



THE GERIATRIC MENTAL HEALTH ALLIANCE OF NEW YORK

THE NEW YORK STATE SERVICE SYSTEM
FOR OLDER ADULTS WITH
MENTAL HEALTH NEEDS

A CHART AND GLOSSARY OF THE MENTAL HEALTH, HEALTH,
AND AGING SYSTEMS IN NEW YORK STATE

March 2006

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Mental Health Association of New York City, Inc.
50 Broadway, 19th Floor • New York, NY 10004
(212) 614-5753

Email: center@mhaofnyc.org
www.mhaofnyc.org/gmhany

Dedicated To Improving Geriatric Mental Health Practice and Policy

THE NEW YORK STATE SERVICE SYSTEM FOR OLDER ADULTS WITH MENTAL HEALTH NEEDS

Written by

**Kimberly A. Williams
Director**

**Michael B. Friedman, LMSW
Chairman**

Supported with funding by The Altman Foundation, The Stella and Charles Guttman Foundation, and The van Ameringen Foundation.

Special thanks to Aileen Gitelson, Chief Executive Officer of JASA, Gary Kennedy, Director of Geriatric Psychiatry at Montefiore Medical Center, Diane Booker, Deputy Commissioner of the Westchester Department of Senior Programs and Services, and Donald Zalucki of the New York State Office of Mental Health for reviewing and commenting on a draft of this document.

Introduction

The mental health, health, and aging service systems¹ each provide a variety of services that can help older adults with mental health needs. The result is a confusing array of services with considerable overlap. For example, case management is available through both the mental health system and the aging system, although they are not quite identical. Housing with supports is available through the mental health, health, and supportive housing systems, though in somewhat different forms. Activities during the day are available through continuing day treatment and psychosocial clubhouses in the mental health system, adult medical day care in the health system, and adult social day care and senior centers in the aging system. The good news is that there are many different kinds of resources for older adults with mental health needs (albeit not nearly enough to meet the current, let alone the impending need). The bad news is that figuring out what these resources are and how to use them appropriately can be incredibly challenging.

The following chart lists the various services provided by each system within specific categories. The chart also notes relevant services provided outside the three systems under the heading “other”. The attached glossary defines each service.

Many different kinds of providers offer the types of services noted on the chart including private practitioners, not-for-profit organizations, for-profit organizations, and governmental organizations such as counties, New York State, and the Veterans Administration.

¹ The mental health, health, and aging service systems are funded by a variety of different funding streams. For a list of the funding streams, go to the end of the document. They are administered by a variety of federal, state, and local agencies, which are also listed at the end of the document.

CHART OF SERVICE SYSTEM FOR OLDER ADULTS WITH MENTAL HEALTH NEEDS

GLOSSARY

	<u>Mental Health</u>	<u>Health</u>	<u>Aging</u>	<u>Other</u>
Day Programs	-Dental Health Treatment -Partial Hospitalization -Private Practice -PROS (see also Rehab and Employment & Vol. Svcs.) -Psychiatric Rehab Program (see also Rehabilitation)	-Physical Health Day Program (see also Rehabilitation) -Social Adult Day Program --Private Practice -Satellite MH Service in adults homes	-NABO/SEP Services in Senior Centers -Social Adult Day Program	-Clergy* -Pastoral Counselor* (*see also Caregiver Support and End-of-Life)
Rehabilitation	-PROS (see also Day Programs and Employment & Vol Svcs.) -Psychiatric Rehabilitation Program (see also Day Programs) -Suicide Prevention	-Medical Adult Day (see also Health Programs) -Outpatient Rehab Facility -Rehabilitation Hospital -Skilled Nursing Facility	-Benefit Education -Elder Abuse Education (see also Elder Abuse) -Health Promotion Services	-Disability Management (see also Case Management)
Peer Support	-Referrals -Resource Directories --Peer Advocate --Peer Bridger --Peer Emotional Counseling -Screening (Mental Health) -Assessment (Mental Health)	-Resource Directories -Screening (Health) -Assessment (Health)	-Friendly Visitor* -National Aging & Resource Support Center (Support Center Services) -National Eldercare Locator -Resource Directories -Screening (H/MH) -Assessment (H/MH)	-AARP Help -Family Service Agency (see also Case Advocacy, Caregiver Support, and Case Mgt.) -National Elder Lawyer Locator
Addiction Services	-MICA -Case Management -Legal Assistance -Peer Advocate	-Detoxification Program -Health Care Advocate -Outpatient Alcohol/Drug Rehabilitation	-Crime Victims Assistance -Housing Assistance (see also Housing) -Legal Assistance -LT COP	-OASAS Service: -Crime Victims Assistance -Elder Law -Family Service Agency (see also Info. & Referral, Caregiver Support, and Case Mgt.) -Residential -Legal Service Agency
Employment & Volunteer Svcs.	-PROS (see also Day Programs and Svcs.) -Supported Employment -Transitional Employment -Vocational Rehabilitation	-Hospital Volunteers -Respite -Support Group	-Senior Resource Center -Employment Program -Volunteer Respite, etc.)	-SCORE -Senior Service Agency (see also Info. & Referral, Case Advocacy, and Case Mgt.) -Geriatric Care Manager (see also Case Mgt.)
Housing	-Community Residence -CR-SROs (licensed) -Family Care Home -Supported Housing -Blended Care Housing -SROs (assisted) -Supportive Case Mgt. -CPEP -ER	-Assisted Living -Enriched Housing -Care Management (via Managed Care) -Case Management -Disease Management -EMS -ER	-Housing Assistance (see also Case Advocacy) -Case Management N/A	also Case Mgt. -Congregate Housing -Family Type Home -Multilevel Care Complex -Disability Management (see also Case Mgt.) -Family Service Agency (see also Info. & Referral, Case Advocacy, and Caregiver Support) -Geriatric Care Manager (see also Caregiver Support) -Single Room Occupancy -Adult Protective Svcs. (see also Elder Abuse)
Transportation	-Aid -Ambulance -Mental Health Crisis -Subsidized Public Trans. -ACT Teams (see also Assisted Comm. Interventions) -Extended Home-Based	-Ambulance Center -Ambulette -Subsidized Public Trans. -Home Care -Home Health Services -Home Safety Mod. and Repairs	-Supportive Transportation Assistance -Friendly Visitor* -Home Care -Home Safety Mod. and Repairs	-Private Transportation -Senior Center Accounts
Inpatient	-Mobile Inpatient Unit: -Psychiatric -Specialized Population Unit -In-Home Geriatric MH Treatment	-Medical Inpatient Unit: --Geriatric Unit --Mixed Population Unit -Consultation and Liaison	N/A -Improvements -Telephone Reassurance* (*see also Peer Support)	
Institutional Care	-State and Other Long-Term Care -Congregate Meals -Nutritional Edu./Counseling	-Adult Home -Skilled Nursing Facilities -Home Delivered Meal	N/A -Congregate Meal -Home Delivered Meal	N/A -Food Pantry -Food Stamp Program
Elder Abuse	N/A -ACT Teams (see also In-Home)	-Nutritional Edu./Counseling N/A	-Elder Abuse Reporting, Intervention, and Edu. -Outreach (see also Public Edu.)	-Adult Protective Svcs. (see also Crisis) N/A
End-of-Life	N/A -Outreach	-End-of-Life Edu. and Referral -Hospice	-End-of-Life Edu. and Referral	-Clergy* -Pastoral Counselor* (*see also Outpatient MH and Caregiver Support)

