

## CBC's TENTH ANNIVERSARY EVENT "LOOKING BACK / LOOKING FORWARD"



CBC rang in the new year and its ten-year anniversary with two virtual conference sessions that respectively reflected on where we've been over the past decade and assessed where we're headed in the next.

The first, **"Looking Back: Reflections on a Decade at CBC"** (January 26<sup>th</sup>) took stock of achievements from CBC's inaugural decade of transforming community care in NYC—acknowledging CBC's evolution and assembling our founders for their perspectives of original intent, measurable impact and subsequent growth. Outgoing CBC Board Chair and [Services For The UnderServed](#) President & Chief Executive Officer Donna Colonna delivered the keynote address. [Stream the recording here.](#)

The second, **"Looking Forward: Shaping Behavioral Health in NY"** (February 2<sup>nd</sup>) engaged leaders in our field on their priorities for behavioral health equity, as the calendar turns to 2022 and the global pandemic continues to disproportionately impact our underserved communities. [NYS Department of Health](#) Medicaid Director Brett Friedman joined us in the midst of his office's efforts to craft a new 1115 Medicaid waiver that builds a more resilient, flexible and integrated delivery system that reduces racial disparities, promotes health equity and supports the delivery of social care. [Stream the recording here.](#)

In sum, 196 people attended either event, with over 120 in attendance on each of the two days.

## WELCOME, PAMELA MATTEL

### CBC UNDERGOES CHANGE IN LEADERSHIP AS DR. PETIT JOINS S:US

CBC President & Chief Executive Officer Dr. Jorge R. Petit departed his role at CBC on February 4<sup>th</sup>, having overseen more than four years of remarkable organizational growth, community impact and sector recognition. He replaces Donna Colonna as Chief Executive Officer at [Services for the UnderServed](#). Congratulations, Dr. Petit, and thank you for your leadership and dedication to CBC, and the community-based providers that make up our network. CBC looks forward to future collaboration in your new role!

Pamela Mattel succeeds Dr. Petit as CBC President & Chief Executive Officer, and we're delighted to have her direction and guidance. Ms. Mattel joins us at a most timely moment, with new administrations at Gracie Mansion and in Albany set to breed fresh opportunities for behavioral health in New York. She is a healthcare leader with over 38 years of non-profit experience, most recently as the Executive VP/Chief Operating Officer at [Institute for Community Living](#) overseeing a large portfolio of Behavioral Health and Care Coordination, Supportive and Transitional Housing services. She has previously served as Chief Program Officer at Philadelphia's [Public Health Management Corporation](#), as well as Executive VP/Chief Operating Officer at [Acacia Network](#) in the Bronx. Welcome, Pam!

## COVID-19 UPDATES

### NYC ENDS VACCINE COUNSELING PROGRAM AS NYS BEGINS WIDER MEDICAID REIMBURSEMENT

On December 23<sup>rd</sup>, the [NYC Department of Health and Mental Hygiene](#) (DOHMH) announced that the Vaccine Outreach and Counseling Program (VOCP), which pays primary care providers for counseling unvaccinated patients from a list supplied by participating health plans, would not continue in the new year.

DOHMH noted that VOCP may now be replaced by NYS Medicaid coverage of similar services, without the restriction to a list or to certain plans, which was effective December 1, 2021. Under this benefit, Medicaid covers Covid-19 vaccine counseling for individuals ages five years and older who have not received any dose of a Covid-19 vaccine.

Medicaid reimbursement for vaccine counseling services differs from VOCP in the following ways:

- Vaccine counseling must last at least eight minutes, compared to at least three minutes in VOCP;
- Providers can bill for counseling provided to any member who has not received a Covid-19 vaccine dose;
- Providers can bill for counseling as a standalone service or in addition to an evaluation and management code;

- Reimbursement is \$25 per counseling session, compared to \$25-50 in VOCP; and
- Billing guidance varies based on provider type and setting, which applies to all Medicaid fee-for-service and managed care plans.

Providers who may bill NYS Medicaid for vaccine counseling include:

- Physicians;
- Nurse practitioners
- Licensed midwives;
- Pharmacists;
- Article 28 clinics;
- Federally Qualified Health Centers (FQHCs);
- Other qualified rate-based providers.

The NYS Medicaid guidance for Covid-19 vaccine counseling is available [here](#).

### NYC DOHMH PENS REPORT ON OMICRON IMPACT

On January 13<sup>th</sup>, NYC DOHMH released a [report](#) on preliminary findings related to the Covid-19 Omicron variant's surge in NYC. Key findings included:

1. Omicron spreads swiftly—more people infected more quickly in NYC than any other point in the pandemic.
  - Omicron became the dominant variant in NYC within five weeks after it was first detected. For comparison, the Delta variant took twenty weeks to become the dominant variant.

2. Although the average severity of emergency department visits for Covid-19-like illness (CLI) was lower for Omicron than prior waves, an increase in emergency department visits still predicted an increase in hospitalizations.
3. Overall, a smaller percentage of reported cases were hospitalized compared to the Delta wave (about two percent for Omicron versus about five percent for Delta), but there were more total hospitalizations due to significantly greater case numbers. In NYC, those most likely to be hospitalized were not vaccinated, and a higher proportion of Black New Yorkers and people aged 75 and older were hospitalized.
  - New Yorkers who were not vaccinated were over eight times more likely to be hospitalized compared to New Yorkers who were fully vaccinated, early in the Omicron wave.
  - Differences in health outcomes among racial and ethnic groups were due to long-term structural racism, not biological or personal traits.
4. About half the proportion of hospitalized patients required intensive care in the Omicron wave compared to the peak of the winter 2020-21 wave (about 11% versus about 20%). However, the volume of hospitalized Covid-19 patients surpassed what was seen last winter.
5. The overall number of people in the hospital (for all reasons) has remained

stable even as more people have been hospitalized due to Covid-19 illness, conditions worsened by Covid-19 infection, or those hospitalized for other reasons but found to have Covid-19.

