

COMMUNITY HEALTH & BEHAVIORAL SERVICES



A DIVISION OF UPSTATE CARING PARTNERS

PROGRAMS AND SERVICES FOR BEHAVIORAL HEALTH



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Community Health and Behavioral Services (CHBS), a division of Upstate Caring Partners, is one of the region's largest behavioral health program providers. The program offers comprehensive assistance to help children, adolescents and adults with various health issues. It is an integral component of the region's healthcare network offering counseling, therapy, care coordination, crisis services, housing support and more for over 6,000 unique individuals each year. Many of these individuals face a myriad of medical, behavioral, substance use and social challenges. These services focus on a person-centered treatment approach for underserved populations in the Mohawk Valley. Services are provided at our clinic locations as well as in partnership with several school districts at their campuses.



UPSTATE
CARING PARTNERS

Empowering People

ABOUT UPSTATE CARING PARTNERS



The mission of Upstate Caring Partners (UCP) is to provide innovative programs and services that support, teach and create meaningful opportunities for individuals of all abilities, with the ultimate vision to empower people through values of excellence, integrity and respect. Founded in 1950 by family members who recognized the need for an organization originally dedicated to children with cerebral palsy in the greater Mohawk Valley region, UCP has built on that tradition to embrace services for those with a wide array of intellectual and developmental disabilities across their lifespan, as well as provide services for behavioral health and substance use disorders.





OUTPATIENT BEHAVIORAL HEALTH

Upstate Caring Partners' Outpatient Behavioral Health Clinic is a Certified Community Behavioral Health Clinic (CCBHC). Outpatient Behavioral Health Services Include:

- ★ **Individual, Group and Family Counseling**
- ★ **Psychosocial Rehabilitative Services**
- ★ **Psychiatric Services**
- ★ **Addiction Recovery Services**
- ★ **Medication Assisted Treatment**
- ★ **Care Coordination and Community Resource Linkage**
- ★ **Targeted Case Management**
- ★ **Crisis Support Services**
- ★ **School Based Office of Mental Health Clinics**
(6 different school districts in Oneida and Herkimer Counties)

Our team of nurse practitioners, nurses, psychiatrists, licensed social workers and care managers are skilled to help improve the functional abilities of people diagnosed with various physical and mental health conditions. Treatment is provided by New York State licensed physicians and clinicians.

The Giotto Center at 1002 Oswego Street in Utica is our primary clinic site where clinical, medical and substance use treatment is provided under one roof. Upstate Caring Partners also has two Office of Mental Health (OMH) satellite clinics located in Rome and Herkimer.

Rapid Engagement Through Walk-in Assessments

We understand mental health and substance use crises do not occur on a scheduled basis. Walk-in services are provided for new arrivals through a Rapid Engagement Team. This clinical and medical staff provides immediate screening and care, identifies any risks of harm to self or others and assists with basic needs including food, housing and primary care, as well as connections to community-based resources. Same-day assessments engage clients in ongoing clinical services, facilitating enhanced appointment attendance and clients remaining involved in services at levels and durations that exceed local and national standards.



CARE MANAGEMENT

Care Management Program

Our Care Management Program provides personalized clinical and social support and service coordination to improve the community's health and well-being. Navigating different healthcare services can often be difficult and confusing, especially at times of significant need. Upstate Caring Partners provides direct access to a wide network of health care and community support services through a dedicated Care Manager, including:

- ★ **Medical appointments**
- ★ **Mental health appointments**
- ★ **Pathways to substance abuse treatment**
- ★ **Housing assistance**
- ★ **Self-help and support**
- ★ **Special services**
- ★ **Home care and nursing**
- ★ **Help with Public assistance applications**
- ★ **Assistance in accessing basic needs (i.e. food and shelter) and any other identified area of need.**

Upstate Caring Partners provides these services in unique ways for different communities in the Mohawk Valley, adapting to specific needs and complementing the structures and strategies of Oneida and Herkimer Counties. For example, with the CCBHC clinic in Utica, Upstate Caring Partners provides targeted case management in Oneida County, whereas we take a Health Home Care Management role in Herkimer County to support their local services framework.





