February 2018
Vol. 2

CBC Monthly Bulletin

CBC'S NEW LOOK

CBC Website is awarded the CSS Design Special Kudos Award!

MARCH IS SOCIAL WORK MONTH!

CBC wishes to thank all of our social workers within the network who work tirelessly as advocates and champions for those without a voice in our community. Thanks for all you do!

CBC UPDATES

Micaela Mercado has joined CBC as **Director, Program Evaluation and Monitoring.** Most recently Micaela served as the Assistant Commissioner with the Bureau of Systems Strengthening and Access at the NYC Department of Health and Mental Hygiene (DOHMH) where she was responsible for the planning, rollout and management of Thrive NYC initiatives. Prior to her work at the DOHMH, Micaela was a Research Associate at the McSilver Institute for Poverty Policy and Research.

We are pleased to also welcome: Kay Goodman, as a **Quality Improvement Specialist**. Kay has over 15 years of experience in the social service industry, beginning her career working directly with the substance use disorder population and shifting her focus and passion in the last 6 years to quality assurance and compliance. Most recently she was a QA/QI Specialist with Institute for Community Living where she worked with multiple programs to ensure that they maintained quality and performance standards. Prior to her work at ICL, she worked as a Compliance Specialist with Wellcare and learned the complexities of the varying health and mental health laws, regulations and standards that govern social service programs like those operating here at CBC and our partnering agencies.

There are also a few staff changes in our organizational structure as a way to streamline the core functions within CBC as well as ensure that staff are aligned in a more meaningful way to best leverage the collective expertise and skills. CBC now has a Program Director level made up of: Melissa Martinez, MS, **Director, Health Homes**, Deeana Dobrer, MS, **Director, Staten Island Programs** and Cordelia Nervi, MPA, **Director, Health Information Technologies**. As part of the Quality Performance Management Department restructuring, Emily Silver, LMHC and Arlene Morales, LMSW have received title changes, **Quality Improvement Specialists**.

On a bittersweet note, Mathew Smith will be embarking on the next chapter of his career. He has accepted a position as the new COO for Advance Care Alliance. While we are sad to see him go, he has made significant contributions to CBC in his time here with us, we are thrilled for his new opportunity.

PROGRAM UPDATES

PATHWAY HOME:

The Pathway Home program offers temporary cell phones to recipients leaving the hospital to ensure they are able to communicate with their providers and social network until a permanent plan is set up. This allows Pathway Home to continue to explore more sophisticated mobile texting and telehealth platforms to further improve communication.

HELPING, ENGAGING, AND LINKING TO HEALTH INTERVENTIONS (HEALTHi):

The SI PPS is partnering with Coordinated Behavioral Care (CBC) on an exciting new project – HEALTHi (Helping, Engaging, and Linking to Health interventions). The program will focus on providing a safety net of resources to individuals with complex chronic conditions who are also affected by the social determinants of health. See Press Release. The HEALTHi project will locate and actively engage individuals who have serious behavioral and medical conditions and use wrap-around enhancement funds to address immediate, easily solved social needs, such as food and clothing, in order to secure trust and engagement in care. The HEALTHi interdisciplinary teams' outreach efforts will be in person at the individual's address, known hangouts, and through known social networks. If an individual is hospitalized at the time of referral, the HEALTHi team will engage with them, as well as the inpatient staff, at the hospital and take on an active role in the discharge and aftercare planning process as both their advocate and a community services expert. The HEALTHi team will provide 24/7 on call coverage, ensuring support network have access to community services and care at all times. The team will utilize CBC's network of services to expedite access to crisis services such as respite beds and weekend clinic services. A Letter of Intent (LOI) was distributed among our Member Agencies and the Independent Review Panel (IRP) will be making a selection and recommendation to CBC in the coming week.

CBC IPA NETWORKING SERIES

CBC will begin hosting a series of informational sessions beginning in April 2018: **CBC IPA Networking Series.** These are envisioned as a series of themed events that will brings our member and network agencies together to discuss the continued clinical collaboration and quality improvement needed across the IPA. As we are moving towards clinical integration between our providers who often work side by side in the community, we also want to address provider needs; we look forward to discussing best practices, barriers, and possible solutions to ultimately deliver the best quality of care across our network. We intend to start this Networking Series with decision makers and supervisory staff from our housing programs. Aja Evans, in her role as **Community Integration Manager**, will be working on developing and promoting these meetings. More information on these Networking Series will be forthcoming.

