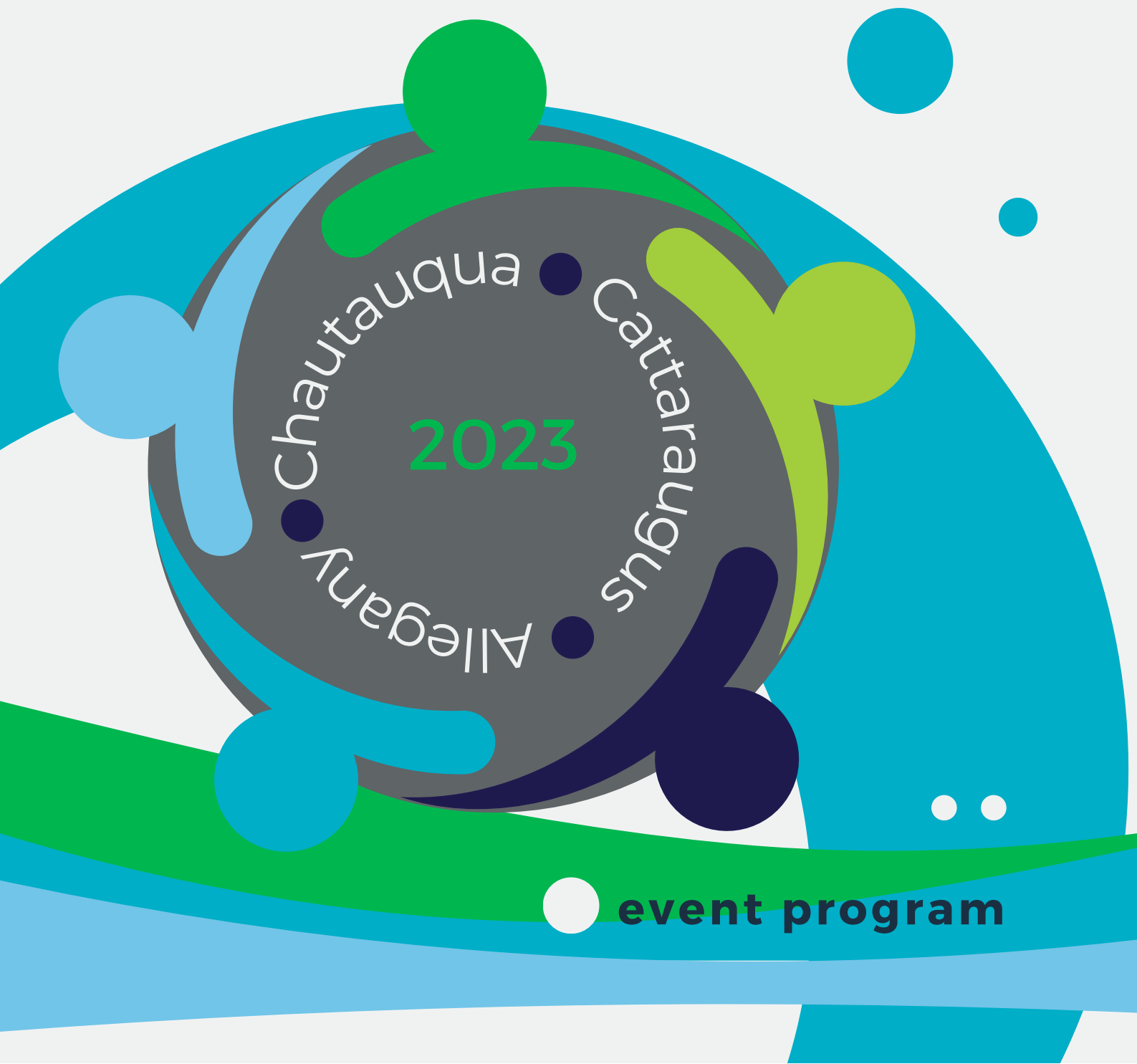


Putting **Care** at the Center

of CCDMH Health Home

Provider Connect Event



event program



Chautauqua County
Department of
Mental Hygiene
Health Home

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EVENT SCHEDULE

early bird
9:15 am

kick-off
10:00 AM

session one
10:30 AM

session two
11:00 AM

session three
11:30 AM

- **Narcan Training**
Combat Addiction CHQ
- **Welcome & Keynote Address**
Carmelo Hernandez
- **The Chautauqua Center**
Matt Hanley
- **What is YWCA Jamestown?**
Amanda Geising
- **Early Intervention Programs**
Denise Nichols
- **Addictions & Overdoses within Chautauqua County**
Steve Kilburn
- **Triple P Positive Parenting Program & PAX Community Tools**
Tracy Jespersen
- **Chautauqua Opportunities' Mission of Fighting Poverty**
Josiah Lamp
- **Child Advocacy Program (CAP)**
Kayleah M. Feser & Emily Van Wey
- **Mental Health Association (MHA)**
Steven Cobb
- **The Impact of School Health Services in Addressing Community Health Inequities**
Jill A. Muntz

KEY

● behavioral health ● medical ● education ● social ● community

lunch & panel
discussion
12:00 PM

session four
1:00 PM

session five
1:30 PM

conclusion
2:00 PM

System of Care Panel

- Rosanna Hatfield *Therapist, The Resource Center*
- Brian Pumford *Social Worker, UPMC Chautauqua*
- Melody DeJohn *Mobile Crisis, Chautauqua Opportunities*
- Kathy Leonard *MCO, Highmark BCBS*
- Nichole Johnson *Care Coordinator, Chaut. Co. Dept. of Mental Hygiene*
- Page Rodriguez *Peer Specialist, Mental Health Association*
- Breanna Plaza *Interventionist, Prevention Works*
- Tracy Jespersen *Lead PAX Coach and Outreach Services Coordinator, CAP*

● Chaut. Co. Departments of Mental Hygiene & Social Services Collaboration

Julie Franco & Vito Randazzo

● Peer Role in the BH Crisis Continuum of Chaut. Co.

Shannon Higbee

● Supports Available for Students Attending JCC

Jamie D. Coccarelli, MS, CAS

● The Right Level of Care & the Right Amount of Time

Stephanie Trusso

● Navigating a Mental Health Crisis: What is it and how to respond?

