

## CBC'S NEW SPACE

### 55 BOND STREET, SUITE 701

On April 1<sup>st</sup>, CBC moved into its new office space at the Bond Collective. Here is the CBC team enjoying the new space. We hope everyone can come by and visit!



## CARE COORDINATION SERVICES

### AUDIT DETERMINATION LETTER FROM JCOPE

The Coalition of NYS Health Homes was audited from March 28 – April 5. The conclusion of the 2018 Client Semi-Annual Reports filed by the Coalition of NYS Health Homes appears to be in compliance with the New York State Lobbying Act.

### HCBS INFRASTRUCTURE PROJECT

New York State has awarded \$50M in Behavioral Health (BH) Home and Community Based Services (HCBS) Infrastructure funds to be administered by MCOs in support of improvement for HARP members' access and delivery of HCBS services.

CBC IPA has executed 3 HCBS Infrastructure Contracts with Healthfirst, Emblem Health, and Empire BlueCross BlueShield to provide a comprehensive approach to increasing HCBS service utilization for our HARP members. CBC IPA subcontracted with eight member agencies including [ACMH](#), [The Bridge](#), [Catholic Charities Neighborhood Services](#), [New Horizons Counseling Center](#), [Postgraduate Center for Mental Health](#), [Samaritan Daytop Village](#), [The Jewish Board](#), and [Services for the Underserved](#) for this project. Over the next 15 months, this HCBS Infrastructure Network will work throughout the year to achieve certain target goals for our HARP members.

CBC IPA will provide ongoing support and oversight to the HCBS Infrastructure Network along with assisting communication and partnership within the network. The HCBS Infrastructure Network will focus on high service deliverables for both Health Home (HH) HARP members and Non-HH HARP members. With the HCBS Infrastructure funds, each network agency will be able to hire and train a designated HARP Assessor, HCBS Staff, and a Peer Navigator.

CBC IPA is excited to be a part of this HCBS Infrastructure project and to see improvements with the BH HCBS process and utilization for our HARP members.

### UPCOMING AND FORTHCOMING VALUE – ADD TRAININGS

CBC hosted two in-person trainings for Adult HH (AHH) and HH Serving Children (HHSC) providers as part of our Trauma Informed Care series including Hands-on Workshop: Self-Reflection and Self-care Techniques and Essentials of Trauma Treatment: Part 1 (of 2): Three phases and Key Skills with 13 CMAs attending both trainings.

E-Mail [cbchealthhome@cbc.org](mailto:cbchealthhome@cbc.org) to RSVP for trainings.

Hands-on Workshop: Client-centered Emotional Regulation Skill Building – for care managers and supervisors

2 In-Person sessions available

- May 21<sup>st</sup> 9:30AM – 1PM
- June 11<sup>th</sup> 9:30AM – 1PM

CBC Value-Add Training - Transition Aged Youth - Documentation Requirements WebEx

May 31<sup>st</sup> 10 – 11AM

### Upcoming Meeting:

Joint QMT/CQMT Meeting

May 29<sup>th</sup> 9:30 – 11:30AM

NADAP - 1 Smith Street, FL 3 Conference Room, Brooklyn, NY

### CONSENTS

HHSC and AHH CMAs continue to make progress with completing and uploading the new consent versions of the DOH 5055 and DOH 5201. As of end of March, the HHSC achieved 98% consent completion. Adult CMAs have attained 64% completion. CBC will continue to monitor uploaded consents through the monthly documentation reports. As a reminder, an

updated DOH 5055 is due by the next Comprehensive Assessment Due Date. Since the Comprehensive Assessment is due annually, updates for both consents and assessments must be completed by July 31, 2019.

## BTQ FINANCIAL

Incomplete HML Assessments, or incorrectly completed HML Assessments, are the number one issue preventing billing for most CBC agencies. To identify these issues, navigate to the BTQ Portal "Enrollment File Report", under the "Patient Management" menu, and filter the "HML" column for the values "Missing", "Missing Full", and "Missing Partial". Please be aware that there may be special cases where this column indicates "Missing Full" even though you may believe a partial/limited HML would suffice. In these cases, complete a full/detailed HML regardless; the requirement is driven by MAPP, not the BTQ Portal.