6. Total pediatric hospital census was stable to slightly lower during the Omicron wave, though pediatric hospitalizations due to or with Covid-19 increased significantly. Children who were not vaccinated were significantly more likely to be hospitalized with Covid-19 compared to all children.

## NYS HOSTS CONSORTIUM ON LONG COVID

Post-Acute Sequelae of SARS-CoV-2 (PASC) or “long Covid”—a condition in which individuals infected with Covid-19 experience a wide range of physical and psychological symptoms after their initial infection—is impacting a portion of our population across NYS as well as our nation and worldwide.

Given the challenges and urgent need to support individuals in their recovery from long Covid, on February 3<sup>rd</sup>, NYS brought together an expert group of researchers, clinicians, social scientists and other stakeholders to share their expertise and insights on this condition.

The goal of this event was to develop a set of potential actions that NYS could take to make urgent progress to address long Covid, especially in supporting New

Yorkers with long Covid as they recover and supporting the healthcare providers who care for them. Through important discussions on the research, clinical and policy/regulatory considerations for long Covid, experts from across US will provide recommendations to better understand, treat, and ultimately prevent long Covid.

This consortium featured three separate panel discussions throughout the day. Stream the recording on-demand [here](#).

## NYS OMH VACCINATION GUIDANCE

On January 7<sup>th</sup>, Governor Kathy Hochul announced that healthcare workers will be required to receive a Covid-19 booster dose within two weeks of becoming eligible. Like existing NYS Covid-19 vaccination requirements, the only exemptions will be for medical reasons, and there will be no testing alternative option available, in accordance with an emergency regulation approved by the Public Health and Health Planning Council.

This requirement will apply to healthcare workers previously required to be fully vaccinated under the emergency regulation issued by the [NYS Department of Health](#) (DOH) on August 26, 2021 (available [here](#)), including but not limited to personnel employed by or affiliated with general hospitals, nursing homes, adult care facilities, and home care agencies.

The emergency regulation will be effective upon its filing with the Department of

State. The Governor’s announcement is available [here](#).

Meanwhile, on January 26<sup>th</sup>, NYS OMH updated its [Guidance Regarding Federal Covid-19 Vaccination Mandates](#). The guidance has been revised to reflect the withdrawal of OSHA’s mandate.

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## FUNDING OPPORTUNITIES

### NYS OMH RFP: SAFE OPTIONS SUPPORT (SOS) TEAMS

The NYS OMH has issued a Request for Proposals (RFP) for the operation of eight (8) Safe Options Support: Critical Time Intervention (SOS CTI) teams in NYC. The RFP can be found [here](#).

SOS CTI Teams will be comprised of licensed clinicians, care managers, peers and registered nurses. Services will be provided for up to 12 months, pre- and post-housing placement, with an intensive initial outreach and engagement period that includes multiple visits per week, each for several hours. Participants will learn self-management skills and master activities of daily living on the road to self-efficacy and recovery. The teams’ outreach will facilitate connection to treatment and support services.

The SOS CTI Teams will follow the CTI model—a time-limited, evidence-based service that helps vulnerable individuals during periods of transitions. The teams will be serving individuals as they transition

from street homelessness to housing. CTI promotes community integration, self-advocacy and continuity of care by ensuring that the recipient has strong ties to their professional and non-professional support systems during these critical periods. It is a team-based model that incorporates professionals and peers. The team works with recipients and their support networks to build skills and strengthen supports so that the SOS is able to transfer care and terminate SOS services in 12 months or fewer.

SOS CTI Teams will work in close collaboration with a SOS Referral Hub, NYC's Street Homeless Outreach Teams, hospitals and others to ensure that those individuals who are in greatest need for this intensive service are identified, referred and immediately connected to services.

Eligible applicants are not-for-profit agencies with 501(c)(3) incorporation that have experience providing outreach, case management and/or behavioral health services to persons with a history of housing instability and/or street homelessness.

Proposals are due by March 7<sup>th</sup> at 2pm. For more information about this RFP or to submit a proposal, please visit the [NYS Contract Reporter](#).

## NYSHEALTH RFP: SPECIAL PROJECTS FUND

On September 9<sup>th</sup>, the [NYS Health Foundation](#) (NYSHHealth) released RFP for the 2022 Special Projects Fund. This Fund provides approximately \$2.5M in total funding for projects that support NYSHHealth's mission to improve the health of all New Yorkers, especially the most vulnerable populations. In order to extend its mission across different focus areas, projects selected for funding are not permitted to address any of the following NYSHHealth priorities:

- Healthy Food, Healthy Lives;
- Empowering Health Care Consumers; and
- Veterans' Health.

NYSHHealth will provide a one-time, nonrenewable grant between \$50K and \$300K to successful applicants. Special Projects Fund grants are typically in the \$250K range, with about five to fifteen awards made annually. Applicants must be not-for-profit 501(c)(3) organizations or for-profit organizations that can demonstrate their ability to significantly impact the health of New Yorkers in alignment with NYSHHealth's mission.

