

FROM THE DESK OF PAMELA MATTEL

Dear, CBC Network & Partners—

What matters most to clients matters most to all of us.

“So far I’ve managed to still stick through therapy and I made a year with no hospitalization. I discovered I love boats so I’m working the ferry and will work my way up to a captain in two years. I have gone on a date and am even moving into my own apartment”—*Pathway Home™* testimonial (p.8)

Stories like this one should be our North Star for value-based care. Value-based care and health equity do not occur through structured planning alone and CBC is poised to act. We’ve invested in transforming community care at the individual, family, community, and system level and recognize that qualitative, equitable whole health care must identify and offer workable solutions.

These strength-based solutions were clearly articulated at the recent IPA Network Quarterly Meeting, in which provider members underscored the value of collaboration within and between agencies. We heard how boundaries are being pushed to incorporate more whole health approaches, consumer’s experiences and voices are being valued, and data are being used to drive quality.

The NYS 1115 Medicaid Waiver, at its best, builds opportunities for behavioral health and human services to rightfully participate. However, there remains concern that innovation and financial support will travel a more historically familiar path. CBC collaborated with all statewide Behavioral Health Care Collaboratives (BHCCs) to submit a detailed response as essential advocacy during the public comment period. Key requests include raising the value of BHCCs, greater data transparency and access, enhanced regulatory relief, and for at least one-third of the workforce investment dollars to prioritize the development of a broad array of clinical, technological, and innovative tools that support current and incoming behavioral health workforce to deliver care in this new paradigm.

The new BHCC award is purposefully designed for CBC to develop a value-based approach that meets performance measures. We are pulling key data for analysis, and then working with a few agencies to pilot interventions. [HealthFirst](#) has agreed to work with us to reduce unnecessary emergency room visits and improve thirty-day follow-up. Their investment in our VBP capabilities is invaluable. Our goal is to design sustainable visible metrics, actionable insights, accountability, real-time performance feedback, performance recognition, and data-informed strategic decision making.

Sincerely,
Pamela
Mattel



CARE TRANSITIONS

SOS TEAMS LAUNCH IN MANHATTAN, AWARDED IN BRONX & QUEENS, AS HUB MAKES FIRST HIRE

Since April 7th, the NYS Office of Mental Health (OMH) & CBC’s Safe Options Support (SOS) teams at [ACMH](#), [The Bridge](#) and [Services for the UnderServed](#) began to conduct focused homeless outreach in Manhattan, meeting with community-based organizations, public health/safety officials and other stakeholders to foster collaborative relationships that best serve the individuals experiencing homelessness in these neighborhoods. These include current outreach providers, Metropolitan Transportation Authority and NYC Department of Homeless Services. Teams have also responded to direct program referrals from hospital, housing agencies and community providers, and enrolled participants in their longer term, intensive care coordination support services.

Meanwhile, OMH has awarded Bronx and Queens SOS Teams to [BronxWorks](#) and CBC IPA member agency [Federation of Organizations](#). These teams are meeting with the CBC Hub to collaboratively staff the teams and implement communication and programmatic workflows before eventual launch this summer.

Finally, CBC’s centralized SOS Referral Hub has made its first hire, bringing in Thomas Perry, Senior Director. Mr. Perry

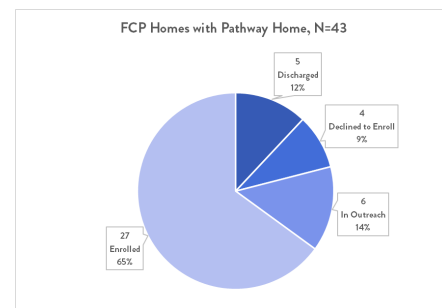
has held management positions at The Doe Fund, The Hope Program, Lower Eastside Service Center and CBC IPA member agency [Educational Alliance](#). He will oversee a team that acts as a Single Point of Access (SPOA) for referrals, offers support to SOS staff through training and learning collaboratives and provides quality oversight and data reporting across (ultimately) twenty SOS teams statewide. The SOS Hub has leveraged the CBC Training Institute (TI)’s expertise to already begin its support programming for SOS Teams, launching “Think Tank Thursdays” this past month. Every Thursday, SOS Teams participate in a didactic training session led by CBC TI and clinical staff that is followed by a period of thoughtful collaboration in which Teams share ideas on how to best support the people they serve. Topics from the inaugural month have included verbal de-escalation and medical concerns specific to homelessness.

