

New York State Office of Addiction Services and Supports (OASAS) Government Transparency Initiative

Overview:

The NYS Office of Addiction Services and Supports (OASAS) oversees one of the nation's largest Substance Use Disorder systems of care with approximately 1,700 prevention, treatment, and recovery programs serving over 680,000 individuals per year. This includes the direct operation of 12 Addiction Treatment Centers where our doctors, nurses, and clinical staff provide inpatient and residential services to approximately 8,000 individuals per year. Our mission is to improve the lives of New Yorkers by leading a comprehensive system of addiction services for prevention, treatment, and recovery that is transparent and accessible for all.

OASAS Online:

In keeping with Governor Hochul's pledge to usher in an era of greater transparency and accountability in New York State government, OASAS remains steadfast in its commitment to openness and accessibility and will continue to explore new opportunities for information and data sharing with the public. By use of the OASAS website (oasas.ny.gov), and the OASAS social media accounts, OASAS strives to be accessible to as many members of the public as possible through these different online mediums.

The OASAS website provides a host of information ranging from compliance performance ratings for OASAS-certified providers, to credentialing verification of OASAS-credentialed individuals, to the location of treatment providers, to the OASAS statewide comprehensive plan, all of which will be discussed in greater detail ahead. OASAS is also committed to the use of language access tools on its website to ensure greater accessibility.

On the OASAS social media accounts, the agency disseminates educational videos, news of treatment developments and new initiatives, and even access to virtual trainings for the public. OASAS will continue to use its social media accounts to spread public awareness of all prevention, treatment, and recovery-related information.

<https://oasas.ny.gov/>

[NYS OASAS - Home | Facebook](#)

[NYS OASAS \(@NYSOASAS\) / Twitter](#)

[NYS OASAS - YouTube](#)

The OASAS FOIL webpage contains information for the public on how to file a FOIL request, the ability to electronically file a request, and on what to expect during the FOIL process. It also provides a FOIL subject matter list to guide individuals in their requests. The OASAS FOIL webpage is located at the following link: <https://oasas.ny.gov/foil>

Upon reviewing the FOIL process for any potential modifications, OASAS has identified one area with room for improvement. A cause of delay in the FOIL response process, is an occasional delay in employee responsiveness to the records access officer's requests for responsive materials. To address this issue, OASAS will send an agency-wide email reminder to staff about the importance of timely responses to FOIL requests and will closely monitor compliance by unit to identify any weakness in the agency.

To keep costs down while raising efficiency, OASAS has undertaken a scanning project starting in its NYC office. This scanning project entails converting physical files into electronic files. Not only does this reduce waste, but it also accelerates our response time for records requests and reduces any costs borne by requestors.

Records Access – Project Sunlight:

OASAS continues to focus on compliance with Project Sunlight, a component of the Public Integrity Reform Act of 2011 (Ch. 399, Part A, §4, L. 2011). In doing so, OASAS hopes to provide the public with an opportunity to view the individuals and organizations that are interacting with OASAS decision-makers. Specifically, of the five categories of appearances under Project Sunlight, OASAS most frequently reports on procurements of state contracts for real property, goods, or services, regulatory matters, and adoptions or repeals of a rule or regulation.

In order to improve agency-wide awareness and compliance with Project Sunlight, OASAS will send out an email reminder on the subject to staff and will issue a refresher training on the initiative.

Records Access – certification:

OASAS certification and credentialing are two primary and critical functions of the agency. Any existing or prospective provider of substance use disorder services in New York State is required to obtain the prior approval of the commissioner of the New York State Office of Addiction Services and Supports (OASAS) before establishing, incorporating and/or constructing a facility or offering a service. After an operating certificate is issued, any changes or additions of services require notice and approval from OASAS.

