

## FROM THE DESK OF PAMELA MATTEL

Dear, CBC Network & Partners—

We know that there is no health without mental health and dramatically improving whole person health requires an ecosystem approach. Collaboration in every direction and with multiple sectors is needed now more than ever.

To that end, CBC has created an impressive and powerful array of innovative care delivery networks within our larger network. These mini systems of care are tackling our most urgent and complex problems: homelessness, opioid use and the child and adult mental health crisis. We are doing that through our Pathway Home™ transitional care model and program, our Citywide Addiction Support Network, our just-launched Safe Options Support teams, our adult and children's Health Home care management programs, our IPA Children's Committee, and hopefully Neighborhood Support Networks beginning this Fall. These programs are serving tens of thousands of vulnerable New Yorkers and collectively transforming community care. This coordinated effort has positioned CBC to stand out as the go-to behavioral health network building sustainable systems of care for our future. Our simultaneous work over the past few years to build a robust data analytics system will be integral to our successful participation in the following two opportunities.

Firstly, on April 13<sup>th</sup>, NYS Medicaid released for public comment its formal request to the federal government for a \$13.52B investment in continued delivery system reform, via the 1115 Medicaid Waiver. If the Centers for Medicare & Medicaid Services (CMS) approve the request, more than half of these funds would be invested in advancing Medicaid value-based payment (VBP) models, while the remainder would be accounted for through investments in supportive housing, services for criminal justice-involved populations, health equity and social determinants initiatives, workforce training and telehealth infrastructure. While there is a lot of detail, providers and other key stakeholders must have a VBP strategy. Building and strengthening our relationships with other providers of health and social care and managed care organizations will remain one of our highest priorities. We are reviewing the document and will be jointly submitting comments with other IPAs.

Meanwhile, CMS has at last approved \$20M for continued financial support of behavioral health IPAs throughout NYS. This is an important investment continuing the commitment to behavioral health value-based readiness. The award letter indicates that funding retention will require an improvement on at least one of the following measures in the first six months and two measures in the following six months

- Increase in OUD medication initiation;
- Increase in OUD medication adherence;
- Decrease in ER utilization;
- Increase in BH rehabilitation service utilization; and

- Increase in thirty-day follow-up after hospitalization for mental illness.

CBC has begun to share ideas with other downstate IPAs for rapid cycle improvement projects that leverage network-level data. Of course, achieving these performance measures, will also result in more people getting healthier sooner!

Your work has made actively participating in these two remarkable opportunities possible. Thank you for being part of CBC and your mission-driven work!

Sincerely,  
Pamela  
Mattel




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## CARE TRANSITIONS

### NYS OMH & CBC LAUNCH NEW SOS TEAMS TO SERVE PEOPLE EXPERIENCING HOMELESSNESS

On January 5<sup>th</sup>, Governor Kathy Hochul announced a major statewide effort to address the homelessness crisis and longstanding inequities in the housing market as part of the 2022 State of the State address. Governor Hochul promised to establish Safe Options Support (SOS) teams in NYC and targeted regions throughout NYS where street homelessness is most widespread, and use

public funds to implement initiatives that expand housing access and protect tenants from eviction. CBC is very pleased to have been selected as a key partner by the NYS Office of Mental Health (OMH) to implement the SOS program and evaluate effectiveness.

The SOS initiative calls for a centralized SOS Referral Hub to facilitate care coordination and standardized model adherence across twelve SOS teams, each of which consists of licensed clinicians, case managers, peers and a nurse. NYS OMH 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.

Since then, CBC and its IPA partners at [ACMH](#), [The Bridge](#) and [Services for the UnderServed](#) have been hard at work staffing and training teams, establishing operational workflows, meeting with leadership at existing homeless outreach programs and coordinating with NYC Department of Homeless Services, the NY Police Department, Metropolitan Transportation Authority (MTA) and other key stakeholders to ensure this new program effectively serves New Yorkers experiencing homelessness’s immediate needs (from wound care to clothing), before connecting to necessary medical and/or behavioral health care and supporting the process of navigating and securing safe and sustainable housing. Each team plans to engage and support at least

sixty enrolled participants for up to nine months following a housing placement.



**SOS**  
SLEEPING SUPPORT  
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**

NEW YORK STATE  
Office of Mental Health

CBC  
COORDINATED BEHAVIORAL CARE

ACMH  
ALBANY COMMUNITY MENTAL HEALTH

THE BRIDGE  
COMMUNITY MENTAL HEALTH

S:US  
SERVICES FOR THE UNDERSERVED

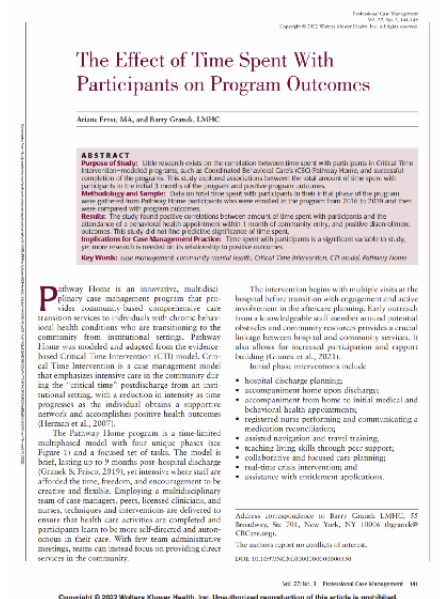
**For Information & Support:  
Call 1-866-SOS-4NYC**

On April 7<sup>th</sup>, four SOS teams began conducting focused homeless outreach in Manhattan, fielding both ground-up referrals via community canvassing and top-down referrals via current community outreach teams, hospital-based Comprehensive Psychiatric Emergency Programs, NYC Department of Health & Mental Hygiene’s Single Point Of Access, as well as staff at MTA and local law enforcement.

