

Program Measurement: Reach and Impact

GOAL 1: PROMOTE MENTAL HEALTH FOR THE YOUNGEST NEW YORKERS

Implementation partner	Program	Program description	Key reach measures (Data range reflects beginning of data collection through 12/31/2019 unless otherwise noted)	Key outcome measures (Data below may reflect a sample of all eligible participants in a given program for reasons such as opting in to a survey or eligibility to receive a relevant component of service provision)
Administration for Children's Services	Attachment and Bio-Behavioral Catch-Up (ABC)	Attachment and Bio-Behavioral Catch-Up (ABC) is an evidence-based, in-home parent training delivered to primary caregivers, along with their infants and toddlers. The goals of ABC are to ensure nurturing care, increase caregiver sensitivity and support the healthy brain development of children who have experienced early adversity and trauma. ABC is only provided to infants and toddlers between the ages of six and 48 months who are currently placed or recently resided in a regular family foster care program.	<p>1,656 children and 1,321 caregivers have completed ABC between 10/1/2015 and 12/31/2019</p> <p>958 case planners, supervisors and agency staff have been trained in ABC between 10/1/2015 and 12/31/2019</p>	<p>71% of parents demonstrated positive change in caregiver sensitivity following ABC services, among caregivers for whom a baseline assessment indicated low caregiver sensitivity, between 10/1/2015 and 2/12/2020 (Caregiver sensitivity is defined as a caregiver's ability to accurately perceive his or her child's signals and promptly and effectively respond to these signals; this measure compares baseline assessment to post-intervention assessment)</p> <p>40% of children demonstrated positive change following ABC services in number of children assessed to be "at risk" of socioemotional problems, among children assessed to be "at risk" of socioemotional problems at intake, between 10/1/2015 and 2/12/2020 (this measure compares baseline assessment to post-intervention assessment)</p>
Department of Education and Department of Health and Mental Hygiene	Mental Health Services for High-Needs Schools	Symptoms of mental health conditions frequently emerge before the age of 14. The Office of School Health implemented new mental health services at 173 high-needs schools serving grades K through 12. Participating schools have on-site clinical services, including group and individual counseling for students, to integrate mental	<p>173 schools have access to ThriveNYC-funded on-site clinical mental health services as of 12/31/2019</p> <p>24,361 students received 37,833 individual and/or group counseling sessions (does not</p>	<p>Percentage of students who have shown improvement at discharge from a clinical intervention, as compared to admission</p> <p><i>(Data will be reported beginning in summer 2020)</i></p>

		health services in school settings, improve the mental health outcomes of students, and build schools' capacities to address the mental health needs of their school communities.	reflect unique students; a student may receive multiple sessions) between 9/1/2019 and 12/31/2019	
Department of Education	School Response Clinicians (SRCs)	A partnership between ThriveNYC and the Department of Education, the School Response Clinicians program is comprised of 85 licensed clinical social workers who support students facing crises across the City in order to reduce the practice of school staff calling 911 and reduce trips to emergency departments. The School Response Clinicians provide care for students in times of immediate emotional distress including intermediate onsite clinical counseling and connecting students to long-term care if necessary.	1,751 student(s) participated in an in-person individual (1:1) mental health session led by a SRC within one school day of the request between 10/1/2019 and 12/31/2019 3,134 deployments of SRCs within one day of an individual, group or school-wide request occurred between 10/1/2019 and 12/31/2019	Percentage change in emergency medical service (EMS) transports to a hospital for a psychological or emotional condition, among restorative justice expansion schools, which are prioritized in this program <i>(Data will be reported beginning in summer 2020)</i>
Department of Education and Department of Health and Mental Hygiene	Social-Emotional Learning (SEL): Universal Pre-K, Trauma Smart, Early Childhood Mental Health Network	ThriveNYC supports three social-emotional learning programs: Universal Pre-K: Social, emotional, and behavioral regulation skills are foundational for learning and well-being. Pre-K programs provide social-emotional learning support to students, families, Pre-K leaders and Pre-K teaching teams. Trauma Smart: A significant proportion of young children in New York experience trauma which can have negative consequences for their development and life outcomes. Through the Trauma Smart model, teachers and staff in the City's EarlyLearn programs participate in year-long training and receive on-site coaching to improve their classroom environment and approach teaching through a trauma-informed lens. These practices aim to mitigate the negative consequences of trauma. Early Childhood Mental Health Network: The Early Childhood Mental Health Network provides mental health support for young	Universal Pre-K: 2,748 schoolteachers or program staff participated in at least one professional learning through this program between 7/1/2016 and 12/31/2019 Trauma Smart: 1,437 program staff received Trauma Smart training between 7/1/2019 and 12/31/2019 Early Childhood Mental Health Network	Universal Pre-K: <u>For all Pre-K programs: Percentage of Pre-K programs that promote an emotionally supportive environment for children, among programs that received an observation via the Classroom Assessment Scoring System in the previous school-year (annual measure; data on this measure will be reported beginning in summer 2020)</u> <u>For Pre-K sites where teachers and staff receive SEL training: 100%</u> of teachers reported that they learned at least one skill or strategy to help children manage their feelings and behaviors between 10/1/2019 and 12/31/2019 Percentage of teachers who have reported that they applied at least one skill or strategy to help children manage their feelings and behaviors.

