

**ERIE COUNTY MENTAL HYGIENE COMMUNITY SERVICES BOARD
MINUTES**

May 2, 2024

COMMUNITY

SERVICES BOARD: Joan Baizer, Victoria Brooks, Max Donatelli, Emma Fabian, Maya Hu Morabito, Stephanie Orlando, Elizabeth Smith, BJ Stasio, Charles Syms, Erica Westphal

PRESENTERS: Madelyn Bahr, Senior Program Specialist, Institute for Exceptional Care
Hoangmai (Mai) Pham, Founder and Leader, Institute for Exceptional Care
Lauren Erickson, Director of Policy and Programs, Institute for Exceptional Care

MENTAL HEALTH

DEPARTMENT: Mark O'Brien, Shannon Stocker

EXCUSED: Terry Alford, Daniel Antonius, Sharon Cavanaugh, Kathryne Coric, Pastor George Nicholas

Introductions

Approval of Minutes:

- April CSB Minutes were approved.

Presentation – Institute for Exceptional Care:

- Institute for Exceptional Care is a national non-profit, starting their 4th year. They are committed to making health care better and safer for people with intellectual and / or developmental disabilities.
- [National Roadmap for Disability-Inclusive Healthcare \(inclusivecareroadmap.org\)](http://inclusivecareroadmap.org)



5-2-24 CSB

- Presentation Inform
- How do you teach healthcare providers how to work with caregivers and others that may be able to help with those that have communication issues, at the very least (ie: this could include sight, hearing, etc.)?
 - o Our Ability Central Project, in conjunction with Delta Dental, is creating an introductory course on communication disabilities and developing the collaterals specifically for dental practices. In the future, we will convert this into collaterals that support medical practices. We are working with two advisory counsels and are taking the coalition approach. We include people with communication disabilities [ie: members who are deaf, who use AAC (augmentative and alternative communication), who communicate verbally in many instances but often become non-speaking when they are stressed, etc.] and with clinicians who have expertise in developing trainings. We are in the thick of teasing out the important things that clinicians need to know and converting that into courses and materials that will be approachable. The intent with the Delta Dental Project is to lower the barrier to entry, by making a toolkit with all the resources so they don't have to figure it out. They can set up practices that are actually supportive.

MH Commissioner Updates:

- We are waiting for the appointment of a new OPWDD Commissioner. The Executive Deputy has been made the Acting Commissioner.
- We are getting ready for the 1115 Waiver. The applications are in for the Social Care Network for the 4-county region. Value Network and WNY Independent Care Collaborative (WNYICC) are the other applicants for that. One or the other will become the lead organization and, chances are, they will be pushed to work together.
- We continue to work on the Crisis Continuum, getting great cooperation and making a lot of progress meeting with CPEP's senior leadership.
 - o They are looking to do a couple million dollars' worth of renovations at CPEP and change their programming to a more team approach to get people in, triage quicker, and get them out. There's also a lot of family-patient centered stuff going on.
 - o LaTonya Diggs from Value Network is taking over for Mark as the facilitator of that group to do all the work outside of CPEP to pull things together. They will continue that group in terms of getting providers on the same page of how to access help for people in the community, where they are at, so it saves CPEP for people who truly need to be there.
- There was a discussion with ECDMH, OMH, and BPC and at the Leadership meeting updating us on the attack, the stabbing, that happened at BPC.
 - o There was really no opportunity for de-escalation there. That just came out of nowhere. Everybody is recovering.
 - o If there is a blessing there, because it happened at the 1st floor of the Strozzi Building, where the state operated community residence is, there were doctors and nurses all over. They did a magnificent job. 2 out of 3 of those lives would have died. One of them was stabbed 10 times.
 - o This is going to be ongoing, because, unfortunately, we can see this periodically. An Intensive Case Manager was murdered years ago and BFNC had an incident. In this business, there is always a risk when working with the public, not just because it's someone with a behavioral health issue.
 - o We try to do a lot of de-escalation training, but sometimes things happen very quickly. We can all be mindful of our surroundings and safety and knowing how to get yourself out of those situations, but there was probably no warning.
- The PUNT Foundation is doing an all-day bereavement training on May 20th. It will be at the Reikart House, 5000 Main St, Amherst, from 9am – 4pm. ECDMH sponsored this event, and they gave us 20 seats. We only filled about a half-dozen seats, so if anybody is interested, it is free, let Mark know in the next couple of days. Last year, there was a waiting list. There are no CEUs or CMUs, but all reviews said it was a phenomenal training, whether you are a family member or a clinician in some way, shape, or form. We will release the rest of the seats we don't fill back to the PUNT Foundation. Shannon will email out the flyer to the CSB group today.
- Mark advised the County Executive that he will be retiring at the end of the year. He turns 67 next month. He is giving an 8-month leeway for continuity. He's been maneuvering to get things as in place as possible. He has a co-chair for the RPC – he had Margaret Varga, who has been doing it with Mark for 7 years. Lynda Battaglia will be the co-chair and LaTonya Diggs will be taking over Mark's role with the Crisis Continuum project. Mark is not saying goodbye yet, but he wanted to take this opportunity to thank you for your service and your kindness and express his profound appreciation for all you do for the Department, the community, and those we serve.
 - o Max thanked Mark for all the work he has done and expressed appreciation for the lead time and helping to put things in place. Max said Mark has made some real progress and movement in a number of critical areas and responded very well to a lot of the

- issues. There's still a lot of work to be done with CPEP, the diversion units, etc. But you have helped to pave the way and we appreciate the work you've done.
- ECDMH Assistant Commissioner John Grieco is not interested in the position. He was Interim before Mark joined ECDMH and could have done it then, but he does not want it. The new person will definitely be somebody outside of ECDMH. Mark will help in the transition in any way we can.

Chairperson Update:

- We will send out minutes from the subcommittees; thank you for all the work everyone has been doing outside of these meetings. Thank you again, BJ, for arranging this presentation and opening our eyes to some things that are being done nationally.
- Shannon sent out the PUNT Foundation Grief Training flyer.

Subcommittee Updates:

- MH Subcommittee (Erica):
 - Last meeting was March 11th. Minutes will be sent out.
 - Next meeting will be May 13th.
- IDD Subcommittee (BJ):
 - Last meeting was March 28th (rescheduled from March 21st). Minutes will be sent out.
 - Next meeting will be May 16th.
- PASS Subcommittee (Elizabeth):
 - Last meeting was April 25th. Minutes will be sent out.
 - Next meeting will be May 23rd.

Next Meeting:

- Thursday, June 6, 2024 @ 9:00am.