If your agency provides care to New Yorkers experiencing homelessness and could benefit from talking to our clinical and support staff, please call our hotline at 1-866-SOS-4NYC.

PATHWAY HOME™ OUTCOMES: AN AH+ “FULL COURT PRESS”

Over the past year, CBC’s two Pathway Home™ teams serving the Adult Home Plus (AH+) population have been involved in various “Full Court Press” initiatives across Brooklyn and Queens in collaboration with the NYS OMH. OMH has tasked these teams staffed by CBC IPA members [Postgraduate Center for Mental Health](#) and [WellLife Network](#) to engage, assist and expedite community transition for Adult Home Class members residing at an impacted Adult Home. These teams have employed a hyper-focused approach to conference care planning needs by meeting with OMH-contracted housing providers & Peer Bridger agencies to survey and address prevailing barriers to engagement and community transition for class members harder to place.

AH+ Pathway teams have had in engaging with class members who have traditionally declined transition.



PATHWAY HOME™ SHINES IN VNSNY’s HEALTH NEIGHBORHOOD SPOTLIGHT

In the latest Health Neighborhood Spotlight video from CBC IPA members [VNS Health](#) (formerly Visiting Nurse Service of New York), host Amery Moultry heads uptown to East Harlem to meet with Pathway Home™ Program Manager Patricia Payne-Marsky and Peer Specialist Kenny Mick to learn how the team is addressing the complex health needs faced by many living in this vibrant community.

Watch the video [here](#).

PATHWAY HOME™ PUBLISHES SPRING NEWSLETTER

Pathway Home™’s latest newsletter includes testimonials and success stories, information on recent program expansion and new hires!

Flip through it [here](#).



SOS
SUPPORT SERVICES
NEW YORK STATE

**Meeting You—
Where You Are**

Services On Offer

- Immediate Needs Support (Food/Clothing) Resources
- Medical/Wound Care
- Linkage to Medication-Assisted Treatment for Substance Use
- Entitlement Support
- Housing Support
- Behavioral Health Counseling
- Ongoing Supportive Care & Skills-Building

In Collaboration With

- Office of Mental Health
- ACMH
- The Bridge
- SUS

**For Information & Support:
Call 1-866-SOS-4NYC**

In a recent OMH AH contracted provider meeting, OMH shared enrollment data for the two AH+ Pathway Home™ teams, highlighting that CBC’s Pathway Home™ teams have the **highest enrollment rates among Adult Home care management teams, with a 65% enrollment rate for class members** identified through “full court press.” This demonstrates the positive impact Postgrad and WellLife’s

ADDRESSING THE OPIOID USE CRISIS

CASN MARKS ONE YEAR ANNIVERSARY WITH IMPACT UPDATE

April marks the one-year anniversary of the NYS Office of Addiction Services and Supports' (OASAS) State Opioid Response II Grant Award to the multi-stakeholder partnership making up the Citywide Addiction Support Network (CASN). Highlights from the past twelve months across all three service areas (Prevention, Treatment & Recovery) include:

Prevention Services

- Hired and trained ten Prevention Facilitators on “Triple P” (Positive Parenting Program) and “SSET” (Support for Students Exposed to Trauma) subject matter;
- Delivered evidence-based practices to students and families in Bronx, Manhattan and Queens; and
- Developed relationships with private, alternative and public schools, Planned Parenthood, food pantries, NYC’s housing shelter systems and community family programs to continue to provide trainings to community members in need.

Treatment & Recovery Services

- Hired fifty Certified Recovery Peers and developed a monthly Peer Support Group for all CASN Peers;

- Collaborated with Manhattan Borough President Initiative to deliver focused outreach to Washington Square Park patrons that included Narcan distribution and referral to Medication-Assisted Treatment (MAT) and other opioid use disorder (OUD) services where appropriate;
- Launched a 24/7 open access telephone hotline via [Samaritan Daytop Village](#) and integrated 24/7 telehealth services via [NYC Health + Hospitals ExpressCare](#) with referrals to CASN’s provider network;
- Established hospital emergency department lead teams comprised of clinicians and peers via NYC Health + Hospitals that utilize [CASN’s Geo-map](#) to refer service recipients to CASN providers at time of discharge from EDs; and
- Employed social workers at Pride Centers to work with youth affected by OUD and/or stimulant use disorder diagnoses and connect them to ongoing services and supports within the CASN provider network.