		<p>children and their families, helping to address challenges early. Mental health professionals consult with early childhood programs partnered with the Department of Education (DOE) to address program, classroom, and child-level challenges in order to strengthen the capacity of teachers and caregivers to support children. Seven early childhood therapeutic centers, open to all New York residents, located throughout the city offer specialized mental health treatment for children from birth to age five and their families, as well as access to family peer advocates and connection to ongoing support. Additionally, mental health professionals are able to receive specialized training in evidence-based practices and early childhood development through the Early Childhood Mental Health Training and Technical Assistance Center in order to increase the capacity and competencies of professionals working to identify and address the mental health needs of young children.</p>	<p>2,627 individuals received mental health treatment through the Early Childhood Mental Health Network between 7/1/2016 and 12/31/2019</p>	<p><i>Data on this measure will be reported beginning in summer 2020.</i></p> <p>Percentage of teachers who have reported that at least one skill or strategy that they applied was effective in helping children identify their feelings, manage difficult feelings, follow classroom routines and rules, or follow teacher instructions. <i>Data on this measure will be reported beginning in summer 2020.</i></p> <p>Percentage of teachers who have reported that they have seen an increase in children’s ability to identify feelings, manage difficult feelings, follow classroom routines and rules, and/or follow teacher instructions, following training for teachers. <i>Data on this measure will be reported beginning in summer 2020.</i></p> <p><u>For pre-K programs with access to ParentCorps:</u> Percentage of parents/caregivers who have reported that they applied at least one of the skills or strategies learned through ParentCorps to help their children manage feelings and behaviors</p> <p>Percentage of parents/caregivers who have reported that at least one of the skills or strategies that they applied were effective in helping their child identify their feelings, manage difficult feelings, follow routines and rules, and/or follow instructions</p> <p>Trauma Smart:</p>
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			<p>95% of program staff reported that they applied at least one of the skills learned in Trauma Smart to help children manage their feelings and behaviors between 10/1/2019 and 12/31/2019</p> <p>97% of program staff reported that at least one of the skills they applied was effective in helping children manage their feelings and behaviors between 10/1/2019 and 12/31/2019</p> <p>98% of program staff reported that they observed improvement in children’s ability to identify feelings, manage difficult feelings, follow classroom routines and rules, and/or follow teacher instructions between 10/1/2019 and 12/31/2019</p> <p>Early Childhood Mental Health Network:</p> <p>69% of children/families referred to an Early Childhood Mental Health Network clinic had attended their first appointment between 10/1/2019 and 12/31/2019 (64% between 7/1/2019 and 9/30/2019)</p> <p>61% of children/families referred to an Early Childhood Mental Health Network clinic by a DOE-partnered early childhood program attended their first appointment between 10/1/2019 and 12/31/2019 (79% between 7/1/2019 and 9/30/2019)</p> <p>99% of families receiving treatment at an Early Childhood Mental Health Network clinic reported that services</p>
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				<p>helped their family make positive changes between 10/1/2019 and 12/31/2019</p> <p>98% of families receiving treatment at an Early Childhood Mental Health Network clinic reported that services improved the parent/caregiver's relationship with their child between 10/1/2019 and 12/31/2019</p> <p>94% of families receiving treatment at an Early Childhood Mental Health Network clinic reported their children are better able to cope when faced with challenges between 10/1/2019 and 12/31/2019</p>
Department of Health and Mental Hygiene	Kognito: Online Mental Health Training for Classroom and School Staff	An evidence-based, online, interactive training, Kognito is available to all New York City public school staff. This training is designed to equip teachers and school staff to recognize early signs and symptoms of psychological distress, as well as engage students who may be in psychological distress and connect them with additional mental health support and resources in their schools and communities. Training modules are designed for elementary, middle and high school settings. The elementary school module includes training for school staff on how to have conversations with students' parents or caregivers.	11,216 school staff have completed Kognito online training (does not reflect unique individuals; an individual may take multiple modules) between 3/1/2016 and 12/31/2019	<p>83% of school staff reported that they feel prepared to recognize a student in psychological distress post-training (compared to 53% pre-training; includes elementary, middle and high school training modules) between 10/1/2018 and 12/31/2019 (82% post-training and 51% pre-training between 10/1/2018 and 9/30/2019)</p> <p>98% of school staff reported that they feel confident in their ability to discuss a concern with a student in psychological distress post-training (compared to 87% pre-training; includes elementary, middle and high school training modules) between 10/1/2018 and 12/31/2019 (98%</p>