The full RFP is available [here](#) and an FAQ is available [here](#). There are two funding cycles for the 2022 Special Projects Fund. The first cycle of funding has elapsed and online inquiry form for the second cycle of funding is due on March 2<sup>nd</sup>. The full proposal (for invited applicants only) will be due on May 5<sup>th</sup>.

## CONCEPT PAPER: NYC WELL

On January 31<sup>st</sup>, the NYC DOHMH released a Concept Paper outlining a forthcoming RFP for the re-procurement of NYC Well to newly awarded contractor(s). NYC Well is a 24/7 resource that allows New Yorkers to call, text, and chat a centralized contact center to receive behavioral health crisis counseling, suicide prevention, emotional and peer support, and referrals to ongoing behavioral health care services.

NYC Well and the forthcoming 988 Suicide Prevention and Behavioral Health Crisis Hotline system will function as a single entity, and the contractor will answer contacts to both the NYC Well center and to 988 from NYC.

DOHMH anticipates awarding \$335M in total funding to up to three contracts over the nine-year program period. Contracts will begin April 1, 2023, with the ability to be fully operational by July 1, 2023. DOHMH projects 500,000 inbound calls, texts and chats annually.

The Concept Paper is available [here](#). Comments on the Concept Paper must be submitted to [RFP@health.nyc.gov](mailto:RFP@health.nyc.gov) with the subject line "NYC Well Concept Paper" through March 17<sup>th</sup>. In addition to general comments regarding the program concept, DOHMH is seeking input regarding what, if any, services could be divided among multiple contractors or subcontractors.

## NYS OMH RFP: ADULT ACT TEAMS

On January 25<sup>th</sup>, NYS OMH released a RFP for the development of eight Adult Assertive Community Treatment (ACT) teams. The Adult ACT teams will serve individuals with serious mental illness (SMI) who have not been successfully engaged by the traditional mental health treatment and rehabilitation system.

Adult ACT teams provide 24/7 comprehensive treatment, support, and rehabilitation services in the community or where the individual lives. OMH will provide start-up and ramp-up funding to support the development of the ACT teams, and teams will be funded on an ongoing basis through Medicaid and net deficit funding per the approved ACT model for an upstate 48 slot team, upstate 68 slot team, or downstate 68 slot team, as applicable.

Eligible applicants are not-for-profit 501(c)(3) agencies that have experience providing mental health services to individuals with SMI through programs that are licensed by OMH. The awarded applicant will be further subject to the submission and approval of a Prior Application Review (PAR) application to become a licensed ACT team and receive an official operating certificate.

The full RFP is available [here](#). Applications are due on April 11<sup>th</sup>.

## NYS OMH & OASAS RFP: INTENSIVE CRISIS STABILIZATION CENTERS

The NYS OMH and [Office of Addiction Services and Supports](#) (OASAS) have issued a RFP for the development of 12 new Intensive Crisis Stabilization Centers. The Offices are seeking development of three Centers within the NYC economic development region, and nine Centers outside of NYC, throughout the remaining economic development regions.

The Crisis Stabilization Centers will be jointly certified by OMH and OASAS. Crisis Stabilization Centers are developed in collaboration with the communities they serve, including Local Mental Hygiene Directors, schools, community providers, law enforcement agencies and other identified programs to provide a comprehensive continuum of care for referrals and follow-up.

OMH and OASAS have assigned [Carol Swiderski](#) as Issuing Officer for this project. The Issuing Officer or a designee shall be the sole point of contact regarding the RFP from the date of issuance of the RFP until the issuance of the Notice of Conditional Award. To avoid being deemed non-responsive, an applicant is restricted from contacting any other personnel of OMH and OASAS regarding the RFP. Certain findings of non-responsibility can result in rejection for a contract award.

This RFP can be found on both the [OMH website](#) under Procurement Opportunities

and the [OASAS website](#) under Procurement.

Responses to the RFP are due May 19<sup>th</sup>. A Bidder's Conference will be held on February 28<sup>th</sup>. Prospective Proposers' participation in this conference is highly encouraged but not mandatory. The purpose of the Bidder's Conference is to:

- Provide additional description of the project; and
- Explain the RFP process.

Join Bidders' Conference meeting at 9am on February 28<sup>th</sup> [here](#).

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## IN THE NEWS...

### NYS OMH COMMISSIONER EXTENDS REGULATORY WAIVER

On February 4<sup>th</sup>, the NYS OMH Commissioner extended the telehealth regulatory waiver (available [here](#)) through June 5<sup>th</sup>. The waiver, which was last updated on December 7, 2021, indicates that the emergency/proposed rule updating the Part 596 telehealth regulations posted in the State Register ([here](#)) remains fully effective (with the exception of Part 596.5(a)-(e), which outlines approval requirements). OMH is in the process of receiving and reviewing final comments on the proposed changes to Part 596, with final regulations and associated guidance documents forthcoming.



The emergency/proposed regulations are available [here](#).

## BLACK HISTORY MONTH EDUCATIONAL SERIES ADDRESSES MENTAL HEALTH

A free series of educational sessions are being offered online via the [BIPOC Parent & Caregiver Mental Health Movement](#) on Saturdays at 10am throughout February to address mental health in the Black Community. Mental health experts, faith and community leaders and parents are addressing several relevant topics ranging from stigma and cultural provider bias to the criminalization of mental health in communities of color and the need for a broader pool of Black mental health professionals.

