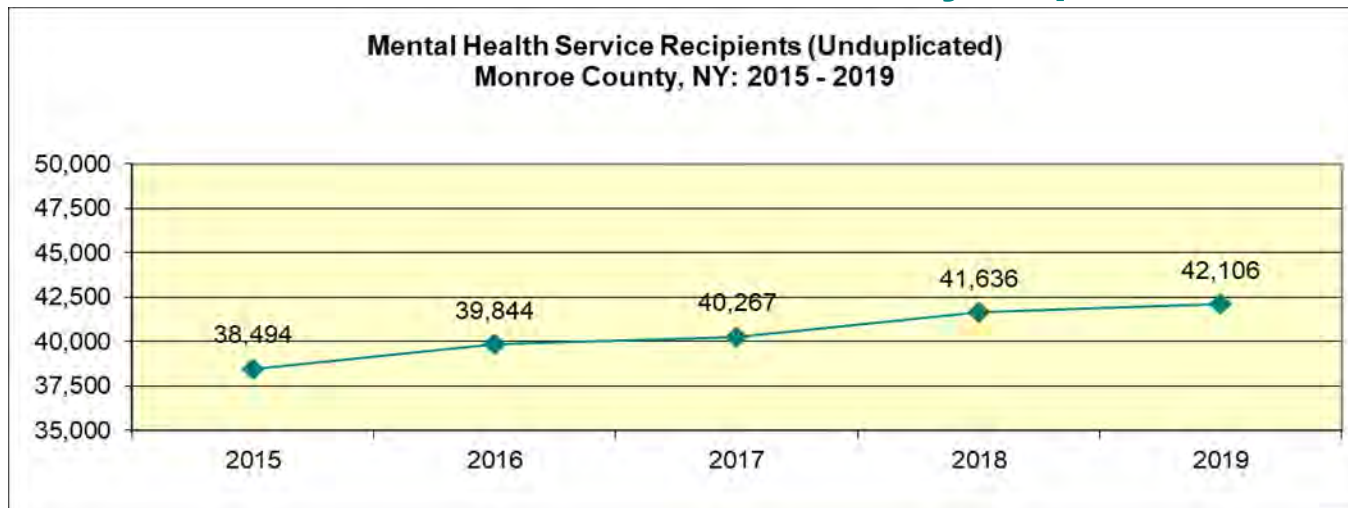
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Mental Health Services in Monroe County, NY

Monroe County Behavioral Health Community Database

2019 Mental Health Summary Report



Prepared by: Monroe County Office of Mental Health

Introduction

The **2019 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 2019. 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 MCOMH 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 2019.

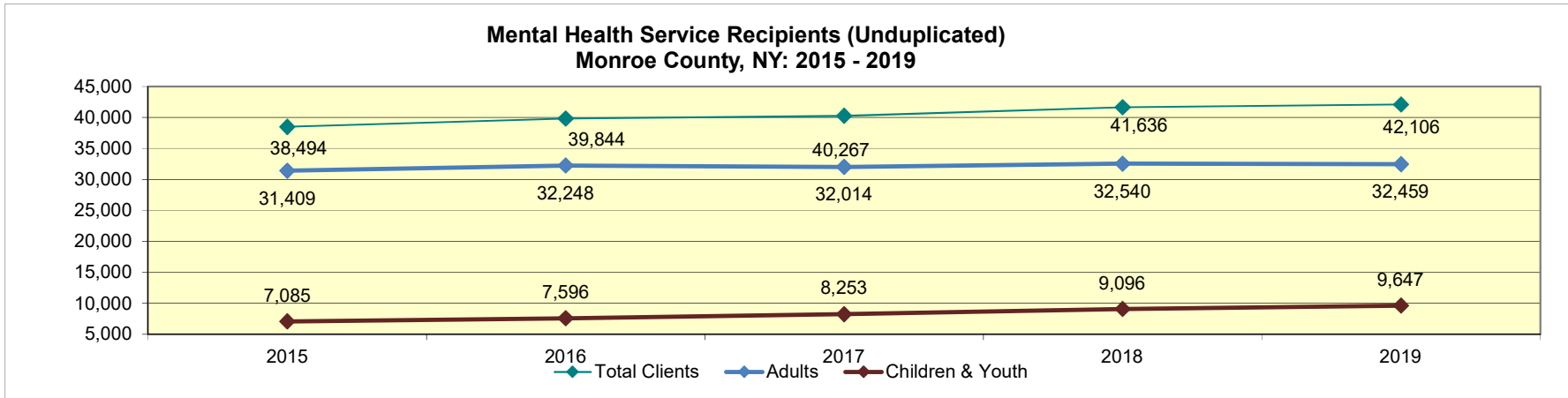
Additional Information: If you have questions about any of the data included in this report, would like to request access to the Monroe County Performance and Contract Management System or would like to request additional analyses, please contact Deb Hodgeman at dhodgeman@monroecounty.gov. This report 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 2019 in Monroe County, NY