				<p>post-training and 84% pre-training between 10/1/2018 and 9/30/2019)</p> <p>98% of school staff reported that they feel confident in their ability to recommend mental health support services to a student in psychological distress post-training (compared to 85% pre-training; includes middle and high school training modules) between 10/1/2018 and 12/31/2019 (98% post-training and 84% pre-training between 10/1/2018 and 9/30/2019)</p> <p>97% of public elementary school staff reported that they felt they had the ability to help parents be informed about mental health support services available to a student who was exhibiting signs of psychological distress (compared to 71% pre-training; includes elementary school training module) between 10/1/2018 and 12/31/2019 (94% post-training and 67% pre-training between 10/1/2018 and 9/30/2019)</p>
Department of Education and Department of Health and Mental Hygiene	School Mental Health Consultants: Capacity Building and Technical Assistance	School Mental Health Consultants work with 46% of public schools to help school staff as well as parents and caregivers support the healthy social, emotional, and behavioral development of their students and build positive environments. Consultants work with schools to survey their existing resources, build custom mental health plans, and, as needed, connect students to mental health support in the school system and to clinical services in their community.	808 mental health consultations were provided to school staff from 7/1/2019 through 12/31/2019	<p>Percentage of schools that have completed goals in their School Mental Health plans</p> <p>Percentage of school staff who have reported that they have learned how the school environment supports overall student mental health</p> <p>Percentage of families who have reported that they have learned how the school environment supports overall student mental health</p> <p>Percentage of school staff who have reported that they have learned how</p>

				<p>trauma can impact a student's overall development and school performance</p> <p>Percentage of families who have reported that they have learned how trauma can impact a student's overall development and school performance</p> <p><i>(Data will be reported beginning in summer 2020)</i></p>
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GOAL 2: ELIMINATE BARRIERS TO CARE

Implementation partner	Program	Program description	Key reach measures (Data range reflects beginning of data collection through 12/31/2019 unless otherwise noted)	Selected outcome measures (Data below may reflect a sample of all eligible participants in a given program for reasons such as opting in to a survey or eligibility to receive a relevant component of service provision)
Department of Health and Mental Hygiene	NYC Well	NYC Well provides a single point of entry to the City's mental health and substance misuse services via comprehensive 24/7/365 support over the phone, through text messaging, or through online chat. NYC Well provides robust crisis counseling, referrals to ongoing care, help with scheduling appointments, connection to mobile crisis services, peer support, and follow-up. NYC Well works to connect people to appropriate services regardless of insurance or immigration status. Any New Yorker in need - or who knows someone in need - can call 888-NYC-WELL (1-888-692-9355), text WELL to 65173, or chat online at nyc.gov/nycwell .	805,791 calls, texts, and chats have been answered by NYC Well between 10/24/2016 and 12/31/2019	<p>91% of callers reported that they were satisfied with the services provided by NYC Well between 7/1/2019 and 9/30/2019</p> <p>94% of callers reported that the conversation they had with NYC Well helped them between 7/1/2019 and 9/30/2019</p>
Department of Health and Mental Hygiene	Mental Health First Aid Training	Mental Health First Aid (MHFA) is an evidence-driven, free, eight-hour training that is regularly provided seven days a week in all five boroughs to expand the number of people who can help New Yorkers in need. Conducted regularly in English, Mandarin and Spanish, MHFA helps trainees recognize mental health needs, learn	151,395 individuals have been trained in MHFA between 12/2/2015 and 12/31/2019	<p>89% of MHFA trainees reported that they shared the knowledge they gained from the training with other people post-training between 10/1/2019 and 12/31/2019</p> <p>86% of MHFA trainees reported that they used the knowledge and/or skills</p>

		how to talk about them, and learn where to direct people in need to ongoing care.		learned in the training to help themselves and/or others post-training between 10/1/2019 and 12/31/2019
Department of Health and Mental Hygiene	Public Education Campaigns and Educational Resources	ThriveNYC's public education work aims to increase understanding of mental health, enhance awareness of the City's mental health resources, and connect New Yorkers to services. This includes paid advertising campaigns, resource guides for specific neighborhoods, toolkits for community leaders to guide conversations about mental health, and many other neighborhood-based and citywide efforts.	32,890,603 views of ThriveNYC's public education social media advertisements were registered between 1/1/2016 and 12/31/2019	<p>Number of NYC Well, ThriveNYC, and/or NYC Health Department web page visits during the media campaign (compared to before the campaign)</p> <p>Number of NYC Well and/or 311 phone calls during the media campaign (compared to before the campaign)</p> <p>Percentage of people who have reported seeing a public education campaign who said the advertisements provided useful information on how to access help</p> <p><i>(Data will be reported beginning in summer 2020)</i></p>
Mayor's Office for Economic Opportunity	Connections to Care: Mental Health Integration in Community-Based Organizations	Connections to Care (C2C) integrates mental health support into the work of community-based organizations (CBOs) serving at-risk and low-income communities across the City. Through C2C, CBOs work with mental health providers who train and coach staff to screen their clients for mental health needs, offer direct support when appropriate, and link to local health providers for further care if needed. This program is operated in partnership with the Department of Health and Mental Hygiene, with additional funding through the Mayor's Fund to Advance New York City.	1,770 CBO staff have been trained and 41,343 participants received services through this program between 3/1/2016 and 12/31/2019	<p>85% of participants referred to treatment had attended their first appointment between 10/1/2019 and 12/31/2019 (80% between 7/1/2019 and 9/30/2019)</p> <p>77% of staff reported that being trained in C2C mental health skills has improved their ability to help clients with behavioral health problems as of 9/30/2019 (according to an annual survey)</p> <p>49% of participants experienced a clinically significant improvement in symptoms of depression or anxiety at rescreening within 12 weeks of an initial positive screen between 10/1/2019 and 12/31/2019</p>
Human Resources Administration	Connections to Care: JobsPlus	This model of the Connections to Care (C2C) program will integrate mental health support into City-sponsored workforce development	<i>This program will launch in Fiscal Year 2021</i>	Percentage of participants referred to treatment who have attended their first appointment