The February 19<sup>th</sup> topic is “Diversity of Perspectives and Needs: Children, Black Males, Older Adults, Justice Involved and LGBTQ” and the topic for the final session on February 26<sup>th</sup> is “Social Determinants, Education, Engagement and System Change: Where do we go from here?”

Register [here](#) or livestream via Facebook [here](#).

## BIDEN ADMINISTRATION SUBMITS 2022 MENTAL HEALTH PARITY REPORT TO CONGRESS

On January 25<sup>th</sup>, the US Departments of HHS, Labor and the Treasury issued their 2022 Report to Congress on the Mental

Health Parity and Addiction Equity Act (MHPAEA) of 2008. The report finds that many insurers continue to not be fully compliant with MHPAEA requirements and indicates that the Administration intends to further pursue increased enforcement going forward.

The report describes the Departments’ utilization of existing MHPAEA enforcement tools, such as the requirement included in the Consolidated Appropriations Act of 2021 that plans and insurers provide comparative analyses of their non-quantitative treatment limitations, but notes a list of additional tools that, if authorized by Congress, would improve enforcement and compliance. Finally, the report also highlights one of the Departments’ largest enforcement activities to date, a \$15.6M settlement with UnitedHealthcare. The Administration alleged that United routinely lowered reimbursement rates for out-of-network behavioral health services and flagged members with behavioral health needs for utilization reviews.

The 2022 MHPAEA Report to Congress is available [here](#).

## NYS SENATE APPROVES DR. CHINAZO CUNNINGHAM TO LEAD OASAS

On January 25<sup>th</sup>, The NYS Senate confirmed Dr. Chinazo O. Cunningham as Commissioner of the NYS Office of Addiction Services and Supports (OASAS). Dr. Cunningham most recently served as the Executive Deputy Commissioner of

Mental Hygiene at the NYC DOHMH.

## CMS APPROVES NYS SPA AUTHORIZING NURSE PRACTITIONERS TO PROVIDE COLLABORATIVE CARE SERVICES

On January 24<sup>th</sup>, CMS approved NYS’s State Plan Amendment (SPA) authorizing nurse practitioners designated by NYS OMH to provide Collaborative Care Services, including screening for mental illness, diagnosis of patients who screen positive, the provision of evidence-based care, ongoing tracking of patient progress, and care management. Services may also include consultation between a designated psychiatric practitioner, care manager, and primary care physician for the purpose of managing mental health conditions in primary care settings.

The SPA is available [here](#) and the CMS approval letter is available [here](#).

## NYS MEDICAID COVERAGE CHANGES

Effective January 1<sup>st</sup> for fee-for-service and April 1<sup>st</sup> for managed care, the NYS Medicaid program is extending the period of coverage for certain mental health services provided to pregnant or postpartum women. Counseling services provided by Licensed Clinical Social Workers (LCSWs) or Licensed Master Social Workers (LMSWs) are generally not reimbursable to an Article 28 provider. However, DOH established an exception for pregnant women up to 60 days

postpartum in 2011. Going forward, Article 28 outpatient hospital clinics and freestanding Diagnostic and Treatment Centers (D&TCs) may now be reimbursed for LCSW and LMSW counseling for up to 12 months postpartum.

Additional information, including rate codes and links to relevant guidance documents, is available in the November 2021 Medicaid update [here](#).

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## CARE COORDINATION SERVICES

### CBC HH EXPANDS TO NASSAU, SUFFOLK, WESTCHESTER COUNTIES

Near the end of last year, the NYS DOH formally approved CBC's request for permanent geographic expansion of its HH care management network and corresponding Lead Health Home Designation to include the adjacent counties of Nassau, Suffolk and Westchester for both Health Home Serving Adults (HHSA) and Health Home Serving Children (HHSC) programs. Effective January 2022, CBC HH now formally covers Westchester, The Bronx, Manhattan, Brooklyn, Staten Island, Queens, Nassau and Suffolk counties.

As CBC HH expands its geographic footprint, care management agencies (CMAs) may be interested in consolidating their care management lines of business under CBC HH. Contact CBC HH Senior

Director [Melissa Martinez](#) for more information.

### HCBS/CORE UPDATES

In January, NYS DOH & OMH revised their Adult Behavioral Health Home and Community Based Services (BH HCBS) [Workflow Guidance](#) for HARP and HIV SNP Members Enrolled in Health Home to improve access for those in need of or interested in BH HCBS. Key changes to the workflow include:

1. Only members interested in BH HCBS need to complete the NYS Eligibility Assessment (NYS EA) to access services. Members actively receiving BH HCBS must have their eligibility annually reassessed to ensure continuity of care.
2. The 90-Day Timeframe to complete the NYS EA (upon HARP/HIVSNP enrollment or HH enrollment—whichever occurred first) has been removed. The face-to-face requirement for administering the NYS EA can be met via telehealth.

As of February 1<sup>st</sup>, Community Oriented Recovery and Empowerment (CORE) services have launched and include:

- Community Psychiatric Support and Treatment (CPST);
- Psychosocial Rehabilitation (PSR);
- Family Support and Training (FST); and
- Empowerment Services – Peer Support under Adult Rehabilitative Services.

On January 24<sup>th</sup>, NYS OMH hosted a “[CORE Implementation: What CMAs Need to Know](#)” webinar which provided an overview of the benefits available under CORE, including “no wrong door” for referrals, easier service access for members and more flexible staff requirements.