Community Overview

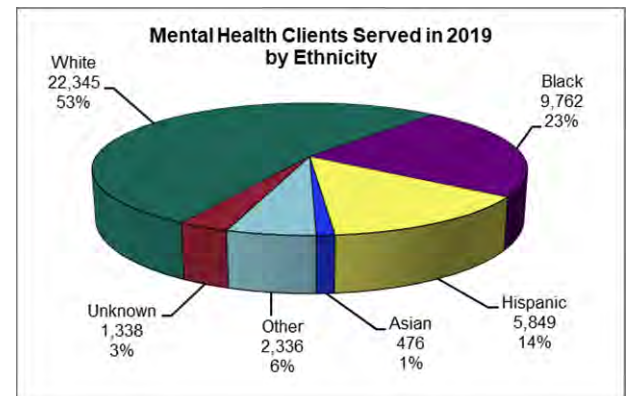
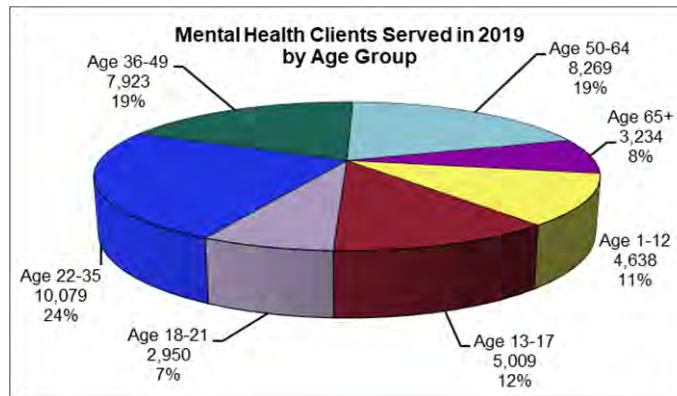
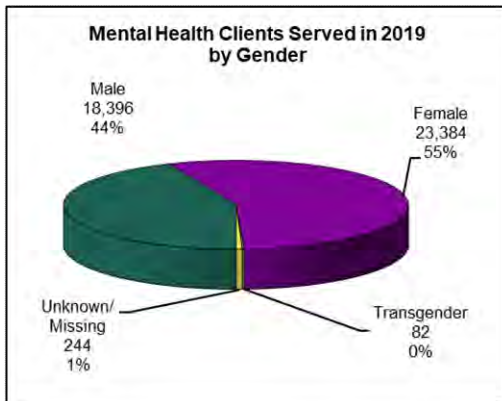
Trends in Number of People Served

The 2019 data show a total of 42,106 individuals received mental health services at the provider agencies included in this report—an insignificant increase compared to 2018 figures. However, total individuals served in 2019 increased by 9% when compared to 2015. Children and youth receiving mental health services in 2019 (9,647) increased by 6% from 2018 while Adults receiving mental health services in 2019 (32,459) decreased slightly from 2018. When compared to 2015, adults served increased by 3% while children and youth served increased by 36%



