

COVID-19 UPDATES

EDUCATIONAL VACCINE & COVID-19 GUIDANCE WEBINARS VIA NYS OMH

As COVID-19 vaccines have become more widely available to the general population, the [NYS Office of Mental Health](#) (OMH) has continued to offer regular presentations specifically designed for people receiving behavioral health services who may have reservations about being vaccinated. Staff are also encouraged to join and can reinforce and share the information with other staff and recipients who are still hesitant about vaccination. The next session in this series is Tuesday, June 15th from 12:30-2pm. Register [here](#).

Meanwhile, OMH also offers a broader Q&A session specifically for behavioral health providers to receive guidance on all pandemic-related issues they may be facing. These sessions occur every Wednesday from 1-2pm—register [here](#) for the June 16 iteration of this call.

FINANCE UPDATES & FUNDING OPPORTUNITIES

CLAIMS APPEALS & RECONSIDERATIONS UPDATE

CBC's Finance department continues its pursuit to collect on claims denied since July 1, 2018. Both valid and invalid denials have been appealed and the team's relentless efforts have proved to be effective, as [MetroPlus](#) and [Affinity](#) are the

latest managed care organizations to make favorable decisions on reconsideration requests by paying out on many of these claims. Current reconsidered claims totals are below.

Year	Claims Count	Collected Amount
2018	439	\$142,313
2019	1898	\$609,193
2020	233	\$77,055
2021	15	\$4,385
Total	2,585	\$832,946

This collection project continues with [Emblem Health](#), [United Healthcare](#) and [WellCare](#).

For questions regarding the appeals/reconsiderations, please contact finance@cbccare.org or CBC Director of Revenue Cycle Management [Suzie Jean-Baptiste](#).

BEHAVIORAL HEALTH CARE RESILIENCY FUND VIA PCDC

The [Primary Care Development Corporation](#) (PCDC) has established a Behavioral Health Care Resiliency Fund and is now offering financial loans to community-based non-profit organizations operating Article 31 and 32 clinics. This is a working capital program that affords applicants flexible use of funds.

The deadline to apply is July 15th. CBC IPA hosted and recorded an educational webinar on this opportunity for member agencies on June 7th – PCDC staff were on hand to introduce the fund itself, explain the mechanics of the application process and answer participants questions. You can stream the webinar recording [here](#).

HRSA SUD LOAN REPAYMENT OPPORTUNITY FOR BH STAFF

The [Health Resources and Services Administration](#) (HRSA) has announced a new loan repayment program for substance use disorder (SUD) clinicians. The Substance Use Disorder Treatment and Recovery Loan Repayment Program (STAR LRP) offers eligible applicants up to \$250K each for the express purpose of loan repayment.

Note that not all SUD programs are eligible. Applicants must work full-time and at a facility located in either a mental health professional shortage area (MHPSA) or a county where the drug overdose rate for the past three years is higher than the most recent national average. Award recipients must subsequently work full-time for six years in a STAR LRP-approved facility.

Applications are due on July 22nd. Learn more about this opportunity [here](#).

NCMM GRANT OPPORTUNITY

The Federal Transit Administration-funded [National Center for Mobility Management](#) (NCMM) is now accepting

applications for its Community Mobility Design Challenge 2021 grant program. These grants, using the human-centered design process (aka “design thinking”), will support communities in creating innovative mobility solutions for community members who face transportation barriers in advancing their personal well-being.

Grants of up to \$25,000 will be available as well as NCMM facilitation throughout the entire process.

July 12th is the deadline for responses. You can learn more about the grants and download the application [here](#).

IN THE NEWS...

NATIONAL COUNCIL PUBLISHES NEW CCBHC IMPACT REPORT

The [National Council for Mental Wellbeing](#) has published a [report](#) detailing how adopting the [Certified Community Behavioral Health Clinic](#) (CCBHC) model allows organizations to serve more people, expand their services and improve collaboration with criminal justice agencies and hospitals to reduce burdens on police and emergency departments.

CCBHCs are closing the mental health and substance use treatment gap and expanding services—including same-day access and 24/7/365 crisis care—for an

estimated 1.5 million people across the country.