### CBC's HH+ SPECIALTY MENTAL HEALTH CMA NETWORK

CBC's HH+ network is currently comprised of 23 Specialty Mental Health (SMH) CMAs, 18 of which have been fully designated by NYS OMH. On January 25<sup>th</sup>, CBC HH held its quarterly operations meeting for all HH+ providers, with staff from 16 SMH CMAs in attendance. The agenda included an overview of CBC's Pathway Home™ model for transitional care, a recap of the NYS OMH HH+ Directors' January 12<sup>th</sup> meeting, updates regarding the Mental Health Provider Data Exchange (MHPD), Foothold documentation tips for HH+ Eligibility and information on CBC HH's expansion into Suffolk, Nassau and Westchester counties. The meeting presentation can be accessed [here](#) via Box.

### HH RECONSIDERED & APPEALED CLAIMS: EMBLEM

CBC's Finance Department continues to work with managed care organizations to collect on denied claims from July 2018. Most recently, [Emblem Health](#) processed and paid 463 outstanding claims through June 30<sup>th</sup> of last year, for a total payment of over \$141K.

## CHILDREN'S SERVICES CAPACITY TRACKER

On January 26<sup>th</sup>, NYS DOH held a [webinar](#) for HCBS/Children and Family Treatment and Support Services (CFTSS) providers on the new Children's Services Capacity Tracker in advance of its January 31<sup>st</sup> go-live on the IRAMS Platform dashboard. HCBS providers are required to report their HCBS capacity by county, service and waitlist. The tracker reports the waitlist and provider availability by service and county and notifies providers when and why a child/youth is removed from the waitlist. First reporting was due on February 4<sup>th</sup> and occurs every three weeks henceforth.

CFTSS providers are also free to document capacity and waitlist information, although doing so is not currently required. HCBS providers who are also designated for CFTSS can manage their CFTSS waitlist in the Capacity Tracker and are encouraged to do so.

HHSC CMAs will not have access to the system but should be communicating with HCBS providers regarding whether a child/youth is actively being served or is waitlisted. On a monthly basis, information will be shared with HCBS providers, MMCPs and Lead HHs to foster communication and collaboration regarding building capacity and assisting waitlisted children/youth to obtain services.

## HARLEM STRONG COMMUNITY INITIATIVE

The [Harlem Strong Mental Health Coalition](#) is a multisectoral coalition between [CUNY Graduate School of Public Health & Health Policy](#), [Harlem Congregations for Community Improvement](#), [Healthfirst](#) and CBC. This project is responsive to the community needs identified by Harlem's Community Boards and National Institutes of Health to develop community interventions that address multiple levels and systems that contribute to health inequities related to Covid-19, mental health, poverty and institutionalized racism.

On January 24<sup>th</sup>, CBC participated in an HSCI meeting that engaged local community-based organizations (CBOs), primary care and mental health practices in a community-engaged neighborhood planning and coalition-building process to:

1. Implement an expanded community collaborative care model in two gateway settings—low-income housing and primary care—to address pandemic needs related to Covid-19, economic stress and mental health for high-risk low-income ethnic minorities;
2. Build capacity for mental health task-sharing;
3. Train community health workers to screen, educate, refer and support care navigation to ensure successful linkages to a range of services;
4. Support continuous quality improvement and sustainment of the model; and

5. Leverage other CUNY initiatives to develop technology-based innovations that address implementation barriers identified by the Harlem Strong Coalition.

This group plans to meet monthly.

## CANS-NY TAI IMPACT BOARD & REFRESH PROJECT MEETING

The [CANS-NY Technical Assistance Institute](#) (TAI) has launched a time-limited CANS-NY Refresh Project Team to gather input on the redesign of CANS-NY. On January 20<sup>th</sup>, the CANS-NY Refresh Project Team met and reviewed draft recommendations proposed by each of its six subcommittees (Medically Fragile Youth, Developmentally Disabled Youth, Early Childhood (ages 0-5), Caregiver Domain, Strengths Domain and Behavioral Health Module (Mental Health)). Next steps include finalizing subcommittee recommendations, synthesizing additional feedback from ongoing coaching efforts and drafting the final report of recommendations for NYS DOH. Please contact CBC Children Program Services Director [Patricia Lyons](#) with any questions or suggestions for the CANS-NY TAI Impact Board.



## TRAINING INSTITUTE



### SELF-CARE TRAINING SERIES

At the 2020 height of the global pandemic, SAMHSA recognized that frontline staff would need support to address their personal and professional experiences with Covid-19. [CBC Training Institute's](#) (TI) SAMHSA Covid-19 Emergency grant therefore continues to provide necessary funding to help address unmet mental health needs in NYS, and has been the subject of a no-cost extension through May 2023. Meanwhile, the CBC TI leveraged additional award funding from the [New York State Health Foundation](#) (NYSHHealth) to expand the array and reach of its self-care trainings, and specifically target residential support staff and Peer Specialists across the state. CBC TI has curated and facilitated these offerings, bringing nationally renowned self-care experts to NYS's behavioral health workforce.

December marked the culmination of CBC TI's NYSHHealth-funded trainings, which ranged from [Afro Flow Yoga](#) to a reprise of Dr. Belisa Vranich's popular course on breathwork. In sum, CBC TI trained 782 unique behavioral health staff

from over 200 community-based provider agencies across NYS over eight months of NYSHHealth-funded trainings.