AARP: A non-profit membership organization for adults 50 and over, dedicated to older adult issues and interests. The organization provides information and referral on a variety of issues related to aging as well as advocacy on policy matters affecting older adults. It also provides insurance products, travel discounts, etc.

Area Agency on Aging (AAA): A local agency that, under the Older Americans Act, is responsible for assessing the needs of older persons within a given geographic area. Each AAA develops plans for providing supportive services, nutrition services, and, where appropriate, multi-purpose senior centers. Each AAA is required to provide assurances that an adequate proportion of funds will be expended on the delivery of each of the following categories of services: access, (transportation, outreach, information and assistance, and case management services) in-home, and legal assistance.

ACT (Assertive Community Treatment) Teams: A multidisciplinary team treatment model provided by the mental health system that offers comprehensive, community-based psychiatric treatment, rehabilitation, and supports to people with long-term psychiatric disabilities. ACT teams reach out to people and provide services in their homes or in community settings. The team of professionals includes social work, psychiatry, nursing, and rehabilitation.

Adult Home: A form of housing for adults of all ages that provides private or shared rooms, meals, housekeeping, laundry service, transportation, social activities, some personal care and 24-hour supervision. Because of the state's reliance on them to house deinstitutionalized adults with long-term psychiatric disabilities, many adult homes (called "heavily impacted homes") have a high percentage of residents with serious mental illness. This housing is licensed and regulated by the New York State Department of Health.

Adult Protective Services (APS): A state-mandated program that is responsible for providing assistance to physically or mentally impaired adults who can not provide for their own basic needs and have no one willing to assist them or allegedly have been abused, neglected, or exploited. Services may include: counseling for the adult and family; case management, such as arranging for medical/mental health assessments and treatment, and homemaker and housekeeper chore services; applying for benefits; coordination with law enforcement and other agencies; finding alternative living arrangements; financial management services; crisis interventions such as protective court orders; and long-term legal interventions such as guardianship. In responding to referrals APS will visit the adult's home within 3 working days, or within 24 hours for a life-threatening situation.

Ambulance: A specially equipped vehicle used to transport the sick or injured in emergency situations.

Ambulette: A specially equipped vehicle used to transport the sick or injured in non-urgent medical situations.

Anti-Stigma: A public education campaign undertaken by the mental health community to alleviate the negative image associated with mental illness.

Assessment: A process conducted by a health or mental health professional to determine whether someone has a diagnosable mental or physical illness. It is distinct from "screening", which can be performed by non-professionals or with the use of questionnaires that reveal the *possibility* that someone has a diagnosable disorder. Many AAAs provide questionnaires with general questions pertaining to health and mental health (screening) but few provide clinical assessments.

Assisted Living: A residential facility for older adults who need limited assistance with activities of daily living but do not require 24-hour skilled nursing care. Home health is usually not included

in the base rate but can be provided for an additional fee. In New York State, there are different forms of assisted living based on resident's level of need. This housing is licensed and regulated by the New York State Department of Health. Most is privately funded.

Benefit Education: Education and assistance on Medicaid, Medicare, Social Security, and other benefits and entitlements, provided by AAAs and their local contracted providers.

Blended Case Management: A case management model provided by the mental health system that facilitates a team approach to case management services by combining the caseloads of multiple Intensive Case Managers and/or Supportive Case Managers.