CARE COORDINATION SERVICES UPDATES

CBC HH would like to acknowledge Samaritan Village, WellLife Network, and University Consultation Center who have each increased their Bronx Care Management footprint with CBC HH. We are happy to report that approximately 1200 new members have been successfully transferred to our Health Home this month.

CBC's Virtual Office Hours Series continues:
In January HealthFirst presented on HARP Eligible (H9) conversion workflow. CBC HH will begin providing additional technical assistance to CMA to support HARP Eligible members (H9) conversion to HARP Enrolled (H1 or H4), so that these HH enrolled members can begin to receive the full array of eligible services.

In February, Alison Jordan from Correctional Health Services (CHS) presented on Reentry & Continuity Services (RCS). The event was hosted by CBC's Criminal Justice Initiative, Project Connect, Correctional Health Services' RCS unit facilitates access and community linkages to primary care, treatment, housing and services for people living with HIV and other chronic conditions in NYC Jails.

CBC HH would like to say a special thank you to both Healthfirst and Alison Jordon for their collaboration and presentations.

PROJECT CONNECT

As of February 2018, CBC expands our participation in NYC Government and Criminal Justice Agency Healthcare Related Committees to include attendance and participation at the newly convened Mayor's Office of Criminal Justice Subcommittee on Women in the Criminal Justice System of the Diversion and Reentry Council. This subcommittee will assist in shaping the implementation strategy for some of the NYC's new $6 million investment in breaking the cycle of incarceration for women.

AGENCY HIGHLIGHTS

Brooklyn Community Services recently announced an alliance with Turning Point Brooklyn to establish New York's first ever mobile shower unit.
Lighthouse Guild and The Metropolitan Museum of Art are offering a free workshop for children and teens who are blind or visually impaired on March 18, 2018.
Northside Center for Child Development offers a robust volunteer program, check it out here.
St. Dominic's Family Services, in January 2018, raised $1.25 Million for the agency which helps special needs children, adolescents and adults.
Catholic Charities Neighborhood Services, Federation of Organizations, New Horizons Counseling Centers, and WellLife Network (and 4 other agencies) are recipients of NQP supporting improved patient outcomes for 8 leading Nassau and Queens behavioral health agencies through newly established $750,000 fund that provides the agencies with the means to decrease avoidable emergency department visits by analyzing and enhancing performance, hiring staff such as Peer Health Coaches, Community Health Workers, and Care Managers, and coordinating care with NQP's hospital Hubs.

UPCOMING TRAININGS (CEU'S AVAILABLE)

Facilitator: Mary Dino, LCSW-R
Location: 123 William Street 19th Floor, New York, NY 10038

Essentials of Trauma Treatment: Part 1 of 2: Three phases and Key Skills
Audience: Supervisors
Session: April 16, 2018 9:30am-1pm

Essentials of Trauma Treatment: Part 2 of 2: Engaging Complexly Traumatized Youth and Families
Audience: Care Managers and Supervisors
Session: April 20, 2018 9:30am-1pm

Hands-On Workshop: Client-Centered Emotional Regulation Skill Building
Audience: Care Managers and Supervisors
Session: May 14, 2018 or May 18, 2018 9:30am-1pm
To Register: Email Janelle Chambers (jchambers@cbcare.org)

SI CARES Case Conference Forum

CBC is offering Case Conference Forums for CMA program staff and Health Home staff, with a recent session focusing on client engagement, social determinants of health and working with specific chronic health care conditions. The next forum will focus on Motivation Interviewing and Narcan Training on **Monday, April 2nd, 2018.** An overview of SI CARES workflows in preparation for DSRIP Year 4 will also be reviewed. Please contact Deeana Dobrer at ddobrer@cbcare.org for more information.

CBC Virtual Office Hours

CBC HHSC will host a webinar training on Friday March 23rd, 2018 from 1—2PM on Transition Aged Youth (TAY) and CM considerations for transferring TAY to Adult Health Homes. The training targets CMAs working with children who are turning 21 years old and will be an opportunity for CCMA to better understand the documentation requirements of Adult HH as TAY age out of HHSC. Email Janelle Chambers (jchambers@cbcare.org) to register.