Demographic Characteristics of Service Recipients

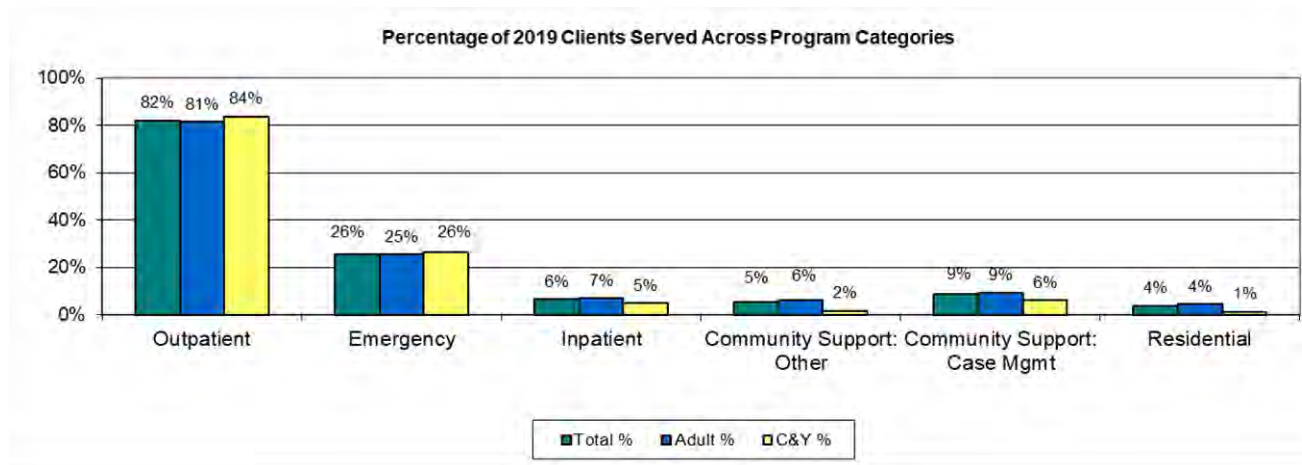
The charts below summarize the demographic characteristics of the 2019 mental health service recipient population as a whole.



Mental Health Services for 2019 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 42,106 individuals receiving services in 2019, 82% 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 2019. Percentages for the Adult population (32,459 served) and the Children & Youth population (9,647 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)
- ❖ RRH Behavioral Health Access Center

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
- ❖ Youth Peer Mentoring (Hillside)