		programs known as JobsPlus for New York City Housing Authority (NYCHA) residents. JobsPlus sites, which are located at or near NYCHA developments, will work with mental health professionals who will train and coach JobsPlus staff to screen their clients for mental health needs, offer direct support when appropriate, and link to local health providers for further care if needed. The program aims to help clients address mental health barriers that may stand in their way of successful job placement or retention. This program is operated in partnership with the Mayor's Office for Economic Opportunity and the Department of Health and Mental Hygiene and will launch in Fiscal Year 2021.		<p>Percentage of staff who have reported that being trained in C2C mental health skills has improved their ability to help clients with behavioral health problems.</p> <p>Percentage of participants who have experienced a clinically significant improvement in symptoms of depression or anxiety 6 to 12 weeks after initial screening</p> <p><i>This program will launch in Fiscal Year 2021. Data will be reported after operations begin.</i></p>
Mayor's Office of Labor Relations	Be Well: Mental Health Support for City Employees	Be Well is a program of the Mayor's Office of Labor Relations' WorkWell NYC initiative that offers programs and resources to promote mental health among the 400,000 people employed by New York City. This initiative aims to create work environments that support the mental and emotional well-being of employees and create opportunities for employees to build resilience.	1,631 City employees participated in all Be Well activities between 7/1/2019 and 12/31/2019	<p>Percentage of employees who have reported that they know how to access mental health support</p> <p>Percentage of employees who have reported that their direct supervisors care about their health and wellbeing</p> <p><i>(Data will be reported beginning in Fiscal Year 2021)</i></p>

GOAL 3: REACH PEOPLE WITH THE HIGHEST NEED

Implementation partner	Program	Program description	Key reach measures (Data range reflects beginning of data collection through 12/31/2019 unless otherwise noted)	Impact measure (Data below may reflect a sample of all eligible participants in a given program for reasons such as opting in to a survey or eligibility to receive a relevant component of service provision)
People affected by crime, violence or abuse				
Mayor's Office to End Domestic and Gender-Based Violence	Mental Health Services in Family Justice Centers	To bring mental health support to survivors of intimate partner violence, the Mayor's Office to End Domestic and Gender-Based Violence partnered with NYC Health + Hospitals to add dedicated mental health teams to Family Justice	978 clients were served through this program between 12/19/2016 and 12/31/2019	71% of clients experienced a clinically significant improvement in symptoms of depression three months after initiating treatment between 10/1/2019 and 12/31/2019

		Centers (FJCs). These new mental health teams include a full-time therapist, a part-time psychiatrist, and a full-time program administrator who provide direct on-site clinical services and complement the trauma-informed, comprehensive services available in each of the City's five FJCs.		<p>31% of clients experienced a clinically significant improvement in symptoms of trauma three months after initiating treatment between 10/1/2019 and 12/31/2019</p> <p>50% of clients experienced a clinically significant improvement in symptoms of anxiety three months after initiating treatment between 10/1/2019 and 12/31/2019</p>
New York City Police Department	Crime Victim Assistance Program	Victims of any kind of crime can be served by the Crime Victim Assistance Program, which operates in precincts and Housing Police Service Areas citywide. The program has dedicated victim advocates for survivors of domestic violence and additional advocates for victims of every other category of crime. The program provides supportive counseling, connections to individual or group therapy, and help navigating the legal and financial challenges that can emerge after a crime has occurred.	148,462 people received support or services through this program between 9/7/2016 and 12/31/2019	<p>91% of people reported that the assistance provided by the Crime Victim Assistance Program was helpful between 10/1/2019 and 12/31/2019 (92% between 7/22/2019 and 9/30/2019)</p> <p>89% of people reported feeling better as a result of the assistance provided by the Crime Victim Assistance Program between 10/1/2019 and 12/31/2019 (90% between 7/22/2019 and 9/30/2019)</p> <p>89% of people reported that after receiving assistance from the Crime Victim Assistance Program they know where to go to get help, including for mental health support between 10/1/2019 and 12/31/2019 (89% between 7/22/2019 and 9/30/2019)</p> <p>Percentage of people who have reported that, after receiving assistance, they feel safer physically and/or emotionally. <i>Data on this metric will be reported beginning in summer 2020.</i></p>
Veterans				