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## QUALITY PERFORMANCE MANAGEMENT & COMPLIANCE

### HARP IMPROVEMENT PLANS

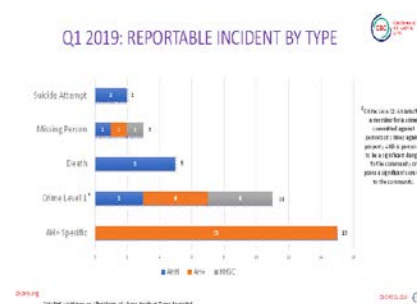
In April, the QPM Department initiated a network-wide strategy to increase performance metrics around HARP. The HARP Improvement Plans (HIPs) were completed by all CMAs, with an initial goal of reaching a 45% completion rate of both Eligibility Assessments and Plans of Care by June 30<sup>th</sup>. CMAs will continue to participate in monthly group webinars led

by QPM staff to build on best practices, navigate challenges and provide recommendations for documenting and providing members' access to HCBS services. The benchmark will be incrementally increased until the CBC network is at the 75% benchmark as mandated by SDOH. CBC's network completion rate of Eligibility Assessments (EA) has already risen to 46%, and the Plan of Care completion rate is currently 34%. Through the continued collaboration and participation of the CMA network, we look forward to strengthening HARP/HCBS workflow across our network to connect members to HCBS services that will assist in attaining their goals.

### QUARTERLY INCIDENT REVIEW COMMITTEE

CBC's QPM department hosted a quarterly Incident Review Committee (IRC) meeting on April 18<sup>th</sup>. The Q1 2019 analysis was reviewed and discussed. Findings show the most reportable incident being Crime Level 1 across the CBC Adult HH and HHSC network. In addition, a deep dive into contributing factors showed non-adherence to medication/treatment and social/family stressors as the most common factors associated with incidents. Based on IRC findings, recommendations for future trainings, such as Medication Management and continued trainings on working with the justice-involved population and trauma-informed care, were made to assist CMA staff in managing similar incidents/critical events in the future.

Look for emails from CBC regarding upcoming training opportunities. Of note, the SDOH issued a Reportable Incident Quarterly Report which provides a breakdown of incidents by category and population. The first report is due July 19<sup>th</sup> and will be submitted by CBC based on incidents reported by CMAs.



### PERFORMANCE QUALITY MEETING

Several performance improvement activities were discussed at the joint QMT/CQMT meeting on March 28<sup>th</sup>. Commencing April 2019 CMA's, in partnership with CBC QPM, will complete a HARP Improvement Plan (HIP) to identify workflow barriers and solutions to meet SDOH benchmarks for both EAs and POCs by June 30<sup>th</sup>.

## TECHNOLOGY

### iCHOOSE EVENT – THE CONSUMERS CHOICE

This event will provide consumers a voice to take control of their own health outcomes and choose technology they want to use.

CBC, in partnership with [Samaritan Daytop Village](#) and [The Jewish Board](#), with funding from the [Bronx Partners for Healthy Communities](#) (BPHC), are hosting the iCHOOSE Event to leverage technologies that increase communication, empowerment, engagement and access to patient care.

The event will showcase 4 technology apps that will be demoed directly to consumers to select the technology that best meets their needs. We are empowering our members to choose the technology they want to use, and we will pilot that technology for 3-6 months as we look at replicability and scalability.

Participating vendors include:

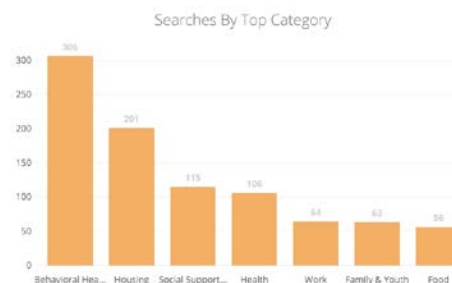
[Sobergrid](#), [Marigold](#), [Lifespite](#) and [Sibly](#).



### HEALTHIFY

Healthify continues to be utilized across the CBC Network. If you are interested in implementing Healthify in your agency, please contact [Elise Kohl-Grant](#), Director of IT Project Management.