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

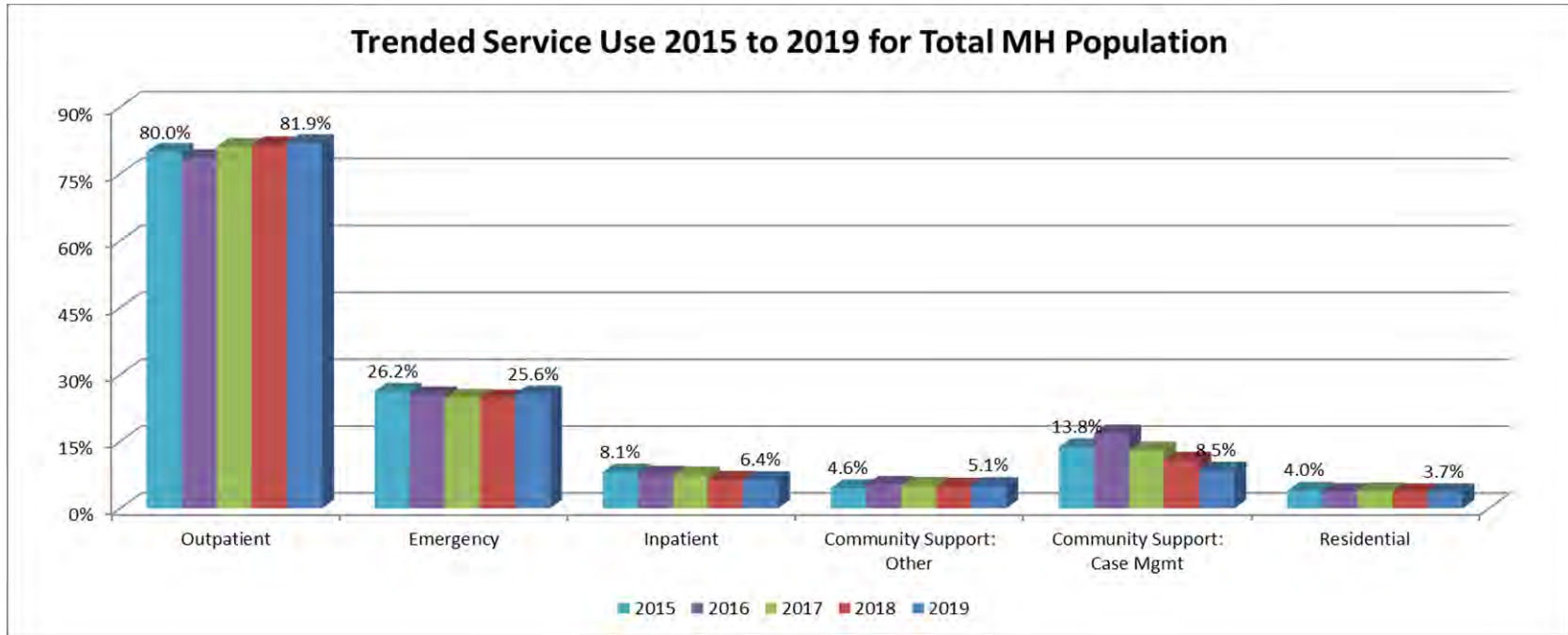
Residential

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

Mental Health Services for 2019 in Monroe County, NY

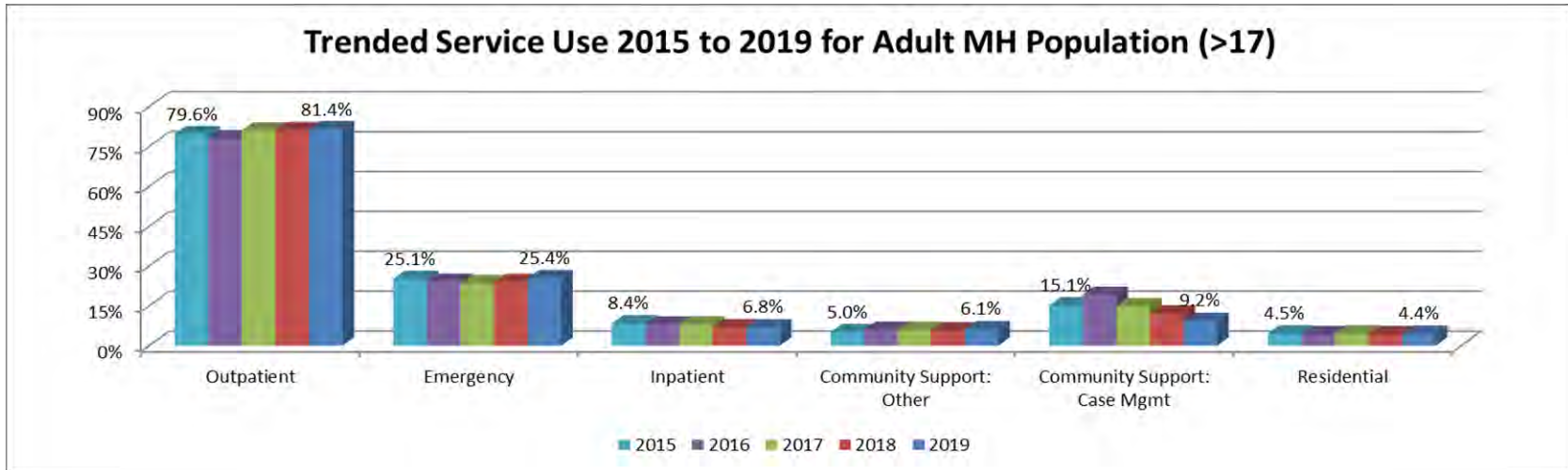
Trends in Mental Health Service Use

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 2015 through 2019 for the Total Mental Health Population. The percentages of clients using Inpatient services has decreased in 2019 from 2015. The percentage of clients using Case Management services has decreased slightly from 2015 after showing an increase due to the implementation