<p>Department of Veterans' Services</p>	<p>Mental Health Outreach and Support for Veterans (VetsThriveNYC)</p>	<p>New York City is home to over 200,000 veterans, some of whom experience symptoms of post-traumatic stress disorder or major depression. To enhance mental health support for veterans, dedicated outreach teams work directly with veterans to connect them to a range of community-based services as they transition home. These outreach teams also engage and offer support to veterans' families and caretakers.</p>	<p>8,383 veterans, military families, and caregivers accessed services and support through this program between 1/1/2017 and 12/31/2019</p>	<p>74% of veterans, military family members, and caregivers who sought assistance from VetsThriveNYC outreach were connected to services and support between 10/1/2019 and 12/31/2019 (83% between 7/1/2019 and 9/30/2019)</p> <p>Percentage of veterans, military family members, and caregivers engaged through VetsThriveNYC outreach who have reported feeling more connected with their family, friends, and community. <i>Data on this metric will be reported beginning in summer 2020.</i></p> <p>Percentage of veterans, military family members, and caregivers engaged through VetsThriveNYC outreach who have reported that they are now more likely to seek help if needed. <i>Data on this metric will be reported beginning in summer 2020.</i></p> <p>Percentage of veterans, military families, and caregivers assisted through VetsThriveNYC outreach who have reported that the referral they received from VetsThriveNYC met their needs. <i>Data on this metric will be reported beginning in summer 2020.</i></p>
<p>Department of Veterans' Services</p>	<p>Non-Traditional Mental Health Services for Veterans</p>	<p>Through public-private partnerships, the City will support veteran-specific, non-traditional mental health services for veterans, including service animals, meditation training, yoga, and expressive therapy. Through coordinated partnerships with VA medical centers and veterans services organizations, DVS will encourage veterans and their families to seek out additional therapies to complement their mental health care treatment.</p>	<p><i>This program will launch in Fiscal Year 2021. Data will be reported after operations begin.</i></p>	<p><i>This program will launch in Fiscal Year 2021. Data will be reported after operations begin.</i></p>

Vulnerable young people

<p>Department of Youth and Community Development</p>	<p>Mental Health Services in Runaway and Homeless Youth Residences and Drop-In Centers</p>	<p>Young people who are served by Runaway and Homeless Youth Residential and Drop-in Center programs may experience family rejection, neglect, abuse, or trauma. The providers that are contracted to operate Runaway and Homeless Youth Residential and Drop-in Centers hire mental health professionals to provide evaluations, on-site individual and group counseling, and connect young people to additional, longer-term mental health services if necessary.</p>	<p>12,741 youth participated in mental health services through this program between 10/1/2015 and 12/31/2019 (does not reflect unique individuals; an individual may receive multiple mental health services)</p>	<p>60% of youth referred to individual and/or group counseling/therapy sessions had attended their first appointment between 10/1/2019 and 12/31/2019</p> <p>68% of youth reported that they are satisfied that program services are supporting their mental well-being between 10/1/2019 and 12/31/2019</p>
<p>NYC Health + Hospitals / Correctional Health Services</p>	<p>Behavioral Health Assessment and Support for Youth in Detention</p>	<p>Youth and young adults in jails are vulnerable to a range of negative outcomes, including mental illness, substance misuse, and victimization. Correctional Health Services (CHS) offers behavioral health screening, substance use engagement, and therapeutic creative arts programming for all young adults incarcerated on Rikers Island and to 16- and 17-year-olds at the Horizon Juvenile Center.</p>	<p>124 youth and young adults newly admitted to jail or a youth detention facility who stay at least seven days were screened for behavioral health needs through this program between 7/1/2019 and 12/31/2019</p>	<p>54% of youth and young adults newly admitted to jail or a youth detention facility were offered and completed behavioral health (mental health and substance use) screenings between 10/1/2019 and 12/31/2019 (63% between 7/1/2019 and 9/30/2019)</p> <p>75% of creative arts therapy participants reported that participating in the program led to improved self-esteem or hopefulness between 10/1/2019 and 12/31/2019</p> <p>63% of youth and young adults with behavioral health needs (including substance use) received a clinical intervention appropriate for those needs between 10/1/2019 and 12/31/2019 (68% between 7/1/2019 and 9/30/2019)</p> <p>75% of creative arts therapy participants reported that participating in the program helped them express their feelings between 10/1/2019 and 12/31/2019</p>

