

WNY RPC Board of Directors:

Community Based Organizations

- **Compeer of Greater Buffalo, Inc.**, represented by Chris Warden, Peer Specialist, located in Erie County. Compeer of Greater Buffalo recruits, screens, and matches trained volunteers and mentors in one-to-one supportive friendship relationships with children, adults, military veterans and seniors who are striving for good mental health. Our wonderful volunteers and mentors become positive role models, help raise self-esteem, increase social and communication skills, and encourage independence for their Compeer friends.
Counties Served: Erie
- **DePaul**, represented by Christopher Syracuse, Vice President, located in Monroe County. DePaul provides OMH licensed and non-licensed housing to over 1500 individuals living in Erie, Genesee, Orleans, Wyoming, Niagara, and Monroe counties. DePaul serves exclusively adults who are diagnosed with a serious mental illness. Housing options range from Community Residences, treatment apartment programs, licensed and non-licensed Single Room Occupancy programs, and Support Housing. DePaul has been providing residential services since 1979 and is committed to providing quality residential and rehabilitative services for adult with mental illness, some of whom may have a history of homelessness and/or substance abuse.
Counties Served: Erie, Genesee, Monroe, Niagara, Orleans, Wyoming
- **Family & Children's Services of Niagara County**, represented by Ken Sass, President and CEO, located in Niagara County. Family and Children's Service of Niagara (FACS) is a multi-service agency with programs that span a range of client groups, service systems and funders. The service areas include Care Management for children and adults, as well as domestic violence, runaway/homeless youth and maternal/infant health and development. Services are both community-based and residential. FACS serves primarily in Niagara and Orleans Counties.
Counties Served: Niagara, Orleans
- **Horizon Health Services**, represented by Anne Constantino, CEO, has administrative offices located in Erie County. Horizon Health Services provides mental health and substance use disorder outpatient services throughout Erie, Niagara, and Genesee Counties for adolescents, adults, and families. Horizon Village provides residential (OASAS 820) treatment for SUD that includes crisis stabilization, rehabilitation and reintegration services. Horizon also provides case management, vocational services, family education, therapy dog programs, and opiate overdose prevention training.
Counties Served: locations in Erie, Genesee, and Niagara Counties. Other counties in WNY served also.
- **Lake Shore Behavioral Health Services (LSBH)**, represented by Howard Hitzel, President, located in Erie County. Lake Shore Behavioral Health currently operates: 7 mental health outpatient clinics, 4 addiction services outpatient clinics, 3 PROS programs, 3 ACT teams, OnTrackNY, an early intervention program for young adults with schizophrenia, residential programs, homeless outreach services, mobile mental health team, vocational and supported employment services, and health home services providing Medicaid care management. LSBH has also been awarded a SAMHSA grant to locate primary care services at two of their outpatient clinics. LSBH has

announced plans to merge with Child & Adolescent Treatment Services (CATS) to form a new organization.

Counties Served: Erie County

- **NYSARC Chautauqua County, The Resource Center (TRC)**, represented by Jennifer Gesing-Director of Behavioral Health and Care Coordination, is located in Chautauqua County. Behavioral Health Services available to adults and children include individual and family therapy, medication management and psychiatric evaluation delivered through the Article 31 Outpatient Clinic. Additionally, TRC provides Personalized Recovery Oriented Services (PROS) for adults. TRC also provides an array of services including home and community based services for individuals with intellectual disabilities, employment services, primary physical health care, dental care, occupational and physical therapy, and Home and Community Based Services (HCBS) and Care Coordination/Health Homes.
Counties served (Behavioral Health) - Chautauqua (locations in Jamestown and Dunkirk)

Directors of Community Services:

- **Cattaraugus County**, represented by Mary O'Leary, Director of Community Services. Located in southern New York, Cattaraugus County is anchored by the cities of Olean and Salamanca and has a population of approximately 80,000. The Department of Community Services Mental Health Department (CCDCS) provides direct services for mental health counseling and contracts for additional mental health and substance abuse services. CCDCS is the Local Government Unit (LGU), which is responsible for the planning and oversight mental health, chemical dependency and developmental disabilities services in the county. Key concerns identified in the 2017 LGU Plan include housing, transportation, HARP/HCBS, opioid treatment services, workforce recruitment/retention, inpatient services, and crisis services for children.
- **Chautauqua County**, represented by Patricia Brinkman, Commissioner. Chautauqua County is the western most county in New York State; it has population of approximately 135,000 and is anchored by the cities of Jamestown and Dunkirk. The Mental Health Department (CCDMH) provides direct services for mental health and substance counseling. CCDMH is the Local Government Unit (LGU), which is responsible for the planning and oversight mental health, chemical dependency and developmental disabilities services in the county. Key concerns identified in the 2017 LGU Plan include housing, transportation, opioid treatment services, prevention services, substance abuse residential treatment, workforce recruitment/retention, inpatient services, and HCBS for children.
- **Erie County**, represented by Michael Ranney, Commissioner. Erie County is the largest county in WNY with a population of over 900,000 and is anchored by the City of Buffalo and the towns of Amherst, Tonawanda, Cheektowaga, and Hamburg. The Erie County Department of Mental Health (ECDMH) contracts for behavioral health services that include mental health, substance use disorder services and services for persons with developmental disabilities. The department plays an active role in planning and coordination of treatment services. Key concerns identified in the 2017 LGU Plan include opioid treatment services, housing, care coordination, services for

incarcerated individuals, residential services for substance abuse clients, and mental health clinic services for adults and children.

- **Niagara County**, represented by Laura Kelemen, Director. Niagara County borders Lake Ontario and is anchored by the cities of Niagara Falls, Lockport and North Tonawanda; it has a population of approximately 215,000. The Niagara County Department of Mental Health & Substance Abuse Services (NCDMH) provides direct services for mental health and substance abuse treatment and also contracts for these services with other community providers. NCDMH is the Local Government Unit (LGU), which is responsible for the planning and oversight mental health, chemical dependency and developmental disabilities services in the county. Key concerns identified in the 2017 LGU Plan include housing, transportation, opioid treatment services, residential services, and crisis services for children.
- **Orleans County, Orleans County**, represented by Mark O'Brien, Director of Mental Health & Community Services (DCS). Located in northern WNY and bordered by Lake Ontario, Orleans County has a population of approximately 44,000 and is anchored by the Towns of Albion and Medina. The Mental Health Department (OCDMH) provides direct services for mental health including adult and children's outpatient counseling, psychiatric and psychological services, and care management services. OCDMH is the Local Government Unit (LGU), which is responsible for the planning and oversight mental health, chemical dependency and developmental disabilities services in the county. Key concerns identified in the 2017 LGU Plan include housing, transportation, HARP/HCBS, opioid treatment services, and crisis services for children. Mark is the DCS lead for the WNY RPC.
- **Wyoming County**, represented by Nancy Balbick, Director of Community Services. Located on the eastern border of the WNY region, Wyoming County has a population of approximately 42,000 and is anchored by the towns of Warsaw, Attica, Perry and Arcade. Wyoming County is a predominantly rural and agricultural area. The Wyoming County Mental Health Department (WCMHD) contracts for mental health, substance abuse and developmental disabilities services with various community-based agencies and, as the Local Government Unit (LGU), the Department is responsible for the planning and oversight of services for County residents. Some key concerns identified as service gaps include housing, transportation, additional substance abuse and opioid treatment services, workforce recruitment/retention and crisis services.

Hospitals and Health Systems:

- **The Chautauqua Center (TCC)**, represented by Kristy L. Lauer, LCSW-R, Director of Behavioral Health, is located in Chautauqua County and is a FQHC. TCC provides primary care, mental health, substance abuse and dental services to adults and children. TCC also provides care coordination, bilingual services, insurance enrollment and Women's Health services, including STI testing and treatment. TCC partners with community agencies including Cornell Cooperative (Eat Smart Program), Chautauqua Opportunities (housing, HEAP) and Universal Primary Care (Maternal and Child Health Community Program).
Counties Served – Chautauqua, Erie, Cattaraugus.

- **Erie County Medical Center (ECMC)** is represented by Dawn K. Walters RN MS, Vice President of Behavioral Health and Rehabilitation Services. Located in Buffalo, NY, ECMC is proud to offer mental health and psychiatry services, as well as alcohol and drug addiction detoxification and rehab, for patients throughout the seven counties of Western New York.