Melody DeJohn

● Perspective of a School Social Worker: Misconceptions, Reality and Wishes

Emily Pleszewski

● Closing Remarks

Dr. Michael Faulk

KEY

● behavioral health

● medical

● education

● social

● community

WELCOME MESSAGE



Chautauqua County
Department of
Mental Hygiene



Carmelo Hernandez, LMSW, MSOL Director of Mental Hygiene Services

Carmelo Hernandez, Director of Mental Hygiene Services and Social Services, and Commissioner of Social Services. Carmelo has been with Chautauqua County since he was appointed as the Director of Community Mental Hygiene Services for the Chautauqua County Department of Mental Hygiene on September 7th, 2021. He was appointed Commissioner of Social Services on March 9, 2023. He earned his Bachelor's Degree in Social Work and a Master's Degree in Organizational Leadership at Mercy College in Dobbs Ferry, N.Y. He also holds a Master's Degree in Social Work from New York University in New York, N.Y. He is a certified Licensed Master Social Worker.

Over the years, he has provided counseling and rehabilitation services to help adults and fellow veterans overcome their struggles and improve their health and wellness. He has also been a strong advocate for promoting social and emotional development for children and teens. Hernandez previously served as a lead therapist at Alssaro Counseling Services in New Rochelle, N.Y. and a mental health consultant at WestCOP in Westchester, N.Y. Prior to that he served as a program manager for Wediko Children's Services and a combat stress recovery specialist for the Wounded Warrior Project.

Prior to his work in mental health services, he was active duty in the Army for 8 years with two tours of duty, 16 months served in Iraq and 12 months served in Afghanistan, as an Infantryman. During his service, he was both a team leader and squad leader, and later was highly successful and instrumental in developing future leaders for the US Army.

The Chautauqua Center

What is it? What do we have to offer?
How do you refer to us? How do we
close the referral?



