



Crisis Management:

Summit for Preparing for and Healing From Crisis at Home, Work, and School

Friday, September 16, 2022
8 a.m. to 4:30 p.m.

Herberman Conference Center
at UPMC Cancer Pavilion
UPMC Shadyside

Second floor
5150 Centre Ave.
Pittsburgh, PA 15232

Sponsored by

UPMC HEALTH PLAN

UPMC



Crisis Management:

A Summit for Preparing for and Healing From Crisis at Home, Work, and School

Friday, September 16, 2022

This summit is offered at no cost.

Introduction

- Listening to and centering the history, knowledge, and experiences of community partners who have daily engagement with children, adolescents, and adults, especially those from marginalized and minoritized communities.
- Co-learning around practice-based tools for crisis management best practices to share training, tools, and resources.
- Strengthening formal, reciprocal, and sustained relationships to best support crisis situations in an ongoing way following the Summit to promote positive mental health and well-being.

Who Should Attend?

Community-based agencies and individuals in select geographic areas who have the consistent presence, recognition, and trust of the community for engagement with children, youth, and adults through their daily activities, e.g., youth ministers, counselors, teachers, DHS-licensed agencies, school nurses and health support staff, after-school program staff, juvenile justice, sports organizations, and others

Learning Objectives

At the completion of the program, participants should be able to:

- Develop an enhanced, formalized, and reciprocal relationship with UPMC Western Behavioral Health to better serve the communities in the primary service area of UPMC.
- Develop specific strategies for recognizing, managing, and recovering from crisis, building on examples of individual and community resilience.
- Expand the ability to guide and support children, youth, and their families through available resources of training, tools, and networking.
- Identify next steps following the Summit, based on collaborative input, on how to provide ongoing support and increase the trustworthiness of UPMC Western Behavioral Health and affiliated institutional partners.

Registration Instructions

There is no fee to attend this event. The event is being held in-person pending any changes to pandemic regulations.

REGISTER HERE



We encourage participation by all individuals. If you have a disability, advance notification of any special needs will help us to better serve you. Please notify us of your needs at least two weeks in advance of the program by calling Nancy Mundy at **412-204-9090**. For additional information about speakers and/or presentations, please contact Doreen Barkowitz at **barkowitzdh@upmc.edu**.



Agenda

8 to 8:30 a.m.

Registration

8:30 – 9:00 a.m.

Welcome

Deborah Brodine, MBA, MHA

President, UPMC Western Psychiatric and UPMC Senior Services

Review of Today's Format and Purpose

Rev. Paul Abernathy, MPA, MDiv

CEO, Neighborhood Resilience Project

9 to 9:30 a.m.

"Crisis Theory and Interventions"

VonZell Wade, PhD, LCC, CCTP

Co-Founder, Lost Dreams Awakening

This presentation will present a basic crisis intervention model. Topics will include defining crisis, when crisis is a danger, and ethical and professional considerations. Participants will learn about the theory and skills, mental health triage, cultural sensitivity, and self-care.

9:30 to 10:15 a.m.

"Crisis Resources: How and When to Engage"

Camellia Herisko, DNP, MSN, RN, PMHCNS-BC, CRNP

Vice President, Operations and Patient Care Services and

Chief Nursing Officer,

UPMC Western Psychiatric Hospital

Michael Edelstein, MA, LPC

Manager, Clinical Services,

resolve Crisis Services, UPMC WPH Altoona Crisis Services,

UPMC WPH Beaver Crisis Services

Kregg S. Winkowski, MS, NCC, LPC

Director, Clinical Services, UPMC Western Psychiatric Hospital

Knowing when to contact crisis services is invaluable for managing situations needing intervention. Learn about the available resources at several crisis service locations and the related UPMC Western Psychiatric emergency services. Call lines, mobile units, and walk-in services are available to help intervene, and support as needed when a crisis develops.



Agenda *continued*

10:15 to 10:45 a.m.