of Health Home Care Management for both Adults and Children and Youth during this 5 year time period. This trend may be affected by clients receiving Health Home Care Management services from one of the many providers not submitting to this data resource. There has been some fluctuation in Emergency service usage but the 2019 level is almost the same as 2015. 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.

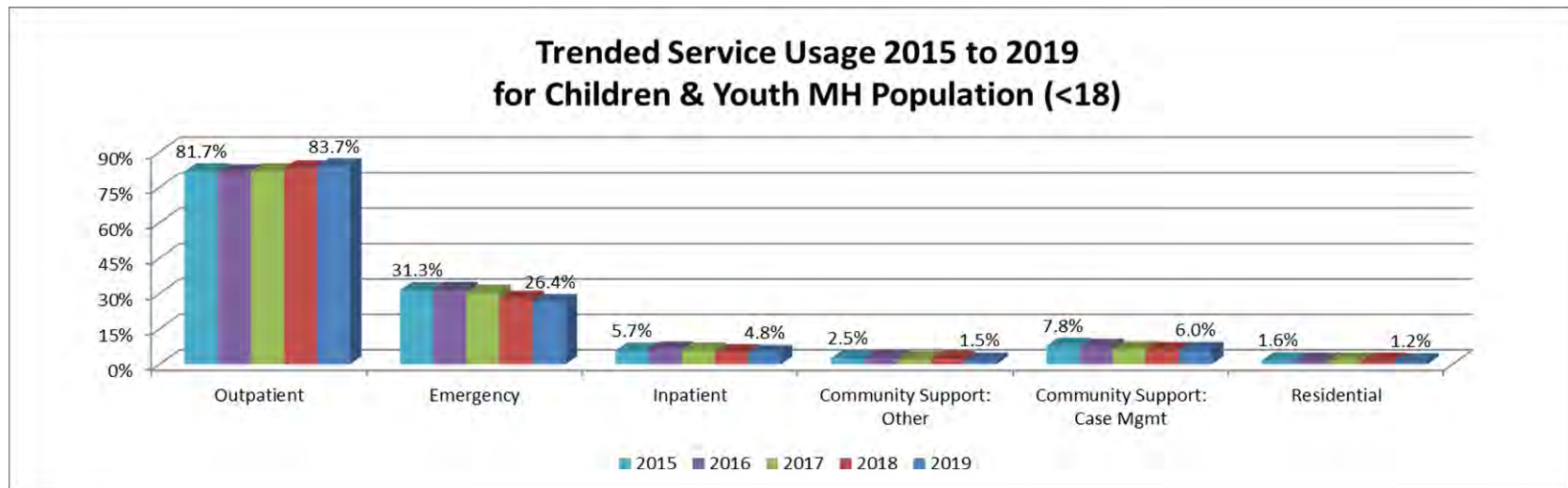


Mental Health Services for 2019 in Monroe County, NY

Trends in service use in 2015 to 2019 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 2019 to 2015.