Caregiver Resource Center: A service to family caregivers of older adults. Some are funded by the Older American's Act's Family Caregiver Support Program and the State Office for the Aging. Centers are operated by local AAAs and their local contracted providers. The Centers provide information about available resources, assistance in gaining access to available support services, counseling, support groups, caregiver training, respite, and other limited supplemental services.

Care Management: A service provided by managed health care plans for people with specific diagnoses who require extensive health care services. Services include health education, monitoring care, and coordinating the delivery of health services in order to enhance care and manage costs.

Case Management: A service delivery approach provided by the mental health, health, and aging systems which manages and coordinates care of the older adult. In the aging system, the service is provided to older adults through local AAAs and their contracted agencies. In the health care system, the service is provided in a variety of settings including home health, hospice, and skilled nursing facilities. For the mental health system, see "Intensive Case Management" and "Supportive Case Management". Services include screening, assessment, care planning, service arrangement, monitoring, evaluation, and advocacy.

CCRC (Continuing Care Retirement Community) or LCC (Life Care Community): A housing complex for older adults that includes different levels of service based on need: (1) independent living units with no support services, (2) semi-independent living with supports such as housecleaning and meals, (3) assisted living, and (4) skilled nursing. Services also include social activities. To live in a CCRC or LCC one must provide either an upfront payment or an annuity with monthly payments. Some are refundable at death; some are partially refundable and some are not refundable. In addition, there is a monthly charge that covers housing, health care, and other expenses. These facilities are regulated by the New York State Insurance Department together with the Department of Health and Office for the Aging.

CR-SRO (Community Residence-Single Room Occupancy): A category of housing, certified in New York State by the Office of Mental Health. It is a residential building that provides a private furnished room or efficiency apartment for an individual. Individuals in the non-efficiency model usually share bathrooms, living rooms, kitchens, and laundry rooms. The efficiency apartment includes a kitchenette and bathroom with shared laundry rooms. Meals are provided in a common dining area.

Clergy: People ordained for religious service. Some clergy provide help to congregation members including older adults with mental health conditions and their families. Some clergy serve as chaplains in hospitals, nursing homes, or hospices. In addition to spiritual care, services may include counseling, information and referral, caregiver support, and end-of-life support. Some clergy are trained pastoral counselors. (See also Pastoral Counselor.)

Community Residence: A temporary housing program offering group living, shared apartments, or single room occupancies (SROs) for people with serious mental illness. All provide supports to

enable individuals to live as independently as possible, and some have 24 hour supervision. Residents are expected to move on to independent living. Community residences are licensed by the New York State Office of Mental Health.

Congregate Housing: A term used with different meanings depending on the user. Some users mean any form of organized group living, others mean a specific form of organized group living. The Office for the Aging defines it as a category of housing in New York State for individuals that offers private apartments or rooms as well as supportive services. Monthly charges include rent and services. Such housing does not require certification or licensure by a public agency. Residents may contract with home care agencies to provide personal care and home health services.

Congregate Meal: A hot meal provided in a group setting, such as a psychiatric rehabilitation program, adult day program, senior center, or NORC. Congregate meals are provided by all three service systems.

Consultation and Liaison: A psychiatric service provided for inpatients on medical-surgical units who need psychiatric assessment and/or treatment.

Continuing Day Treatment (CDT): A comprehensive day treatment program for people with long-term psychiatric disabilities. CDT provides therapeutic activities in a group setting and psychiatric treatment. Its goal is to reintegrate participants back into the community. Services include group therapy, family therapy, music and art therapy, as well as pre-vocational training, meals, and referrals. Staff may include psychiatrists, psychologists, psychiatric nurses, psychiatric social workers, art therapists, occupational therapists, and recreational therapists. CDTs are long-term programs. They may provide health screening but are not permitted to provide health services. Programs are licensed by the New York State Office of Mental Health.

Counseling (for Caregivers): A service provided by the mental health, health, and aging systems to provide support to caregivers. In the mental health system, counseling is provided in support groups and psychoeducation programs to caregivers of people with mental illness, especially of adults with long-term psychiatric disabilities. In the health system, counseling is provided in support groups and education programs to a variety of caregivers, including those caring for people with dementias. And in the aging system, counseling is provided to caregivers of older adults via the Caregiver Resource Centers.

CPEP (Comprehensive Psychiatric Emergency Program): A psychiatric emergency program based in a hospital ER. It provides specialized psychiatric holding beds, mobile crisis intervention, assessment, and stabilization.

Crime Victims Assistance: A service provided to crime victims of all ages that may include financial assistance and other benefits such as medical care, counseling, home security devices, and transportation. In the aging system, it is provided by local AAAs or contracted agencies to older adults who are victims of crime. (For more information see “Elder Abuse Prevention, Intervention and Education services”.)

Day Program: In this document, day program means activities for older adults provided during the day some place other than the older adult’s home such as a senior center, social adult day program, adult medical day program, or continuing day treatment (CDT) program.

Depression Awareness: A public education campaign undertaken by the mental health community to provide information about depression including symptoms, risk factors, and where to get treatment.

Detoxification Program: A program for substance abusers that manages and treats alcohol and/or substance abuse withdrawal in an inpatient or outpatient setting. It is often the first step in a drug treatment program and is funded by the Department of Health.