Key highlights from the National Council's survey of active CCBHCs:

1. Adopting the CCBHC model gives clinics the ability to serve more people and reduce wait times.
 - After adopting the model, **clinics on average are serving 17% more people** than before becoming a CCBHC. In total, CCBHCs are serving an estimated **1.5 million people nationwide**.
 - **50%** of CCBHCs provide same-day access, **84%** see people within one week and **93%** see people within 10 days. The national average wait time for behavioral health services is **48 days**.
2. CCBHCs improve collaboration with criminal justice agencies and bolster crisis care coordination with hospitals.
 - **95% of CCBHCs** are engaged in one or more innovative practices in collaboration with law enforcement and criminal justice agencies (e.g., mental health courts, training police and corrections officers, and co-responding to mental health/SUD calls).
 - **79%** coordinate with hospitals and emergency departments to prevent avoidable admissions when individuals are in crisis.

3. CCBHCs provide expanded access to substance use disorder treatment, helping communities make inroads against the opioid crisis.

- **60%** of clinics were able to add MAT services for the first time after becoming a CCBHC, a sign of expanded access to this critical service in communities throughout the nation.

Ultimately, the data in this report emphasize why the CCBHC model is a transformational change in our country and why the model should be expanded.

Click through the respective link to review the [full report](#) and/or [data highlights](#).

CMS TAPS CBC PRESIDENT & CEO DR. JORGE PETIT FOR HEALTH EQUITY ROLE

The [Centers for Medicare and Medicaid Services' Health Care Payment Learning & Action Network](#) (LAN) has nominated Dr. Jorge Petit as part of a new Health Equity Advisory Team (HEAT). The HEAT is a diverse, recruited group of experts created to support LAN priorities and initiatives to promote provider resiliency and achieve more equitable health outcomes.

The HEAT will begin its work by:

- Adopting a common working definition of health equity on which the LAN and its strategic initiatives will base its efforts;
- Identifying promising alternative payment methodologies that are

intentionally designed to reduce disparities; and

- Prioritizing and specifying key model design elements that can be enhanced to advance health equity and create a platform for prospective alignment among payors, providers, purchasers/employers and other stakeholders.

Click [here](#) for more information on the HEAT, and [here](#) to sign up for the LAN’s newsletter.

NYC DOHMH APPOINTS NEW EXECUTIVE DEPUTY COMMISSIONER OF MENTAL HYGIENE

The NYC [Department of Health and Mental Hygiene](#) (DOHMH) has appointed Dr. Chinazo O. Cunningham to serve as the Executive Deputy Commissioner of the Department of Health and Mental Hygiene. She assumed the role on June 1st, having joined the agency from the Albert Einstein College of Medicine.

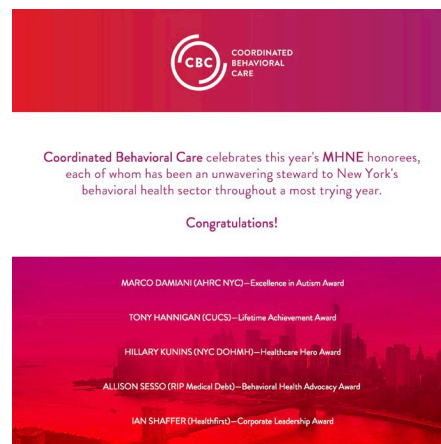
Dr. Cunningham has more than 20 years’ experience in research, care and program-development for marginalized groups and has partnered with community-based organizations to develop pioneering programs to promote the health of these populations.

Dr. Cunningham led one of the first clinics in New York City to integrate buprenorphine into primary care, which

subsequently expanded across seven clinics citywide. She also went on to train hundreds of doctors in the treatment of substance use disorders in primary care.

CBC would like to welcome Dr. Cunningham to her new role and extend its gratitude to Acting Executive Deputy Commissioner Dr. Myla Harrison for stepping up to lead this transition while consistently showing a steadfast commitment to serving the behavioral health sector in a period of great uncertainty and need. Kudos to you, both!

