

THRIVENYC: A MENTAL HEALTH ROADMAP FOR ALL



On November 23, 2015, New York City, under the leadership of the First Lady of New York City Chirlane McCray, launched ThriveNYC, a decisive turning point in the way the City approaches mental health and substance misuse. ThriveNYC uses a public health approach to begin changing the way people think about mental health, and the way City government and its many partners provide care. It includes 54 initiatives whose implementation 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).

With ThriveNYC, the Administration is directly addressing an ongoing public health crisis. At least one in five adult New Yorkers is likely to experience a mental health disorder in any given year. And it’s not only adults who are suffering—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 problem.

ThriveNYC’s initiatives are organized around six guiding principles:

- **Change the Culture:** Make mental health everybody’s business. It’s time for New Yorkers to have an open conversation about mental health.
- **Act Early:** Give New Yorkers more tools to weather challenges and invest in prevention and early intervention. Prevention efforts are focused on two key areas: early childhood diagnosis and support, and linkages to care for vulnerable populations.
- **Close Treatment Gaps:** Provide New Yorkers in every neighborhood—including those residents at greatest risk—with equal access to care that works for them and their communities, when and where they need it.
- **Partner with Communities:** Embrace the wisdom and strengths of local communities by collaborating with them to create effective and culturally competent solutions.
- **Use Data Better:** Work with all stakeholders to address gaps, improve programs and create a truly equitable and responsive mental health system by collecting, sharing and using information and data better.
- **Strengthen Government’s Ability to Lead:** Affirm City government’s responsibility to coordinate an unprecedented effort to support the mental health of all New Yorkers.

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 other supports that can transform their lives. The Administration is working to replace a culture of shame and punishment with a culture of support.

Highlights of ThriveNYC’s accomplishments in the first four months of Fiscal 2017 under *Change the Culture* include the following:

- The City continued to expand Mental Health First Aid, training 3,813 New Yorkers, including 268 Youth Mental Health First Aiders.

PARTNER AGENCIES & OFFICES

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

Center for
Economic
Opportunity

Department
of Veterans’
Services

Mayor’s
Community
Affairs Unit

Mayor’s Office
of Criminal
Justice

Mayor’s Office
of Operations

Mayor’s Office
to Combat
Domestic
Violence

NYC Children’s
Cabinet

NYC Digital

- The “Connect, Health, Thrive” campaign launched on October 24 to promote NYC Well, and is underway online, in subway cars, and on bus shelters.
- Six hundred and seventy-one additional NYPD officers, including new recruits, were trained in Crisis Intervention Training.
- NYPD has been tasked with providing at least one Crime Victim Advocate at each of the 77 NYPD precincts and nine Housing Bureau Police Service Areas by Fiscal 2018. The majority of precincts will have an advocate focused specifically on domestic violence along with an advocate focused on all other forms of crime. For precincts in areas with low crime rates, one advocate will be available to address all crimes. Fifty-two Crime Victim Advocates have already been placed in 26 precincts.

ACT EARLY

Acting early is about helping New Yorkers develop emotional fitness. If proven preventative self-care approaches are taught, fewer New Yorkers will develop mental illness, but those who do will recover more quickly and completely.

The City is investing in prevention and 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 2017 under *Act Early* are:

- 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; set and achieve positive goals; feel and show empathy for others; and establish and maintain positive relationships. By building adults’ capacity to support children’s early social and emotional challenges, children are better equipped to handle various circumstances and seize opportunities throughout their lives. In the reporting period, 76 program leaders at Pre-K sites throughout the City were trained in the importance of family engagement.
- In Fiscal 2016, the City committed to providing mental health services in all 130 Community Schools citywide. During the reporting period, five additional School-Based Mental Health Clinics opened in Community Schools, bringing the City total to 52 clinics.
- The approximately 900 school campuses that do not currently have a Mental Health Clinic or other mental health resources are being connected to Masters-level School Mental Health Consultants. During the reporting period, 52 consultants were hired. The Consultants ensure that school staff, teams and administrators identify the highest priorities for the school community. Consultants work at three levels to ensure universal, selective, and targeted services are a part of the school plan.
- The Creating Awareness about Relationship Equality (CARE) initiative teaches healthy relationship skills to teens in foster care so they will be better prepared to prevent, recognize and respond to dating violence. During the reporting period, 196 young people and 311 foster care parents and staff attended CARE workshops.
- Under ThriveNYC, the Newborn Home Visiting Program is expanding program services to reach 1,600 additional mothers of newborns in New York City family shelters by June 2017. The program includes home visiting and education around an array of topics related to parenting and child development. During the reporting period, 466 eligible DHS families have been visited, and 323 maternal depression screenings have been provided.