Disability Management: A program offered by some employers to ill or injured persons to assist them to return to a productive work life as rapidly as possible. The two components of the program are skill development and workplace accommodations to the needs of ill or injured employees.

Disease Management: A coordinated healthcare program for people with chronic illness, e.g. diabetes or chronic heart failure, in which patients are taught self-care, and symptoms and treatment adherence are monitored regularly.

DOH: The NYS Department of Health (DOH) licenses, regulates, funds, and implements public health care services throughout NYS. Services include inpatient and outpatient programs, emergency, adult homes, nursing homes and other healthcare facilities.

Elder Abuse Prevention, Intervention, and Education Services: A service provided by some local AAAs and local contracted providers that includes elder abuse prevention activities, intervention services, and education. Prevention and education activities include education and training of older adults, providers etc. about elder abuse. Intervention activities may include assessing psychosocial needs of victims, providing legal and social service opportunities, developing and implementing individualized case plans, providing and/or linking clients with community services, case monitoring, and evaluation.

Elder Law: A legal specialty focused on issues affecting older adults, such as asset management, eligibility for Medicaid and other entitlements, guardianship, etc.

EMS (Emergency Medical Services): A mobile crisis response team and ambulance service for people with urgent medical needs.

End-of-Life Education and Referral: A service provided by some local AAAs and local contracted providers as well as the health system that consists of education about medical, legal, and financial issues as well as funeral and burial arrangements at end-of-life. Referrals to appropriate resources such as home health, hospice care, etc. are also provided.

Enriched Housing: A form of apartment housing for older adults which provides meals, housekeeping, homemaking/chores, transportation, social activities, and some personal care assistance. Rent and services are included in the monthly charge. This housing is licensed and regulated by the New York State Department of Health.

ER (Emergency Room): A unit of a general hospital which provides emergency services to people with immediate health or mental health needs.

Extended Home-Based Mobile Crisis: A form of crisis intervention for older adults that involves risk assessment and stabilization. In theory a short term service, some crisis teams continue to provide service because services in the community are not available.

Family Care Home: A category of housing in New York State certified and managed by the Office of Mental Health. Providers receive training and support needed to deliver care, supervision, and room and board for up to six individuals in their home.

Family Service Agency: An agency that provides individuals, including older adults, and families, with a variety of social and mental health services including case management, counseling, and information and referral.

Family Type Home: A category of housing included in a housing guide of the NYS Office for the Aging that is certified by county departments of social services, in which the owner of a single family house provides support services, meals, supervision, and personal care to four or fewer adults who are unrelated to the homeowner. Rent and services are included in the monthly charge.

Food Pantry: A place which provides food to individuals and families in need.

Food Stamp Program: A federal program for low income families which allows them to purchase food with coupons and electronic benefits transfer (EBT) cards.

Friendly Visitor: An ongoing companion to homebound older adults to help increase social interaction and help maintain independence.

Geriatric Care Manager: A person who provides or arranges for a comprehensive array of services to meet the needs of older adults who are unable to make their own arrangements. Frequently care managers function as substitutes for family members who are not available to care for their older relatives. Care managers assess client needs, develop care plans, coordinate services, monitor, and evaluate care. Many care managers are in private practice; some are employees of family service or elder care organizations.

Health Care Advocate: An advocate who has been trained to assist adults with health care needs, including advocating for appropriate health care services and access to entitlements.

Health Promotion Services: A service created by the Older Americans Act (OAA), which can be provided by AAAs and their local contracted providers. Services may include health risk assessments, routine health screening, nutritional counseling and education, health promotion programs, exercise and fitness programs, home injury control services, screening for depression, educational programs, medication management education, information concerning diagnosis, prevention, treatment and rehabilitation of age-related diseases and conditions, gerontological counseling, and counseling regarding social services. Some provide referrals to health and mental health providers.

Health Education: Education for the public about symptoms of illness, treatment, management of illness, how to maintain good health, etc. It is often provided by health care organizations, but it is also provided for people with mental illness by mental health organizations, and for older adults by senior centers and other aging programs.

Health Fair: A community event sponsored by health and mental health providers to educate people about health issues and health care services. Health fairs often include screening for blood pressure, depression etc.

Helpline: A telephone number to call to get information and referral to services but not crisis intervention. Strictly speaking a helpline does not provide crisis intervention, but they are sometimes combined with hotlines that do. Many AAAs operate helplines that provide information on services provided by the AAAs and local contracted providers as well as other services and benefits for older adults. The mental health system also operates helplines, which provide mental health information and referral to all populations, including older adults.

Home Care: A broad array of health and/or supportive services delivered in the home. Services include but are not limited to: skilled nursing services; homemaker/personal care services; home health aides; physical, speech and occupational therapies; social work services; housekeeper/chore services; pharmacy; and medical equipment.

Home Delivered Meal: A hot meal that meets nutritional requirements and is delivered to an eligible person in the home. In the aging system, home delivered meals are generally provided to persons age 60 and over who are homebound, unable to prepare nutritious meals, and lack informal supports. In the health system, home delivered meals are covered by Medicaid managed long-term home health care programs, which are for people who are eligible for nursing homes but chose to remain at home. Meals on Wheels, which is usually administered through the aging system, is one program providing home delivered meals.

Home Health Services: An array of health care services delivered in the home. Services include but are not limited to: skilled nursing services; home health aides; physical, speech and occupational therapies; and medical social work services. To be covered by insurance, most services must be ordered by a physician and must be medically necessary.