Seniors

<p>Department for the Aging</p>	<p>Clinicians in Senior Centers</p>	<p>Older adults have high rates of late-onset mental health disorders, yet low rates of assessment and treatment. To meet the needs of this population, the Department for the Aging placed clinicians at older adult centers across the city to assess aging New Yorkers for mental health conditions and provide direct treatment as needed. Clinicians offer engagement activities as well as individual and group-based therapy sessions for those who screen positive for mental health conditions.</p>	<p>990 older adults received clinical mental health services through this program between 7/1/2016 and 12/31/2019</p>	<p>53% of older adults experienced a clinically significant improvement in depression three months after initiating treatment between 10/1/2019 and 12/31/2019 (47% between 7/1/2019 and 9/30/2019) <i>Reported data represents clients who were administered the Patient Health Questionnaire (PHQ-9) at intake, who screened positive, and who experienced clinically significant responses when re-assessed 3 months post-treatment.</i></p> <p>35% of older adults experienced a clinically significant improvement in anxiety three months after initiating treatment between 10/1/2019 and 12/31/2019 (31% between 7/1/2019 and 9/30/2019). <i>Reported data represents clients who were administered the Generalized Anxiety Disorder 7-item Scale (GAD-7), who screened positive, and who experienced clinically significant responses when re-assessed 3 months post-treatment.</i></p> <p><i>Research suggests the following guidelines be utilized to gauge patient differences in response to treatment: 1. >50% point reduction, 12 weeks after the beginning of treatment compared to baseline and/or 2. >5 point decrease, 12 weeks after the beginning of treatment compared to baseline.</i></p>
<p>Department for the Aging</p>	<p>Visiting Program for Homebound Seniors</p>	<p>Homebound older adults are often at risk of profound social isolation and loneliness. ThriveNYC partners with the Department for the Aging to implement a visiting program for homebound older adults, in which trained volunteers visit homebound older adults in their homes and build lasting relationships. The</p>	<p>1,406 seniors were visited 45,657 times through this program between 7/1/2017 and 12/31/2019</p>	<p>54% of older adults receiving friendly visits reported feeling less socially isolated six months after joining the program between 10/1/2019 and 12/31/2019 (55% between 7/1/2019 and 9/30/2019)</p>

		program links people with compatible interests, and aims to reduce social isolation and loneliness and improve the overall quality of life for homebound older adults.		39% of older adults receiving friendly visits reported feeling less lonely six months after joining the program between 10/1/2019 and 12/31/2019 (36% between 7/1/2019 and 9/30/2019)
Families experiencing homelessness				
Department of Homeless Services	Mental Health Services in Family Shelters	Families experiencing homelessness often have multiple service needs – which can be easier to navigate with support from a behavioral health professional. ThriveNYC and DHS have placed Licensed Master Social Workers (LMSWs) or Licensed Mental Health Counselors (LMHCs) in family shelters to provide assessments to families and coordinate with other shelter social service staff to better connect families to behavioral health and other services.	16,683 families were screened for behavioral health needs through this program between 7/1/2016 and 12/31/2019	<p>79% of families in contracted family shelters were screened for behavioral health (mental health and substance use) needs in contracted family shelters between 10/1/2019 and 12/31/2019 (78% between 7/1/2019 and 9/30/2019)</p> <p>296 families screened in contracted family shelters were referred to behavioral health (mental health and substance use) treatment in contracted family shelters between 10/1/2019 and 12/31/2019 (356 between 7/1/2018 and 9/30/2019)</p> <p>Percentage of families referred to behavioral health (mental health and substance use) treatment who have attended an appointment, in contracted family shelters. <i>Data on this metric will be reported beginning in summer 2020.</i></p>
Department of Health and Mental Hygiene	Newborn Home Visiting Program in Shelters	There is a profound need to serve mothers and newborns experiencing homelessness, as homelessness remains a significant barrier to mother and child health and safety, and to child development. For many years, the Department of Health and Mental Hygiene's Newborn Home Visiting Program has been serving low-income New Yorkers. Through ThriveNYC, this program was expanded to serve mothers with newborns up to 2 months of age residing in Department of Homeless Services' shelters. Mothers are	5,290 new mothers were visited through this program between 11/1/2015 and 12/31/2019	40% of clients reported that they used breastfeeding continuation skills following a series of successful visits through this program; 63% practiced infant safe sleep according to American Academy of Pediatrics guidelines; 65% kept scheduled maternal and infant medical appointment follow-up; 28% kept scheduled community and social