“ROOTS: Responding Out on the Streets”

Dan Palka

*Administrative Director,
Homelessness and Urban Poverty Medicine Program,
Allegheny Health Network*

Working with first responders to support homeless, addicted, and mentally ill persons, the Homelessness and Urban Poverty Medicine Program of Allegheny Health Network helps to cover gaps in services. By providing options other than jail when situations arise, they assist police with redirecting the focus for better outcomes. The program has mobile diversion, outreach, and co-response teams trained to help this vulnerable population.

10:45 - 11 a.m.

Break

11 - 11:30 a.m.

“A Public Health Approach to Violence”

Richard Garland, MSW

*Assistant Professor of Public Health Practice,
University of Pittsburgh Graduate School of Public Health*

Learn about the Public Health approach to gun violence. What is currently in place and what initiatives are underway? What is needed to create change?

11:30 - noon

“Empathy Gave Birth to Hope”

Denise Zellous

Director, Zellous Hope Project

Denise Zellous shares the story of how, after 46 years, her life was changed by the empathy and support she received by going to a program run for and by others like her at Bethlehem Haven. Decades of drug use, incarceration, and homelessness masked the childhood sexual and physical abuse and later domestic violence she experienced.

Noon - 1:30 p.m.

Resource Room and Lunch

Below is a partial list of organizations scheduled to host resource tables.

- 5A Elite Youth Empowerment
- Allegheny Children’s Initiative
- Allegheny Family Network
- Amachi Pittsburgh
- Auberle
- Big Brothers Big Sisters
- Center for Victims
- ET3 Mentoring Program
- Familylinks
- HSAO
- Lost Dreams Awakening
- NAMI Keystone Pennsylvania
- Neighborhood Resilience Project
- Pathways to Care and Recovery
- Peoples Oakland
- Pittsburgh Action Against Rape (PAAR)
- POWER
- resolve
- Theiss Center for Child and Adolescent Trauma
- UPMC Western Psychiatric Hospital Psychiatric Emergency Services
- Watson Institute
- Wesley Family Services



Agenda *continued***1:30 - 2 p.m.****“YOUTH C.A.S.T (Community and Schools Together) LEADERSHIP NETWORK”**

Keino Fitzpatrick

*Community Schools Site Manager, Pittsburgh Public Schools
CEO, Small Seeds Development, Inc.*

Youth C.A.S.T. is an intentional focus to address a servicing process, infrastructure, and culture that supports a continuum of social and educational prevention and enrichment services for students.

2 - 2:30 p.m.**“Next Time We’ll Be Ready: What’s Wrong with School Crisis Preparation Today”**

Mary Margaret Kerr, EdD

*Professor, Health & Human Development and Psychiatry,
University of Pittsburgh*

This presentation offers a practical look at evidence-informed strategies for crisis team preparation and training in school settings. Included in the review are risky oversights in pre-service educator preparation programs, missteps in convening crisis teams, gaps in crisis team training, and solutions for addressing these critical problems. Participants will gain access to excellent free resources to improve their crisis planning and preparation.

2:30 - 3 p.m.**“Implementation of the Columbia Suicide Screen in K-12 Schools”**

Melissa M. Nelson, EdD

Vice President of Academic Initiatives, New Story

As an evidence-based, highly endorsed rating scale used to screen for suicidality, the Columbia Suicide Screen can be implemented in all K-12 school settings. A case example for training teachers, counselors, nurses, and administrators on how to use the screening tool, along with how to develop school-specific protocols to follow once the screening is completed, will be covered in this presentation.

3 - 3:15 p.m.**Break**

Agenda *continued*

3:15 - 3:45 p.m.

“Trauma-Informed Responses to Students After Violence-Related Events”

Toya Jones, EdD, LCSW
*BASW Program Director and Assistant Professor,
University of Pittsburgh*

This presentation offers researched-based education about K-12 students' cognitive and behavioral responses in a crisis and how they can be best supported. Participants will learn quick, on-the-spot strategies that anyone can use to support students after they have experienced a traumatic event. Staff, faculty, and community providers will be able to share sustainable trauma-aware strategies with students that they can use in the future. Attendees will be equipped with helpful tips on following-up and making referrals.