Matt Hanley

Marketing Director

Matthew Hanley is the marketing director for The Waterfront Foundation, which provides support services for the TCC Healthcare Group, including The Chautauqua Center, Chautauqua Physical and Occupational Therapy, Tri-County Family Medicine (Gowanda), and the Waterfront Pharmacies. Matt started his career in the early 90s as the public relations representative for Clymer Central School. In the mid to late 90s, Matt was a news writer, anchor, and radio news show host for sister stations SE-93 and WJTN, Jamestown. For the 20 years prior to joining the TCC family, he was the executive assistant to Jamestown Mayor Sam Teresi, in charge of communications, website development, project management, and public relations. Matt enjoys spending time with his wife, Julia; dog, Jackie; cat, Teddy; and turtle, Rick Martin. In his spare time, he cycles, hikes, travels, is constantly learning, and is an avid gamer.

The YWCA

What is the YWCA Jamestown?

eliminating racism
empowering women
ywca

Jamestown, NY



Amanda Geising

Executive Director

What is the YWCA Jamestown? - Do you know about YWCA Jamestown's programs? Find out more about the 13 programs that our organization has to offer to the community and to support you and your organization on your Equity and Inclusion learning journey. YWCA Jamestown is dedicated to eliminating racism, empowering women and promoting peace, justice, freedom and dignity for all.

Amanda Geising started as the Executive Director of YWCA Jamestown in November of 2020. Her experience includes grant writing and management, direct service, management and design of programs, program evaluation, fundraising, and staff development. Amanda has led the task of living the organization's mission from the inside out. Together with her team they strive to be a place that is equitable and inclusive for all community members with the goal of embedding the voices of directly impacted individuals into all programs design, delivery and evaluation.

Early Intervention Programs



Denise Nichols

Chautauqua County Early Intervention & Preschool Program Supervisor

Early Intervention Program is a federally mandated program which falls under IDEA (individuals with disabilities act). It is administered through the Health Department and serves children age 3 & under with developmental delays & disabilities. Children are evaluated in their homes & if found to have one area with a severe delay or 2 areas with moderate delays they are eligible to receive services such as speech, OT, PT in their natural environment.

I work at the Chautauqua County Health Department. I am a Registered Nurse and I supervise the Early Intervention and Preschool (CPSE) Programs, and am also the Preschool Representative for the County for CPSE meetings (children 3-5 years old requiring IEPs). I have worked at the Health Department for 28 years.

The first 15 years I was an Early Intervention Service Coordinator working out of the Jamestown office. For the last 13 years, I have worked out of the Mayville offices in the role of supervisor.

Addictions & Overdoses

Addictions & Overdoses in Chautauqua County



Steve Kilburn

Grants Project Director

Addiction and Overdoses in Chautauqua County

A review of trends in addiction and overdoses in our county, efforts currently underway to address these issues, and major challenges being faced. Ways of offering practical help to residents in need will also be reviewed.

Steve Kilburn is the program director of the HEALing Communities Study in Chautauqua County, a NIDA-funded initiative undertaken in partnership with Columbia University. He also oversees other addiction-related public health planning and coordinating in Chautauqua County, partnering with government departments, community agencies, law enforcement, and concerned residents. He worked for many years as a drug and alcohol counselor.

Triple P Positive Parenting Program & PAX Community Tools



Tracy Jespersen Lead PAX Coach & Outreach Services Coordinator

Triple P Positive Parenting Program and PAX Community Tools. Parenting tools that fill your parenting tool box. We will take a look at how planning for those moments of misbehavior is key and impacts parent's stress levels, is a predictor in the type of discipline you use and can foster a positive relationship with your children. We will look at how teaching kids behavior is no different than any other skill we teach our children. It is learned.

Tracy Jespersen is Prevention Works Lead PAX Coach and Outreach Services Coordinator. She partners in Chautauqua County schools to bring the PAX Good Behavior Game practice to classrooms as well as educates parents and caregivers in the county on positive parenting strategies using evidence based programs. She has been with Prevention Works for 7 years and has served in a variety of positions. From presenting in classrooms and agencies throughout the county to working 1:1 with individuals at risk of substance misuse. Tracy believe strongly that prevention is the first step in creating healthy communities and dedicates her professional life to that cause.

Chautauqua Opportunities

Mission of Fighting Poverty



Josiah Lamp

Director of Housing & Community Development

Chautauqua Opportunities' (COI) mission is to fight poverty. Poverty in Chautauqua County has many causes and effects; COI uses a trauma informed care approach with its customers, providing education about the services and supports available and allowing customers to choose what is best for them.