In addition to being one of the largest chemical-dependency treatment centers in Western New York, ECMC is the only Buffalo-area hospital that offers psychiatry in the emergency room and chemical dependency evaluations, both 24 hours a day, seven days a week. There are more than 14,000 visits to CPEP, the largest psychiatric emergency care program in NYS. ECMC is also home to 160 inpatient psychiatric beds, in addition to 36 detox and rehabilitation beds. ECMC also provides more than 100,000 outpatient visits through their six clinics dedicated to Behavioral Health and Chemical Dependency, including a First Psychosis Clinic and Medication and Prescription Clinic.

All treatment programs at ECMC are certified by the New York State Office of Mental Health, the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) and the Office of Alcoholism and Substance Abuse Services (OASAS).

- **Health Home Partners of WNY**, represented by Bruce Nisbet, President of Health Home Partners of WNY, located in Erie County. Health Homes Partners of WNY, LLC is providing intensive health home care coordination services to a growing population of approximately 5000 eligible individuals in Erie, Niagara, Cattaraugus, and Wyoming Counties. There are six diverse downstream providers contracted to provide our health home care coordination services: Spectrum Human Services; Evergreen Health Services of WNY; Catholic Health; Family and Children's Services of Niagara; Transitional Services, Inc., and DePaul. Health Home Partners also works closely on multiple projects with three PPS's: Millennium, Community Partners of WNY; and Finger Lakes PPS (FLPPS).

Counties Served: Cattaraugus, Erie, Niagara, Wyoming

- **Health Homes of Upstate New York (HHUNY)** is represented by Sharon Bauer, Stakeholder Relations Director, HHUNY MSO. HHUNY as a Management Services Organization provides services to four affiliated adult health homes, Circare, Chautauqua County Department of Mental Hygiene, Huther Doyle and Lake Shore Health Home Services serving 22 counties in the Finger Lakes, Southern Tier, Central and Western regions of New York; and a children's health home, Children's Health Home Upstate New York (CHHUNY), a 117 agency collaborative partnership spanning 54 counties in New York State. Partnering with more than 180 Care Management agencies and 1,700 Care Managers who offer comprehensive care management to Medicaid participants, HHUNY has engaged over 35,000 members since its inception in 2013.

HHUNY MSO supports Health Home Care Management agencies by providing practice management and administrative support services through Referral Coordination, Training, Marketing, HIT, Billing, Quality Assurance/Performance Improvement and Provider Network Relations. HHUNY affiliated Health Homes participate in several projects with regional PPS's: Finger Lakes Performing Provider System, Inc., Millennium Collaborative Care, Sisters of Charity Hospital of Buffalo, New York, Central New York Care Collaborative, Inc.; and Care Compass Network (Southern Tier Rural Integrated Performing Provider System, Inc.)

Counties Served by the Adult Health Home Program: Allegany, Cattaraugus, Cayuga, Chautauqua, Chemung, Cortland, Erie, Genesee, Livingston, Madison, Monroe, Onondaga, Ontario, Orleans, Oswego, Schuyler, Seneca, Steuben, Tompkins, Tioga, Wayne and Yates

- **Niagara Falls Memorial Medical Center (NFMMC)**, represented by Vicki Landes, Vice President Community Care Coordination and Services, located in Niagara County. NFMMC is a state designated Vital Access Provider that is a hospital with six primary care sites located throughout Niagara County. NFMMC is the only adult inpatient mental health facility in Niagara County. NFMMC also provides outpatient mental health counseling and is a state designated lead Adult and Children's Health Home. NFMMC partners with over 200 community agencies.

Counties Served – Niagara

- **UPMC Chautauqua/WCA Hospital**, represented by Andrew O'Brien, Director of Chemical Dependency and Mental Health services, located in Chautauqua County. WCA Hospital is a provider of mental health and substance abuse services in the western Southern Tier, providing inpatient mental health services for children, adolescents and adults. Additionally, inpatient CD rehabilitation in Jamestown and outpatient CD/MH services in Dunkirk and Jamestown, NY. WCA also provides ancillary withdrawal/stabilization services on both an inpatient and outpatient basis. WCA is part of the University of Pittsburgh Medical Center (UPMC) and will be affiliated with the Western Psychiatric Institute of UPMC. WCA is a strong partner with community agencies including the Chautauqua County Health Department, Department of Mental Hygiene, and several peer service agencies. Andy is also the co-chair of the WNY RPC.