OASAS continuously updates its webpage of the certified treatment providers throughout the state. In addition to providing basic program information, the webpage contains links to program compliance performance reports. The compliance performance reports include each program's operating certificate and a breakdown of the compliance score each program received on its last review. Public accessibility of such information engenders greater accountability for our OASAS-certified providers.

https://webapps.oasas.ny.gov/legal/CertApp/Directory/documents/Rpt_CertifiedProviderRegister4_yellow.pdf

OASAS is moving to adopt the DOH NYSE-CON licensing application system. This will allow providers to submit Certification applications electronically, and will allow the public to search/find those applications during the review process

Records Access – credentialing:

The OASAS credentialing unit oversees the credentialing of all professional substance use and gambling disorder counselors and prevention practitioners in New York State. OASAS credentialing issues professional credentials to individuals who meet specific eligibility requirements and pass appropriate examinations, to ensure that all those who provide direct care and services are competent and ethical in their work and skilled in meeting the needs of today's society. OASAS offers several credentials.

The credentialing webpage provides information on each of the credentials OASAS offers (CASAC, CPP, CPS, and the gambling specialty for those credentials) and the process on how to obtain any of those credentials. OASAS credentialing also provides helpful information and training opportunities on workforce development, workplace wellness, and talent management.

In the spirit of openness and accountability, the credentialing webpage notably includes a credentials verification search tool. The search tool allows anyone to search by an individual's name or credential number to view an individual's credential, the date upon which the credential was issued, and the expiration date. The credential verification tool is located at the following link:

<https://webapps.oasas.ny.gov/credentialingverification/verification/home.cfm>.

The website also provides the ability to review a current list of individuals who have had their credentials revoked for misconduct located at the following link:

<https://webapps.oasas.ny.gov/credentialingverification/verification/revoked.cfm>.

OASAS Data:

OASAS annually publishes data on the NYS Open Data website. The data provided includes substance use treatment program admissions since 2007 and substance use treatment program admissions for 55 and older, which can be accessed at the following links: <https://data.ny.gov/Human-Services/Chemical-Dependence-Treatment-Program-Admissions-B/ngbt-9rwf> and <https://data.ny.gov/Human-Services/Chemical-Dependence-Treatment-Program-Admissions-f/rugt-vmy9>.

OASAS maintains and constantly updates a list of substance use treatment programs on the OASAS website through the provider and program search tool. The search tool allows the user to search for treatment programs by location, provider name, and program type. In addition, beyond using the tool to identify substance use treatment programs, the search tool also allows users to locate substance use prevention programs, providers of clinical screening and assessment services for the Impaired Driving Offender, and problem gambling treatment and prevention programs. The provider and program search tool can be accessed at the following link:

https://webapps.oasas.ny.gov/providerDirectory/index.cfm?search_type=2.

OASAS provides data to NYS DOH for the Annual and Quarterly Opioids reports. NYS DOH publishes the reports which, though intended for state and county government agencies, are publicly accessible. Similarly, data is provided to the NYS Provider Directory System for Medicaid Managed Care Plans to ensure network adequacy for Behavioral Health Services as part of the Medicaid Managed Care Model

Contract, but DOH manages the data and monitors the plan requirements, including the NYS Provider and Health Plan Look-Up Tool. <https://pndslookup.health.ny.gov/>

OASAS Data:

The Federal, State and Behavioral Health Data Management and Analysis Unit (FSBHDMAU) is responsible for publishing data on the State of New York Open Data website for OASAS Medicaid Recipient Cost Profiles:

OASAS Medicaid Trend Detailed Recipient Summary Profile: Current 3 State Fiscal Year Window
<https://data.ny.gov/Human-Services/OASAS-Medicaid-Trend-Detailed-Recipient-Summary-Pr/hrsh-6vzi>

OASAS Medicaid Trend Recipient Summary Profile: Beginning State Fiscal Year 2010
<https://data.ny.gov/Human-Services/OASAS-Medicaid-Trend-Recipient-Summary-Profile-Beg/g4vm-hyyi>

FSBHDMAU also submits treatment admission and discharge information to the Center for Behavioral Health Statistics and Quality Substance Abuse and Mental Health Services Administration, which then provides an aggregated Treatment Episode Data Set (TEDS) for public use.

<https://www.dasis.samhsa.gov/dasis2/teds.htm>

The OASAS Outcome Management and System Investment (OMSI) Unit maintains and collects data on multiple platforms and regularly responds to requests from other agencies, the FOIL officer and media for data relevant to our system.