Josiah Lamp is the Director of Housing and Community Development at Chautauqua Opportunities, Inc., whose mission is to fight poverty by empowering people to build assets and reach economic independence. He directs programs ranging from homelessness prevention to homeownership to housing rehabilitation. He serves as President of the Chautauqua County Homeless Coalition and Vice President of the Board of Directors for the New York State Rural Housing Coalition. He has 15 years of experience in non-profit management with a B.A. from Wheaton College and an M.A. in Community Development and Planning from Clark University. He lives in Fredonia, New York, with his wife, Erin, and three children.

Child Advocacy Program



Kayleah M. Feser, LMSW, RYT-200 Safe Harbour Director

In this presentation by Child Advocacy Program (CAP), participants will understand:

- Role and responsibility of Mandated Reporters
- Child Advocacy Center Model – CAP services, MDT
- Child abuse investigations (i.e. Different types of child abuse and the scope and prevalence of the issue; the concept of CSEC and trafficking)
- Best practices in prevention, investigation, and intervention
- How to refer and what to expect

Kayleah M. Feser, LMSW, RYT-200 provides trauma counseling at the Child Advocacy Program of Chautauqua County (CAP). She is trained in Trauma-Focused CBT, EMDR, Problematic Sexual Behavior-CBT, as well as other treatment modalities, and Kayleah incorporates trauma-informed yoga in her clinical practice. Additionally, Kayleah is Chautauqua County's Safe Harbour Director where she oversees a trauma-informed, systems-level approach to the prevention, identification, and intervention of commercial sexual exploitation of children (CSEC) and child sex trafficking.

Kayleah is the co-chair of the Chautauqua County Youth Board, co-founder and secretary of Arise Chautauqua, a longtime volunteer with the Girl Scouts of Western New York, and a Yoga Alliance Registered Yoga Teacher. Kayleah is passionate about eradicating gender-based violence, helping young people cultivate and sustain healthy relationships, and improving our community's systems so that all of Chautauqua County's residents can thrive.

Mental Health Association (MHA)



What we do, why we do it, and how
does harm reduction inform our
support services



Steven Cobb

Executive Director

"The MHA, what we do, why we do it, and how does harm reduction inform our support services

We will talk about what the MHA offers to all members of our community. Our focus will also be on the embrace of harm reduction and its impact on all that we do. As helpers how does harm reduction impact our self care?

Steven M Cobb (he/him) has been the Executive Director of the MHA in Chautauqua County for five years. Prior to that position he work as a peer specialist at the MHA. He is a person in sustained recovery from methamphetamine dependency and mental health challenges. In 2022 he was recognized by Chautauqua County Chamber of Commerce as their person of the year. He has a BFA in Theatre from New York University. In a previous life was an actor, set designer, chef and restaurant manager.

An advocate for the queer community and for people who use substances, Steven and his partner of 12 years reside in the beautiful city of Jamestown, NY.

The Impact of School Health Services in Addressing Community Health Inequities



Dr. Jill A. Muntz, DNP, FNP-C Coordinator School Health Services

The Impact of School Health Services in Addressing Community Health Inequities

Schools are a part of the larger community in which they are located, and work with the families, not just the students, within that community. This presentation will focus on the role of the school medical director, school nurse and school-based health services in addressing inequities and keeping communities healthy, so students can thrive academically, physically, socially, and emotionally.


Dr. Jill A. Muntz is a certified nurse practitioner in Family Health and the Coordinator for School Health Services for the Jamestown Public School District. She is an active member of the Clinical Advisory Committee for Strong Starts Chautauqua, a county wide initiative focusing on ensuring the optimal health and well-being of all children, prenatally through age 5. To address Chautauqua's high prevalence of prenatal and early life trauma, the group advances early identification, assessment and treatment of children ages 0-5 prenatally exposed to alcohol, tobacco or drugs, and other forms of toxic stress that cause regulatory behavior dysfunction and difficulties in learning.