These efforts have had a quantifiable impact that in sum includes:

- 135 unique individuals referred for MAT services at a CASN treatment services provider;
- Telehealth capacity for 530 individuals seeking OUD treatment and recovery services;
- 70 trainings on Narcan use; and
- 325 fentanyl strips distributed at Washington Square Park.

PROJECT ECHO FOR OPIOID USE DISORDER SERVICE PROVIDERS

The CBC Training Institute (TI) continued its ongoing Project ECHO series supporting opioid use disorder treatment providers over the past month.

CBC resident MAT expert Dr. Bruce Trigg informed our community of learners on effects and harm reduction strategies for K2 (“spice”) use, and CBC IPA member [St. Joseph’s Medical Center](#) staff received actionable feedback following two complex OUD case presentations to ECHO attendees.



Since its inception at CBC in May 2020, the TI has welcomed 205 unique attendees from 42 unique agencies at an OUD ECHO. For free clinical supervision in a safe place to learn, join CBC TI at a future ECHO! Contact CBC TI Director [Emily Grossman](#) for information.

BEHAVIORAL HEALTH EQUITY

IMSNY MODERATES HIMSS' "FAST-TRACKING ACCESS TO CARE THROUGH TELEHEALTH"

[Innovative Management Solutions \(IMS\) NY](#) has teamed up with [Healthcare Information and Management Systems Society \(HIMSS\)](#) to host a behavioral health webinar series. This past month, IMSNY Chief Information Officer Elise Kohl-Grant moderated a panel session that included behavioral health staff from CBC IPA member [Services for the UnderServed](#), NYS policy representatives and a telehealth vendor on how behavioral health services via telehealth have been fast-tracked and telehealth's current and potential impact on behavioral health inequities. The conversation touched on supporting all people through the pandemic, including those with varied access to technology.

Stream the session [here](#).

NYS OMH PUBLISHES FIRST 988 NEWSLETTER AHEAD OF SUMMER LAUNCH

988 is the new FCC-designated three-digit number that connects people to the National Suicide Prevention Lifeline. In advance of its July 16th rollout, NYS OMH has published the first newsletter explaining the hotline's function and the essential role behavioral health service providers play in spreading the word and

building awareness amongst service recipients.

Read the first newsletter [here](#).

SERVICES FOR CHILDREN & YOUNG ADULTS

CHILDREN'S COMMITTEE

On April 26th, CBC's Children's Committee agreed to prioritize three pursuits:

1. Compiling an inventory of children services across the network for gap analysis;
2. Developing an innovative service model (such as Pathway Home™) to specifically serve children and families or young adults via deployment to Psychiatric emergency rooms and/or Children's Comprehensive Psychiatric Emergency Programs for immediate and long-lasting intervention and support; and
3. Targeted interventions to improve outcomes on Metabolic screening/antipsychotic medication HEDIS measure.

The next Children's Committee meeting will take place on May 25th at 12pm. Please contact CBC Chief Executive Officer [Pamela Mattel](#) with any questions or if you are interested in attending.

CONSULTING PEOPLE WITH LIVED EXPERIENCE

BHN HIGHLIGHTS PATHWAY HOME'S PEERS

In its Spring 2022 issue, [Behavioral Health News](#) published "How Peers Contribute to Treatment and Recovery on CBC's Pathway Home™ Care Transition Team"—highlighting the influential role of Peers on Pathway Home™ teams.

Kudos to CBC Pathway Home™ Director Angelo Barberio and [Samaritan Daytop Village](#) Pathway Home™ Team Leader Maynor Alas, who authored the article together. And kudos to our Pathway Peers!

Read it in full [here](#).

IPA CONSUMER ADVISORY BOARD

The CBC IPA Consumer Advisory Board (CAB)'s cross-section of volunteers contributes their skills, insights and experiences at monthly online meetings. 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's most recent monthly meeting welcomed two new Peer Specialist members from [VNS Health](#) and [The Jewish Board](#)'s Pathway Home™ programs.