Home Mental Health Services: Mental health services delivered in the home including mobile crisis, case management, and homecare by personnel with mental health training.

Home Safety Modifications and Improvements: A service provided to older adults through the local AAAs and contracted agencies as well as the health care system's Medicaid managed long-term care program so that recipients can remain in the home. Services may include residential repair and renovation projects to meet minimum housing standards, adaptations to meet the needs of older individuals with physical disabilities including preventing falls, or the installation of security devices or other modifications to prevent unlawful entry.

Hospice: A program of comprehensive care and treatment for the dying, either in a hospice care facility or in the home. Patients must have a life expectancy of six months or less to be eligible, but services can be provided for longer than six months. Services include medical services with some limitations, pain control, and psychosocial support for the patient and family.

Hospital Volunteers: A service operated by many hospitals in which people, including older adults, volunteer to provide services that benefit patients, including being a companion, helping write and mail letters, and directing visitors.

Hotline: A 24 hour per day 7 day a week telephone line which provides crisis intervention for people in need. They also provide information and referral in a non-crisis situation. Some hotlines are staffed by volunteers and/or paraprofessionals; some are staffed only by professionals.

Housing Assistance: A housing information, referral, advocacy, and counseling service for older adults. The program helps seniors in locating housing, dealing with landlord tenant disputes, and provides benefits counseling as well as referrals to other housing resources.

In-Home Geriatric Mental Health Treatment: A form of mental health treatment where mental health professionals go into the home to provide ongoing counseling and other mental health services to older adults.

Intensive Case Management (ICM): A case management model provided by the mental health system. The case managers are mental health professionals, usually social workers or nurses, which are assigned a small number of cases, usually 12 clients per intensive case manager. Services include crisis management, screening, assessment, care planning, service arrangement, monitoring, evaluation, and advocacy.

Legal Assistance: A service provided in the mental health and aging systems for older adults and their caregivers, through the local AAAs and contracted agencies or by legal service agencies. Services in both systems may include counseling and information regarding estate planning, tax assistance, finances, health and life insurance, guardianship issues, entitlements, civil commitments, housing rights, as well as referral to other resources.

Legal Service Agency: An agency which provides legal assistance either free or at low cost.

LTCOP (Long-Term Care Ombudsman Program): A program created by the Older American's Act that trains and supports volunteers to investigate and resolve concerns regarding conditions and treatment on behalf of residents in nursing homes and adult homes.

Medicaid: A health insurance program for individuals and families with low-incomes, which is jointly funded by the federal and state governments. In New York State local governments also provide funding for Medicaid. Administration is provided by, and rules and regulations are established by, federal, state, and local governments.

Medical Adult Day Program: A day program designed for people with chronic severe medical conditions, especially dementia. Some serve significant numbers of people with long-term psychiatric disabilities or mental retardation/developmental disabilities. They provide a wide array of services in a group setting. Services may include nursing, medication management, personal care services, recreation and therapeutic activities, psychiatry, physical and occupational therapy, case management, meals, nutritional counseling, individual and group counseling, specialty medical services, and transportation.

Medical-Surgical Inpatient Unit:

Geriatric Unit: An inpatient unit which provides medical services to meet the acute medical needs of adults 55 and older.

Mixed Population Unit: An inpatient unit that provides medical services to meet the acute medical needs of adults of all ages.

Medicare: A federal health insurance program covering people 65 and over, some adults with permanent disabilities, and end stage renal disease.

Mental Health Education: A component of the mental health system, dedicated to the education of the public about a variety of mental health issues.

Mental Health Specialist: A professional trained and licensed to provide clinical treatment services. (Note: Mental health specialists who can bill Medicare include social workers, psychologists, psychiatric nurse practitioners, and psychiatrists.)

Clinic Based: A mental health professional that provides mental health outpatient services in a facility licensed as a mental health clinic or to a limited extent in licensed health clinics. Services include individual and group counseling to all populations and/or for specialized populations (e.g. older adults).

Private Practice: A mental health professional in private practice or in private group practice providing outpatient mental health treatment to all populations and/or for specialized populations (e.g. older adults).

Methadone Maintenance Services: Methadone treatment services provided to persons dependent on heroin or other opiates designed to reduce drug use so that they may lead productive lives. Services are provided along with other medical services and include prescribing and dispensing of methadone, supportive counseling, medical care, and other individualized services based on the treatment plan.

MICA (Mentally Ill Chemical Abuser): A term with two meanings:

1. A term used to refer to an adult who has both a mental illness and a substance abuse disorder.
2. A program funded by the NYS Office of Mental Health to provide services to the MICA client including emergency, outpatient, and community support programs. The program also works with local agencies to fund training regarding proper assessment, diagnosis, and treatment of the MICA client as well as the development of referral networks.

Mobile Mental Health Crisis: A form of mental health crisis intervention in which professionals go into the home or the community to provide stabilization, perform a risk assessment, and link individuals with ongoing treatment and support.

Multilevel Housing and Care Complex: A category of housing included in a housing guide of the NYS Office for the Aging, which provides multiple levels of care for older adults and includes independent living units, social activities, congregate meals, supportive assistance, and nursing care in one location. The independent living units may be structured as a cooperative, condominium, conventional rental, or long-term lease. Residents pay for housing and other services with monthly charges and may also pay an initial entry or purchase fee.