		offered three visits and one follow-up phone call over the course of eight weeks, during which a trained public health advisor provides health education, maternal depression screenings, and resources to improve child development, secure attachment, bonding, breastfeeding, and safe sleep.		service referral appointments between 10/1/2019 and 12/31/2019
New Yorkers living in historically underserved neighborhoods				
NYC Health + Hospitals	Mental Health Service Corps	The Mental Health Service Corps (MHSC) is a workforce development program that aims to build a diverse generation of mental health clinicians, equipped to integrate behavioral health into a variety of settings including primary care, women’s health, pediatrics, and other non-behavioral health care settings. Early-career clinicians are placed throughout the NYC Health + Hospitals system with the goal of emerging from the three-year program seasoned and adept clinicians. Under the supervision of licensed clinicians, Corps Members will be equipped to screen, assess, and treat patients in a culturally competent manner.	46 clinical sites host Corps members through the program operated by NYC Health + Hospitals as of 12/31/2019	<p>Percentage of Corps Members who have reported that they learned and applied at least one new skill from a MHSC training in the last six months. Trainings topics may include: clinical competencies, professional development skills, Motivational Interviewing (MI), Cognitive Behavioral Therapy (CBT), Dialectical Behavior Therapy (DBT), Interpersonal Psychotherapy (IPT), Problem-Solving Treatment (PST)</p> <p>Percentage of Corps Members whose supervisors have reported that they are meeting or exceeding expectations in applying the skill(s) they learned from a MHSC training in the last six months. Trainings topics may include: clinical competencies, professional development skills, Motivational Interviewing (MI), Cognitive Behavioral Therapy (CBT), Dialectical Behavior Therapy (DBT), Interpersonal Psychotherapy (IPT), Problem-Solving Treatment (PST)</p> <p>Percentage of Corps Members’ patients who have experienced a clinically significant improvement in symptoms of depression 70 days after initiating treatment in collaborative care settings</p>

				<p>Percentage of Corps Members' patients who experience a clinically significant improvement in symptoms of depression 90 days after initiating treatment in behavioral health settings</p> <p>Number of Corps Members who have graduated from the program</p> <p><i>(Data will be reported beginning in Fiscal Year 2021)</i></p>
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GOAL 4: STRENGTHEN CRISIS PREVENTION AND RESPONSE

Implementation partner	Program	Program description	Key reach measures (Data range reflects beginning of data collection through 12/31/2019 unless otherwise noted)	Impact measure (Data below may reflect a sample of all eligible participants in a given program for reasons such as opting in to a survey or eligibility to receive a relevant component of service provision)
Department of Health and Mental Hygiene	Assisted Outpatient Treatment Coordination	Assisted Outpatient Treatment (AOT), commonly referred to as Kendra's Law, is court-ordered mental health treatment and care coordination for people with a history of lack of compliance with treatment for mental illness. To enhance the City's capacity to implement this important program, ThriveNYC added 20 staff to the Office of Assisted Outpatient Treatment.	4,509 people were monitored by the AOT program between 8/1/2015 and 12/31/2019	49% of individuals who completed AOT did so because they are likely to engage in treatment voluntarily or survive safely in the community without court-ordered treatment as evidenced by their adherence during AOT order and their presentation at a psychiatric exam between 10/1/2019 and 12/31/2019 (50% between 1/1/2019 and 3/31/2019)
Department of Health and Mental Hygiene	Intensive Mobile Treatment (IMT) Teams	Intensive Mobile Treatment (IMT) teams provide intensive and continuous support and treatment to individuals right in their communities, where and when they need it. Clients have had recent and frequent contact with the mental health, criminal justice, and homeless services systems, recent behavior that is unsafe and escalating, and who were poorly served by traditional treatment models. IMT teams include mental health, substance use, and peer specialists who provide support and	189 people can be served at an IMT team at any given time	89% of individuals served by IMT continued to receive IMT services for 12 months or more, in keeping with the program goal of consistent engagement in care, between 1/1/2016 and 9/30/2019 48% of individuals experiencing homelessness served by IMT successfully obtained non-shelter housing (including supportive or

		treatment including medication, and facilitate connections to housing and additional supportive services.		permanent housing), between 1/1/2016 and 9/30/2019
Department of Health and Mental Hygiene	Assertive Community Treatment (ACT) Teams	Assertive Community Treatment (ACT) teams include mental health and substance use professionals and, at times, peer specialists. ACT teams typically meet with clients six times per month in their home or community to provide long-term behavioral health treatment, including medication. Approximately 43% of hospitalizations for a psychiatric condition also involved an individual with a co-occurring substance use disorder. ThriveNYC added a master's level Substance Use Specialist to 40 ACT teams, enhancing these teams' ability to serve people with co-occurring disorders.	2,689 people were being served by ACT teams that receive partial funding from ThriveNYC according to a daily snapshot on 12/31/2019	<p>17% of individuals had experienced incidents of homelessness in the six months prior to discharge from ACT/FACT/Shelter-Partnered ACT teams, compared to 32% of individuals served by these teams who had experienced incidents of homelessness in the six months prior to admission between 1/1/2005 and 2/12/2020</p> <p>34% of individuals had experienced incidents of psychiatric hospitalization in the six months prior to discharge from ACT/FACT/Shelter-Partnered ACT, compared to 61% of individuals who had experienced incidents of psychiatric hospitalization in the six months prior admission between 1/1/2005 and 2/12/2020</p>
Department of Health and Mental Hygiene	Forensic Assertive Community Treatment (FACT) Teams	Forensic Assertive Community Treatment (FACT) teams provide ongoing, community-based mental health treatment and other supportive services to people living with a serious mental illness who have experienced a recent interaction with the criminal justice system. These multi-disciplinary teams aim to improve the quality of life for clients through treatment, rehabilitation, housing support, and a full range of community services.	337 people were being served by FACT teams according to a daily snapshot on 12/31/2019	<p>17% of individuals had experienced incidents of homelessness in the six months prior to discharge from ACT/FACT/Shelter-Partnered ACT teams, compared to 32% of individuals served by these teams who had experienced incidents of homelessness in the six months prior to admission between 1/1/2005 and 2/12/2020</p> <p>34% of individuals had experienced incidents of psychiatric hospitalization in the six months prior to discharge from ACT/FACT/Shelter-Partnered ACT, compared to 61% of individuals who had experienced incidents of psychiatric hospitalization in the six months prior to admission between 1/1/2005 and 2/12/2020</p>