If your agency provides care to homeless New Yorkers and could benefit from talking to our clinical and support staff, please contact CBC Senior Vice President, Innovations [Mark Graham](#).

## PATHWAY HOME STUDY PUBLISHED IN PEER- REVIEWED JOURNAL

The peer-reviewed [Professional Case Management](#) journal has published a study centering [CBC’s Pathway Home™](#) model for transitional care.



## "The Effect of Time Spent With Participants on Program Outcomes"

explores associations between the amount of time Pathway Home™ staff spend with participants in the initial three months of enrollment and their attendance at a behavioral health appointment following return to the community and eventual disenrollment outcomes to reveal the program’s lasting impact on the lives of those it serves as they return to the community from psychiatric inpatient settings.

Kudos to article authors Ariane Ernst (Pathway Home™ Senior Mental Health Clinician) and Barry Granek (Pathway Home™ Senior Director).

Read the article [here](#).

## HH DISCHARGE PLANNING & CARE TRANSITIONS TRAINING

On March 24<sup>th</sup>, the CBC Quality Performance Management (QPM) department held a “Discharge Planning and Care Transitions” training which was attended by 81 participants from 16 CBC Health Home (HH) care management agencies. The training reviewed updated HH policy guidance related to member disenrollment and transfers, a step-by-step guide to the member disenrollment and best practices on determining when step-down/disenrollment is appropriate. Best practices on care transition for special populations (Adult Home Plus and HH Serving Children Home and Community-Based Services (HCBS)) were also presented during the training.

The [presentation slides](#) and video recording can be found in the QPM VOH subfolder in [Box](#). For additional questions, please contact [CBC’s QPM Department](#).

## ADDRESSING THE OPIOID USE CRISIS

### CASN OPERATIONS UPDATE

In March, the Citywide Addiction Support Network (CASN) conducted a Data Collection training with the support of NYS Office of Addiction Services and Supports (OASAS) staff. The training provided all CASN Treatment and Recovery supervisory staff an opportunity to ask questions about the data reporting tools required by both OASAS and the Substance Abuse & Mental Health Services Administration (SAMHSA), as well as CASN’s own monthly tracking instruments. The emphasis of the training was to ensure that data collection is not interfering with service delivery and that the entire network is delivering a singular message to staff in the field.

### 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 Medication-Assisted Treatment (MAT) expert Dr. Bruce Trigg delivered a didactic in March on NYC’s new Overdose Prevention Centers. Additionally, [Services for the UnderServed](#) received actionable feedback following a complex case presentation to ECHO attendees.



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.

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## BEHAVIORAL HEALTH EQUITY

### ONC ANNUAL MEETING

On April 13-14<sup>th</sup>, the Office of the National Coordinator (ONC) for Health Information Technology held its 2022 Annual Meeting. The ONC assembled several subject matter experts in behavioral health who addressed equitable access from different perspectives, including crisis response (through 988), interoperability, integration and community and organization capacity building.

Stream the sessions on-demand [here](#).

### IMSNY AT HIMSS '22

[Healthcare Information and Management Systems Society](#) (HIMSS) opened its doors to 26,000 attendees for its annual Health IT conference this year. The conference had a different feel this year, with particular focus devoted to health equity and social determinants of health. [Innovative Management Solutions \(IMS\)](#)

[NY](#) Chief Information Officer Elise Kohl-Grant shared her perspectives on the pandemic's acceleratory impact on healthcare. Relating back to IT infrastructure, Ms. Kohl-Grant discussed how to advance "equitable interoperability" by helping underserved communities access behavioral IT systems that help address the social determinants of health.

Read the article [here](#).

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## SERVICES FOR CHILDREN & YOUNG ADULTS

### IPA CHILDREN'S COMMITTEE RELAUNCHES WITH NEW CO-CHAIR

On March 29<sup>th</sup>, CBC IPA Children's Committee relaunched under new Chair Marie Nguyen, Chief Program Officer at [Association to Benefit Children](#).

Immediate priorities for this committee include improving specific health measures. An initial data report reviewed 31,718 individuals ages 17 and under attributed to CBC. The data show three critical areas for improvement:

- Emergency department utilization and follow-up;
- Metabolic screening/antipsychotic medication; and
- PCP visits

The committee is also compiling an inventory of children services across the network for gap analysis and developing an

innovative service model (such as Pathway Home™, which can be modified to specifically serve children 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) to pitch to payors.