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CBC CARE MANAGEMENT PROGRAMS UTILIZING WELLPASS—A MOBILE TEXTING PLATFORM

CBC has partnered with Wellpass, a HIPAA compliant text message platform that manages engagement through 1:1 texting. The Wellpass user sends the text through the platform (via computer or mobile application), and it appears on the member's phone as a regular text message—a smartphone or data plan is not required on the part of the member. This technology allows for sending scheduled reminders about medication or appointments or it can be used for regular text message conversation.

- Nine Health Home care management agencies and the Pathway Home program are actively using Wellpass.
- We have nearly 800 Health Home and Pathway Home members actively using Wellpass, exchanging over 5,000 text messages with care coordinators so far in 2018.
- Services for the UnderServed (SUS) is our top Wellpass utilizer: SUS care coordinators have sent more than 1,500 text messages to members so far in 2018.

For Pathway Home teams, flexibility to meet recipients frequently is essential to ensure improved health outcomes. It is common for multiple weekly visits or even daily visits to occur. To supplement and offer support in between visits, staff use phone calls or other means of communication. Nonetheless, there remain large pockets of time where urgent matters can arise or even a small gesture of support can minimize the loneliness that may lead to decompensation. This technology facilitates further relationship building and ongoing communication between the staff and member.

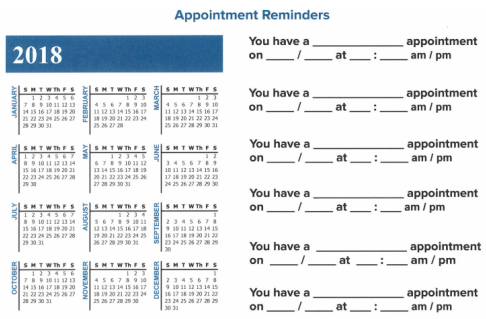
One PH Clinician remarked "It encourages me to reach out more. Being in the field, scheduling a phone call is more time consuming than sending a text message in between visits." "I have seen great benefits for the recipients with secure text messaging... it has really helped build relationships," says another PH clinician.

Take Luz, a shy 19-year-old who was not talkative during in-person meetings or over the phone. When Luz started using the texting application, she would type out answers to questions about her goals and symptoms, in a way never detailed in verbal conversation. As someone who had experienced suicidal ideation and had serious attempts, she often described feeling "overwhelmed in life," Wellpass was helpful for her PH team member to be able to monitor her signs and symptoms through her text message responses in ways that were not apparent in person or telephonically. During a trip out of state, it proved a useful way to keep in touch and check in regularly with her.

PH staff say it best; "For my own clinical work, it's been monumental to break out of traditional phone calls. Not to mention, this is how most of us communicate in 2018." "It makes my job a lot more convenient, authentic, and genuine."

PATHWAY HOME APPOINTMENT CARDS

Pathway Home has designed post cards that staff can offer recipients. The post cards are intended for PH recipients to have easy access to crucial health-care related information. The front of the card includes information for Pathway Home staff name and number, as well as their physician with name, title, phone number and address. The back of the card includes appointment reminders for up to six slots as well as a calendar. The cards also include the 24/7 on-call number. "This post card offers a friendly and fun way to convey how to reach out to one's Case Manager and Doctors. The PH Staff are constantly searching for creative ways to instill the habit of remembering appointments and being proactive in one's care. The eventual goal is for people to be engaged and accountable in their own healthcare." proactive in one's care.



UPCOMING COMMITTEE MEETINGS

Children's (CC)
Chair: Kathy Rivera, LCSW
Senior Vice President, Care Management Services, JCCA
Tuesday, April 10, 2018 10—11:30AM

Clinical Integration (CIC)
Chair: Ericker Phillips-Onaga, LMSW
Chief Program Officer, Project Hospitality
Monday, April 12, 2018 10—11:30AM

Consumer Advisory (CAC)
Chair: Mark Graham, LCSW
CBC VP, Program Servcies
Tuesday, April 11, 2018 11:30AM—1PM

Quality Oversight (QOC)
Chair: Jorge R. Petit, MD
CBC IPA Medical Director
Thursday, April 5, 2018 9:30—11AM

Technology & Analytics Strategy (TASC)
Chair: Mathew Smith, LMSW, MBA
CBC VP, Operations
Monday, March 19, 2018 2:30—3:30PM

NEW YORK STATE BEHAVIORAL HEALTH VALUE BASED PAYMENT READINESS PROGRAM [BHCC]

On February 21st, 2018, HealthFirst held the first BHCC Governance Meeting. The meeting reviewed program administration and HealthFirst Support. In addition, there was a discussion around preliminary workplan and workplan barriers; as well as the MCO communications plan. There will be quarterly BHCC Governance Meetings.

