

New York State Department of Civil Service
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

Occ. Code 5264100

Assisted Outpatient Treatment Compliance Specialist 1, Grade 23	5264100
Assisted Outpatient Treatment Compliance Specialist 2, Grade 25	5264200
Assisted Outpatient Treatment Compliance Specialist 3, M-2	5264300
Assisted Outpatient Treatment Compliance Specialist 4, M-3	5264400

Brief Description of Class Series

Assisted Outpatient Treatment Compliance Specialists oversee and monitor the implementation of Kendra's Law, Section 9.60 of the Mental Hygiene Law (MHL), and assisted outpatient treatment (AOT) programs across the State to ensure that individuals with mental illness and a history of hospitalizations or violence participate in community-based services appropriate to their needs. Incumbents provide technical assistance, guidance, and information to county mental health organizations, advocacy groups, and the public on policies, procedures, standards, and requirements; review AOT program operations in geographic regions throughout the State; and support local mental health systems in their efforts to provide or arrange for court-ordered care coordination and other services necessary to ensure individuals' safety and successful community living.

Positions are non-competitive and classified in the Office of Mental Health.

Distinguishing Characteristics

Assisted Outpatient Treatment Compliance Specialist 1: full performance level; under the supervision of an Assisted Outpatient Treatment Compliance Specialist 2 or 3, works in an OMH field office; serves as liaison to county program directors and service providers within an assigned region; reviews and monitors local AOT program operations; provides technical assistance and guidance on referral and petition processes, treatment plan development, and the provision of required services to individuals under AOT orders; and identifies deficiencies and initiates corrective actions.

Assisted Outpatient Treatment Compliance Specialist 2: supervisory level; under the general direction of the Assisted Outpatient Treatment Compliance Specialist 4 in Central Office, works in an OMH field office; oversees local AOT program review and monitoring activities within an assigned region; and supervises Assisted Outpatient Treatment Specialists 1.

Assisted Outpatient Treatment Compliance Specialist 3: supervisory level; under the general direction of the Assisted Outpatient Treatment Compliance Specialist 4 in Central Office, works in the New York City Field Office; oversees AOT program review and monitoring activities within the five boroughs of New York City; and supervises Assisted Outpatient Treatment Compliance Specialists 1.

Assisted Outpatient Treatment Compliance Specialist 4: managerial level; one position class; directs statewide AOT program oversight and monitoring activities; develops and implements policies, procedures, and regulations; and supervises lower-level Assistant Outpatient Treatment Compliance Specialists throughout the State.

Illustrative Duties

Assisted Outpatient Treatment Compliance Specialist 1

Oversees and monitors local AOT programs within an assigned region; reviews program operations for compliance; and ensures that county mental health departments meet the requirements of Kendra's Law and Section 9.60 of the MHL.

- Serves as primary liaison to county program directors and service providers; provides technical assistance and guidance regarding program requirements, processes, and procedures; makes recommendations on how to change or improve treatment plans for individuals; and ensures commissioner care management standards are followed and included in written treatment plans.
- Monitors the implementation of court orders; confirms the availability and delivery of required services and medications to individuals; identifies deficiencies; and initiates corrective actions for non-compliance.
- Receives and reviews local program reports and information throughout the AOT process for individuals, including referrals, petitions, and court orders; status, service, and care management changes; significant events and treatment non-compliance; material changes in treatment plans; required service category descriptions; and recommendations to improve the program.
- Ensures that each individual receives their court-ordered services, such as case management or care coordination, medication, housing, therapy and treatment, financial management, and/or educational and vocational services; existing services in the individual's community are utilized whenever possible; and such services are delivered in a timely manner.
- Enters and maintains individuals' court order information in the AOT compliance database.

May conduct verification visits to service providers; review treatment records; and interview provider employees or individuals to ensure that local AOT programs have fulfilled their service delivery obligations.

Assisted Outpatient Treatment Compliance Specialist 2

Performs the tasks and activities of an Assisted Outpatient Treatment Compliance Specialist 1; and oversees, implements, and monitors procedures, standards, regulations, and policies within an assigned region.

- Provides technical assistance, guidance, and advice to local program directors and service providers, advocacy groups, families, and the public on policies and procedures related to Kendra's Law and AOT program implementation.
- Monitors specialized treatment plans developed by county program directors; evaluates county performance, including the appropriateness of referrals, living arrangements, care management, treatment, and other delivered services, and forwards local program reports to Central Office.
- Reviews and determines the validity of county level complaints and grievances.

Performs the full range of supervisory duties over Assisted Outpatient Treatment Compliance Specialists 1 within the region.

Assisted Outpatient Treatment Compliance Specialist 3

Performs the tasks and activities of an Assisted Outpatient Treatment Compliance Specialist 2 within the New York City area; and performs the full range of supervisory duties over Assisted Outpatient Treatment Compliance Specialists 1 within the region.

Assisted Outpatient Treatment Compliance Specialist 4

Administers the statewide AOT program in Central Office and directs AOT program oversight, review, and monitoring activities throughout the State.

- Develops policies, procedures, regulations, and standards for the implementation of Kendra's Law, MHL, and county AOT programs.
- Coordinates with OMH Counsel's Office and develops protocols for courts and county mental health directors, procedures for petitioners to access court systems, and appeal guidelines.
- Prepares grant guidelines and standards for county mental health directors and ensures that funds for required services and medication are available for use.

- Reviews county AOT program plans; ensures that they are consistent statutes, standards, and other requirements; and makes recommendations for approval.
- Develops complaint and grievances processes, evaluation methods, and spending plans for statewide AOT programs.
- Represents OMH at meetings and public forums related to Kendra's Law.

Supervises, oversees, and directs the Assisted Outpatient Treatment Compliance Coordinator in Central Office and Assisted Outpatient Treatment Compliance Specialists 2 and 3 in the regions throughout the State.

Minimum Qualifications

Assisted Outpatient Treatment Compliance Specialist 1

Non-Competitive: seven years of professional clinical experience in a mental health setting, one year of which must have included substantial engagement in one or more of the following activities: mental health program administration, management, or supervision; or planning, development, or coordination of forensic, community-based, or high-risk/need mental health services.

Substitutions: a bachelor's degree in a health or human services field may substitute for four years of professional clinical experience; and a master's degree in a health or human services field may substitute for an additional year of professional clinical experience.

Assisted Outpatient Treatment Compliance Specialist 2

Non-Competitive: a bachelor's degree in a health or human services field and four years of professional clinical experience in a mental health setting, two years of which must have included substantial engagement in one or more of the activities described above for Assisted Outpatient Compliance Specialist 1. One year of this experience must have been at a supervisory level.

Substitution: a master's degree in a health or human services field may substitute for one year of professional clinical experience.

Assisted Outpatient Treatment Compliance Specialist 3

Non-Competitive: a bachelor's degree in a health or human services field and five years of professional clinical experience in a mental health setting, two years of which must have included substantial engagement in one or more of the activities described above for Assisted Outpatient Compliance Specialist 1. Two years of this experience must have been at a supervisory level.

Substitution: a master's degree in a health or human services field may substitute for one year of professional clinical experience.

Assisted Outpatient Treatment Compliance Specialist 4

Non-Competitive: a bachelor's degree in a health or human services field and six years of professional experience in a mental health oversight, service provider, or advocacy organization. Three years of this experience must have been at a supervisory level; or one year of this experience must have been at a managerial level.

Substitution: a master's degree in a health or human services field may substitute for one year of professional experience.

Note: Classification Standards illustrate the nature, extent, and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications above are those required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum requirements for appointment or examination.

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