National Aging Information and Referral Support Center: A national resource center formed under the Older Americans Act designed to provide information and referrals for services for older adults.

National Eldercare Locator: A national directory assistance service collaboratively operated by the Administration on Aging, the National Association of Area Agencies on Aging, and the National Association of State Units on Aging, designed to help older adults and caregivers locate local support services via state and local AAAs.

National Elder Lawyer Locator: A national directory service of elder lawyers provided by the National Academy of Elder Law Attorneys, which is a non-profit association that assists lawyers, bar associations, etc. who work with older adults and their families.

NORC (Naturally Occurring Retirement Community): A building or housing complex available to people of all ages but that has evolved to include primarily older adults.

NORC-SSP (Naturally Occurring Retirement Community – Supportive Service Program): A supportive service program operating in a NORC. Typical services include case management, health care management, education, socialization, recreational activities, and volunteer opportunities.

Nursing Home: (see skilled nursing facility)

Nutritional Education and Counseling: A service provided by all three systems that includes nutrition education and information, sometimes under the direction of a dietician. In the mental health system, this service is sometimes provided by psychiatric rehabilitation and community residence programs. In the health system, it is provided by medical adult day programs and under the Medicaid managed long-term care program. In the aging system, it is provided in senior centers and social adult day programs.

OASAS: The NYS Office of Alcoholism and Substance Abuse Services (OASAS), which is responsible for licensing, regulating, funding, and implementing alcohol and substance abuse services. The major categories of service are crisis, inpatient, outpatient, and residential. They also fund methadone treatment services as well as alcoholism and substance abuse prevention and intervention programs. Crisis services manage and treat alcohol and/or substance abuse withdrawal, and provide one or more of the following: medically managed detoxification services; medically supervised withdrawal services in an inpatient, outpatient, or residential setting; and medically monitored withdrawal. Inpatient rehabilitation services provide evaluation, treatment,

and rehabilitation services for persons suffering from chemical dependence. Residential services provide persons with alcohol or substance abuse problems the structure of a 24-hour residential setting for persons who are unable to maintain abstinence or participate in treatment while living in the open community. The categories of service include intensive residential treatment and rehabilitation, community residential services, and supportive living services. Outpatient services provide clinical services to persons with alcohol or substance abuse problems and/or their family members and significant others.

OMH: The NYS Office of Mental Health (OMH) is responsible for licensing, regulating, funding, and overseeing mental health programs operated by local governments and community agencies. These programs include inpatient, outpatient, emergency, community support, and residential services. The Office also operates state psychiatric centers across NYS and two research centers.

Outpatient Alcohol/Drug Rehabilitation: An outpatient service that provides medical management and treatment for substance abuse for persons with alcohol and/or substance abuse problems. Programs provide comprehensive, intensive, and short-term medical services and substance abuse counseling.

Outpatient Rehabilitation Facility: A licensed facility that provides therapeutic and restorative treatments for improving or restoring functions that have been impaired by illness or injury.

Outreach: An effort to engage those who need service, but do not seek it through traditional pathways. It includes finding specific populations in need of service (e.g. homeless elderly) as well as following people into the community (e.g. home health). Services are provided in homes and community settings, such as senior centers and houses of worship, which older adults go to for other reasons. In the mental health system, the service is provided by intensive case managers (ICMs) and assertive community treatment (ACT) teams among other programs. In the aging systems, it is provided through some local AAAs and contracted local agencies.

Partial Hospitalization Program: A therapeutic day program for people with acute psychiatric illnesses who would otherwise require inpatient treatment. Services include psychiatric assessment and treatment; individual, group and family therapies; and medication education and management. It is designed to be short-term, usually 30 days or less.

Pastoral Counselor: A professional trained to provide religiously oriented emotional support and psychotherapy.

Peer Mental Health Services: A variety of services provided by people with histories of mental illness such as:

Peer Advocate: An individual in recovery from a serious mental illness who is trained to advocate on behalf of others with mental illness. Some are volunteers; some are paid.

Peer Bridger: An individual in recovery from a serious mental illness who is trained and paid to help others with mental illness make a transition from living in an institutional setting to a community setting.

Peer Emotional Counseling: A form of emotional counseling provided by individuals who are in recovery from mental illness and who have been appropriately trained.

Peer Support: A form of social support, provided by individuals who are in recovery from serious mental illness and who have been trained to offer support to others with mental illness.

Personal Emergency Response System: A response system, offered by private companies, that offers services such as 24 hour medical emergency response, medication reminders, compliance monitoring, and falls detection.

Primary Health Care Provider: A professional trained and licensed to provide basic medical assessment and treatment services before potential referral to other services.

Clinic Based: A health care professional who provides basic health care services in a licensed outpatient facility including primary care physicians, pediatricians, and nurse practitioners.

Private Practice: A health care professional or group of professionals in private practice who provide basic outpatient health care services.

Private Transportation: A private service that transports individuals of all ages, including older adults to health appointments, social services agencies etc.

PROS (Personalized Recovery Oriented Services): A category of recovery oriented programs certified by the Office of Mental Health. The goals of the programs are to integrate treatment, support, and rehabilitation in a manner that facilitates the individual's recovery. Goals for individuals in the program are to: improve functioning, reduce inpatient utilization, reduce emergency services, reduce contact with the criminal justice system, increase employment, attain higher levels of education, and secure preferred housing. (As of this writing, PROS are being introduced in NYS but do not exist in most parts of the state.)