MENTAL HEALTH NEWS EDUCATION LEADERSHIP AWARDS



On May 12th, [Mental Health News Education](#) hosted its annual Leadership Awards Reception. CBC was delighted to sponsor the event—this year’s honorees

included many NYS behavioral health leaders CBC has had the distinct pleasure of partnering with over the years. Congratulations to all five!

CBC AT NAMIWALKS YOUR WAY NYC: A VIRTUAL EVENT

On May 22nd, CBC continued its proud tradition of participation at [NAMIWalks](#), the [National Alliance on Mental Illness](#)’s annual fundraiser and nationwide march to raise awareness and reduce stigma associated with mental illness.

Though the pandemic once again forced participants to self-direct their walk, CBC team captains Sarah Abramson and Dacia Barrington led a remarkable effort to ensure turnout and fundraising totals exceeded those of previous years. This year, CBC raised nearly \$6K in donations, as staff walked safely around respective neighborhoods in official CBC headgear!



Above, CBC’s Tracie Jones, and below, CBC’s Melissa Martinez get some steps in remotely for NAMIWalks with their nearest and dearest!



LIGHTHOUSE GUILD BEGINS TECH CENTER CONSTRUCTION

CBC IPA network agency [Lighthouse Guild](#) was highlighted in a June edition of [Crain's Health Pulse](#), having begun construction of a \$1 million, 3,400-square-foot technology center on the third floor of its building, slated to open later this summer. The center will be staffed by vision professionals to conduct eye examinations and match individuals with various technologies.

CARE COORDINATION SERVICES

HEALTH HOME NETWORK PROVIDER MEETING

CBC Health Home (HH) will host its quarterly Network Provider meeting on Friday, June 25th from 9:30-11am. All HH Serving Adults and HH Serving Children care management staff are invited to attend. Attendees will receive updates from CBC HH Operations, Quality Performance Management and Finance departments. [Click here](#) to register.

TELEHEALTH REGULATORY FLEXIBILITIES EXTENDED

On June 6th, NYS Governor Cuomo again issued an Executive Order maintaining regulatory relief for telemental health services furnished via NYS OMH-licensed, funded and designated programs. The thirty-day extension assures reimbursement for these virtual/remote encounters through July 5th.

COMMUNITY ACCESS AT SHNNY FRIDAY FORUM

On June 11th, the CBC Board was represented at [Supportive Housing Network of NY's Friday Forum series](#) when [Community Access](#) Chief Executive Officer Cal Hedigan guested as an esteemed panelist on the "Mental Health Housing: Looking Back, Looking Forward" forum. The series continues with topical discussions on housing equity throughout June. Purchase a pass [here](#).

THE BRIDGE GUESTS ON NY1 NEWS HOMELESSNESS SEGMENT

On May 23rd, Cheryl Wills of [New York 1 News](#) devoted her thirty minute public affairs "In Focus" program to NYC's homelessness crisis and invited [The Bridge's](#) SVP of Community Support Programs (and CBC IPA Board designee) Sheryl Silver to discuss The Bridge's approach to offering help to the homeless suffering from severe mental illness, and how the pandemic and the emergence of telehealth have affected program operations.

Watch the segment in its entirety [here](#).

SPECIALTY MENTAL HEALTH CMA QUARTERLY NETWORK MEETING

On July 7th, CBC HH will host its first quarterly meeting for Specialty Mental Health (SMH) care management agencies. CBC has invited representatives from [Healthfirst](#) to join for an introduction to the Performance Opportunity Project (POP) and its linkages to Health Home Plus (HH+) care management. [Register here](#), and contact CBC HH+ Program Manager [Teresa Hill](#) with any questions or suggestions for the meeting agenda.

HEALTH HOME REDESIGNATION AUDIT

CBC has completed its virtual week-long audit for HH redesignation for its HH Serving Adults and HH Serving Children programs. CBC HH credits the care management agency (CMA) network for its support and collaboration fulfilling chart

record requests and provision of critical feedback to [NYS Department Of Health](#) (DOH). CBC HH is still awaiting its final overall score but has been apprised that in “Domain 1” (Network Management), CBC HHSA program scored 50/50 (100%), while the HHSC program scored 47/50 (94%). CBC HH hopes to receive and share the final audit score and detailed results from the chart audit before the end of June.