Self-care trainings funded by SAMHSA in recent months have included three important anti-racism trainings for behavioral health staff by [Strong Children Wellness](#) Chief Executive Officer Dr. Omolara Uwemedimo. Each training sought to support people of color as they plot the course of their career as behavioral health professionals. More recent trainings included "Managing the Constant Flow of News in Media and Online," by [Ohel's](#) Dr. Norman Blumenthal of Ohel, to a training on Clinical Supervision and self-care delivered by [BestSelf Behavioral Health](#) via [NYS Council for Community Behavioral Healthcare](#). Since January 2021, the SAMHSA grant has trained 1635 unique attendees from 339 agencies, in which 51% are based in NYC and 49% in the rest-of-State.

### PROJECT ECHO FOR OPIOID USE DISORDER PROVIDERS



CBC TI has also continued its ongoing [Project ECHO](#) series supporting Opioid Use Disorder treatment providers into the new year. The January ECHO featured a didactic from CBC resident Medication-

Assisted Treatment (MAT) expert Dr. Bruce Trigg on Hepatitis C, while staff from [SCO Family of Services](#), [Samaritan Daytop Village](#) and [St. Joseph's Medical Center](#) presented current and complex cases to the series' growing community of MAT experts and learners. Contact CBC TI Director [Emily Grossman](#) with any questions about Project ECHO or to be notified of future ECHOs in this series.

### FEBRUARY TRAINING INSTITUTE CALENDAR

CBC TI's Training Calendar for February is [available here](#). Please contact CBC TI Director [Emily Grossman](#) with any questions.

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### QUALITY PERFORMANCE MANAGEMENT (QPM)

### HH INCIDENT REVIEW COMMITTEE'S Q4 (& ANNUAL) MEETING

In January, CBC's Quality Performance Management (QPM) Department hosted its quarterly Incident Review Committee Meeting (IRC). Six CMAs joined CBC Health Home and Pathway Home™ staff to explore Q4 2021 data and 2021 annual trends. Of the 103 NYS DOH-reportable incidents CBC received in Q4, the most received incident type was once again the Adult Home Plus (AH+)-specific Repeated Crisis Episode. AH+ program staff led a dynamic discussion on the rising reports of Repeated Crisis Episodes, highlighting case studies and best practices

for all programs working with members that have multiple ER/hospital visits in one year.

Best practices include:

1. Adding community providers, family and/or friends to the DOH-5055,
2. Collaborating and communicating with member’s care team,
3. Exploring appropriate levels of care,
4. Remembering two Rs: Root cause and Resolution, and
5. Engaging in discharge planning process when member is hospitalized.

As part of the annual review, the IRC looked at other emerging trends from the past year. As captured in the graph below, CBC saw an unprecedented increase in incident reports in 2021—an uptick of 119 reportable incidents relative to 2020 totals.

There are many factors that may be contributing to the increase in reportable incidents, such as the ongoing effects of the pandemic, the implementation of IRAMS, changes in children’s HCBS population reporting and increased education and awareness at the CMA level on reporting practices. CBC is proud to

have hosted or facilitated six trainings in 2021 related to IRC findings and recommendations and will continue to offer trainings and resources to support CMAs in identifying, submitting and mitigating critical incidents. The next IRC Meeting will occur in April and new CMAs are welcome to join—if you or an agency representative is interested in attending a future IRC meeting, please contact [CBCQPM@cbc.org](mailto:CBCQPM@cbc.org).

### VIRTUAL OFFICE HOURS: UNDERSTANDING CBC HH PERFORMANCE REPORTS

In January, CBC’s QPM Department conducted a two-part training series on the CBC HH Performance Report for HHS and HHSC programs. The sessions reviewed the purpose of the reports and how they inform best practices across the network in meeting NYS DOH documentation requirements. The Technical Specifications manual was newly released, which provides in-depth information on how each measure is calculated. This manual has been uploaded to Box for CMA access. Overall, 109 participants across 20 CMAs participated cumulatively across both training sessions.

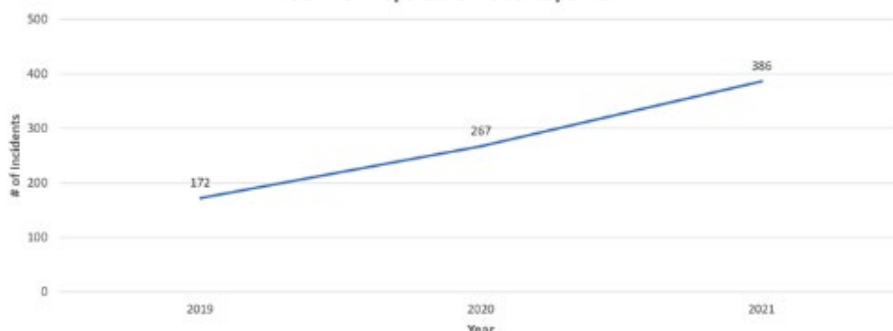
### VIRTUAL OFFICE HOURS: CONSENT TRAINING

The CBC QPM Department will be conducting a Consent training on Thursday, February 17<sup>th</sup> at 10am. This training will review HHS and HHSC NYS DOH Consents for enrollment and disenrollment. We will walk through minimum requirements to complete Consents, address FAQs and best practices for engaging members in the consent process. The registration link for this training was included in the February Training Calendar. Please contact [CBCQPM@cbc.org](mailto:CBCQPM@cbc.org) with any questions.