PANEL DISCUSSION

SYSTEM OF CARE (SOC) PANELISTS

The SOC panel is an opportunity to bring together providers that work within the system of care. The focus of the panel is to discuss how each part of the system of care works together as well as noting areas where we can improve. The panel includes services such as, Outpatient Therapy, Hospital, Managed Care Organization, Care Coordination, Peer Support Services, Crisis Services, Substance Abuse Prevention, Education and actual client (Pending).

ROSANNA HATFIELD LCSW-R



Rosanna is an Assistant Director of Clinical Services for The Resource Center Counseling and Psychiatric Services. Rosanna has worked in different capacities at The Resource Center for 24 years. She has experience working with a diverse population of people. She has been trained in EMDR and ART to assist with reducing impact of trauma. She also utilizes CBT and DBT techniques in her practice. Rosanna Hatfield received her Masters from Social Work from UB in 2008, din.

BRIAN PUMFORD

I have worked in the Human Services field for approximately 37 years. I started my career as a Direct Support Professional at The Resource Center and then worked there as Admissions Coordinator. I then worked at Chautauqua County Department of Health and Human Services for 9 ½ years as a foster care and CPS Case Worker and during my time there obtained by MSW degree. After starting at UPMC Chautauqua as a Care Coordinator in 2009 on the Adult Inpatient Mental Health Unit, I obtained by LMSW and continued to work there until 2020. I then worked as an outpatient mental health counselor at The Chautauqua Center for 1 year and then as a school-based Social Worker through Family Service. I rejoined UPMC in December 2022 as a Senior Discharge Plan Manager on the Adult Inpatient Mental Health Unit.

MELODY DEJOHN LCSW-R

full bio on page 21

KATHY LEONARD

Kathy Leonard is the Health Home Program Manager and Foster Care Liaison with Amerigroup. This Health Plan has managed the Medicaid Managed Care and Child Health Plus products on behalf of Highmark BCBSWNY (formerly HealthNow) since 2016, serving the 8 counties of Western NY. Kathy joined a local WNY health plan in 2005 and has worked with the Health Homes since the Program's inception in 2012.

PANELISTS CONTINUED

NICOLE JOHNSON

Nichole Johnson, BA. I have lived in Jamestown since 1986, have two grown children, and have worked in human service my entire career. Starting out at the Resource Center as direct care staff, then moving to Transitional housing at the YWCA, 10 years at Heritage Ministries as the social worker at the Green, and now am going on my 8th year for Chautauqua Co. I currently am a Senior Caseworker/Care coordinator for the mental health department. I love serving my community and being part of the mental health team here at the county.

PAGE RODRIGUEZ

My name is Page Rodriguez I am a peer specialist for MHA working with others in recovery. I myself have been in recovery for 16 months sober and another 7 months in the programs trying to get sober. My story in parts are typical my parents were alcoholic and I learned different ways to cope at a young age ... in adulthood I was tasked with many hardships that fed my addiction. I've worked very hard to turn my

Life around for not only myself but for my children. I work every day to stay sober with a passion for helping others. Which helps keep me sober as well. I'm 33 years old with 3 children. My mission is to provide a safe place for others like me but also to show my kids that there is somewhere to go if they were ever to take a walk in my footsteps. I understand the fall better then anyone and it would be naive to think in the world we live in won't effect our young. The more support options is a blessing. The problem is, most people don't know what's out there to help and the many options we do have! My life could have been different if I knew then what I know now about options for families. I want to be a part of the build to see our community thrive.

BREANNA PLAZA

I have a bachelor's degree in Criminal Justice with a concentration in Criminology, as well as a master's degree in Criminal Justice Administration. Both degrees obtained from Mercyhurst University. I have held a wide range of positions ranging from hospitality, food service, retail, and juvenile detention facilities. I have experience with Juvenile probation due to a hands on internship which led me to my current position as an Intervention Specialist with Prevention Works. As an Intervention Specialist I work with members of the community, both youth and adults, assisting these individuals in making healthier choices. Although I work with all ages, I currently work closely with students. To be able to build a foundation for healthy choices I implement programs concerning substance use as well as emotional skill building based on the needs of the client.