OVERCOMING CHALLENGES

Not all recovery journeys follow a straight line, and efforts to support someone in challenging circumstances need to accommodate that reality.

Tom is 49 years old, moves with the assistance of a wheelchair, has experienced frequent and extended periods of homelessness and has a history of not engaging with traditional support services. Community Health and Behavioral Services' community-based outreach team connected with Tom at a local warming center to support him on his own terms in a way that has been flexible and responsive to the full scope of his needs.

Tom communicated multiple needs across housing, primary medical care, counseling and eligibility for social services. In order to establish benefits eligibility to access

care and supports, the team assisted him with obtaining a replacement birth certificate which further helped establish trust. Staff also helped secure accessible transportation and accompanied him to appointments as Tom would become easily overwhelmed, thus having difficulty remembering important details. Their involvement and advocacy were essential for Tom to successfully access primary care and behavioral health care, along with long term Health Home Care Management.

Tom was no longer in a position where a single fragile link in his chain of needs risked failure of the whole effort. The Community Health and Behavioral Services team has worked with Tom over several months and he has started to make significant progress, despite setbacks and multiple barriers. He has benefited from

emergency housing, hygiene supplies, shoes, clothes and meals in the short-term, and is progressing to the longer term supports that come with being established in care systems.

Challenges have continued to emerge. When Tom needed to relocate his living accommodations, the team secured a motel room suitable for a wheelchair bound individual and when his ability to access food banks and soup kitchens became challenging, the staff worked to get Tom a small refrigerator stocked with basic items.

Tom's case is just one instance in which the Community Health and Behavioral team adapted to an individual's need while providing comprehensive services to make positive outcomes a possibility.



COMMUNITY-BASED SERVICES

The Image Center

The Image Center is a safe, supervised, supportive recreational setting for individuals residing in Herkimer County who have a serious and persistent mental illness. The Image Center offers a space where participants can gather and take part in a variety of activities including card and board games, movie nights, baking, crafts, shared meals, self-help groups and going on outings in the community. The goal of the Image Center is to provide stress-free social activities while learning how to interact appropriately with peers and other individuals within the community.

Individuals are encouraged to attend the program by partner providers including the Herkimer County Department of Mental Health, behavioral health clinics, local primary care clinics, case management programs, residential programs and family care providers. However, participants are also welcome on a walk-in basis with no referral requirement. The overall goal is to reduce isolation through natural supports that help address and overcome personal health, social and financial barriers which ultimately facilitate sustained involvement and integration into the community.

Family Peer Advocate Program

The Family Peer Advocate Program provides direct peer support services to families with children who have medical, mental or behavioral challenges. Advocates help families navigate the special education and mental health service systems, inform and advise on caregiver and child rights and responsibilities, and facilitate planning meetings with families. In addition to working collaboratively with parents or guardians and the supported children, advocates also work with schools and other service providers to assist all participants to fully collaborate in a child's development.

Mentoring Program

The Mentoring Program provides role model support to children between 5 and 16 years of age who are receiving mental health services. Role models assist in developing social skills, improved self-esteem and daily living skills through one-to-one outings within the community on a weekly basis, role modeling correct behaviors and assisting with homework and socialization.





CULTIVATING NEW CONNECTIONS

Jordan was referred to the Image Center as part of a multi-faceted case management plan to build her self-confidence. Shyly at first, Jordan began participating in outings, social events and activities within the center and in the community. Her confidence grew as she gained familiarity with the program and the people she met. She rapidly progressed from simply attending programs to an active participant and ultimately began leading activities. As staff continued to support and encourage her, she became more invested in the programs. At her suggestion, games, movies, crafts and dinner events could all be unified under a single theme. One of her favorite accomplishments is “Grease Night,” which hit all the right notes for everyone who attended. Jordan planned every part of the event: Broadway-

worthy decorations, top hits from the 50s for dancing, even costumes including Pink Ladies jackets. Her creativity, passion and attention to the details all contributed to the success of that evening. Image Center staff helped Jordan to identify and nurture these aspects of her personality. Jordan continued building on this success and planned other events and outings, and quickly took up a lead role in organizing transportation, meals and programs on a regular basis.