CONSUMER ADVISORY BOARD ACTIVITY

CBC Computer Donation to Network Member Agencies

During a recent CBC Consumer Advisory Board (CAB) meeting, Peer Specialists advised of a critical need for computer equipment among their members/clients. With the support of CBC Director of Technology & Data Analytics Dr. Mohammad Usman, CBC was able to collect and offer about 60 used desktop computers, laptops and monitors to network member agencies and their service recipients.

Jill Mullings, CAB participant from [JCCA](#) who picked up ten desktops, ten monitors and six laptops, shared: “Once again I want to thank you on behalf of the children who will be graduating from school, for the laptops and desktop computers that were donated for them. The joy and excitement the children and their caretakers are experiencing at this moment cannot be placed into words. As one parent said, ‘*It’s one less thing I have to worry about, especially [with] what we have all been through.*’”

Foothold Integrates Person-Centered Language

[Foothold Care Management](#) has implemented some of the suggested changes by CBC CAB to the platform’s Comprehensive Assessment for HH Serving Adults. These revisions were initiated when [Community Access](#), a CBC Board Member and care management agency, contacted CBC with a carefully considered request for revisions to the assessment that make its language more person-centered. CBC subsequently moved to focus the efforts of the CAB toward reviewing the assessment in detail, which resulted in a set of suggested edits to the assessment, including the proposed person-centered language. CBC shared these edits with Foothold staff, and upon gaining consensus with the other NYS HHs that utilize the Foothold Care Management platform, the language edits were put into effect in June.

The CBC CAB is delighted to have delivered actionable change from network recommendations to benefit all CMA’s utilizing the Foothold platform. CBC will continue to work with CMA partners and Foothold Care Management to ensure the assessment meet the needs of both staff and members.

The CAB is a peer-driven committee, and CBC is looking for Peers/Peer Specialists to join its monthly meetings. Please contact [Ally Oswald](#) or [Bob Potter](#) if you or someone you know would like to attend.

QUALITY PERFORMANCE MANAGEMENT (QPM)

IPA QUALITY OVERSIGHT / CLINICAL INTEGRATION COMMITTEE MEETING

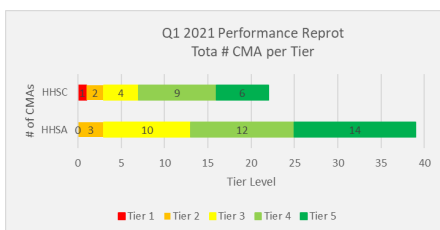
Effective July 1st, the QOCIC will be renamed the **Clinical/Quality Improvement Committee (CQIC)**. The name change and revised charter will more consistently align with the CBC bylaws. However, the meetings core function and responsibilities remain unchanged. The next CQIC meeting will be held on Thursday, July 8th at 9:30am. If you would like more information, please contact CBC Senior Director of Quality Performance Management [Tracie Jones](#).

QUARTERLY NETWORK PROVIDER REPORT WORKGROUP

In May, a small group of interested individuals from five representative network provider agencies convened to provide feedback on the new Quarterly Network Provider Report, set to launch in Q3 2021. Key insights from the meeting for further build-out included trending historical data beyond the specific quarter, integrating comparative data between agencies/the CBC network average and disclosing Health Home billing data specific to the percentage of members paid per acuity. Specific feedback for tailored reports by agency will occur in future iterations.

2021 Q1 HH PERFORMANCE REPORT

CBC’s QPM department sent out the Q1 2021 HH CMA Performance Reports to all CMAs in mid-June. The report shows CMA performance on NYS DOH-required metrics as well as other indicators of quality care. This quarter, CBC’s HHSA averaged an overall performance of 84% and the HHSC averaged 74%, with a marginal change (1% increase for both programs) from overall performance in the preceding quarter (Q4 2020). Metrics incorporated in overall calculations include Care Plan, Assessment and minimum contacts per member completion. The graph below reflects the performance tiers that CMAs reached last quarter. CMAs can locate their Performance Reports in Box and should reach out to the QPM department with any questions.



