

Behavior Health on Deafness Sub-Committee Meeting
January 19, 2010
Independent Resources, Inc.
Wilmington, DE
1:00 pm

Present: Christy Hennessey (Chair); Lois Steele (Vice-Chair); Loretta Sarro, DODHH; Joshua Weinstein, MCC; Steve Dettwyler, DSAMH; Kyle Hodges, Staff

Interpreter: Pamela D'Occhio

Additions or Deletions to the Agenda

There were no additions or deletions to the agenda.

Approval of the Meeting Minutes

Motion was made, seconded and approved to accept the minutes of the November 17, 2009 meeting as amended as follows: Page 2: delete first sentence as follows; Page 3: Consumer Survey (5th line) - change "Loretta" to "Christy". Also, the next sentence should say "Christy" instead of "Loretta".

Christy stated she would like to add at the end of each minutes, the date, time and place for the next meeting. Kyle will resend the meeting schedule since everyone did not receive one. Christy also wanted to add Marcia Schweitzer (Middletown Counseling) to the distribution list.

Chair Report

Christy spoke about a consumer group called CRACD (Consumer Recovery Advisory Coalition of Delaware) held on Friday, January 15, 2010. Christy stated that this group is trying to start an art gallery/center for people with mental health issues so that people can express themselves through their art. They are trying to find a good location in the City of Wilmington. Loretta commented that there was an individual from Florida at the November consumer meeting who said that this not only gives people something to do; it also redirects their energies and they develop a healthy interest. This idea could be expanding to DPC. This discussion continued at the January consumer meeting where they focused on finding a location, discussing pros and cons of various locations. Loretta added that the concept is not so much as an art class, but a gathering where people can express themselves and use their artistic talent. Kyle asked if this is something where people show their artwork. Christy stated that it was in the infant stage and they are looking for a building that needs mural work done. Loretta added that the consumer group is focused on finding a facility; they had looked at a 17th Street location and a Canby Park location, but they were leaning toward the Canby Park location (although the building needs some renovations/repairs). This consumer group was established by Penny Chelucci and she helps them along. This group is still working on the peer

specialist piece and that is progressing nicely. Strategic planning notes from 2009 were also distributed at the January CRACD meeting, and they discussed planning for 2010. Christy discussed an agency that provides crisis services (clothing, food, etc.). The agency is available 24/7 and staff can be reached by cell phone. Steve added that Alan Conover from Horizon House started this consumer-run program in Rick Van Story's memory (a former case manager); it is called the Rick Van Story Center. Steve will provide contact information. While the Center is currently under the auspices of Horizon House, they hope to eventually be totally independent and have nonprofit status.

Christy brought up an issue that there are four (4) deaf individuals living in a Connections group home that were asking Connections to provide a video phone and she thinks this is a definite need when they are job searching, scheduling appointments, etc. Christy has encouraged one of the case managers to contact Cathy McKay to get this hooked up. Christy will follow-up on this issue.

Business:

DPC Policy

Kyle explained that the latest version was in the meeting packets that were distributed. No changes were made at the last meeting; in-depth changes were made at the September meeting. Kyle added that this was based upon Christy having a meeting with the DPC Director to go over policies to see if they needed to be revisited and this is one of the policies that Christy received.

There were some questions that came up in the November meeting. Someone asked if patients are excluded from treatment team meetings. Christy commented that the policy they had reviewed was created in 1985 and a lot of the terminology was outdated. Steve commented that DPC is rewriting a lot of their policies and the DSAMH Director Kevin Huckshorn spends half of her day at DPC focusing on staff, policy and what the patient needs, rather than what the institution needs. Steve will take this version back to the Director and reference the original to show what this group has done. Kyle will forward the September minutes to Steve. Kyle asked the group if anyone had comments/questions for Steve. Lois brought up an issue with timing and when the interpreters are scheduled be on-site and there is nothing for them to do (for example dinner, gym time, room time). In addition, there are other times where there is a meeting at 7:30 pm and the interpreter is told to leave at 8 pm. Steve suggested that maybe it would be a good idea to set up interpreters based on what the client is asking for and then check to see that it is working. Lois commented that the deaf consumer gets shut out when an interpreter is not there and the person can become disruptive and subsequently written up that they are disruptive when the true reason is that they do not have access to an interpreter. Lois suggested that it does not have to necessarily be one-on-one with the consumer, but the timing for an interpreter needs to be coordinated better.

Christy also clarified that there needs to be "warm-up time" between the client and the interpreter (referencing G. in the policy), so that if the client is not comfortable with the

interpreter, another interpreter can be provided. Kyle suggested that Steve bring the document to Kevin Huckshorn to find out if this is one of the policies that DPC is rewriting and then figure out what the next step should be. Agreement was made for Steve to present this document to Kevin.

Joshua (referencing J. of the policy) commented that the interpreter needs to be included at the weekly treatment team meeting, while checking with the interpreter and the patient to see that good use of interpreter services is being provided. Kyle suggested that if this particular policy is not being addressed, that this group may want to tackle the rewording. Kyle suggested that Kevin may want us to look at best practices policies of other states and Steve thought this was a good idea.