Meanwhile, CBC senior management and staff have met to assess the CAB's strengths and discuss ideas for further impact and growth. Conclusions from this discussion on topics ranging from how to disseminate recommendations generated in CAB meetings to potential integration efforts with similar agency-level entities will be presented in next month's CBC Bulletin.

The CAB's member-centered experiences and skills continue to broaden, and new Peers and members/clients/consumers who might add a constructive voice are welcome to join. Contact CAB Chair [Robert Potter](#) for more information.

NETWORK CAPACITY & COHESION

SPRING IPA NETWORK MEETING REINFORCES COLLECTIVE VALUE, INNOVATION AND IMPACT

The CBC IPA convened for its first network meeting under CBC President & CEO Pamela Mattel on April 21st, implementing break-out rooms in which agency representatives shared their views on respective flagship programs, as well as anecdotal reflections on CBC's collective value and potential as a network.

Taken in sum, group feedback painted a diverse and holistic picture of behavioral health services available to New Yorkers across the CBC IPA. Relative agency

programmatic strengths are presented below.

Addressing The Opioid Crisis

- [ACMH](#) has partnered with NYS OMH on a new pilot program connecting a substance use clinic to providers in Harlem.
- [CSEDNY](#) has an outpatient detox program that uses telehealth and ensures same/next day appointments.
- [Samaritan Daytop Village](#) employs a harm reduction philosophy for all staff, invests in Narcan training, has integrated outpatient programs and an embedded Opioid Treatment Program (OTP).

Behavioral Health Equity

- [CASES](#) operates the only Forensic ACT program in NYC via its Nathaniel project.
- [The Family Center](#) supplements its social services with legal aid for clients.

Care Transitions

- [Catholic Charities Neighborhood Services](#) utilizes Pathway Home™ Critical Time Intervention model to foster effective transitional care for its service recipients, and this ethos is reflected in the organization's collaborative spirit across all lines of business.

Children & Young Adult Services

- [Association to Benefit Children](#) specializes in early intervention and

has trained staff on mental health issues at each developmental stage.

- [HeartShare St. Vincent's](#) employs licensed clinical art therapists at its Article 29i facility to allow those in foster care to express themselves in creative ways.
- [JCCA's](#) newly awarded Youth ACT teams are now up and running.

Consulting People with Lived Experience:

- [Bridging Access to Care](#) builds and maintains all physical spaces through a trauma-informed lens that is informed by the lived experiences of its service recipients.
- [Federation of Organizations](#) conducts a popular Peer Outreach w/Evening Recreation (POWER) program.
- [Services For the UnderServed](#) values its harm reduction program and peers, employing a Continuous Quality Improvement process via annual consumer surveys and consumer advisory board to ensure its services are meeting clients where they are.

Other Behavioral & Social Determinants of Health Services

- [Hudson Guild's](#) community and intergenerational family work includes art programs with galleries in NYC Housing Authority residences, annual plays at theatres and podcast productions that strive to reduce stigma.
- [Postgraduate Center for Mental Health's](#) highlighted their

interdisciplinary traveling wellness team and the new NYC Department of Health-funded pilot “Connect” program that appends case management services to improve retention at existing OMH clinics in the Bronx.

- [Vibrant Emotional Health](#) has operated a vital and successful National Suicide Prevention Hotline for many years and are at the vanguard of the 9-8-8 rollout here in New York.
- [VNS Health](#) operates Intensive Mobile Treatment teams with small caseloads and high flexibility relative to ACT via its Parachute program.

Agencies on the call perceive an opportunity for CBC to forge stronger connections with public sector institutions from hospital systems to the justice-involved. The next CBC IPA Network meeting will occur on July 21st. Invites will be routed shortly to agency representatives.

BHN PUBLISHES CBC STUDY ON ESSENTIAL ROLE OF BH WORKFORCE IN PUBLIC HEALTH EMERGENCY

The Spring issue of [Behavioral Health News](#) also includes a research article authored by CBC and experts from its Covid-19 Town Hall series that assesses the behavioral health workforce’s awareness of and beliefs about the novel coronavirus.

“Knowledge, Attitudes, and Practices Related to Prevention of COVID-19 Among New York State Behavioral Health Employees” findings have implications for this specific workforce’s potential as a line of first defense to stem the tide of communicable diseases. Studies show behavioral health service recipients have a high rate of confidence and trust in their service providers, who also frequently are their primary connections to healthcare. The article’s survey results demonstrate behavioral health professionals’ utility as an accessible source of timely and accurate information during public health emergencies.