HH POLICIES & PROCEDURES MANUAL v1.12

CBC has been working diligently to update the HH Policies and Procedures (P&P) Manual. The updated version of the manual incorporates NYS DOH policy guidance released since the previous issuance of the P&P, as well as CBC-specific procedural changes. Significant policy changes will be vetted through the Quality Management Team (QMT)/Children’s QMT for

feedback prior to completion. The new manual, Version 1.12, is expected to be released mid-summer to CMAs.

CBC QPM IRAMS TRAINING

During HH Virtual Office Hours (VOH) on Friday June 11th, the QPM department presented an updated “IRAMS 101” training. In early April, NYS DOH launched the IRAMS database platform, replacing the paper version of incident reporting. QPM staff provided a follow-up training designed to acclimate users to IRAMS and reviewed CMA responsibilities to ensure proper documentation and timely notification of incidents within 24 hours, as per DOH guidelines. The presentation featured:

- IRAMS User Access Workflow;
- Expectation of Workflow Timeline;
- Entering an Incident into IRAMS; and
- IRAMS Reports.

Information relevant to User Role Access distributed on May 14th and the IRAMS VOH training slide deck will be available in Box. If you have additional questions related to IRAMS incident reporting, please contact [CBC QPM](#).

TRAINING INSTITUTE

CRIMINAL JUSTICE TRAINING

On May 14th, [CASES](#)’ Tysen White conducted a Criminal Justice Training for HH Serving Adults and HH Serving Children programs during HH Virtual Office Hours. The training was attended by

157 individuals across 27 CMAs. Mr. White shared tips on ways to support members who were recently arrested as well as best practices employing a trauma-informed lens while working with individuals who have a history of criminal justice system involvement.

The presentation slides and recording are in Box’s “QPM-VOH-Value Add” folder. If you do not have access to Box and are interested in receiving the training materials and resources, please contact [CBC QPM](#).



SELF-CARE TRAINING SERIES

The [Substance Abuse and Mental Health Services Administration](#) (SAMHSA) COVID-19 Emergency grant provided CBC and [Coordinated Behavioral Health Services](#) (CBHS) with funding to help address the immense unmet mental health needs in NYS (see the “[Grants & Programs](#)” section below for more information on corresponding programming). SAMHSA recognized that frontline staff—especially behavioral healthcare service providers—need support to address their personal and professional experiences with COVID-19.

This training series has been curated and conducted by [CBC Training Institute](#) and

continues to reach an engaged and expansive audience, having provided dozens of supportive workshops and Town Halls that have reached over 1,100 frontline behavioral health staff spanning over 250 behavioral health agencies across New York State (53% NYC, 47% Rest-of-State) since its January launch. The TI concluded its informative five-part COVID-19 Town Hall Series, with a session that focused on “Pandemic Myths” & “How Pandemics End.” Over the five webinars, the TI provided practical guidance and knowledge about a range of topics to over 260 attendees. These sessions have since been uploaded to the [CBC YouTube channel](#) for on-demand streaming.

Meanwhile, the TI used award funding from the [New York State Health Foundation](#) (NYSHealth) to launch additional trainings that expand the number and variety of offerings available to residential support staff and Peer Specialists across the state. With funding from both SAMHSA and NYSHealth grants, CBC has continued its partnership with the [Kripalu Center’s RISE](#) program, offering several iterations of this unique six-week series focused on mindfulness and meditation—including a special evening series to accommodate residential staff.

MAY TRAININGS RECAP

In sum, the CBC TI served 174 agency staff from 46 behavioral health agencies (37 NYC and 9 ROS) across its thirteen training offerings this past month. New CBC TI offerings have included “Reiki for

Self-Care,” which presents hands-on techniques for attendees to practice healing with little more than their own two hands. The TI also resumed its Project ECHO series for MAT Treatment on May 25th—Dr. Bruce Trigg presented on cannabis use and [Services for the UnderServed](#) staff presented a current and complex case to the series’ growing community of MAT experts and learners. Other trainings included a presentation on Long Acting Injectables and a primer on [NAMI’s](#) Rapid Referral Program.