CBC submitted its initial work plan on March 15th, 2018!

The New York State Office of Alcoholism and Substance Abuse Services (OASAS) and Office of Mental Health (OMH) will be hosting on April 2nd a face-to-face meeting of the statewide Behavioral Health Care Collaborative (BHCC) Leadership.

Healthify, a software solution, is a vitally important piece of CBC's plan to clinically integrate the organizations. On Thursday, February 22nd, 2018, we held a Healthify Kickoff to introduce agencies to the software. In addition, Healthify hosted a webinar Kickoff for those unable to join. In the coming weeks, Healthify will be hosting organization specific trainings and will move quickly to provision licenses to the software.

OF INTEREST…

Check out our monthly Health Home Awareness Bulletins. Written in layman's terms with care management considerations for each topic, these newsletters can be printed and shared with members directly: Nutrition Awareness Month (March 2018)

CBC has committed to raising $2,000 for the NYC NAMIWalk this year. Through NAMIWalks' public, active display of support for people affected by mental illness, we are changing how Americans view individuals with a mental illness and ensuring that help and hope are available for those in need. CBC leverages community partnerships to coordinate integrated medical and behavioral health interventions that, coupled with a specialized emphasis on social determinants of health, promotes a healthier New York. CBC IS committed to stamping out stigma associated with mental illness and reminding our friends and neighbors that recovery is possible and NAMIWalks allows us to do that.

CBC hosted a MCO Contracts/Negotiation training on Wednesday March 14th. This training was led by Todd Dalrymple, formerly Senior Regional Director of Provider Relations and Network Development at Beacon Health Options, and was geared toward CEOs, CFOs and other senior leadership staff that are in involved in MCO Contracting. The session covered contract language, tips on contract review and other helpful hints.

GSIHealth 6.0 Release went live on Friday, February, 12th and CBC HH has hosted four webinar trainings, and trained 400 end-users on the new features. There will be a **GSIHealth Supervisor Specific Refresher Training on Wednesday, March 21st from 9am-10am.** This is a webinar training and will focus on supervisory tools such as Population Manager, Task Manager, and the CCP dashboard. This training utilizes the same webinar information everyone has for the normal refresher Care Management Supervisory and Administrative staff should be on the lookout for an email alert.

CBC and GSI host weekly refresher trainings on Wednesday mornings from 9am-10am. GSI conducts the webinar and reviews basic system functionality, and there is always the opportunity to ask questions. CBC staff also participate in these webinars, in order to field any CBC policy questions.

DOH , OASAS, DOHMH, and the Center for Practice Innovations developed a series of educational videos intended to familiarize individuals and their physical and behavioral health providers. The series is included in the New Choices in Recovery presentations in NYS by the New York Association of Rehabilitation Services, Inc. (NYAPRS). For more information on the New Choices in Recovery presentations, please contact Eileen Crosby at eileenc@nyaprs.org or Len Statham at lens@nyaprs.org. The series includes: Medicaid Managed Care Health and Recovery Plans (HARPs); Adult Behavioral Health (BH) Home and Community Based Services (BH HCBS); and Health Home Care Management. It can be accessed here: NYS OMH CPI Managed Care and through the Center for Practice Innovation Education Portal.

A Networking Event for NYC Adult BH HCBS Providers, Lead Health Homes, CMAs, and MCOs is being held on Monday March 26, 2018 at DOHMH located: 42-09 28th Street, Long Island City, NY, 11101. In addition to networking, care managers will also have the opportunity to attend a two-hour training session designed to enhance understanding of adult BH HCBS services and the workflow. Only organizations serving members residing in New York City are eligible to attend this event. Please go to Eventbrite to register—registration must be completed by Monday, March 19, 2018.