Read the published study [here](#).

CPT LEARNING COMMUNITY VIA CBC TI

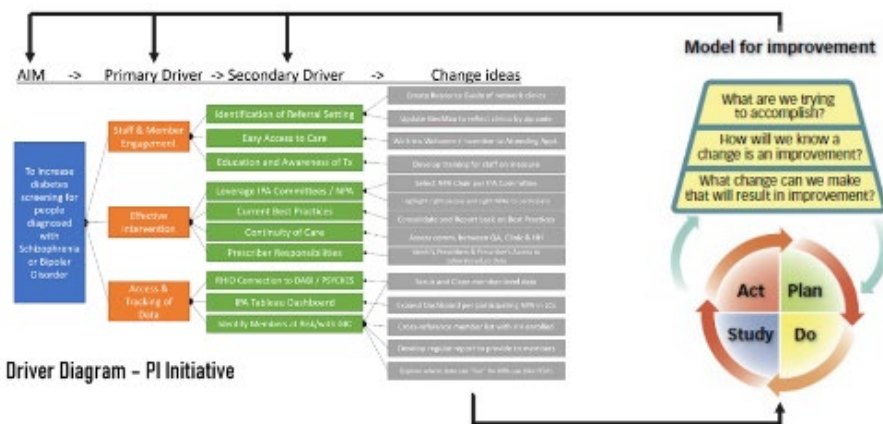
The CBC Training Institute (TI) has partnered with [Coordinated Behavioral Health Services IPA](#) and [The Gavin Farrell Foundation](#) to develop and foster a fully funded Learning Community on Cognitive Processing Therapy (CPT) to member agencies of both IPAs. CPT is an evidence-based treatment for Post-Traumatic Stress Disorder (PTSD).

In May, the CBC TI held an information session to learn more about this opportunity to expand PTSD services capacity to clients. Stream the Info Session on-demand [here](#). For more information about the CPT learning community, click [here](#).

IMPLEMENTING QI METHODS ACROSS THE NETWORK: CQIC UPDATE

On April 7th, the CBC’s Continuous Quality Improvement Committee (CQIC) convened to discuss the results of its most recent session to identify existing provider resources, barriers to closing gaps in care and opportunities where CBC can support the network. Breakout sessions were convened to discuss drivers and change ideas to test for improved outcomes on diabetes screening for people diagnosed with schizophrenia or bipolar disorder and taking antipsychotic medications (SSD) using a “driver diagram” as a QI tool, as below.

The next CQIC is set for June 9th and will summarize change ideas for next steps.





DABI SUITE: EXPANDING CAPACITY TO IMPROVE CARE THROUGH PATIENT ROSTERS

The enhanced FMAP Funding for NYS BHCCs, released in April 2022, includes performance measures that require data analytics capability. The DABI suite offers a considerable advantage to track metrics. Over the coming months, we look forward to delivering insights and reports to the network. These specific reports initially focus on meeting the BHCC target metrics but will offer far more insights to the CBC Network.

SOLUTIONS FOR CBC IPA MEMBER AGENCIES

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

COMPLIANCE UPDATE: CBC AT NATIONAL HIPAA SUMMIT

In March, CBC Compliance Officer Tracie Jones attended the Virtual 31st [National HIPAA Summit](#). The four-day conference assembled experts from across the country to discuss advancements in policy rules, law and practice related to Health Insurance Portability &

Accountability Act (HIPAA) privacy and security. This second dispatch focuses on notable achievements in 2021 that will impact current and future state of **HIPAA Security** as indicated below.

1. **The HIPAA Safe Harbor Bill (HR 7898) of 2021 amends the HITECH Act to require Health and Human Services (HHS) to [incentivize best practice security](#).**

This legislation provided an amendment to the [Public Law 116-321](#) that highlights “Recognized Security Practices,” such as NIST, that are deemed consistent with the HIPAA Security Rule.

2. **Cybersecurity attacks continue to be the most common cause of Protected Health Information (PHI) breaches.**

In 2021, more than 300 bills related to cybersecurity were introduced by Congress, including the 2021 infrastructure bill with a \$1B grant fund.