TRACY JESPERSEN

full bio on page 10

Chautauqua County Departments of Mental Hygiene & Social Services Department Collaboration



Julie Franco

Staff Development Training Coordinator



Vito Randazzo

HHUNY & CCDMH Training Coordinator

A brief introduction to (or overview of) our changing organization and our collaborative efforts that work as a cohesive system across our divisional boundaries to better serve our clients and families, in a holistic manner. The task of DSS is to maintain effective, yet caring services for families in need, while connecting them with an opportunity to achieve self-reliance. DSS provides services that are family driven, allow for smooth transitions between programs, emphasize prevention and early intervention, protect the rights of our clients and are effectively integrated and coordinated across our systems and divisions.

Julie Franco

I have been in Staff Development at the County since October 2017. My professional experience is in education and professional development (school, community, and higher education), staff development, staff supervision and management, training-assessment, planning, development, implementation and evaluation, contract and budget management, and human resources supports.

Vito Randazzo is currently the Training Coordinator for Chautauqua County Department of Mental Hygiene since August of 2022. Vito currently has a Bachelor of Arts Degree in Law Enforcement from Mercyhurst University. Vito has been working in the behavioral health field for over 12 years. Vito experience includes working in a direct care and program management. Vito has worked with Adults, and children and currently is focusing on how to improve the system of care in Chautauqua county through training and education of providers and the community. Vito resides in Falconer with his wife Jamie.

Peer Role in the Behavioral Health (BH) Crisis Continuum of Chautauqua County



Recovery
Options
Made Easy

Early Intervention Programs



Shannon Higbee Chief Executive Officer

This presentation will highlight the role of Recovery Options Made Easy in the overall service continuum while specifically focusing on peer services in crisis the crisis continuum. The presentation will cover the intersection of Recovery Options' crisis and non-crisis services with other available behavioral health support as well.

Shannon Higbee has been working in the non-profit field for nearly 20 years, having started her career at a private school in Western New York eventually both teaching secondary English and working as the Director of Development there. Shannon transitioned into working in the mental health field with Recovery Options Made Easy, formerly Housing Options Made Easy in 2016. She began working with Recovery Options in their Housing Department and has grown with the organization in several roles. Recovery Options is a leader in peer run crisis supports in Western New York operating multiple peer-run crisis respites, contributing to regional mobile crisis teams, and developing innovative crisis centers. She is currently the CEO for Recovery Options and brings her passion for peer services and mental health advocacy to the role. Shannon continues to have a passion for teaching as well has trained on several peer services topics across the state and is currently training nationally on peer services integration. Her belief in the efficacy and necessity of high quality and accessible peer services is the driving force behind her work.

Supports Available for Students ATTENDING JCC



Jamie D. Coccarelli, MS, CAS Adjunct Counselor

Supports Available for Students Attending Jamestown Community College

The mission of Jamestown Community College is to provide inclusive educational opportunities for all individuals and employers within our region and beyond, focusing on career goals and support through community partnerships. This presentation provides an overview of support services at JCC. These support services align with JCC's values, including creating a campus environment where all people are valued and given opportunities to succeed, responding to learner needs, supporting lifelong learning, and embracing change.

Jamie Coccarelli, MS, CAS

2023 marks my sixth year working as a Counselor at Jamestown Community College. Counselors at JCC wear many "hats," including assisting students with academic advisement, transfer preparation, career planning, crisis response, and personal support. I thoroughly enjoy meeting with students and actively listening to them as they process their past, navigate their present, and plan for their future. Students in our region often come to us with trauma histories, so I'm grateful for my past career experiences and professional training related to addiction, domestic/family violence, and trauma-informed care. Outside of work, I enjoy traveling to the ocean and spending time with my husband, son, dog (Cannoli), and cat (Mimosa).

The Right Level of Care and the Right Amount of Time

UPMC LIFE
CHANGING
MEDICINE



Stephanie Trusso

Clinical Care Coordination and Discharge Planning Manager

The Right Level of Care and the Right Amount of Time. Discussion of helping patients and their families to find the appropriate care in the right place for the right amount of time.

Stephanie Trusso, Manager of Clinical Care Coordination and Discharge Planning at UPMC Chautauqua.

Employed at WCA Hospital and UPMC Chautauqua with extensive experience in acute care Medical/Surgical and Behavioral Health Case Management as well as Utilization Management.

Navigating A Mental Health Crisis

What is it and how to respond?