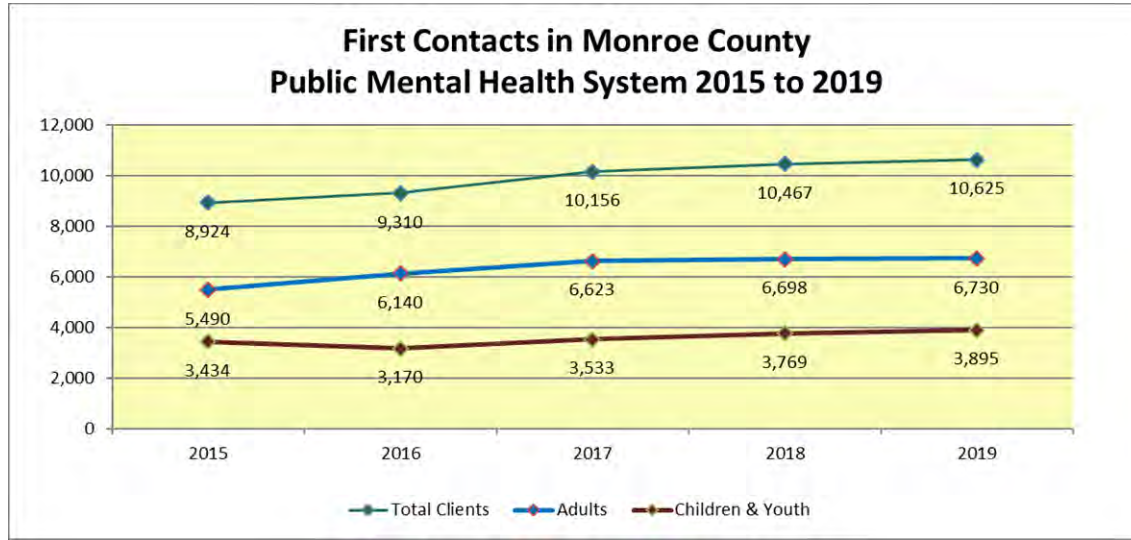
Trends in service use in 2015 to 2019 for the Children & Youth Mental Health Population (<18 years old) show some differences from the total mental health population when comparing percentage of clients using services in 2019 to 2015. Outpatient service use is at it's highest point in this 5 year period and percentage of children and youth using Emergency services has shown a steady decrease. This may be partly explained by the lack of new crisis service development for children and youth. Case management usage does not show the same trend as adults due to reporting of C&Y Health Home care management to this data resource being limited to just one community provider.



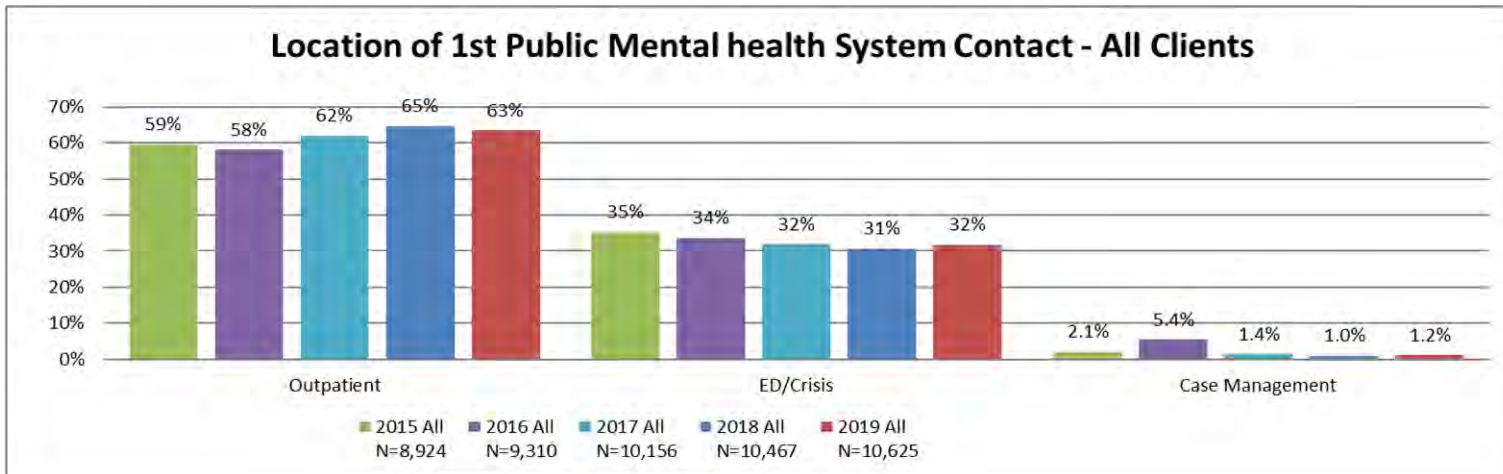
Mental Health Services for 2019 in Monroe County, NY

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 2015 to 2019.