### IPA DATA DEEP-DIVE MEETINGS

CBC has conducted individual data deep-dive meetings with four IPA network member provider agencies—each of which is also a member of the Clinical Integration Workgroup (CIW). The purpose of the meetings has been to showcase disaggregated data available to CBC IPA members and discuss with providers how they can translate the data into actionable insights at the agency level. The PSYCKES composite measure “General Medical Health,” (particularly the measure “No Outpatient Visit > 1 year” were) was the subject of scrutiny, as attendees accessed data revealing service recipient demographics, geographic locations, program type, payor and provider/attending. Findings and recommendations will be summarized by CBC and presented back to the CQIC and CIW for further discussion in the context

Total DOH Reportable Incidents per Year



of network performance improvement initiatives.

## IPA CONSUMER ADVISORY BOARD IN BEHAVIORAL HEALTH NEWS

The CBC IPA Consumer Advisory Board (CAB) was highlighted in the [Winter 2022 Volunteer issue of Behavioral Health News](#), in an article written by CAB Chair Bob Potter. Comments in the article came from two volunteer members of the CAB, Vanessa Brockman and Yuriy Schneiderman. Vanessa, Certified Peer Specialist at [The Jewish Board](#), commented “Volunteering is wherever you turn, even if it is a little thing, doing something for which there is no pay, just the privilege of helping others.” Yuriy, HARP Specialist at [Interborough Developmental & Consultation Center](#), also noted that “Volunteering on the CAB has broadened my horizons and enabled me to better assist people in need.”

The CAB is comprised of a cross-section of volunteers from the CBC network who identify as a consumer of behavioral health services, including Peers and Peer Specialists. CAB members contribute their skills, insights and experience at monthly online meetings, and in turn CBC uses CAB recommendations to improve care coordination practices and member-engaging supports. Meetings are co-facilitated by leadership from across CBC programs and departments. The CAB welcomes suggestions of Peer staff and informed members of IPA agencies to join! Send them to CAB Chair [Robert Potter](#).

## INNOVATIVE PROGRAMS

### CBC TO HELM NYS OMH SAFE OPTIONS SUPPORT (SOS) HUB

As noted in the [“Funding Opportunities”](#) section of this CBC Monthly Bulletin, NYS OMH’s Safe Options Support (SOS) initiative includes a centralized SOS Referral Hub to promote care coordination and standardized model adherence, as well as sole sourcing for four of the twelve eventual SOS teams set for launch this Spring. NYS OMH has approached CBC to take on this role, noting CBC’s experience and success developing innovative program models like Pathway Home™, its ability to quickly operationalize new programs and enduring commitment to quality care as some of the reasons they turned to CBC to partner on this project.

### PATHWAY HOME™ IN THE HEALTHLEADERS SPOTLIGHT

On January 25<sup>th</sup>, [HealthLeaders](#) published an interview with CBC Pathway Home™ Senior Director Barry Granek. The conversation included discussion of digital health and virtual care to expand care management and coordination options, new strategies to identify and address social determinants of health, which sit outside the clinical realm but affect health and wellness, and how to find the right tools to improve service recipient engagement and ensure that better habits are developed.

Read the full article [here](#).

## CASN OPERATIONS UPDATE

In December, Citywide Addiction Support Network (CASN) providers delivered Triple P (Positive Parenting Program) to over 55 families as part of the program’s array of Prevention services. Programming focused on addressing familial disobedience and/or aggression. As community outreach expands to local food pantries, places of worship and nearby train stations, this evidence-based practice will continue to be delivered to a larger audience.

Meanwhile, CASN’s Criminal Justice Subcommittee met with the Mayor’s Office in December and January to establish a referral workflow that anticipates inmates’ release from Rikers Island and connects them to community-based services upon re-entry. This collaboration is ongoing and will allow more inmates opportunity to receive Treatment services following discharge to the community in Manhattan, The Bronx and Queens.

CASN’s Recovery services providers continue to outreach opioid and stimulant hot-spot areas including Washington Square Park to engage individuals in an array of available services. These Peers provide Narcan kits and trainings, as well as Covid-19 personal protective equipment to interested community members.

Finally, on January 19<sup>th</sup>, CASN was invited to join [Children’s Aid](#) and [NYC Prevention Resource Center](#)’s “The Solution” podcast. Their [“There’s No Wrong Room”](#) episode

features CASN Project Manager Jessica Boylan and [Samaritan Daytop Village](#) VP of Outpatient Services Dr. Carolann Slattery, each of whom present and discuss the vital network activities already underway ensuring timely prevention, treatment and recovery services for opioid and stimulant use disorders available to New Yorkers three boroughs.

## SAMHSA COVID-19 EMERGENCY GRANT OPERATIONS UPDATE

CBC's Covid-19 Emergency Award programming continues to utilize 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. CBC has been awarded a No-Cost Extension for both iterations of this programming, ensuring the program will remain operational through May 2023.

In January, the program's Steering Committee assembled for its quarterly meeting, which included providers from member agencies of both CBC and CBHS IPAs. Providers continue to work to improve GPRA completion rate for all new service recipients under this grant, while Peer Service Delivery and Group Therapy continue to make up a greater proportion of services offered courtesy of grant funding.

## TECHNOLOGY & DATA ANALYTICS



**IMSNY**  
INNOVATIVE  
MANAGEMENT SOLUTIONS  
NEW YORK

### IMSNY'S GROWING PROFILE

As technology permeates all levels of healthcare, from patient engagement tools to analytics-informed decision-making programs, [Innovative Management Solutions \(IMS\) NY](#) sits at the cutting edge of advances in this space—partnering with innovators and participating in thought leadership events.