#### 1,361 Total Searches for April 2019:



### CBC & HEALTHIFY PARTNERSHIP HIGHLIGHTED IN CIN

CBC's partnership with Healthify was recently spotlighted at the California Improvement Network's Webinar on Social Needs Services and Referral Models, and a case study of the partnership conducted by Redwood Community Health Coalition was published on their website, accessible [here](#).

CIN is a project of the California Health Care Foundation and is managed by the

Healthforce Center at UCSF, promoting their overall goal to improve healthcare delivery. The webinar, at which Elise Kohl-Grant and Aja Evans represented CBC, also featured representatives from SCAN Heath Plan, Kaiser Permanente Northwest and La Maestra Community Health Centers.

### SIREN PUBLISHES GUIDE ON COMMUNITY RESOURCE REFERRAL PLATFORMS

SIREN (Social Interventions Research & Evaluation Network) recently published a guide on the utilization and selection of Community Resource Referral Platforms available [here](#), where Healthify was noted to be the only product of its kind that is HITRUST certified, which is the "gold standard for HIPAA compliance and risk management." We are very excited about this development which is in keeping with CBC's high standards regarding privacy.

### NEW FEATURE OF HEALTHIFY

We are also please to introduce to our Healthify lineup a new feature enabling providers to administer an SDoH screening questionnaire and automatically generate a list of relevant SDoH services in the vicinity of the clinic or the patient's address. We are hopeful that this new feature will increase the utility of Healthify for our providers and that this will further increase usage. Please contact [Elise Kohl-Grant](#) for more information.

## CBC INNOVATIVE PROGRAMS

## ACMA 2019 NATIONAL CONFERENCE

Mark Graham, LCSW, VP Program Services and Barry Granek, LMHC, Senior Director, Pathway Home presented the Pathway Home care transition program model, guiding principles, and impact at [the ACMA 2019 National Conference](#) in Seattle. The break out session titled [Pathway Home: Bridging Behavioral Inpatient Stays with Community Services](#) was well attended with over 50 participants from all over the United States.



Mark Graham, LCSW, VP  
Program Services



Barry Granek, LMHC,  
Senior Director,  
Pathway Home

## ASAP STATEWIDE PREVENTION CONFERENCE

Aja Evans, LMHC, Community Integration Manager, Pathway Home and Monisa Lane ([SUS](#) Embedded Teams) presented a poster at the [ASAP Statewide Prevention Conference](#) sharing successful outcomes of the Pathway Home Embedded Team 730 project. The Pathway Home Embedded 730 project provides care transition services at MHC for individuals diverted from State



Hospitalization/Incarceration with a 730.40 designation (unfit to stand trial).



L to R: Aja Evans, LMHC, Community Integration Manager, Pathway Home; Monisa Lane, Team Leader, SUS Embedded Teams

## MANAGEMENT PRACTICE IMPROVEMENT AWARD

[Case Management Society of America Foundation](#), and the Foundation Board of Directors, will be recognizing Pathway Home as the recipient of the **2019 Case Management Practice Improvement Award** at their Annual Conference in Las Vegas in June. This award, with a record number of entries this year, is an opportunity for case managers to be recognized by their peers, demonstrating innovation and the value case management brings to the populations we serve.

## CRAINS FINALIST



Pathway Home and Mark Graham VP, Program Services is a finalist for the Crain's [2019 Heritage Innovation in Healthcare Delivery Award](#), taking place May 20<sup>th</sup>. Mr. Graham has played a critical role in developing and expanding CBC's array of innovative program as well as the growth of the CBC's IPA. He was instrumental in designing the clinical model for and

implementing CBC's innovative **Pathway Home** program. Under his leadership, this one-year grant funded pilot has become a multi-year NYS OMH-funded contract with 5 new Pathway Home teams scheduled for implementation this summer.

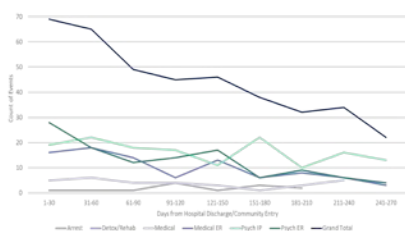
## PATHWAY HOME CRITICAL EVENTS

Pathway Home (PH) aims to improve community transitions which results in a reduction of costly readmissions to multiple systems. PH tracks critical events that result in increased costs, including psychiatric emergency department (ED) and inpatient admissions, medical ED and inpatient admissions, arrests and incarcerations in jail and prison, and detox/rehab.