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. 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, referral to behavioral health services, mobile crisis, follow-up services, short-term counseling, and peer support services.

Highlights of ThriveNYC's accomplishments in the first four months of Fiscal 2017 under *Close Treatment Gaps* are:

- The Department of Youth and Community Development has provided more than 1,988 mental health interventions to young people in their Runaway and Homeless Youth system. These interventions include psychological evaluations, service referrals, and individual and group therapy.
- The CUNY Mental Health Digital Platform initiatives launched in October at selected CUNY campuses. These initiatives provide CUNY students with high-quality, low-cost mental health services and self-care resources through web-based and mobile-supported media:
 - MyCUNY Canvas – an online support network, offering an anonymous peer community, moderated and facilitated by experienced healthcare professionals trained in online interventions
 - HealthyCUNY App – provides health resources to students
- Starting in Fiscal 2017, the Peer Specialist Training program will graduate 200 peer specialists per year from trainings that will equip individuals with lived experience to take on workforce positions in the health care system. Trainings for substance use peers started in the first part of the 2017 fiscal year.

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 2017 under *Partner with Communities* are:

- Through the NYC Mental Health Service Corps, 112 clinicians and physicians are deployed to substance use disorder programs, mental health clinics and primary care practices in high-need communities throughout the City.
- The Connections to Care (C2C) initiative brings mental health resources to community-based organizations (CBOs) that already provide workforce skills training and other services to New Yorkers. By Fall of Fiscal 2017 CBOs and their mental health provider partners trained 699 staff who have served 1,746 individuals in a four-month period under this 5-year, \$30-million-dollar effort.

USE DATA BETTER

The City is investing in getting better data—via traditional observation and survey methods as well as innovative tools such as crowdsourcing—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 City established a Mental Health Innovation Lab 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. The lab has initiated work on several collaborative projects including the following ThriveNYC initiatives: Virtual Learning Center, Early Years Collaborative, and C2C.

STRENGTHEN GOVERNMENT'S ABILITY TO LEAD

In order to create long-term systems change, ThriveNYC is bringing the administration, City Council, City agencies, community partners, and other branches of government together to advance the goals of ThriveNYC. Mayor Bill de Blasio established the NYC Mental Health Council in March 2016, bringing together 20 City agencies to work on advancing mental wellness and managing ThriveNYC initiatives. The Mental Health Council meets quarterly and serves as a vehicle for harnessing resources from multiple agencies and sectors to achieve identified shared goals including: 1) Build a Culture for Mental Health, 2) Improve the Workforce, and 3) Address Substance Misuse.

SELECTED PERFORMANCE INDICATORS	Actual	July - Oct	Target	
	FY16	FY17	FY16	FY17
Change the Culture				
Individuals trained in Mental Health First Aid (DOHMH)	3,235	3,813	2,520	*
Act Early				
Staff (teachers, assistants, and school leaders) trained in Social-Emotional Learning (DOE/ACS/DOHMH)	NA	146	*	2,400
School Mental Health Consultants hired (DOE)	30	52	30	70
Eligible families residing in DHS shelters who have been successfully visited by the Newborn Home Visiting Program (DOHMH)	448	466	365	840
Close Treatment Gaps				
Naloxone kits distributed from DOHMH to Opioid Overdose Prevention Programs (DOHMH)	10,110	6,325	7,000	14,000
NYC Well: Answer rate for all inbound calls, texts and chats within 30 seconds or less (DOHMH)	NA	84%	*	90%
Mental health interventions provided to runaway and homeless youth (DYCD)	3,030	1,988	2,148	2,954
Partner with Communities				
Mental Health Service Corps members hired (DOHMH)	128	NA ¹	130	130
Staff trained through Connections to Care (DOHMH, Center for Economic Opportunity)	99	699	*	600
¹ Hiring for the Year 2 cohort of the MHSC takes place in the second quarter of 2017.				

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

None.

ADDITIONAL RESOURCES

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

- ThriveNYC: A Roadmap to Mental Health for All:
<https://thrivenyc.cityofnewyork.us/wp-content/uploads/2016/03/ThriveNYC.pdf>
- ThriveNYC 150-Day Update Report:
https://thrivenyc.cityofnewyork.us/wp-content/uploads/2016/06/Thrive150_report_fnl_singlepages.pdf