IMSNY CIO Elise Kohl-Grant guested on [Arcadia's](#) "The Schema," a video web series establishing the framework for the future of healthcare. In their "Whole Person Care" episode from January, Ms. Kohl-Grant discusses how IMSNY is engaging CBC IPA service recipients and improves care outcomes through its Data Analytics Business Intelligence platform. [Watch here.](#)

Ms. Kohl-Grant also recently moderated a [Healthcare Information & Management Systems Society](#) (HIMSS) NY Chapter event on Emerging Behavioral Health Trends. At the February 8<sup>th</sup> webinar, Ms. Kohl-Grant surveyed expert panelists' sense of new trends and healthcare delivery disruptors in a conversation that sought to predict the digital future of behavioral and mental healthcare services. Discussion topics included behavioral health

technology trends and how they fit into care delivery systems, where providers fit on the new frontier of digital care and how to successfully integrate technology-assisted care solutions at the program level of behavioral health service delivery.

[Watch here.](#)

IMSNY's next public appearance is set for Thursday, February 17<sup>th</sup>, when Chief Operations Officer Mathew Smith will speak at [Foothold Technology's](#) "Strength In Numbers—Leveraging data to operate beyond your agency" webinar. Register for the 1pm event [here.](#)

### FOOTHOLD TECHNOLOGY PARTNERSHIP

In their continuing efforts to deliver value to the CBC and CBHS IPA networks, IMSNY is proud to [announce a new partnership](#) with [Foothold Technology](#). This deal supports the network in key areas, including:

- A coordinated package of tools that promote more seamless network-level operations;
- Monthly Learning Collaboratives moderated by IMSNY;
- A pathway to seamless, integrated data-sharing via Foothold Technology's Data Studio;
- Discounted access to AWARDS certification and conferences; and
- The potential for further network-driven discounts as more IPA member agencies join Foothold Technology.

For more information, see this [slide deck](#).

## SOLUTIONS FOR CBC IPA MEMBER AGENCIES

Take advantage of the negotiating power of the full CBC network to secure high quality solutions at a lower cost. Contact IMSNY Chief Operating Officer [Mathew Smith](#) for more information.

IMSNY Partners	The IMSNY Deal
<p><b>Zoom</b> Virtual meetings and telehealth</p>	<p>IMSNY’s <b>Zoom</b> licenses include <a href="#">large conference</a> and <a href="#">webinar</a> for every business account for the monthly price of \$15 per license. Your current contract can be easily transferred to the IMSNY account. <a href="#">Contact us</a> if interested. We currently have over 80 available licenses in our inventory, ready for immediate assignment.</p>
<p><b>Triad</b> Education, community &amp; career resources</p>	<p>CBC, through IMSNY, has partnered with <b>Triad</b>, the leading provider of education, community and career resources for behavioral and mental health professionals and organizations. Through the Triad Employer Solutions suite of services, Triad can support your workforce with its niche recruitment tool, Jobs Marketplace; with continuing education courses for licensed clinicians; with exam prep courses for licensure seekers; and with the Triad Network—the LinkedIn for behavioral and mental health. And through our partnership, all CBC providers receive exclusive pricing on all Triad services. More information can be found on the Triad website <a href="#">here</a>, or by contacting Triad’s CEO, Brandon Jones, at <a href="mailto:brandon.jones@triadhq.com">brandon.jones@triadhq.com</a>.</p>
<p><b>Relias</b> Learning Management System with content library</p>	<p>Join the nearly 12,000 <b>Relias</b> users in the IMSNY network. <a href="#">Connect with us</a> to schedule a demonstration to learn how Relias can be the “easy button” for your training needs, both in terms of training content and administrative features (quality assurance, reporting, curriculum assignment, and content storage). And if you are already contemplating or negotiating with Relias, reach out to us for the IMSNY discount.</p>



## AGENCY SPOTLIGHT: NEW CBC HEALTH HOME CARE MANAGEMENT AGENCIES



[Ahivim](#) is derived from the Hebrew word beloved (אהובים), as love is at the core of their mission to help individuals who struggle with emotional difficulties, intellectual disabilities and medical conditions. They focus on improving access to quality healthcare and human services, reducing and eliminating health disparities and encouraging innovative and improved services models. They pride themselves in servicing culturally diverse communities that are often underserved and misunderstood, with limited access to care providers who speak and understand their language and culture. Ahivim aims to provide long-term care and supports in the individual's setting of choice, so they may live safely and thrive in the community. They provide person-centered and individualized services that are respectful and responsive to specific needs, cultural background and language. Some of the services provided include OPWDD and Children's HCBS waiver services such as Community and Day Habilitation, Supportive Employment (SEMP) services, Prevocational services, Self-Direction/Fiscal Intermediary services and Respite services. They also provide central intake services, client coordination and care management services. Ahivim's central hub is in Monroe, NY, and they service the entire Hudson Valley region, as well as parts of NYC.



Founded in 1997, [Human Care Services for Children and Families](#) (HCS) serves individuals with disabilities in a dignified, culturally sensitive and knowledgeable manner. HCS provides OPWDD, OMH and Educational services. Their mission is to provide people with disabilities, person-centered services and supports that will help them live a life of independence, individuality, inclusion, respect and dignity—in the community and manner of their choosing. HCS serves individuals and their families in New York City, Long Island and the Lower Hudson Valley.