Recent analysis of a cohort of 541 PH participants who enrolled (as a result of a lengthy inpatient stay) and graduated between April 2016 and March 2019 showed that the number of all types of critical events trended downward. Another finding was that the longer the participant was in the program fewer critical events occurred, demonstrating cost savings to multiple systems and payers. As an example, PH demonstrated an 86% decrease in Psych ED visits over the course of the PH intervention.



## CRITICAL EVENTS



## PATHWAY HOME NEWSLETTER

CBC's Pathway Home publishes a monthly newsletter. It can be accessed [here](#).

## IN THE NEWS...

### COMUNILIFE OPENS NEW WOODHULL RESIDENCE IN BROOKLYN

[Comunilife](#), opened in April, its new supportive and affordable Woodhull Residence in Bed-Stuy, Brooklyn. The Residence has 89 studio apartments providing units to 54 formerly homeless adults living with special needs and 35 low-income community residents. The Residence has a community room, computer lab and a bike storage room. Residents have access to on-site case management, social services and 24-hour security.

### CSH INCREASES CAPACITY FOR SUPPORTIVE HOUSING ACADEMY

CSH is increasing its capacity of housing and human services providers in NYC for the its Health Aging in Supportive Housing Academy. Offerings include enrollment for 25 participants on topics about serving older adults. Registration is open until May 24<sup>th</sup> and can be completed [here](#). Further

information about CSH Trainings can be found [here](#).

### INNOVATIVE TECHNOLOGY: KARUNA HEALTH

Karuna Health was featured in the latest Inc. as Rising Stars, in leading culture and technology change by aiding the population in accessing care. Karuna Health's app targets Medicaid recipients finding care and overcoming the barriers the prevent these individuals from accessing care. Read more about them and the CBC partnership [here](#).

KLAS Research, a healthcare IT data company, recently released its [White Paper: Clearing the Way to Value-Based Care Success](#). The paper reviews the 2018 KLAS Cornerstone Summit on Population Health Management and the takeaways from the event.

## OPPORTUNITIES

### NYC DOHMH BUPRENORPHINE WAIVER TRAINING

DOHMH continues to sponsor free Half-and-Half Buprenorphine Waiver Training. Physicians are required to complete an 8-hour training; nurse practitioners and physician assistants must take 24 hours of training to apply. This format includes 4 hours of online training, due **prior** to 4 hours of in-person training. To register, please visit [here](#). To receive information about future trainings, please email: [buprenorphine@health.nyc.gov](mailto:buprenorphine@health.nyc.gov).

CUNY York College

May 24<sup>th</sup>, 12:30 – 5PM

CUNY York College

94-20 Guy R Brewer Boulevard

Physician Assistant Dept, Room SC 133

Jamaica, NY 11451

### RFP: ALTERNATIVES TO INCARCERATION

The Mayor's Office of Criminal Justice (MOCJ) released an opportunity, due May 22<sup>nd</sup>, to expand the scope of Alternatives to Incarceration (ATI) programs and services. The RFP aims to expand programs to divert individuals from jail and obtain services to address participants risks and needs. \$26M will be awarded for up to 15 organizations. The RFP can be viewed by logging into the [NYC HHS Accelerator](#).

### RFP: NYC CARE BRONX OUTREACH

The Mayor's Fund to Advance New York City along with NYC HHC and the Mayor's Office of Immigrant Affairs released an [RFP](#), due May 31<sup>st</sup>, to provide outreach and education efforts in engaging uninsured New Yorkers to enroll in NYC Care, part of the THRIVE Initiative. A total of \$450K is available plus a funding for high-performing bonuses. For

questions about the RFP, please e-mail [fundrfp@cityhall.nyc.gov](mailto:fundrfp@cityhall.nyc.gov).

## RFP: NYC ADVANCE & EARN PROGRAM

The Mayor's Office for Economic Opportunity released an RFP, due June 26, to offer a continuum of education and employment services to young adults aged 16 – 24 not in school or working. \$13M is available in funding of which \$9.1M will be distributed across six organizations to provide services. The RFP can be viewed by logging into the [NYC HHS Accelerator](#).