

KATHY HOCHUL
Governor

ANN MARIE T. SULLIVAN, M.D.
Commissioner

MOIRA TASHJIAN, MPA
Executive Deputy Commissioner

June 24, 2024

Nadine Morrell, CIA, CISM
Audit Director
Office of the State Comptroller
Division of State Government Accountability
110 State Street – 11th Floor
Albany, NY 12236-0001

Dear Nadine Morrell:

In accordance with Executive Law § 170, the following are the responses from the Office of Mental Health (OMH) to the Office of the State Comptroller's (OSC's) final audit report entitled, "*Controls Over the Empire State Supportive Housing Initiative*" (2022-S-22). OMH generally agrees with the recommendations and a response to each is detailed below.

OSC Recommendation 1: Increase the frequency of the Office's provider monitoring visits to ensure ESSHI units are adequately maintained, provider performance is acceptable, and Guidelines are met.

OMH 180-Day Response: OMH will continue to evaluate the feasibility of increasing the frequency of provider monitoring visits.

OSC Recommendation 2: Develop and implement a process that ensures provider contracts have objectives and performance measures that are attainable, measurable, and reportable prior to awarding the contract.

OMH 180-Day Response: In November 2023, OMH convened a workgroup to develop standardized language for contract workplans specific to each program model OMH funds. The standardized language will ensure that all objectives and performance measures are attainable, measurable, and reportable. Specifically, OMH will begin work on standardized language for housing models (including supportive housing funded by ESSHI) in June 2024 and hopes to have approved language by August 2024. The intention is to implement the new workplan language as contracts come up for renewal.

OSC Recommendation 3: Develop and issue policies and procedures to field offices related to monitoring and reviewing work plans to ensure providers comply with contract requirements.

OMH 180-Day Response: Following approval of standardized contract workplan language for supportive housing, OMH will update the supportive housing monitoring tool

to ensure workplans are included in this review. Expected completion and implementation of the updated monitoring tool is October 2024.

OSC Recommendation 4: Review work plans during the Office's monitoring visits to better evaluate program success.

OMH 180-Day Response: See response to recommendations 2 and 3.

OSC Recommendation 5: Develop a mechanism to track and monitor non-SMI resident data to incorporate lengths of stay and occupancy rates into measures of success.

OMH 180-Day Response: OMH is exploring effective mechanisms to collect data on non-SMI residents to ensure that that it does not compromise our SMI-specific data.

Please let us know if you have any questions or require additional information concerning the above.

Sincerely,



Ann Marie T. Sullivan, M.D.
Commissioner

cc. Honorable Kathy Hochul, Governor of the State of New York
Honorable Thomas P. DiNapoli, State Comptroller
Honorable Andrea Stewart-Cousins, Senate Majority Leader and President Pro Tempore
Honorable Robert G. Ort, Senate Minority Leader
Honorable Carl E. Heastie, Assembly Speaker
Honorable Crystal D. Peoples-Stokes, Assembly Majority Leader
Honorable William A. Barclay, Assembly Minority Leader
Honorable Liz Krueger, Chairperson, Senate Finance Committee
Honorable Thomas F. O'Mara, Ranking Minority Member, Senate Finance Committee
Honorable Helene E. Weinstein, Chairman, Assembly Ways and Means Committee
Honorable Edward P. Ra, Ranking Minority Member, Assembly Ways and Means Committee
Blake G. Washington, Division of the Budget