Counties served Chautauqua, Cattaraugus, Allegany, and southern Erie

Peers, Family, Youth:

- **Sue Gagne**, a family member located in Genesee County.
 - I have been a member of my loved ones' recovery team for over 25 years. Through this journey I have gained experience navigating a variety of systems including law enforcement/criminal justice, mental health inpatient psychiatric hospitalization, outpatient mental health and substance abuse services, Medicaid, Social Security, housing, etc. I have learned first-hand the importance of engaging the individual, the family/loved ones, and the provider to form recovery teams utilizing person centered planning techniques, open communication, and shared goal setting.

It would be my pleasure to represent family members at the RPC to inform the state about needs and issues in our local region in order to improve outcomes for our family members with mental illness and/or substance abuse issues.

- **Vicki McCarthy**, a family member located in Erie County.; is also the Executive Director of the Families' Child Advocacy Network, a family run, independent not for profit agency in Erie County, providing family support services for parents raising a child being served in any child serving system due to social, emotional or behavioral challenges.
 - I am here because of the journey my family experienced with my youngest son and his lengthy recovery process after being diagnosed with Bipolar disorder as a young

adolescent. We experienced multiple hospitalizations, day treatment, years of HCBSW services and finally, success. We celebrate every day he is successful. Due to all of the services and supports, he lives independently, works a full time job and has a group of very supportive friends. His journey and our journey as a family is a work in progress

- Today, I am equally as passionate about the opiate addiction epidemic. As knowledgeable as I am, I was still taken by surprise when I found out that my 33 year-old son was addicted to heroin. Over the past two years, he has lost everything to heroin. The obstacles we have faced are not recovery oriented. He has been brought back by Narcan twice. His primary care physician dropped him as a patient when he tested positive after 6 weeks of being clean so there was another door for him to walk away from treatment. We are back to square one, but we will never give up.
- **Michelle Scheib**, a peer advocate located in Erie County.
 - I have worked for Restoration Society, Inc. in Buffalo for 9 years and I am the recovery center service coordinator. I would like to sit on the board so the peer voice is heard for all. I have been the lead person in coordinating the mental health flash mob in Buffalo for the past 4 years. The mission of that is to break the stigma of mental health for all and to showcase that it can effect anyone.
- **Kirsten Vincent**, a peer advocate located in Cattaraugus County.
 - I am the Director of Respite Services for Housing Options – my team provides services in Erie, Cattaraugus, and Chautauqua Counties and the organization provides services throughout WNY. I want to help make a difference. I want to support the community in providing better opportunities for people to be successful. I believe it is our goal to assist people to utilize services when needed and then to provide supports for them to live independently and interdependently in the community.

Managed Care Organizations:

- **Excellus Health Plan**: Colleen Klintworth, CASAC, LMHC is the Government and Community Affairs Manager for Excellus Health Plan. Colleen has experience working with NYS OMH and NYS OASAS programs as a clinician and clinical director.

Headquartered in Rochester, Excellus Health Plan provides health insurance to approximately 1.5 million members and employs about 5,800 New Yorkers. Excellus Health Plan's mission is to provide access to affordable and effective health care services, be responsible stewards of our communities' health care resources and work to continually improve the health of our members and those in the communities that we serve. Excellus Health Plan offers Medicaid Managed Care programs, sponsored by New York State, that help ensure that medical coverage is available for the uninsured.

Medicaid Managed Care Plans offered: HMOBlue Option in the Central New York, CNY Southern Tier & Utica regions; Blue Choice Option in the Rochester region; Premier Option in Orleans County. Health and Recovery Plans offered: Blue Option Plus in the Rochester, Southern Tier & Utica regions; Premier Option Plus in Orleans County.