JUNE TRAINING INSTITUTE CALENDAR

CBC TI’s Training Calendar for the remainder of June is available [here](#). Please contact CBC TI Director [Emily Grossman](#) with any questions.

GRANTS & PROGRAMS

SAMHSA COVID-19 EMERGENCY AWARD UPDATE

CBC’s COVID-19 Emergency Award programming continues to leverage [Substance Abuse and Mental Health Services Administration](#) (SAMHSA) funding to deliver direct services to vulnerable and under-served hot-spot neighborhoods across all five boroughs via seven IPA network provider agencies. Meanwhile, IPA partner CBHS is similarly connecting the delivery of serious mental illness (SMI), substance use disorder (SUD) and “less than SMI” services to the Lower Hudson Valley via thirteen of its network provider agencies.

Programming will continue to target underinsured individuals through May 2022, functioning as a funder-of-last-resort to preserve continuity of care for populations that are especially vulnerable to COVID-19 contraction and other social determinants that negatively affect health. Since program implementation began in late August 2020, over 1,400 unique individuals have been served by associated agency staff. In sum, agency staff have engaged in over 7,000 encounters, mostly to provide individual treatment/counseling. Meanwhile, CBHS agency staff have had over 5,000 similar encounters with nearly 800 Lower Hudson Valley residents.

Services to date have used approximately 66% of allocated funding entering the final quarter of the original award.

In addition to funding treatment services, the SAMHSA grant required the development and implementation of a COVID-19 Self-Care Training Series by and for behavioral health staff across NYS. See the [“Training Institute”](#) section of this CBC Bulletin for more information on the corresponding training series.

PATHWAY HOME™ PUBLISHES SPRING NEWSLETTER

On May 27th, [CBC Pathway Home™](#) published a new and interactive digital newsletter for Spring 2021. The publication celebrates new funding, program expansion, media recognition and participant success stories from the past quarter. Flip through the newsletter [here](#).

contemplating or negotiating with Relias, [contact IMSNY](#) for the corresponding discount.

Virtual Meetings & Telehealth

IMSNY's **Zoom** licenses include [large conference](#) and [webinar](#) for every business account for the monthly price of \$15 per license. Your agency's current contract can be easily transferred to the IMSNY account. The network is currently using over 600 IMSNY licenses, amounting to collective savings of over \$30K annually. If interested, [contact IMSNY](#).

AGENCY SPOTLIGHT: THE FAMILY CENTER



For 27 years, The Family Center has strengthened NYC families affected by crisis, illness or loss through social, legal, behavioral and mental health services to create a healthier and more secure present and future for their children. Improving child and family outcomes through programs that address the behavioral and social determinants of health is the focus of The Family Center's work keeping New Yorkers stronger, longer.

Certified Community Behavioral Health Center featured on MorganStanley.com

In 2019, The Family Center participated in Morgan Stanley's Strategy Challenge, through which experts at the firm developed financial analysis and partnership analysis tools for evaluating new growth opportunities. Using these tools, The Family Center eventually opened a Certified Community Behavioral Health Center, which now offers substance use disorder, mental health and primary medical services to Central Brooklyn residents. Read about this dynamic partnership [here](#).



Family Center Founders Executive Director Ivy Gamble Cobb (far right) and Deputy Executive Director Jan Hudis (second from right) celebrate coming in first place in the 2019 Morgan Stanley Strategy Challenge with firm experts.

COVID-19 Rent Relief Explained by Legal Wellness Institute

Family Center attorneys practice law in four areas: family law, lifetime planning, income maintenance/ public benefits and housing law. In practicing housing law, Family Center attorneys prevent evictions and help New Yorkers and their families avoid entering the shelter system. COVID-19 has had a devastating impact on New Yorkers' ability to pay rent and maintain themselves and their families in safe, affordable housing. Download a flyer that explains NYS COVID-19 Rent Relief [here](#).