

## Broome County Performance Management



Lynne Esquivel, MPA  
Quality Improvement Initiatives  
Manager

Lynne Esquivel oversees the monitoring of contracted mental health and preventive services programs for children and families within the Broome County Mental Health and Social Services Departments. In addition, Lynne provides technical assistance to contract agencies to support ongoing performance improvement.

Lynne serves on the Cultural and Linguistic Competence (CLC) Committee for both Mental Health and Social Services in Broome County. Lynne received her bachelor's degree in Applied Social Science and her Masters of Public Administration from

Binghamton University with a concentration on health policy. Lynne also serves as chair of the Central Regional Multicultural Advisory Committee (CRMAC) for Broome County. Lynne has partnered with the NYS OMH Central Field Office and the NYS OMH Bureau of Cultural Competency whom attend the quarterly CRMAC Meetings. This Committee meets quarterly to eliminate stigma and improve behavioral health service outcomes.

Rachel Pasternak, Program Associate – Performance Management, works closely with Lynne, supports continuous quality improvement initiatives, performs site visits providing active support for expectations and measures with contract service providers as well as working on special projects.