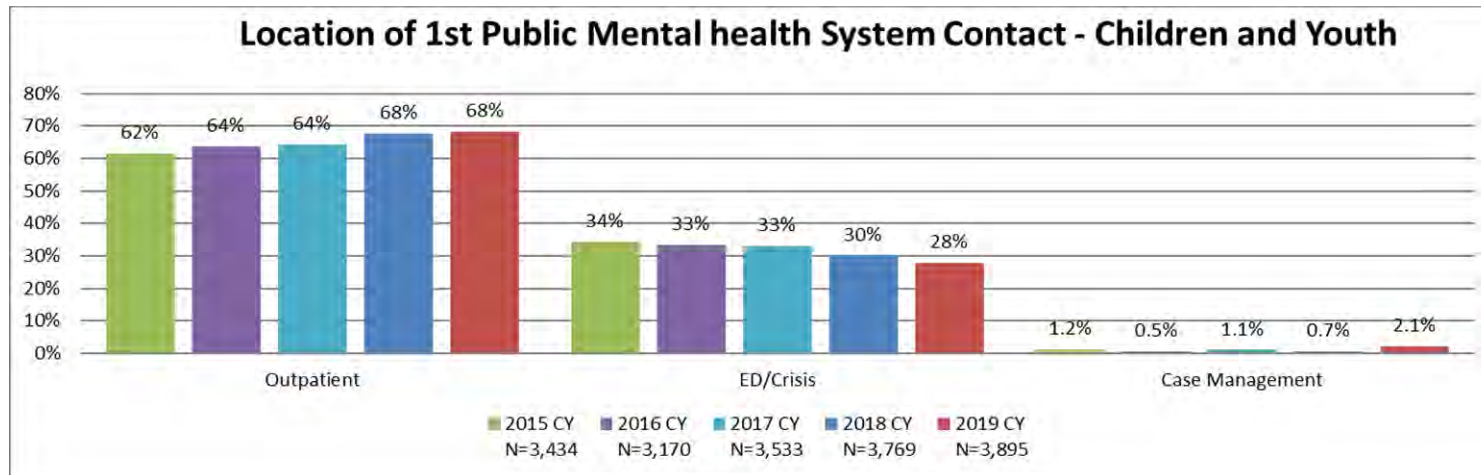
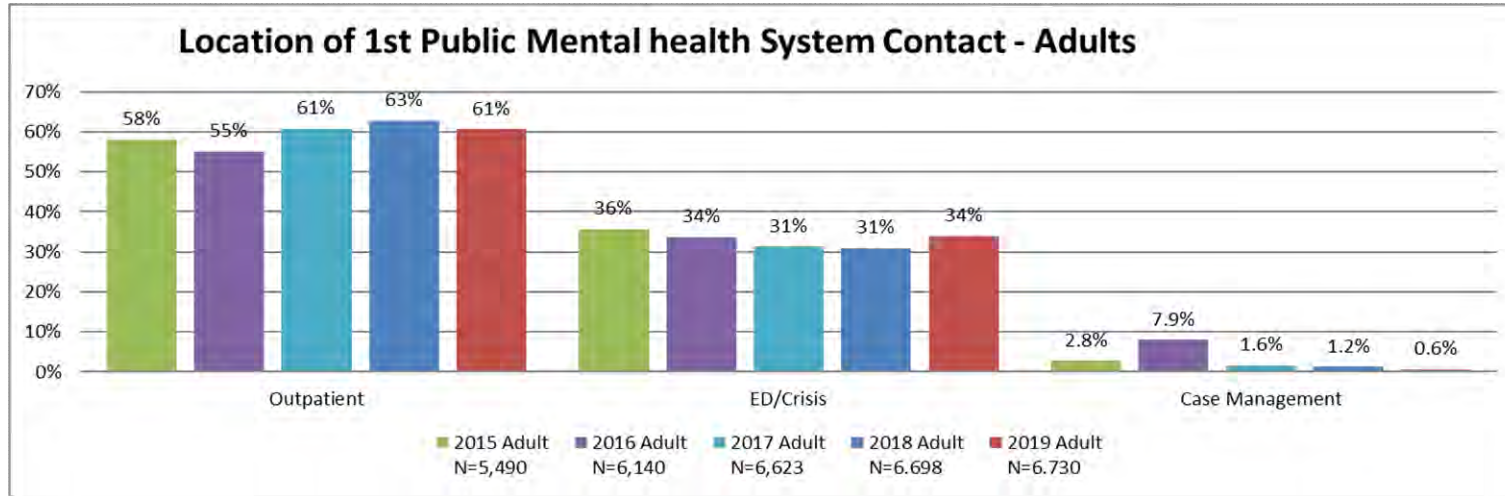