Counties served: Orleans, Monroe, Wayne, Livingston, Ontario, Yates, Seneca, Oneida, Herkimer, Otsego, Broome

- **Fidelis:** Megan Woodward/Andrea Hurley Lynch. Fidelis Care provides quality, affordable, New York State-sponsored health insurance coverage for people of all ages and at all stages of life. Today, through a statewide network of more than 67,000 providers, we serve more than 1.5 million children and adults, making Fidelis Care one of the largest government programs-based health insurance plans in New York State. In fact, one in 13 New York State residents is a Fidelis Care member.

We are deeply connected to the communities we serve, working with healthcare providers, educators, religious leaders, nonprofit organizations, and other community leaders to ensure people can access the healthcare they need and deserve.

At Fidelis Care, we strive to:

- Promote health through quality, accessible care and services for all;
- Join in partnership with health professionals to assist them in their healing work;
- Act as a facilitator to build linkages and systems for the coordination of care and services among healthcare, behavioral and social services, as well as educators and religious leaders, to address the spiritual, emotional, and physical needs of those we serve;
- Advocate for a health policy that accords true dignity and respect for all human persons, especially the poor and underserved.

Counties served: all

- **Independent Health Association:** Jay A. Swarthout, LMHC, Behavioral Health Project Manager, HARP Clinical Director. Since our founding in 1980, Independent Health has grown, expanded, and evolved into one of the nation's top health plans and one of Western New York's largest employers. Our mission and vision statements define our organization, capture where we are headed in the future, and communicate our leadership role in the health care industry in providing health-related products and services that enable affordable access to quality health care, sustaining recognized leadership in customer engagement, and delivering solutions that improve the health of the communities we serve. MediSource Connect is the Independent Health credentialed Health and Recovery Program which is managed in partnership with Beacon Health Options.

Jay is an Adjunct Faculty at the University of Buffalo School of Social Work, Board of Directors Member for Restoration Society, Inc., and Therapist for Give An Hour. He has thirty-six years of experience as a clinician, administrator, educator, trainer, and program and system developer in working with individuals with trauma, criminal justice, developmental disability, and co-occurring mental health and substance use disorder issues. Jay has been recognized by Erie/Niagara NAMI, the Mental Health Association of Erie County, and the Western New York Chemical Dependency Consortium for his community contributions and service.

Counties Served: Erie

- **HealthNow:** Tina Lamont, RN, BSN, Corporate Director, Inpatient Utilization Management and Case Management. Tina Lamont has several years of experience with regional and national health plans in utilization review, case and disease management, quality program development, network contracting and product development. She is well respected as an innovative leader in her field. Lamont holds a Bachelor of Science Degree in Nursing from Niagara University and serves on their Nursing Alumni Advisory Board of Directors. She has also served on many other boards and community organizations including: Niagara Hospice, American College of Health Care Executives and National Patient Advocacy Foundation.
- **MVP:** Jessica Muratore is the Associate Director of Quality Improvement Compliance at MVP Health Care. MVP is a nationally recognized, regional not-for-profit health plan, committed to having a positive impact on the health and wellness of our members. MVP offers the Harmonious Health Care Plan, a health benefit plan offered through the New York State Health and Recovery Plan program (HARP). The Harmonious Health Care Plan provides traditional Medicaid benefits through MVP's participating provider network, as well as a broad range of Home and Community Based Services (HCBS).

Counties Served: Albany, Columbia, Dutchess, Genesee, Greene, Jefferson, Lewis, Livingston, Monroe, Oneida, Ontario, Orange, Putnam, Rensselaer, Saratoga, Schenectady, Sullivan, Rockland, Ulster, Warren, Washington, Westchester

- **UnitedHealthcare:** Jennifer L. Earl, MA, LMHC, Government Liaison, United Healthcare Community Plan- The role of the Government Liaison is to be an ambassador between the Plan and government entities, providers, and other partners. It is the mission of UnitedHealthcare to help people lead healthier lives. UnitedHealthcare offers a large portfolio of products to help meet a variety of needs for individuals and families. UnitedHealthcare Community Plan offers health care coverage for beneficiaries of Medicaid and offers access to high-quality care to improve members' health and help them live more independently. The Wellness4Me plan is UnitedHealthcare's Health and Recovery Plan (HARP) approved by New York State. United Healthcare has members in 42 counties throughout New York State and continues to expand.