This increasing responsibility inspired Jordan to seek a meaningful career at an area agency. Jordan now plans and leads recreational activities for others in a paid role, something she could not have imagined without the help of the Image Center. Jordan’s energetic ideas and presence have impacted the Image Center well beyond her

time there. What was once a component of Jordan’s behavioral health therapy quickly grew into her playing a key part in the Image Center’s effort to help others. Her coordinated efforts and success story are a source of inspiration to others, and a tangible reminder to staff of how lives can be changed and people can be empowered every day.

“The Image Center was a family to me; it gave me the confidence to go and reach beyond what I believed I could achieve. I had amazing support from a specific staff that I will always cherish. All the people I worked with helped me to successfully transition to outside employment. Thank you for everything.”



HOUSING SUPPORTS

Stable and secure housing is fundamental to everyone's physical and mental health. Inversely, housing insecurity can trigger new mental health concerns as well as exacerbate existing conditions. Furthermore, lack of stable housing can be a primary hindrance in access to support and treatment. Given the centrality of safe, secure and stable housing, Upstate Caring Partners' Community Health and Behavioral Services has established a spectrum of options and environments to fit an individual's needs, both at a given point in time and as they evolve. Each step in that spectrum calibrates the type, level and frequency of supports, ultimately progressing toward greater independence and sustainability through functional living skills and the integration of rehabilitative and supportive services.

Community Residences

»» The George F. Aney (Herkimer) and James H. Bucklin (Little Falls) Community Residences provide home-like settings and 24-hour supervision for adults who are diagnosed with a serious and persistent mental illness. All residents receive assistance with daily living skills, advocacy, health services, skill development, socialization, work readiness, medication management, symptom management, community integration and substance abuse services. The overall goals include the acquisition of basic living skills, a decrease in hospitalizations and emergency room visits, and ultimately a transition into a less restrictive residential setting and a decrease in use of non-prescribed substances.

Treatment Apartment Program

»» The Treatment Apartment program provides 24-hour support through shared accommodations and services in four different OMH licensed apartments located within Herkimer County. Rather than 24-hour supervision, CHBS staff support treatment apartment residents in daily living skills in person several times each month to track and affirm progress relative to specific goals and service plan areas related to substance abuse issues.

An example of a goal that may be addressed is utilization of an outpatient substance abuse facility including appointments with a therapist, one-to-one sessions and group meetings. Staff work with residents to encourage and affirm consistent attendance and encourage discussion after the session about what was learned and how to use it in everyday situations. Staff also engage in ongoing communication with the outpatient facility to ensure consistency of the service. Other goals that may be addressed include learning about the triggers that led to the drug abuse, how to address the triggers and lessen the use, developing a strong support system to lean on when the urges become overwhelming and opening opportunities for "non-drug related" activities to build toward a full and healthy life.

Supported Housing

»» The Supported Housing Program assists with the costs, habits and logistics associated with establishing and maintaining permanent housing in their community. This program will aid those who are homeless or at risk of homelessness by providing immediate shelter as well as the conditions amenable to preserving a healthy living environment. Services include rental assistance, security deposits and rental stipends, furnishings, initial installation fees for utilities, support in applying for longer term housing assistance and case management.


In addition to addressing immediate housing space needs, staff visit clients in their apartments at least one time per month, in person, to ensure wellness, as well as communicate with landlords to monitor and, when needed, mediate any issues to further establish success. From this foundation, participants can further progress and transition to available rental assistance programs as they learn to utilize supports in the community via their support plan so as to be successful in their chosen environment.




PRIMARY CARE & BEHAVIORAL HEALTH INTEGRATED SERVICES

Upstate Caring Partners' Giotto Center provides whole-person care that integrates physical health with mental health and substance use disorder services.