Melody DeJohn, LCSW-R

Mobile Crisis Outreach Program Intensive Services Coordinator

Navigating a Mental Health Crisis: What is it and how to respond.

This presentation will discuss how to identify what a mental health crisis looks like and introduce some de-escalation and safety planning strategies.

Melody DeJohn is a Licensed Clinical Social Worker with R privilege. She has an Associate's degree in Human Services from Jamestown Community College, a Bachelor's degree in Science / Social Work from SUNY Fredonia, and a Master's Degree in Social work from the University of Buffalo. Melody has over 25 years of experience working in the social work field having worked at Chautauqua County Children's SPOA, Chautauqua County Mental Hygiene as a Psychiatric Social Worker and on the ACT team. Presently Melody serves as the Intensive Services Coordinator at Chautauqua Opportunities overseeing the Mobile Crisis Outreach Program. Melody has experience working with all ages providing psychotherapy and specializes in trauma, crisis intervention, addictions, and dual diagnosis. She is a lifelong resident of Western New York and has a successful private practice that provides psychotherapy to clients dealing with mental / behavioral health issues. When not working, Melody enjoys crafting and spending time with her family and grandchildren.

Perspectives of a School Social Worker

Misconceptions, Reality and Wishes



Emily Pleszewski LCSW, Master CASAC, RYT-200 School District Social Worker

Perspective of a School Social Worker: Misconceptions, Reality, and Wishes

School Social Work is an area that is different depending on the district. Some School Social Workers only provide case management, some only provide counseling, and some do a little bit of everything (and then some). From the perspective of a rural school social worker, learn about the misconceptions the community holds of those in these roles, hear about the reality of a day to day operations of those in this role and how you can assist them in meeting the needs of their student populations. Last but not least, the wishes that would be granted if they had a magic wand.

Emily Pleszewski LCSW, Master CASAC, RYT-200, is a school social worker for Cassadaga Valley Central School District. Currently servicing students in grades 6-12, she provides individual and group counseling, crisis management, lethality assessments, coordination of care with community resources, a member of the county CSPOA team, and many other roles. She also uses her RYT credential to incorporate yoga into sessions with students and classes. On most days at school, her canine teammate and certified therapy dog, Nova, a Black Labrador Retriever, can also be found by her side.

Prior to working as a district social worker, Emily worked at a local agency as a therapist in two local school districts where she provided EMDR therapy and Progressive Counting therapy. Before that, she worked at UPMC Chautauqua in Chemical Dependency (inpatient and outpatient). She currently provides clinical supervision for the clinicians in the Outpatient Chemical Dependency department at UPMC as well.



Michael W. Faulk, M.D., FACEP

Chief Medical Officer Interim Public Health Director

Dr. Michael Faulk began his service as our County's Chief Medical Officer and Interim Public Health Director in December 2022 and has served as County Physician since 2019. In addition to providing administrative oversight for the Health Department, Dr. Faulk personally provides physician services to incarcerated individuals at the County Jail, functions as coroner physician, provides emergency medical direction and assistance to Chautauqua County Emergency Medical Services, Jamestown Fire Department and many local volunteer EMS agencies, as well as medical support for County Hazmat, SWAT teams and other special teams. This includes fieldwork and on scene medical direction during critical incidents within the county, additionally develops policies and procedures for the county regarding medical and emergency response needs. Faulk previously served as Medical Director of Integrated Acute Care for US Acute Care Solutions at Warren General Hospital, Associate Medical Director for Public Safety for the Cattaraugus County Sheriff's Office, Emergency Physician and Medical Director of the Emergency Department at UPMC Chautauqua WCA, Emergency Physician and Medical Director of the Emergency Department at Warren General Hospital, and Emergency Physician at UPMC Hamot. Faulk has his board certifications in Emergency Medicine from the American Board of Emergency Medicine and in Emergency Medical Services from the American Board of Medical Specialties.

Faulk received his Bachelor's Degree in Biology at North Park University in Chicago, Ill.; his Master's Degree in Radiology Physics at Wayne State University in Detroit, Mich.; his Doctor of Medicine at the American University of the Caribbean School of Medicine in St. Maarten, Netherlands Antilles, and his Emergency Medicine Residency at Penn State Hershey Medical Center in Hershey, Pa. He currently resides in Jamestown, N.Y.