Christy asked Steve if he find out if Kevin Ann Huckshorn could attend the March 16th meeting. Kyle suggested that if she could not attend this meeting, let us know where to move forward. Christy asked Steve to let Kevin know that this Committee is ready to help her in regard to services for the deaf.

Consumer Survey

Christy announced that there will be a community day on March 20 and she would like to present these surveys to deaf consumers. Steve asked for background information on the survey. Loretta commented that they wanted to determine consumer satisfaction of services and to gather that information on where the weaknesses are and where changes need to be made. Steve asked what hospitals received this survey. Christy commented that she deals with deaf consumers frequently and when an issue about mental health came up, she presented them with a survey and there are about 30 completed surveys; therefore, it was not necessarily provided to hospitals. Steve asked how they would know what place the consumer is referring. Christy stated that they just wanted to know in general how consumers felt about mental health services in the area and that another survey could be more specific about locations of services. Steve questioned what would be the next step; he added that if you want to change the system, more specific information is needed. Loretta explained that once this survey is done, then they want to focus on specifics. There is also a need to create a spreadsheet on this data. Lois also suggested giving interpreters a survey to fill out to help identify issues. Kyle asked for clarification that the survey is a needs assessment for us to determine needs exist and where to follow-up; he also asked if they were looking at hospital services or community based services, or both.

Kyle commented that he needs to speak to Christy again before writing a letter to Dover Behavioral Health regarding interpreters (and lack of providing interpreter services). Steve asked for clarification about this issue. The specific issue is that Dover Behavioral Health provided a letter to a client saying that the after care provider probably would not provide an interpreter so they should get their own. Kyle stated that these agencies should be providing interpreters. Steve commented that when they send a deaf person to an aftercare provider, they should send the person to someone that provides interpreter services. Steve commented that Dover Behavior Health is responsible to send the person

to appropriate after care where the persons will get the services they need. Kyle will reword the letter to capture these points. Christy stated that this Committee is trying to educate agencies, and not speak to this specific letter. Steve suggested speaking to the CEO's of the hospitals and that the concern is the professional experience that people expect and deserve when discharged – one is appropriate language supports (e.g. Spanish, Korean, ASL). There was discussion about having a peer specialist for the deaf and hard of hearing (Penny Chelucci was looking for someone that would be a good peer specialist that she could train). Christy stated that it would be important to have one. It was agreed that Kyle will write a letter to William Weaver, CEO of Dover Behavioral Health on this issue.

Mental Health Fair

There was brainstorming about having a Mental Health Fair, with discussion about how long it should be (1/2 day or all day) and possible locations. It was suggested that tables would be needed for about 20 exhibitors, similar to the one held in Philadelphia. Loretta asked Joshua about his experience with the Mental Health Fair. Joshua explained that they had two 3-hour workshops, exhibit tables, and representatives were at their tables. It would be good to have a speaker who is knowledgeable on the topics; provide free refreshments, including free breakfast or free lunch which will guarantee some turnout. Christy asked about location ideas - one is DSD (Delaware School for the Deaf, possibly use their gym or multi-purpose room (MPR). It is hoped that that psychologists participate. There was discussion about use the school when they are having an in-service day, with mid-week being better than a Monday or Friday. Christy will speak with Della Thomas or Jeanne Evans about this. Agencies that already provide services for the deaf and hard-of-hearing could participate (for example, Connections, DSAMH, Community Mental Health, Middletown Counseling, Domestic Violence, Planned Parenthood). Lois suggested bringing in an attorney who is knowledgeable about ADA to do a workshop, possibly Brian Hartman or Dan Atkins. Lois also suggested offering free sponsor tables to those who have a staff person provide a workshop or interpreters. Suggestion was made to have a networking segment for the first hour, followed by the workshops. There was discussion about what price to charge for the tables and that money could go to the speaker. Christy suggested getting Dr. Kachman as a speaker. There was discussion about holding the Fair in the fall or spring, with the recommendation that spring of 2011 would be the best time. There was discussion about using the gym for the networking and when people go to lunch, set up for the workshop or use the MPR for the workshop; and having exhibitors RSVP, but not attendees.

Reports/Announcements

Joshua brought up that, prior to 2005, there had been a very good relationship established between AI DuPont Hospital (AI), who was an advocate for the Cochlear Implant Center, and DSD, but since then it has deteriorated. Debbie Trapani has not been invited to attend meetings between AI and DSD. Joshua asked if this Committee should send out a letter encouraging both DSD and AI to collaborate. Kyle suggested that Debbie or Della speak on this before taking the next step. He did not think it was a mental health issue

and that all the facts need to be known. Kyle offered to present this issue to CODHHE when they meet tomorrow night. A decision was made that CODHHE would be the better platform.

The meeting was adjourned at 3:00 pm.

The next meeting will be on Tuesday, March 16 at 1:00 pm at IRI in Wilmington.

Respectfully Submitted,

Kyle Hodges
CODHHE Administrator
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