3:45 - 4:30 p.m.

Q & A/What's Next?

Deborah Brodine, MBA, MHA
President, UPMC Western Psychiatric and UPMC Senior Services
Rev. Paul Abernathy, MPIA, MDiv
CEO Neighborhood Resilience Project

Wrap up the day with discussion and input on next steps to continue fostering relationships and support. Help identify necessary resources to provide support for crisis management.

4:30 p.m.

Adjourn

Moderators and Speakers



Rev. Paul Abernathy, MPIA, MDiv
CEO, Neighborhood Resilience Project

Rev. Paul Abernathy is an Orthodox Christian priest and the founding chief executive officer of the Neighborhood Resilience Project. Since 2011, Rev. Paul has labored with the community to build this ministry to address community trauma with Trauma-Informed Community Development (TICD), a framework that transforms trauma-affected communities into resilient, healing, and healthy communities. Under Rev. Paul's leadership, millions of dollars in food, clothing, furniture, transportation assistance, identification, free health care, and emergency relief has been distributed to the greater Pittsburgh community. The framework of TICD also includes a trauma-response team and micro-community interventions. Community groups from all across the nation have worked with Rev. Paul to be trained in the TICD framework.

He has a Bachelor of Arts in International Studies from Wheeling Jesuit University and a master's degree in Public and International Affairs from the University of Pittsburgh as well as a Master of Divinity from St. Tikhon's Orthodox Theological Seminary. A former non-commissioned officer in the United States Army, Rev. Paul is a combat veteran of the Iraq War.

Additionally, Rev. Paul is the pastor of St. Moses Orthodox Church, a husband, and father of two children.

Moderators and Speakers *continued*



Deborah Brodine, MBA, MHA

President, UPMC Western Psychiatric

President, UPMC Senior Services

Deborah Brodine, MHA, MBA is the president of UPMC Western Psychiatric Hospital (WPH) and the Behavioral Health Services Network of UPMC. Western Psychiatric is integrated with the Department of Psychiatry of the University of Pittsburgh School of Medicine and the psychiatric division of University of Pittsburgh Physician Practice. Psychiatric services are provided by more than 200 psychiatrists and psychologists at 19 UPMC hospitals with a total of 488 inpatient psychiatry beds, consultation and liaison services, and more than 85 ambulatory programs.

Deborah also serves as the president of UPMC Senior Services, which encompasses the health system's home health, hospice, community-based care, and senior living and skilled nursing capabilities. UPMC Senior Services provides more than 700,000 home health visits and over 50,000 home health admissions annually, supports a hospice average daily census of over 520, and serves over 2,200 seniors daily in skilled nursing, assisted living, personal care, independent living, and Continuing Care Retirement Communities (CCRCs).

With more than 25 years' experience in health care leadership, Deborah has led the navigation of numerous payer-provider and value-based care model efforts on behalf of UPMC in post-acute and community-based care. In collaboration with colleagues from the University of Pittsburgh, she has provided leadership and direction to the Aging Institute of UPMC and the University of Pittsburgh, the UPMC Palliative and Supportive Institute, and community-based programs of the Rehabilitation Institute, including UPMC's Disabilities Resource Center.



Michael E. Edelstein, MA, LPC

Manager, Clinical Services, resolve Crisis Services, Beaver Crisis Services, and Altoona Crisis Services

Currently, Michael serves as the manager of Clinical Services for resolve Crisis Services, Beaver County Crisis Services, and Altoona Crisis Services. Michael started at resolve in 2008 as one of the first members of the program's Mobile Crisis Team, where he completed more than 5,000 crisis calls during his tenure. He has worked as a supervisor and as a program manager both at resolve and at UPMC Western Psychiatric Hospital's emergency department.