Psychiatric Inpatient Unit:

Psychogeriatric Unit: A short-term psychiatric inpatient unit of a general hospital or public or private psychiatric hospital which serves only older adults with acute mental health needs. Interventions may include individual therapy, group therapy, and pharmacotherapy as well as therapy, psychoeducation, and support groups for families.

Mixed Population Unit: A psychiatric inpatient unit of a general hospital or public or private psychiatric hospital which serves populations of different ages, including older adults with acute mental health needs.

Psychiatric Rehabilitation Program: A program for people with long-term psychiatric disabilities that makes services available during the day and often during evenings and weekends. They provide vocational rehabilitation, social skills training, educational opportunities, support services including a support network, socialization opportunities, and recreation. Services are intended to help individuals to lead more independent lives and to help them avoid re-hospitalization. Unlike continuing day treatment (CDT), psychiatric rehabilitation programs, do not provide medical model psychiatric services.

Rehabilitation Hospital: A facility which provides physical rehabilitation services to people of all ages.

Resource Directory: A directory of local mental health, health, and/or aging services which is provided by some local mental health, health, and aging departments.

Respite: A service provided by the mental health, health, and aging systems to provide caregivers rest from their caregiving responsibilities. Some programs are exclusively respite, while others are embedded in larger programs. Some provide respite for a period of time during the day or evening; others provide a temporary alternative residence. Day programs are sometimes used to provide respite for caregivers. In the mental health system, programs that provide respite include psychiatric rehabilitation and continuing day treatment (CDT). In the

health system, programs include home health. And in the aging system, respite is provided through the Caregiver Resource Centers as well as through programs such as social adult day.

Satellite Mental Health Service: A mental health service provided in a site other than a licensed mental health program. Satellites are located in senior centers, adult homes, and in other locations. Satellites must be operated by a licensed mental health provider. Satellites must be provided by a licensed mental health provider and must be formally approved by the Office of Mental Health as satellites.

SCORE: A program run by the Small Business Administration which gives retired professionals an opportunity to counsel and train emerging small business owners.

Screening: An effort to identify individuals who might benefit from further assessment and possible treatment for a physical or psychiatric illness. Some screenings are done through direct interaction and others are self-administered questionnaires. In the mental health system, providers screen patients for mental illnesses and in some cases, health problems. In the health system, providers screen patients for a variety of health care problems and in some cases, mental health problems. Some aging providers also screen for health and mental health problems. (See “assessment” for the distinction between screening and assessment.)

Section 8: A federal rental assistance program for low-income individuals and families, including older adults and people with disabilities. It provides a subsidy to pay monthly housing expenses over 30% of income.

Section 202: A federal supportive housing program for low-income older adults, which usually includes supportive services such as meals, transportation, and services for the disabled.

Self-Help and Mutual Aid: Supportive services, including support groups and mentoring, provided by and for people experiencing various illnesses or their caregivers.

Senior Corps: A national program administered by the Corporation for National Community Services (CNCS) that connects people 55 and over with volunteer opportunities. The programs offered are the Foster Grandparents Program, Senior Companion Program, and RSVP (Retired Seniors Volunteer Program).

Senior Housing Development: A category of housing included in a housing guide of the NYS Office for the Aging, which is restricted to older adults. In addition to private dwellings, some have activities, supportive services, personal care and/or health care, which is usually not included in the monthly rent.

Senior Center: A place where older adults can go for meals, social services, education on older adult issues, recreational activities, therapeutic activities, and socialization.

Senior Citizen Discounts: Discounts to older adults for transportation, recreation, food, etc.

Senior Community Service Employment Program (SCSEP): A program run through local AAAs as well as national sponsors which provides job training and placement for low-income adults 55 and over.

Shared Housing: A category of housing included in a housing guide of the NYS Office for the Aging that offers organized housing arrangements that can be age-integrated or specifically for older adults. The types of shared housing include “shared living residence”, “accessory apartment”, “match-up home sharing”, and “ECHO housing” also known as “elder cottage”. No government licensure or certification is required for this type of housing.

Single Room Occupancy (SRO): A residential building that provides a small private, usually furnished, room for one individual. Individuals usually share bathrooms, living rooms, kitchens, and laundry rooms.

Skilled Nursing Facility: A residence for adults of all ages who require 24 hour skilled nursing assistance. Some are free standing and others are part of larger housing programs, such as life care communities. Services include general medical care, specialty care, rehabilitation, physical and occupational therapies, medical supplies, pharmacy, meals, and laundry. Most skilled nursing facilities also offer mental health services, which are provided either by visiting mental health professionals or professionals on staff. Many skilled nursing facilities are now offering sub-acute, time limited rehabilitation services for people who have been discharged from hospitals but are not ready to live independently because of physical health needs. They are licensed and regulated by the New York State Department of Health.

Social Adult Day Program: A day program for frail elderly or older adults with cognitive impairments, which provides an array of non-medical services including social, therapeutic, and recreational programs in a group setting. Programs are provided by AAAs and their local contracted providers. Most are funded by the aging system, while others have funds from Medicaid managed long term home health care programs.

SOFA: The NYS Office for the Aging (OFA) is responsible for coordinating, administering, and overseeing federal, state, and some local programs and services for older adults as well as overseeing the states' 59 area agencies on aging.

