

# Mission, Vision & Values

## Mission

The mission of the New York State Office of Mental Health is to promote the mental health of all New Yorkers with a particular focus on providing hope and recovery for adults with serious mental illness and children with serious emotional disturbances.

## Vision

The New York State Office of Mental Health envisions a future when everyone with a mental illness will recover, when all mental illnesses can be prevented or cured, when everyone with a mental illness at any stage of life has access to effective treatment and supports—essential for living, working, learning, and participating fully in the community.

## Values

- ◆ **Recovery** is the process of gaining control over one's life in the context of the personal, social and economic losses that may result from the experience of psychiatric disability. It is a continuing, non-linear, highly individual process that is based on hope and leads to healing and growth.
- ◆ **Hope** is the belief that one has both the ability and the opportunity to engage in the recovery process.
- ◆ **Excellence** is the state of possessing superior merit in the design, delivery and evaluation of mental health services.
- ◆ **Respect** is esteem for the worth of a person including recognition of dignity, diversity and cultural differences.
- ◆ **Safety** is an environment free from hurt, injury or danger.

OMH is achieving its mission and vision by focusing on accountability, best practices, coordination of care, and attention to disparities elimination and cultural competence to plan and manage performance in its day-to-day operations. Known as the "ABCD's of mental health care," they are:

**A**ccountability for Results, whereby a clearly defined entity or individual is responsible for the effectiveness of services delivered. Services are designed and delivered to achieve specific outcomes, which are measured by performance indicators.

**B**est Practices, whereby service design and delivery are based on the best research and evidence available and best practice guidelines are incorporated into treatment practices. Adherence to these guidelines is measured as part of the accountability process.

**C**oordination of Care, whereby coordinated, comprehensive networks of providers deliver a balanced array of medical, self-help, social, supportive and rehabilitative services and programs. These services are focused on rehabilitation and recovery, and individualized service plans are designed around the needs and desires of the individual.

**D**isparities Elimination and Cultural Competence, whereby all service components are held accountable to address disparities in access to and participation in services, differences are managed skillfully, cultural knowledge is absorbed organizationally, language assistance services are provided routinely, and service modifications are made to take into account the diversity of individuals, families and communities.

To effectively meet agency responsibilities, OMH organizes day-to-day operations into four lines of business:

1. Regulation, Certification, and Oversight of New York's Public Mental Health System
2. Direct Provision of State-operated Inpatient and Outpatient Mental Health Services
3. Mental Health Research to Advance Prevention, Treatment, and Recovery
4. Promotion of Mental Health through Public Education

New York State  
**Office of Mental Health**  
A system of mental health care for New Yorkers

# Strategic Plan Framework

New York State  
Eliot Spitzer, Governor

January 2007

# NYS Office of Mental Health Strategic Plan

**AIMS:**

- ◆ To promote the achievement of person-centered recovery goals for children, families and adults
- ◆ To promote wellness and resiliency for individuals and communities
- ◆ To promote cultural and linguistic competence as an integral part of all mental health services
- ◆ To promote community integration and acceptance through the reduction of stigma