Michael has worked in justice-related services, and as a forensic specialist/clinician at Western Psychiatric Hospital's Transitional Community Treatment Team. Michael is a leader-member of WPH's Critical Incident Stress Management Team (ASAP) and is a co-leader of its recruitment efforts. He also serves on the hospital's Suicide Steering committee, and is a co-leader for the National Suicide Prevention Month Educational Series planning project.

Michael is a husband of 29 years, a father, a volunteer EMT, and a licensed airplane pilot.



Moderators and Speakers *continued*

**Keino Fitzpatrick**

*Community Schools Site Manager,
Pittsburgh Public Schools
Chief Executive Officer,
Small Seeds Development, Inc.*

For the past 30 years, Keino Fitzpatrick has worked in the arena of education and social services. His experience involves, non-profit executive leadership, organizational consulting, case management, community organizing, professional development training facilitator, youth and adult professional coaching, program development, grant writing, strategic organizational design planning, community-school framework implementation, and organizational life-cycle management.

He is a 1990 Pittsburgh Public Schools graduate from Westinghouse High School. He holds an associate's degree in Teacher Education from the Community College of Allegheny County, a BS in Applied Developmental Psychology in Education from the University of Pittsburgh, and an MS in Community Leadership from Duquesne University.

Keino enjoys working with colleagues in the execution of building strong and safe community schools, that are thriving and seeking to ensure that our students, parents, and teachers are taking full advantage of the available social, educational, and community-based resources.

**Richard Garland, MSW**

*Assistant Professor of Public Health Practice,
University of Pittsburgh Graduate of Public Health*

Richard Garland's research centers on working with troubled youth, especially those involved in gangs and gun violence. He works with police departments and community-based organizations throughout the state of Pennsylvania, providing gun violence education and training.

Richard is the Director of the BCHS Center for Health Equity's Violence Prevention Project where he oversees training, data collection, and outreach efforts aimed at reducing crime and violence. Currently, the Center is conducting a hospital-based intervention project where gunshot wound victims receiving treatment in four major trauma units will be counseled to reduce emergency department recidivism. Case management services are provided to attempt to alter the lifestyle of the victims to prevent further involvement with crime and violence.

Richard completed his master's degree in Social Work in 1996, specializing in Community Organization. He also has received several awards, including the Lucien E. Blackwell Award from Philadelphia Mayor Michael Nutter for contributions to the greater community and the Courage to Comeback Award from the St. Francis Foundation on Overcoming Economic Diversity.



Moderators and Speakers *continued*



Camellia Herisko, DNP, MSN, RN, PMHCNS-BC, CRNP

*Vice President, Operations and Patient Care Services and Chief Nursing Officer,
UPMC Western Psychiatric Hospital*

Camellia Herisko is vice president, Operations and Patient Care Services and chief nursing officer at UPMC Western Psychiatric Hospital (WPH). Dr. Herisko has been employed at WPH in a variety of roles for approximately 39 years. Dr. Herisko is responsible for all administrative processes associated with the 263-bed inpatient facility, the Psychiatric Emergency Services (PES), and Crisis Services.

After graduating with her diploma in 1985, Dr. Herisko received her BSN from LaRoche College and went on to receive two masters from the University of Pittsburgh, as a nursing clinical specialist in Psychiatric Mental Health and as a psychiatric adult nurse practitioner. In 2012, she completed her Doctor of Nursing Practice

from the University of Pittsburgh. Dr. Herisko is certified through the American Nurses Association NA as a certified nurse clinical specialist in Psychiatry.

Dr. Herisko is also adjunct faculty at the University of Pittsburgh School of Nursing and a clinical assistant professor of Psychiatry in the School of Medicine, Department of Psychiatry. Additionally, she holds membership in the American Psychiatric Nurses Association and the American Organization of Nurse Executives. Dr. Herisko is the current chair of the Southwestern Pennsylvania Organization of Nurse Leaders.



