

# THRIVENYC: A MENTAL HEALTH ROADMAP FOR ALL



On November 23, 2015 the City, under the leadership of First Lady of New York City Chirlane McCray, launched ThriveNYC, a decisive turning point in the way the City addresses mental health and substance misuse. The implementation of the program is overseen by the Deputy Mayor for Strategic Policy Initiatives in partnership with the Mayor’s Office of Operations and the Department of Health and Mental Hygiene (DOHMH). As of the end of October 2017, 98 percent of the 54 ThriveNYC initiatives—53 out of 54—have launched and continue to serve New Yorkers.

ThriveNYC is the de Blasio Administration’s response to a raging public health crisis; one in five adult New Yorkers is likely to experience a mental health disorder in any given year. Not only adults suffer—50 percent of all lifetime cases of mental illness begin by age 14. ThriveNYC puts New York City at the forefront of the movement to develop a comprehensive solution to a pervasive public health problem.

ThriveNYC’s initiatives are organized around six guiding principles:

- Change the Culture
- Act Early
- Close Treatment Gaps
- Partner with Communities
- Use Data Better
- Strengthen Government’s Ability to Lead

## CHANGE THE CULTURE

Changing the culture around mental health is a top priority of ThriveNYC. Stigma not only intensifies the suffering of mental illness—it also prevents people from seeking the treatment or supports that can transform their lives. ThriveNYC focuses on the critical work of replacing a culture of shame with a culture of support.

Highlights of accomplishments during the first four months of Fiscal 2018 under *Change the Culture* include:

- The City continued to expand Mental Health First Aid by successfully training 11,020 New Yorkers, bringing the total number of trained First Aiders to 37,587 as of October 2017. The City is on pace to meet the goal of training 250,000 New Yorkers by the end of Calendar 2020.
- During the reporting period an additional 1,195 New York City Police Department (NYPD) officers received Crisis Intervention Training, which teaches officers to build empathy with people to help them de-escalate crisis situations. As of October 2017, 7,174 officers have been trained.
- NYPD’s Crime Victim Assistance Program helps mitigate trauma in the aftermath of crime. Crime victim advocates give victims information about the criminal justice process, help develop safety plans to reduce the likelihood of repeat victimization, and provide

## PARTNER AGENCIES & OFFICES

	ACS
	CUNY
	DFTA
	DHS
	DOC
	DOE
	DOHMH
	DVS
	DYCD
	H + H
	HPD
	HRA
	NYPD

Mayor’s  
Community  
Affairs Unit

Mayor’s Office  
to Combat  
Domestic  
Violence

Mayor’s Office  
of Criminal  
Justice

Mayor’s Office  
for Economic  
Opportunity

Mayor’s Office  
of Operations

NYC Children’s  
Cabinet

NYC Digital

assistance with accessing services. During the first four months of Fiscal 2018, 58 advocates were placed in 29 precincts, bringing the total since launch in Fiscal 2017 to 110 advocates in 55 precincts. Each of the 77 precincts and nine Police Service Areas will have a general crime victim advocate and a specialized Domestic Violence Victim Advocate, or an advocate managing both roles to address both type types of crime, by the end of Summer 2018.

## ACT EARLY

Acting early helps New Yorkers develop emotional fitness through preventive self-care approaches. The goal is that fewer New Yorkers will develop mental illness and those who do will recover more quickly and wholly.

The City is investing in early intervention for all New Yorkers, with a special focus on its youngest residents. Highlights of ThriveNYC's accomplishments in the first four months of Fiscal 2018 under *Act Early* include:

- Social-Emotional Learning (SEL) is a process through which children and adults acquire and effectively apply the knowledge, attitudes, and skills necessary to understand and manage emotions; show empathy for others; and maintain positive relationships. During the reporting period, 1,324 Department of Education (DOE) Pre-K teachers, leaders, and social workers attended family engagement SEL training sessions. Additionally, 2,949 Administration for Children's Services (ACS) staff attended training opportunities in SEL.
- The School Mental Health Consultant Program provides mental health consultation to all City public schools that did not already have enhanced mental health services. The approximately 900 schools that do not currently have a Mental Health Clinic or other mental health resources are connected to Masters-level School Mental Health Consultants. During the reporting period, 899 schools were served by 103 School Mental Health Consultants or Field Supervisors.
- The Creating Awareness about Relationship Equality (CARE) initiative teaches healthy relationship skills to teens in foster care and other ACS programs so they will be better prepared to prevent, recognize, and respond to dating violence. During the reporting period, 197 youth and 55 caregivers and/or ACS partner staff attended CARE workshops. Additionally, 1,561 youth participants and 1,043 caregivers and staff have attended workshops since the launch of the initiative in February 2016.
- The Department of Homeless Services (DHS) Newborn Home Visiting Program includes home visiting and education around an array of topics related to parenting and child development. During the reporting period, 697 eligible families served by DHS were visited. Since ThriveNYC's November 2015 launch through October 2017, 2,397 families were successfully visited and 1,627 maternal depression screenings were conducted. The program set a goal to expand services to successfully visit 1,100 additional mothers of infants in City family shelters in Fiscal 2018.

## CLOSE TREATMENT GAPS

The administration is expanding access to care and working to close gaps in quality, cultural competence, and language diversity. It is also targeting resources to those New Yorkers who need help most.

Highlights of ThriveNYC's accomplishments in the first four months of Fiscal 2018 under *Close Treatment Gaps* include:

- NYC Well, the City's free, comprehensive, 24/7/365 one-click, one-call point of entry to citywide behavioral services, launched in October 2016. The service can be accessed via phone, text, or chat and delivers crisis counseling and referral to behavioral health services, including mobile crisis, follow-up services, and peer support services. The demand for these services is more than double that of the previous call center, and in response the City expanded NYC Well's capacity to meet the need. Since launch, NYC Well has received over 276,000 inbound calls, texts, or chats, 105,840 of which were received during July through October 2017.
- The Maternal Depression Learning Collaborative aims to screen all pregnant women and new mothers for pregnancy-related depression in participating hospitals and clinics. NYC Health + Hospitals (H+H) and Maimonides Medical Center, along with the Greater New York Hospital Association and DOHMH, are leading the collaboration with 30 participating City hospital systems to close this treatment gap. All 11 H+H hospitals and Gouverneur Hospital started offering screenings and connecting women to appropriate care. During the reporting period, 5,155 prenatal and postpartum screenings were conducted by participating hospitals.

- The Peer Support Training program, which equips individuals with lived experience in mental health to take on workforce positions, launched its second year of training. Two hundred peer specialists are expected to graduate from mental health, substance use, and family/youth peer advocate programs by the end of Fiscal 2018, bringing the total to more than 400 graduates since Fiscal 2017.
- During the reporting period, the Department of Youth and Community Development (DYCD) served 928 individuals in its Runaway and Homeless Youth system. Participants received psychological evaluations, service referrals, and individual and group therapy.

## PARTNER WITH COMMUNITIES

A key element of ThriveNYC is partnering with community members and institutions to build on local experience and more effectively connect neighborhood residents, non-profit organizations, social centers, and local leaders with government agencies and health and mental health professionals. Highlights of ThriveNYC's accomplishments in the first four months of Fiscal 2018 under *Partner with Communities* include:

- The NYC Mental Health Service Corps program successfully placed 121 clinicians and physicians in primary care practices, mental health clinics, and substance use disorder programs in high-need communities throughout the City.
- Connections to Care (C2C), a \$30 million initiative that launched in Fiscal 2017, brings mental health resources to community-based organizations (CBOs) that already provide a range of social services to New Yorkers. CBOs and their mental health provider partners have trained over 1,000 staff to date, reaching the five year goal of serving over 9,000 individuals in just 18 months.

## USE DATA BETTER

The City is investing in collecting better data to measure progress and determine where to focus future efforts. The City is also helping other stakeholders use data better and adopt proven methods.

- The Mental Health Innovation Lab was established in Fiscal 2017 to help drive the use of evidence-based best practices, test new strategies and interventions, and ensure that data is put to work on behalf of efforts to create real change for New Yorkers. During the reporting period, the lab continued to advance its work on several collaborative projects including the following ThriveNYC initiatives: Thrive Learning Center, Maternal Depression, C2C, and Early Years Collaborative.