SUPPORTING GOALS	Outcomes		Mental Health Services			System Management		
	Public Mental Health Promotion	Positive Outcomes for Children, Families and Adults	Research to Practice	Continuous Quality Improvement	Access to Services	Service System Capacity	Accountability for Results	Care Coordination
OBJECTIVES	<p><b>Goal 1</b></p> <p>Improve the public health outcomes, wellness, and resiliency of all New Yorkers through an effective public and provider education function.</p>	<p><b>Goal 2</b></p> <p>Improve outcomes for children with serious emotional disturbance and adults with serious mental illness through the use of proven, effective treatments.</p>	<p><b>Goal 3</b></p> <p>Reduce the burden of illness through strengthened ties with the scientific and consumer communities engaged in basic, clinical and services research.</p>	<p><b>Goal 4</b></p> <p>Improve the quality of mental health services currently available to all children with serious emotional disturbance and all adults with serious mental illness.</p>	<p><b>Goal 5</b></p> <p>Increase access to appropriate and effective services, with an emphasis on access for vulnerable and/or underserved populations.</p>	<p><b>Goal 6</b></p> <p>Improve the capacity of State and Local governments to achieve agency goals.</p>	<p><b>Goal 7</b></p> <p>Increase State and Local accountability for improvements in access to services, quality and appropriateness of services, and cost of services.</p>	<p><b>Goal 8</b></p> <p>Increase the delivery of a coordinated array of medical, self-help, social, supportive, and rehabilitative services designed around the needs and desires of the individual.</p>
	<ol style="list-style-type: none"> <li>Increase public awareness of the prevalence of suicide and of risk and preventive factors.</li> <li>Maintain the capacity to rapidly and effectively provide mental health support in response to natural and human-caused disasters.</li> <li>Improve public understanding of the causes, effects and treatment of emotional disturbance in children and mental illness in adults.</li> <li>Promote the detection, early intervention, and treatment of the psychological aspects of eating disorders.</li> <li>Promote screening, early intervention and prevention strategies, particularly with primary care physicians, other health care providers, and community providers important to consumers.</li> </ol>	<ol style="list-style-type: none"> <li>Increase the use of mental health services that have the strongest demonstrated evidence base.</li> <li>Increase consumer and family input and participation in the treatment planning process.</li> <li>Promote services with the potential to help individuals achieve success and satisfaction in living, learning, work, and social environments.</li> </ol>	<ol style="list-style-type: none"> <li>Improve the base of knowledge about the causes and treatments of mental illness.</li> <li>Promote the development of new treatments based on the best available scientific knowledge.</li> <li>Develop and improve culturally and linguistically competent models of evidence-based services and their delivery.</li> <li>Reduce the length of time it takes to disseminate research findings to key stakeholder audiences.</li> <li>Improve the degree to which researchers provide technical assistance (both continuing education and consultation) to service providers and policy makers.</li> <li>Improve the degree to which the agency and stakeholders can assess the magnitude of social cost and burden in order to prioritize resource allocation.</li> </ol>	<ol style="list-style-type: none"> <li>Improve service quality through fidelity to the principles of informed choice, recovery-focused and person-centered care.</li> <li>Increase the quality of services through the incorporation of evidence-based practices in routine care.</li> <li>Minimize the risk and occurrence of adverse consequences resulting from harm, neglect or suboptimal care or treatment.</li> <li>Ensure that the State and counties have the tools and resources necessary to measure and monitor the quality of care.</li> <li>Increase the State's and counties' capability to improve performance based outcomes measurement.</li> <li>Maintain adequate resources to ensure that high-quality services are able to be provided.</li> </ol>	<ol style="list-style-type: none"> <li>Improve access to appropriate and effective services for adults with serious mental illnesses..</li> <li>Improve access to appropriate and effective services for children with serious emotional disturbance and their families.</li> <li>Improve access to appropriate and effective services for children with serious emotional disturbance and developmental challenges.</li> <li>Improve access to appropriate and effective services for children with depression.</li> <li>Improve access to appropriate and effective services for individuals involved in the criminal justice system.</li> <li>Improve access to appropriate and effective services for young adults.</li> <li>Improve access to appropriate and effective services for older adults.</li> <li>Improve access to appropriate and effective services for people with mental illness who reside in adult homes.</li> <li>Improve access to appropriate and effective services for individuals with co-occurring mental health and substance abuse service needs.</li> <li>Improve access to safe and affordable housing for individuals with serious emotional disturbance and serious mental illness.</li> </ol>	<ol style="list-style-type: none"> <li>Promote the capability of State and Local service systems to provide appropriate and effective services.</li> <li>Improve retention and recruitment to ensure a qualified workforce.</li> <li>Improve system capacity for delivery of culturally and linguistically competent services.</li> <li>Improve system capacity for the delivery of services identified by individuals with mental illness and their families as effective in meeting their recovery goals.</li> <li>Improve system capacity for employee skills development and competency.</li> <li>Develop and refine system capacity to assess and monitor cost-effectiveness.</li> </ol>	<ol style="list-style-type: none"> <li>Improve the State and Local mental health planning and oversight process to promote accountability.</li> <li>Improve oversight of medication practices for both children and adults.</li> <li>Improve the service provider certification and licensing process.</li> <li>Improve the State and Local mental health planning capacity to identify and address disparities in access to and quality of mental health services based on culture, age and gender.</li> </ol>	<ol style="list-style-type: none"> <li>Develop collaborative approaches with other State-level child-serving agencies to assure integrated, accessible, effective treatment services that assist children with serious emotional disturbance to remain at home, in school and in their communities.</li> <li>Improve the coordination of services for individuals who require intensive levels of care coordination, including children served by the SPOA system, ACT teams, and the AOT program.</li> <li>Improve mental and physical care coordination for people with multiple inpatient admissions and with little connection to appropriate outpatient services.</li> </ol>