Toya Jones, EdD, LCSW

*BASW Program Director and Assistant Professor,
University of Pittsburgh School of Social Work*

Dr. Toya Jones is the BASW Program Director at the University of Pittsburgh's School of Social Work. She earned a Bachelor of Arts degree in Psychology from Indiana University of Pennsylvania, a master's degree in Social Work, and a doctorate in Education from the University of Pittsburgh.

As a licensed clinical social worker, a trauma expert, and a therapist, she comes with a wealth of experience at the post-secondary and secondary levels with students diverse in age, ability, and cultural background. She has been addressing the needs of children and families impacted by violence for the past twenty years.

Additionally, Dr. Jones has extensive experience working with the incarcerated population and returning citizens who have been affected by crime. She has also been involved in special community projects counseling juvenile and adult ex-offenders and clients with substance abuse and mental health disorders. Her current research focuses on trauma reactions in social work students, increasing the awareness of PTSD and self-care techniques amongst social work students, integrating CBT and faith in the black church community, and levels of burnout amongst BIPOC MSW students.



Moderators and Speakers *continued*



Mary Margaret Kerr, EdD

*Professor, Health & Human Development and Psychiatry,
University of Pittsburgh*

A graduate of Duke University and American University, Mary Margaret Kerr is a Professor of Health and Human Development in the School of Education at the University of Pittsburgh, where she teaches mental health and crisis courses. She also holds a secondary appointment in the Department of Psychiatry.

For many years, Dr. Kerr directed training services for the state-funded STAR-Center, which provided crisis response services, training, and policy consultation to school districts and agencies across Pennsylvania. Also licensed as a superintendent, Dr. Kerr has worked in urban school districts throughout her academic career.

In addition, Dr. Kerr has consulted and lectured extensively on school crisis response across the United States

and authored a nationally recognized book, "School Crisis Prevention and Intervention," published in 2018.

She has responded to more than 1000 community crises, including the TWA 800 and US Air 427 aviation disasters and Hurricane Katrina. Today, Dr. Kerr and her team work closely with two 9/11 memorials and have published innovative research on children's experiences when they visit or live near sites commemorating mass trauma.



Melissa M. Nelson, EdD

Vice President of Academic Initiatives, New Story

Melissa M. Nelson is the vice president of Academic Initiatives for New Story. In this role, she leads the curriculum and instruction initiatives thought leadership, and supporting states in which New Story operates to identify and scale best educational practices. Before joining New Story, Melissa spent eight years working as assistant principal and principal, leading mental health and academic initiatives in a district ranked in the top 2% of all schools in the United States.

Melissa brings a wealth of experience and expertise in the education and health sectors and has a deep passion for serving students with the most complex cognitive, emotional, and behavioral disabilities. For the past 16 years, she served in a variety of roles in urban and suburban education systems including personal care assistant in a special education classroom and general and special education teacher. Melissa also conducts research focused on gaining a greater understanding of educators' mental health and mental illness literacy and how to increase educator literacy to provide exemplary mental health supports to students in school settings.

Prior to her work in education, Melissa spent 14 years as a mental health clinician, counselor, and advocate in various psychiatric, educational, and legal settings, including UPMC Western Psychiatric Hospital's emergency room, The Center for Victims of Violent Crime, the Allegheny County Emergency Services Mobile Crisis Unit, and the Pressley Ridge School for the Deaf.



Moderators and Speakers *continued*



Dan Palka

*Administrative Director
Homelessness and Urban Poverty Medicine Program,
Allegheny Health Network*

Dan studied philosophy, political science, and classical languages at the University of Pittsburgh. After graduating, he moved to Turkey to work with refugees and traveled extensively, including Morocco and Tunisia. Subsequently, he became an emergency medical technician and moved to Alaska, where he worked on a fishing boat as a medic and fisherman.

Following those experiences, he set up a public health clinic in a village on the coast of Peru, joined Doctors Without Borders, and returned to Tunisia, working for the International Committee of the Red Cross to help youths who had been radicalized by ISIS but became disillusioned with the ideology. Later, he took a position supporting Doctors Without Borders in Greece as a search and rescue swimmer and medic working with boat refugees and became the medical coordinator for the largest refugee camp in Europe at the time.