Language Access:

OASAS is committed to continually expanding our language access offerings on our website. Currently, the OASAS language access webpage provides translation services in 10 different languages (<https://oasas.ny.gov/language-access-0>).

The webpage also links to the OASAS Language Access Plan, which can be located at the following link: <https://dhr.ny.gov/sites/default/files/pdf/lep/OASAS-LAP-2021.pdf>. The OASAS Language Access Plan provides an overview of the following subjects: The Limited English Proficient (“LEP”) population in our service area; how we notify the public about language access services; our resources and methods for providing language access services; how we train our staff to provide language access services to the public; and how we monitor language access services and respond to complaints. OASAS has a strong focus on language access and has not received any language access complaints.

OASAS is currently working to identify language translation technology, which would further enhance the language access reach on our website. Google translate had been previously used, but it had certain limitations. OASAS hopes to find a more precise and accessible service.

Community and Stakeholder Involvement:

OASAS, together with OMH, serve as ex officio members of the Behavioral Services Advisory Council (BHSAC) which is a statutory body that advises OMH and OASAS on matters relating to the provision of behavioral health services and issues of joint concern to the offices. They also review and make recommendations relative to agency projects including applications for licensure, certification and

capital projects as well as review and advise on regulations. The BHSAC meets at least quarterly and meetings are open to the public. In an effort to promote greater transparency OASAS will publish the list of projects and regulations scheduled for review two weeks prior to the meeting so members of the public may advise whether they desire to be heard at the meeting.

OASAS is a member of Regional Planning Consortia (RPCs). The RPCs are a statewide network of community stakeholders and Managed Care Organizations that work closely with OASAS, OMH and OPWDD to guide behavioral health policy in the regions, to problem-solve and to develop lasting solutions to service delivery challenges.

Community and Stakeholder Involvement:

OASAS also robustly engages with its many prevention, treatment, and recovery stakeholders. The agency frequently participates in regular meetings and events with local government units, the Conference of Local Mental Hygiene Directors, other state agencies, provider and advocacy associations. These meetings ensure our stakeholders have up to date information and can share concerns and challenges with agency leadership at regular intervals. During the COVID-19 pandemic, agency leadership met daily or weekly with our largest provider associations to ensure they received up to date information on the latest developments and had a forum to ask questions.

Community and Stakeholder Involvement:

Over the last several years, OASAS has engaged in a process to obtain informal stakeholder feedback on regulatory development and changes prior to publication of any proposed regulations. We meet regularly with the ASAP regulatory reform workgroup and the Administrative Relief Workgroup to present ideas and receive opinions. This process has allowed us to develop clearer, more patient-centered regulations in a more efficient manner by obtaining and addressing essential feedback prior to the formal comment period.

OASAS engages in regular meetings and outreach opportunities with community-based recovery support groups including the Recovery Alumni Association to understand emerging issues and ensure an open dialogue.

We conduct surveys and hold open forums with stakeholders to obtain feedback on system needs to better enable us to direct new and existing revenue sources to where our stakeholders identify the most need. Last year we held over a dozen listening forums with prevention, treatment and recovery providers as well as local governments and trade association to obtain information related to potential uses of the Substance Abuse Prevention and Treatment (SAPT) supplemental funding and enhanced Federal Medical Assistance Percentage (eFMAP) funding streams made available by the federal government as COVID relief under the Coronavirus Response and Relief Supplemental Appropriations Act (Public Law 116-120) and the American Rescue Plan Act of 2021 (ARPA, Public Law 117-2).

Community and Stakeholder Involvement:

OASAS staffs a Patient Advocacy Unit that accepts phone calls and written complaints from patients or their advocates while in treatment, seeking treatment or after treatment. When appropriate, complaints will be referred to the NYS Justice Center. Information on filing Justice center Complaints is also available on the OASAS website.

<https://oasas.ny.gov/treatment/rights-and-protections>

Conclusion:

OASAS looks forward to continuing to find new avenues for information sharing, transparency, and accessibility.