

STEUBEN COUNTY COMMUNITY SERVICES BOARD

Tuesday, December 10, 2024
3:15 p.m. p.m.
115 Liberty Street
Conference Room A, First Floor
Bath, New York

****MINUTES****

PRESENT:

Lynn Gramley, DCS
Auralee Jeffers, Deputy DCS
Cora Saxton, Way/Co School
Darlene Smith, PHN
Mark Alger, Community
Gina Reagan, Catholic Charities
Doreen Paterson, Arbor Development
Kathryn Muller, DSS Commissioner
Dr. Robert Cole, Community
Craig Pomplas, Probation
Cynthia Gee, Family Services
Bill Caudill, Youth Bureau
Bianca Crandle, Family Services
Tatiana Zentz, CASA-Trinity
Susan Hooker, Hornell Concern for Youth
Stacey Wing, Bath Area Hope for Youth
Lillian Fazi, Capabilities
Erin Warr, Pathways
Kim Jessup, SCASAS
Heather Schneider, CFO
Dawn Champaign, Community

ABSENT:

Gary Swackhamer, Legislature
Mike Damiano, ARC Allegany/Steuben
Jean Robinson, Aspire Hope
Connie Terry, Steuben Prevention Coalition
Charlene Robinson, BOCES
Jeanine Wheeler, Haverling School

OTHERS:

Samantha Tolbert, SOS (Safe Options Support)
Sarah Ameigh SOS (Safe Options Support)

OTHERS:

I **CALL TO ORDER:** Meeting called to order at 3:15 p.m.

II **PRESENTATIONS:**

Samantha Tolbert and Sarah Ameigh from Safe Options Support (SOS) gave a presentation on the newly established collaborative program between Monroe Plan for Medical Care and the NYS Office of Mental Health. Funding received at the beginning of this year; the program itself has been in operation for about 4 months. They serve Steuben/Chemung Counties together. Steuben/Chemung Counties are allotted 35 cases each but can adjust between the total of 70. Staff include 1 licensed clinician (Social Worker), 2 Case Managers and 1 Peer Support. There are 16 Steuben cases enrolled with 40-50 in outreach services. Eligibility includes individuals who are unsheltered or house in an emergency shelter setting. Priority enrollment given to individuals with behavioral health needs with diagnoses of SMI or SUD not required. Individuals enrolled in the ACT program, Traumatic Brain Injury, or Developmental Disability are typically not eligible. Services are coordinated with County DSS, Directors of Community Services, and SPOA and include community street outreach, work with hospitals, law enforcement, mobile crisis, community organizations, clinics and families. Services last approximately 15-16 months, beginning with high intensity services, tapering down in intensity through the 4 phases of programming (Focused Engagement, Relationship-Based, Responsive and Flexible).

Ms. Gramley asked how most referrals are received. Ms. Ameigh noted BILT sends many referrals; otherwise, it is outreach efforts, Pro Action and BSU. Dr. Cole asked of the 16 enrolled in Steuben (19 in Chemung) if

SOS knew what percentage of the population was being served or needed services. Ms. Ameigh wasn't sure of the exact number, but she did note they were aware of 450 potential referrals. Dr. Cole asked if any of the homeless included those who lost their homes in recent flood disasters. Ms. Ameigh noted that they don't generally deal with family units, but those individuals with behavioral health issues and homelessness, natural disasters are not covered. Ms. Jessup asked how long the grant was funded for and where the services were provided. Ms. Ameigh noted the grant is for 5 years and most workers are home based in the Corning area. Ms. Jessup asked how referrals are received. Ms. Tolbert noted there is a PDF referral form (Ms. Gramley will send this out to Committee members), business cards, central triage, web address SOS@Monroeplan.com. It was noted they are not a crisis intervention service, they address immediate needs of housing, clothing, referral/linkage to other services location, very quick process.

III GENERAL BUSINESS

Ms. Gramley had members introduce themselves.

****Community Services Update-**Ms. Gramley noted it had been a challenging year with renovations, short staffed, new electronic health record, and billing issues with such. The new program is cloud-based, and this has focused the work on current staff at SCCS rather than the IT department. It has been an immense undertaking, with two of Ms. Jessup's staff (Keith & Tim) being very instrumental. Ms. Gramley, Ms. Jefferds, and Ms. Schneider have completed their first year in new positions. The PROS program, under the direction of Wendy Kesel, shows enrollment doubling with 35 attending and 10 in screening status, may need more staff. The clinic has been very busy with moderate and high-risk clients, up 33%, prescriber services up 22%. Staff shortage continues, now have 2.5 peer positions added, 3 case managers to assist with care and assessment. Efforts to attract and retain staff have included: contract positions being turned into county positions, addition of senior level positions, increased number of interns, advertising, and lobbying for higher salaries. Ms. Gramley gave overview of statistics through November for 12 Mental Health workers covering all 3 clinics (Bath, Corning, Hornell). Local Services Plan movement includes: using telehealth services, opening of the drop-in center Bridges to Hope in Corning, opening of the drop-in recovery center/Air Program in Bath, Family Service Society transportation implementation, implementation of MAT services at the jail and clinic.

****Heather Schneider, CFO, gave financial update for Community Services.** Net Smart is the new billing program along with electronic health record. Reimbursement has been slow to integrate, some revenue has been lost due to billing issues. Breakdown of revenue given regarding increase in state aid, COLA, some other revenue streams, expendables, salaries, personnel, reorganization within organization, contract services, etc.

****Disaster Mental Health Team deployments-**Ms. Jefferds gave an overview of services provided within the community, especially with the flooding due to tropical storms along with several other episodes within the community.

****Other Agency Updates:** none**

IV NEXT MEETING-schedule will be emailed by Ms. Gramley

V ADJOURN Meeting adjourned at 4:15 by Ms. Gramley.

Respectfully submitted by,

Dawn Champaign
Senior Stenographer
Dept. of Community Services