SP-SRO (Supported-Single Room Occupancy): A category of non-licensed housing in New York State provided by the Office of Mental Health. SP-SROs are residential buildings that provide private furnished rooms or efficiency apartments for individuals. Individuals in the non-efficiency model usually share bathrooms, living rooms, kitchens, and laundry rooms. The efficiency apartment includes a kitchenette and bathroom with shared laundry rooms. Meals are provided in a common dining area.

State and Other Long-Term Psychiatric Hospitals: Psychiatric inpatient facilities that provide long-term treatment to all adult populations including older adults.

Subsidized Public Transportation: A transportation discount for people with disabilities, including mental illness, usually provided through state or local transportation departments.

Suicide Prevention: Efforts to prevent suicide include (1) public education campaigns undertaken by the mental health community to educate the public about suicide, including warning signs, risk factors, assistance, treatment, screening, and where to get help and (2) early identification and rapid treatment of depression.

Supported Employment: A form of employment for people with mental illness that eases the transition to the workforce. Programs provide initial on-the-job training and ongoing support, with the goal of sustaining long-term independent employment.

Support Group for Caregivers: A group led by a professional or via a self-help model for caregivers of people with mental or physical illnesses. Such services are provided by the mental health, health, and aging systems. In the mental health system, support groups are provided to caregivers of people with mental illness, especially adults with long-term psychiatric disabilities. In the health system, support groups are provided to caregivers of people with dementias and of people with various physical illnesses. And in the aging system, support groups are offered to caregivers of older adults via the Caregiver Resource Centers.

Supported Housing: A program funded by the New York State Office of Mental Health that develops and subsidizes permanent housing and flexible support services for people with long-term psychiatric disabilities.

Supportive Housing: A term used nationally for a broad range of housing options linked to support services, which can be on-site or provided by visiting providers. Supportive housing can be accessed by a variety of individuals including: people with long-term psychiatric disabilities, HIV/AIDS, a history of homelessness, or low-income.

Supportive Case Management (SCM): A case management model provided by the mental health system in which case managers are assigned a limited number of cases (although more than the Intensive Case Management (ICM) model), usually 20 clients per supportive case manager. Services are provided by paraprofessionals and include screening, assessment, care planning, service arrangement, monitoring, evaluation, and advocacy.

Supportive Transportation Assistance: A service provided by the local AAAs or their contracted agencies to transport older adults to a variety of locations including senior centers, service agencies, recreational activities, and medical and other appointments.

Taxi: Medicaid recipients may be eligible for taxi services to transport them to and from a Medicaid eligible appointment.

Telephone Reassurance: A service that provides a scheduled phone call by trained volunteers to older adults who are homebound and/or isolated. In some cases, this also includes warm lines, which people can call as needed for supportive interaction.

Transitional Employment: A form of supportive employment offered by mental health programs that offers part-time jobs to people with long-term psychiatric disabilities in order to ease them back into the workforce.

Urgent Care Center: A health center where professionals treat health conditions that require prompt attention but do not pose an immediate, serious health threat.

Van: A transportation service which transports community program participants to and from program and sometimes to medical appointments and other social service agencies.

Veterans Affairs (VA): A federal department, which provides patient care and federal benefits to veterans and their dependents. Benefits include vocational rehabilitation, health education, health screening and assessments, case advocacy, case management, preventative care services, outpatient health and mental health services, in-home health services, inpatient health and mental health services, and emergency care in outpatient and inpatient VA facilities.

Vocational Rehabilitation: A service designed to help adults of all ages to work. Programs provide skills training and work with employers to provide workplace accommodations for people with disabilities, as required under the Americans with Disabilities Act (ADA).

Volunteer Services: A formally organized effort to connect older adults to volunteer opportunities. Such opportunities are offered by AAAs and local contracted providers which allow older adults to participate in, and contribute to, their communities. E.g. RSVP, Foster Grandparents program.

Wellness in Workplace: A service provided by some employers to their employees of all ages to encourage them to engage in activities that will keep them well. Services may include discounts on gym memberships, routine health care screening and assessments, smoking cessation programs, stress management, etc.

FUNDING STREAMS FOR THE MENTAL HEALTH, HEALTH, AGING, AND ADDICTION SERVICES SYSTEMS

Addiction Services: The addiction services' system is funded by Medicaid, Medicare, state and local funds, private insurance, self pay, and philanthropy.

Aging: The aging system is funded by the Older American's Act, state and local funds, self-pay, and philanthropy.

Health: The health system us funded by Medicaid, Medicare, state and local funds, private insurance, self-pay, and philanthropy.

Mental Health: The mental health system is funded by Medicaid, Medicare, state and local funds, private insurance, self pay, and philanthropy.

KEY GOVERNMENTAL AGENCIES

Federal:

Administration on Aging
Center for Medicare and Medicaid Services
Department of Housing and Urban Development
National Institute of Alcohol Abuse
National Institute of Drug Abuse
National Institute of Mental Health
Substance Abuse and Mental Health Services Administration
Veterans Administration

State:

Department of Health
Education Department
Office for the Aging
Office of Alcohol and Substance Abuse Services
Office of Children and Family Services (for Adult Protective Services)
Office of Mental Health

Local:

Area Agencies on Aging (sometimes known as Departments or Offices for the Aging)
NYC Department of Health and Mental Hygiene
County departments of health
County departments of mental health (usually cover addiction services as well as mental health and mental retardation services)
County adult protective service agencies