<p>Department of Health and Mental Hygiene and the New York City Police Department</p>	<p>Co-Response Teams</p>	<p>Co-Response Teams (CRT) are a collaboration between the NYPD and DOHMH. CRT is a pre- and post-crisis intervention. Each team includes two police officers and one behavioral health professional. These teams work 16 hours per day, 7 days per week, to serve community members with mental health or substance use challenges who are at an elevated risk of harm to themselves or others. The teams offer short-term engagement to facilitate connections to care and linkages to support services.</p>	<p>1,612 community members were served through this program, between 3/10/2016 and 12/31/2019</p>	<p>85% reduction in the number of police contacts involving violent offenses among community members served through this program between 4/1/2019 and 6/30/2019 who had previous police contacts involving violent offenses (81% reduction among those served between 1/1/2019 and 3/31/2019). <i>Data reported compares the number of police contacts three months prior to CRT engagement and three months following case completion.</i></p>
<p>New York City Police Department</p>	<p>Crisis Intervention Training</p>	<p>Taught by Police Academy instructors and mental health experts, Crisis Intervention Training (CIT) helps NYPD officers better recognize and respond to the behaviors and symptoms of emotional distress and mental illness. The training includes role-playing, lectures, and conversations with individuals with mental illness who have had both positive and negative encounters with the police. The four-day training aims to increase officers' skills in de-escalation of crises and improve the safety of both the officer and the individuals encountered.</p>	<p>15,956 NYPD officers and staff were trained in CIT between 6/8/2015 and 12/31/2019</p>	<p>97% of officers reported that they believe the CIT training they received will improve their ability to assist individuals who are in crisis due to mental health, behavioral health, developmental disorders or are under the influence of a mind-altering substance between 10/1/2019 and 12/31/2019 (98% between 7/1/2019 and 9/30/2019)</p> <p>Percentage of officers trained who have reported that they use the knowledge/skills gained from CIT trainings. <i>Data on this metric will be reported beginning in summer 2020.</i></p>
<p>Department of Health and Mental Hygiene</p>	<p>Support and Connection Centers (formerly Diversion Centers)</p>	<p>New York City is pioneering the launch of two Support and Connection Centers to promote community-based and person-centered engagement, stabilization and connection to services. These centers offer short-term clinical and non-clinical services to people with mental health and substance use needs, and give police officers in East Harlem and the North Bronx an alternative to avoidable emergency room visits or criminal justice interventions. One Support and Connection Center opened in February 2020 and the second will open in 2020.</p>	<p>Number of unique referrals from the NYPD to the Support and Connection Centers</p> <p><i>Data will be reported beginning in Fiscal Year 2021.</i></p>	<p>Number of services provided (with breakdown of percentage by type of service including mental health services, medical services, services related to substance use, peer services, basic needs, and discharge planning)</p> <p><i>Data will be reported beginning in Fiscal Year 2021.</i></p>

<p>Department of Health and Mental Hygiene and New York City Police Department</p>	<p>Crisis Prevention and Response Task Force</p>	<p>In October 2019, the City announced a new \$37 million annual investment to close critical gaps in care for New Yorkers with serious mental illness. The new programs announced will be implemented by DOHMH and NYPD. To reduce mental health crises that result in 911 calls, \$23 million of the annual investment will support teams of mental health responders who will intervene before crises, respond to urgent situations and stabilize people in the weeks following a crisis. This investment will also add several strategies to two high-need precincts (the 25th and the 47th), including Co-Response Teams to respond to 911 calls as they occur. To ensure those with the most serious needs stay connected to treatment, the new investment also included \$14 million to expand intensive, ongoing mobile treatment for New Yorkers with serious mental illness.</p>	<p><i>Procurement and hiring for these new strategies are currently underway. Data will be reported beginning in fall 2020.</i></p>	<p><i>Procurement and hiring for these new strategies are currently underway. Data will be reported beginning in fall 2020.</i></p>
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