Returning home, Dan became involved with Operation Safety Net, an organization that pioneered street medicine. He became a case manager at a shelter and eventually served as head of outreach before joining Allegheny Health Network. Dan has been instrumental in the development of the mobile teams designed to work with the police, firefighters, and medics in redirecting options, other than jail, for the homeless, mentally ill, and substance abusers.



VonZell Wade, PhD, LCC, CCTP

Co-Founder, Lost Dreams Awakening

Dr. VonZell Wade is the Co-founder of Lost Dreams Awakening, a 501c3 Recovery Community Organization located in New Kensington, Pa. Dr. Wade is a Licensed Professional Counselor (LPC) and the owner of Luo Counseling Center, Lower Burrell, Pa.

Dr. Wade is a Certified Clinical Trauma Professional (CCTP), a Recovery Coach Trainer of Trainers (TOT) and an adjunct faculty member of Faces and Voices of Recovery in Washington, D.C. Dr. Wade is also the co-developer of Pennsylvania's Peer Recovery Support Workforce (PRSW) Program – a six-week curriculum developed in response to the COVID-19 crisis.

Dr. Wade has provided care and trainings in the realm of drug and alcohol and mental health for several decades, serving both the adult and adolescent population. Dr. Wade is a person in active, ongoing, long-term recovery, established in 1991, and he has been an active participant in various recovery pathways, self-help, and change groups.



Moderators and Speakers *continued*



Gregg S. Winkowski, MS, NCC, LPC

Director, Clinical Services, UPMC Western Psychiatric Hospital

Gregg currently serves as the director of Clinical Services of UPMC Western Psychiatric Hospital's Psychiatric Emergency Services, resolve Crisis Services, PsychCare+, Beaver County Crisis Services, Altoona Crisis Services, and Mobile Mental Health Treatment. Gregg provides support and leadership for the staff and directors of these programs.

Gregg is a native of Ellwood City, Pennsylvania and attended Gannon University in Erie, Pa. He has 30 years of experience in the mental health field at a variety of agencies in western Pennsylvania and eastern Ohio. During this time, he has worked in a variety of clinical programs and levels of care, including outpatient, residential, acute inpatient, BHRS, and family-based services. The majority of Gregg's clinical work has been with children, adolescents, and their families; however, he has also worked with adult clients throughout the lifespan.

For the past 20 years, he has served as a program manager or director of clinical services in a variety of clinical settings while continuing to see clients and manage a caseload in an outpatient setting. His work in the mental health field has enabled him to have experience with various county mental health systems including Erie, Lawrence, Beaver, Washington, Fayette, Greene, Blair, and Allegheny counties. Gregg is licensed as an LPC in both Pennsylvania and Ohio.



Denise Zellous

Director, Zellous Hope Project

Denise Zellous, formerly homeless for 11 years and a drug addict for more than 20 years, is a survivor of childhood sexual and physical abuse who later in life experienced domestic violence and incarceration. In April 2000, Denise found a pathway to recovery at a comprehensive rehabilitation program run by Bethlehem Haven. She went on to use the traumatic experiences of her life to become a Certified Peer Specialist and receive national credentials in Family Development.

Denise created the Hope Project, which started as a grassroots community project in 2011. Returning to where Denise began her recovery, she focused the Hope Project on providing 19 homeless women in the Bethlehem Haven transitional living program with store-bought, everyday essentials for when they secured permanent housing. Those essentials included pots and pans, dishes and silverware, towels and washcloths, sheets and comforters, along with cleaning supplies.

The Hope Project transitioned to the Zellous Hope Project in June of 2013 as a 501c3 non-profit which she initially operated from the living room of her home. In 2018, Denise moved Zellous Hope from her home to the main street of downtown McKees Rocks. Today, the Zellous Hope Project serves hundreds of individuals and families throughout Allegheny County and has formed partnerships and a collaborative with other organizations and programs to meet the needs of those it serves.