COMMUNITY RESOURCES 


Rapidly identify individual needs and connect to community based resources

 **BEHAVIORAL HEALTH TREATMENT**


Comprehensive integrated Behavioral Health Treatment delivered by a team of multi-disciplinary providers invested in supporting individualized care

PREVENTATIVE SERVICES 


Promote preventative health care to improve well-being, focusing on engagement in Primary Care services

 **SUBSTANCE USE TREATMENT**


On-site integrated Substance Use Disorder Treatment specializing in the treatment of co-occurring mental health and substance use disorders

INDIVIDUALIZED CARE 


Collaborative treatment goals that are individualized to meet unique needs of each person served

 **COORDINATION OF CARE**

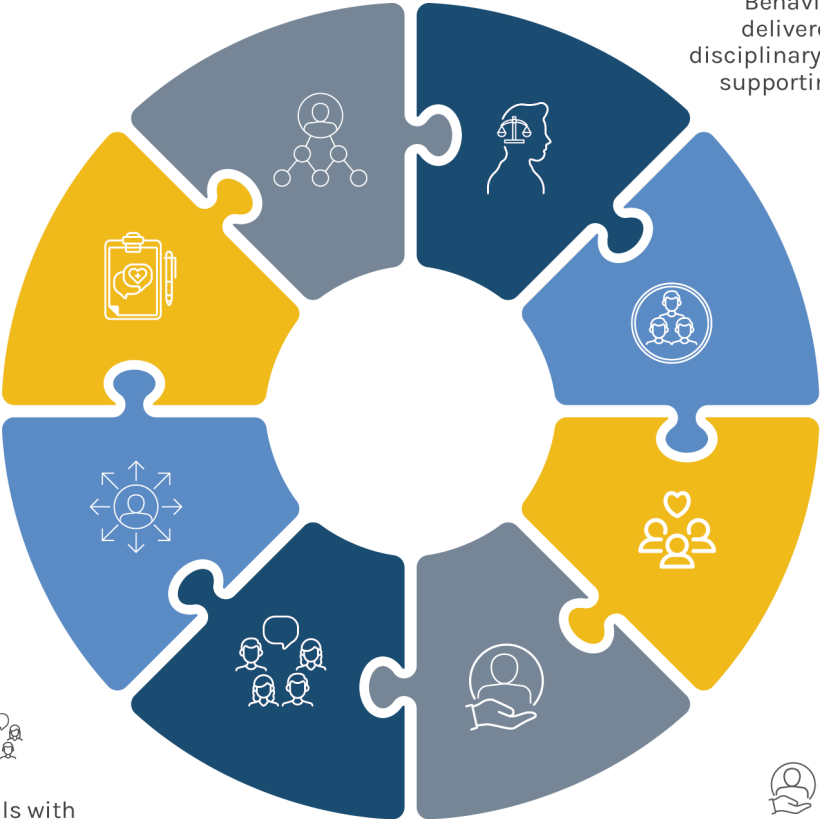
Integrated Care Management team to support the navigation of the Behavioral Health and Physical Health system

PEER SUPPORT 

Personalized support provided by individuals with lived experience and successful mental health and substance use recovery

 **CRISIS SUPPORT**

Walk-in support available for those experiencing crisis



OUR STORY



 **Geno DeCondo**
Executive Director

In almost 75 years of existence, our agency has grown from an initial focus on meeting the needs of an underserved group of children with a single primary developmental disabilities diagnosis to become the leader in Special Education, Residential and Community services as well as Behavioral Health for people in Central New York and beyond.

In the beginning of 2023, we transitioned to now be known as “Upstate Caring Partners” to better reflect the diversity of the programs that we currently offer and the individuals whose lives are impacted by our services and their supportive family members, as well as to reflect the collective contributions of our dedicated staff across the agency, our board members and our community partners who each have a vital role in providing quality outcomes for the people we serve. It is truly through the collaboration and partnership of all involved that

we are able to offer tremendous opportunities for individuals to fulfill their life choices, dreams and aspirations which are core to our mission.

Upstate Caring Partners will continue our tradition of innovation in delivering services through evidence-based program models and remains committed to seeking ways to develop services that meet emerging needs in our community. Although the human services industry as a whole is facing unprecedented challenges, Upstate Caring Partners is uniquely positioned to respond to systems transformation as we affirm our agency as the premier human services organization in Central New York.



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