2021 Cybersecurity threat trends:
phishing, crypto top the list



3. **Human error is one of the primary causes of security breaches.**

A weak password, sending PHI unencrypted to the incorrect recipient, sharing passwords/account information,

replying to a phishing email, etc. are all reasons PHI is exposed.

Organizations that must follow HIPAA guidance should consider both:

- appointing a Security Officer to support compliance with security standards, and
- conducting periodic staff trainings/reminders and audits on security policies and protections.

This latter consideration can include identifying/reviewing phishing emails, best practices for securing passwords and other ePHI, and when/how to notify appropriate leadership of a potential security breach.

Overall, the HIPAA Summit reinforced that the best safeguard to secure privacy and security is an **active, effective compliance program**. Contact [CBC Senior Director, Quality Performance Management Tracie Jones](#) with any questions on how to enact such a program at your agency.

UPCOMING MEETINGS

HH NETWORK PROVIDER MEETING

CBC Health Home (HH) will host its quarterly HH network meeting on June 10th from 9:30-11am. All HH care management staff are welcome to attend for updates on HH operations, from Health Information Technology to Quality Performance Management. Register [here](#).

INCIDENT REVIEW COMMITTEE MEETING

CBC's Quality Performance Management (QPM) Department hosted its Q1 2022 Incident Review Committee Meeting (IRC) in April. Four care management agencies joined CBC HH and QPM staff to explore the Q1 incident data by population, incident type and contributing factors. The next IRC Meeting will occur in July. New CMAs are welcome to attend! If you or an agency representative is interested in attending, please contact CBQCQM@cbc.org.

FUNDING OPPORTUNITIES

SAMHSA ANNOUNCES NEW BEHAVIORAL HEALTH RECOVERY INNOVATION CHALLENGE

On May 18th, the Substance Abuse and Mental Health Services Administration (SAMHSA) announced the launch of a new Behavioral Health Recovery Innovation Challenge. This opportunity seeks innovations from peer-run or community-based organizations and their partners (i.e., hospitals, treatment centers, health plans, state or local government) that advance recovery within the mental health, substance use, and co-occurring domains.

In particular, SAMHSA aims to learn from applicant organizations:

- What challenges have you experienced in advancing recovery?

- How are you advancing recovery/what innovations have you developed to advance recovery?
- How do you know your efforts are working and how do you measure success?

SAMHSA will provide up to \$400K in prize money across up to ten awardees. Applicants will be expected to describe their recovery innovation and its impact via a written narrative (five pages or less).

The SAMHSA press release is available [here](#). Applications are due on July 15th. Finalists will be announced on August 6th and will be expected to present to a panel of judges from September 2nd-9th. Awards will be announced in October.

INSPIRATION STORIES

NOTES OF THANKS: PATHWAY HOME TEAM LEADER MAYNOR

"Hey Maynor its 'BG' hope all is well. Just sending you an email and thanking you. So far I've managed to still stick through therapy and I made a year with no hospitalization. I discovered I love boats so I'm working the ferry and will work my way up to a captain in two years. I have gone on a date and am even moving into my own apartment soon. It is a shared apartment, but! No more sleeping on the floor. Lots of progress and just wanted to say thanks. I don't think I would have made it all this way with just accepting the help of the Samaritan Pathway Home program you worked for so yeah."

CBC TI TESTIMONIALS

CBC TI's April trainings were well-attended and well-received, with **408** unique participants **145** NYS community-based provider agencies participating in at least one training. Highlights included:

1. Dialectical Behavior Therapy Training (112 attendees from 54 service provider agencies)

"The training was wonderful and the way that it was presented was the best that I have ever gone too. As a clinician who also has a mental health diagnosis I was very appreciative of the presenter discussing her personal experiences. Wonderful graphics and exercises to use with clients. I felt empowered as a clinician and as a person in recovery after this training."

2. Motivational Interviewing Training (133 attendees from 49 service provider agencies)

"In a world where zoom fatigue is too common, this training was very informative and engaging. thank you for the efforts you all made to make it fun!"

3. Building Re-Connection Through Person-Centered Outreach and Re-Engagement (116 participants from 44 service provider agencies)

"Please share with Emily a hearty Thank you for sharing her experience. I have a brother who is dealing with Bipolar Disorder and I pray he gets to a point where he is healthier and more functional as he continues to ebb and flow."