## STRENGTHEN GOVERNMENT'S ABILITY TO LEAD

- The Mental Health Council was established by Executive Order and is comprised of more than 20 City agencies from every sector of government, charged with ensuring the success of ThriveNYC by looking at policy and programming through a mental health lens. The Mental Health Council has identified and engaged in activities aligned with cross agency objectives such as addressing substance misuse, community inclusion, and the promotion of workplace mental health best practices, including facilitating interagency efforts around Mental Health First Aid and the dissemination of mental health resources and information for City employees and their families.
- The Cities Thrive Coalition, spearheaded by the First Lady of New York City, recruited and mobilized nearly 200 cities, representing all 50 states and Washington, D.C., to advocate for a stronger, better funded, and more integrated behavioral health system.

SELECTED PERFORMANCE INDICATORS	Actual		4-month Actual		Target	
	FY16	FY17	FY17	FY18	FY18	FY19
<b>Change the Culture</b>						
Individuals trained in Mental Health First Aid (DOHMH)	4,771	21,796	3,813	11,020	72,000	72,000
<b>Act Early</b>						
Individuals (staff and parents) who receive mental health consultation in early care and education programs (DOHMH)	NA	1,584	108	1,629	1,457	1,457
Schools served by the school Mental Health Consultant Program (DOE)	206	930	738	899	950	950
Eligible families residing in DHS shelters who have been successfully visited by the Newborn Home Visiting Program (DOHMH)	448	1,252	466	697	1,100	1,100
<b>Close Treatment Gaps</b>						
Naloxone kits distributed from DOHMH to Opioid Overdose Prevention Programs (DOHMH)	10,110	30,671	6,325	31,296	48,500	48,500
NYC Well: Direct callers/texters/ chatters (non-service providers) who report that they are accessing mental health care for the first time (DOHMH) (%)	NA	16%	NA	14%	*	*
NYC Well: Inbound calls, texts, and chats answered within 30 seconds or less (DOHMH) (%)	NA	88%	84%	87%	90%	90%
Runaway and homeless youth served (DYCD)	1,835	2,408	608	928	2,600	2,600
<b>Partner with Communities</b>						
Mental Health Service Corps members placed in primary care practices, mental health clinics, and substance use disorder programs (DOHMH)	NA	128	126	121	130	130
Staff trained through Connections to Care (DOHMH, Mayor's Office for Economic Opportunity)	99	848	699	109	241	241

## NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- The indicator 'Individuals (staff and parents) who received mental health consultation in early care and education programs (DOHMH)' replaces 'Staff (teachers, assistants, and school leaders) participation in training opportunities in Social-Emotional Learning training.' The new indicator reports the total, unduplicated number served. The program started providing mental health consultations on October 1, 2016, and therefore, the four-month Fiscal 2017 data reflects one month of data.
- The indicator 'Schools served by the school Mental Health Consultant Program (DOE)' replaces 'School Mental Health Consultants hired (DOE).' The new indicator reports the total, unduplicated number of schools served.
- Naloxone kit distribution is funded through combined ThriveNYC and other mayoral funds, including those from HealingNYC.

- The indicator 'NYC Well: Direct callers/texters/chatters (non-service providers) who report that they are accessing mental health care for the first time (DOHMH) (%)' replaces 'NYC Well: Inbound call/text/chat volume.' The new indicator is an outcome that demonstrates the impact of the program. NYC Well launched on October 24, 2016, only seven days in the four-month Fiscal 2017 period.
- The indicator 'Mental Health Service Corps members placed in primary care practices, mental health clinics, and substance use disorder programs (DOHMH)' replaces 'Mental Health Service Corps members hired (DOHMH).' The new indicator reports on placements rather than hires because placement reflects actual services provided to communities.
- As planned, Connections to Care (C2C) providers trained a large number of staff in early Fiscal 2017 during the first year of the program. As expected, starting in the second year, training has been focused on staff that are new to the C2C project, and therefore, the number of staff trained was lower than the previous year. Providers are on track to meet or exceed staff training targets for Fiscal 2018.

## ADDITIONAL RESOURCES

For additional information on items referenced in the narrative, go to:

- ThriveNYC: Year End Update:  
[https://thrivenyc.cityofnewyork.us/wp-content/uploads/2017/02/Thrive\\_Year\\_End\\_Updated-1.pdf](https://thrivenyc.cityofnewyork.us/wp-content/uploads/2017/02/Thrive_Year_End_Updated-1.pdf)