This graph shows First Contacts for 2015 to 2019 as the percentage of clients entering the Monroe County public mental health system through program categories of Outpatient, ED/Crisis and Case Management. Refer to the section on Service Usage by Category for the lists of specific programs in each category. In 2019, the percentage of clients accessing the system through Outpatient decreased slightly from 2018 but remains higher than the 3 years prior.



Mental Health Services for 2019 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 2019 to 2015, Children & Youth show an increase in percentage accessing the system through Outpatient for 2015 to 2019 with a hold at same level for 2018 and 2019. For Adults, there was a decrease in 2016 which could be related to data quality issues from one of our Adult Outpatient service systems and a decrease in 2019. Trends in the ED/Crisis category can be misleading due to ED diversion programs being included in that category. Adults also show a significant change in Adults first accessing the system through Case Management through 2016 with a drop in the last 3 years which could indicate the Health Home care management programs reporting to our database have reached capacity.

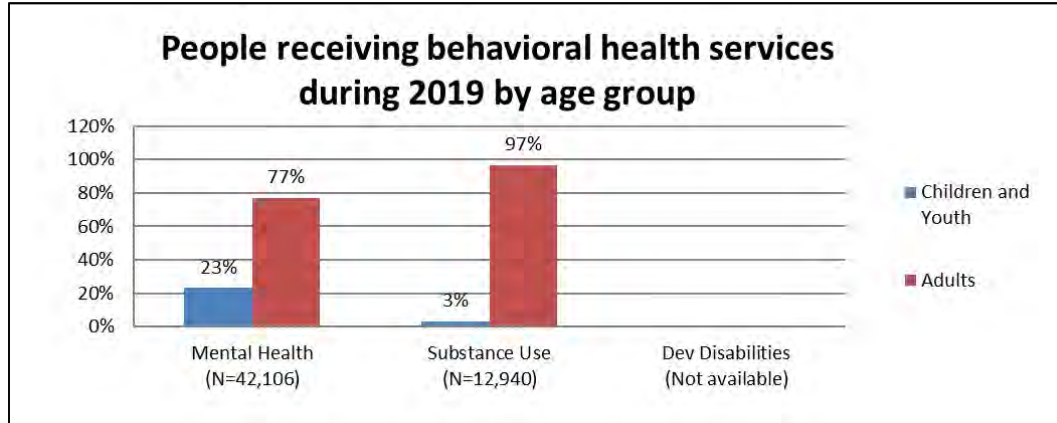


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Mental Health Compared to Substance Use and Developmental Disability Services

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 and developmental disabilities. The graph below uses aggregate data available through NYS OASAS data systems (licensed substance use programs) and NYS Department of Health Data Warehouse (Medicaid claims) to compare the percentage of clients receiving services in each disability area by age group.

Note: The Children and Youth age group is defined differently across disabilities: Mental Health is < 18, Substance Use is < 19, Developmental Disabilities is < 21.



Data for Developmental Disabilities for 2019 were not available at the time this report was prepared.

The graph below shows the percentage of clients receiving services in each disability area by race-ethnicity.