Counties Served: Albany, Bronx, Broome, Cayuga, Chautauqua, Chemung, Chenango, Clinton, Columbia, Dutchess, Erie, Fulton, Genesee, Greene, Herkimer, Jefferson, Kings, Lewis, Livingston, Madison, Monroe, Nassau, New York, Niagara, Oneida, Onondaga, Ontario, Orange, Oswego, Queens, Rensselaer, Richmond, Rockland, Seneca, St. Lawrence, Suffolk, Tioga, Ulster, Warren, Wayne, Westchester and Wyoming.

- **YourCare Health Plan:** Mary Jo Muscolino, RN, MPA, CCM, CASAC, is the Director of Behavioral Health Services for YourCare Health Plan. Introduced August 1, 2015, YourCare Health Plan is a not-for-profit subsidiary of Monroe Plan for Medical Care, a provider of health support services for the safety net population in the Rochester and Western NY regions for more than 45 years. YourCare offers the enhanced HARP to their eligible members. In addition to YourCare Health Plan, Monroe Plan provides Care Management Services for Health Homes and HARP Home and Community Based Assessments contractually for insurers and community agencies.

Counties Served: Allegany, Erie, Monroe, Wyoming, Cattaraugus, Chautauqua, Ontario with additional expansion planned

Key Partners:

- **Erie County Department of Social Services**, represented by Al Dirschberger, Commissioner. Responsible for the largest County Department that employs over 1,700 staff and has an annual budget of over \$600 Million Dollars. He has brought a sense of collaboration and best practices to the Department of Social Services. He has been instrumental in moving the Department of Social Services into community based partnerships in an effort to deliver quality services that are easily accessible and timely. He has developed relationships with all school districts by co-locating CPS workers within the School System. He has partnered with the University at Buffalo School of Social Work and Libraries to have social work interns accessible within communities to assist those in need in signing up for social services benefits on line.
- **Finger Lakes PPS (FLPPS)**, represented by Doug Hurlbut, Project Manager.
- **Millennium Care Consortium**, represented by Andrea Wanat, Director of Behavioral Health. Andrea J. Wanat is the Director of Behavioral Health for Millennium Collaborative Care and former Executive Director of the Erie County Council for the Prevention of Alcohol and Substance Abuse. She has dedicated her 20+ year career to the addictions field. As a community leader, she has served as chair of the WNY Chemical Dependency Consortium; treasurer, United Way's AEA, NYS Addiction Advisory Panel member; and co-chair of the NYS Prevention Agenda's substance abuse committee. Wanat holds a Master's Degree in community psychology and substance abuse counseling, certificates in Administrative and Financial Management, a prevention professional credential, and group fitness certification.
- **P2 Collaborative**, WNY PHIP (Population Health Improvement Program), represented by Karen Hall, MHA, the Program Manager for Population Health at the P² Collaborative of Western New York. The P² Collaborative aligns resources to measurably improve health and healthcare delivery, increase access to care, and reduce health disparities in Western New York. As a trusted source for population health knowledge and effective convener of diverse partners, P² drives a variety of targeted and objectively measurable initiatives that are important to community stakeholders.
- **The Homeless Alliance of Western New York (HAWNY)**, represented by Andrew Dearing, Program Coordinator, facilitates strategic actions to end homelessness as the Continuum of Care lead in Buffalo, Niagara Falls, Erie, Niagara, Orleans, Genesee and Wyoming Counties. We coordinate the annual Continuum of Care (CoC) application process, released by the Department of Housing and Urban Development (HUD), with community and government partners for programs meant to quickly rehouse homeless individuals and families, such as Permanent Supportive Housing and Rapid-Rehousing. We also manage program activity and provide data driven solutions through the Homeless Management Information System (HMIS) for these communities and Cattaraugus County.

Ex Officio Members

Chris Smith, Office of Mental Health, WNY Field Office.

Chris Marcello, Office of Mental Health, WNY Field Office.

Jerome Puma, Office of Alcohol and Substance Abuse Services, WNY Field Office.

Dana Brown, Office of Children and Family Services, WNY Regional Office