Please contact CBC Chief Executive Officer [Pamela Mattel](#) with any questions or if you are interested in attending.

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## CONSULTING PEOPLE WITH LIVED EXPERIENCE

### IPA CONSUMER ADVISORY BOARD

The CBC IPA Consumer Advisory Board (CAB)'s cross-section of volunteers contribute 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 welcomes suggestions of Peer staff and informed CBC HH members to join these meetings. Contact CAB Chair [Robert Potter](#) for more information.

## CASN CONSUMER ADVISORY COMMITTEE

In March, the CASN held its Quarterly Consumer Advisory Committee. CASN Peer Specialists, administrative staff and recipients of CASN prevention, treatment and recovery services were all in attendance. The committee provided an opportunity to network, share success stories and barriers to optimal care and arrive at options for improved service delivery.

During the meeting, a service recipient currently attending [Samaritan Daytop Village](#)'s Peer Alliance Recovery Center (PARC) in Queens shared her story as a recipient of CASN services, relaying how the network's array of services has empowered her with the necessary support to remain clean for the past four months and assisted her educational pursuit to become a Certified Recovery Peer. She is currently completing Anger Management and Parenting classes while trying to rebuild her relationship with her two daughters under supervised visitation. At the meeting, she disclosed that she feels a sense of renewed hope and begun to build a support system through both individual and group counseling sessions at Samaritan's PARC. Moreover, she is a previously trained emergency medical technician (EMT) and hopes to regain employment in this field with the support of her counselors.

## NETWORK CAPACITY & COHESION

### COMPLIANCE UPDATE: CBC AT NATIONAL HIPAA SUMMIT

In March, CBC Compliance Officer Tracie Jones attended the Virtual 31<sup>st</sup> 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. In the coming months, CBC will be issuing a compliance series based on this information sharing key highlights and best practices.

This first edition focuses on notable achievements in 2021 that will impact current and future state of **HIPAA Privacy** as indicated below:

#### 1. **HIPAA Individual Right of Access remains a priority for the Office of Civil Rights (OCR).**

Since 2019, OCR enforcement activities to ensure timely and reasonable cost of access to records have resulted in [over 25 settlements totalling ~\\$1.5M](#). New [OCR Director Lisa J. Pino](#) affirmed her commitment to continued efforts to investigate and enforce rules related to the Individual's Right of Access.

#### 2. **Increased coordinated care & individual engagement.**

In January 2021, the US Department of Health and Human Services (HHS)

published a Notice of Proposed Rulemaking (NPRM) to the HIPAA Privacy Rule. The [proposal includes](#), but is not limited to, strengthening the individual's right of access, improving information sharing for care coordination and case management for individuals and reducing administrative burden. OCR is expected to issue a Final Rule on the NPRM later this year.

#### 3. **The HIPAA Privacy Rule does not prohibit individuals, care coordinators or employers from asking whether a patient, member or employee has received a Covid-19 vaccine.**

As you can imagine, this was a hot topic at the HIPAA Summit this year. HHS has posted [FAQs](#) that clearly explain when the HIPAA Privacy Rule does and does not apply. *Note: this does not mean that other rules/regulations do not apply when asking about COVID-19 vaccines.*

If you are an organization that must follow HIPAA guidance, here are some **practical considerations**:

- Review and update as needed Access to Records, Grievance and Consent policies;
- Share with members and/or legal guardians so they know their rights;
- Train employees to understand and follow policies and procedures; and
- Circulate the Covid-19 vaccine FAQ to employees.

The next edition will focus on HIPAA Security. Stay tuned!



**IMSny**  
INNOVATIVE  
MANAGEMENT SOLUTIONS  
NEW YORK

### DABI UPDATE: ATTESTATION REQUEST FOR ACCESS

The CBC data analytic platform built by IMSny is facilitating the integration of service recipient data into a web-based portal hosted by Arcadia. This system will provide reports, benchmarks, key performance indicators, gap analysis and risk scores captured from ancillary systems that have relationships with CBC and other CBC participating providers. In this way, users across the CBC enterprise will have access to reports on high-risk clients for more targeted interventions, receive medical information and hospitalization data to work more effectively across our network towards whole person care. As such, implementation of the IMSny platform represents a significant step in the clinical integration of both the CBC Health Home and the CBC IPA. This also is an essential pursuit for value-based contracting.

To access the system, CBC member agencies will need to sign an addendum to their CBC membership agreement and a consent attestation. These were reviewed in previous IMSny legal info sessions. Contact IMSny CIO Elise Kohl-Grant with any questions.

## 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. See our array of discounted services below and contact IMSNY Chief Operating Officer [Mathew Smith](#) for more information.

## INSPIRATION STORIES

### JESUS: HOMELESS TO COLLEGE GRADUATE

Jesus is a 26-year-old man from the Dominican Republic. He moved to New York in 2017 after living in Orlando, Florida for a year. There, he lived mostly on the streets and described the experience as a

“living hell.” He soon saved enough money to move up to NYC, and initially found housing with a cousin. But when he was unable stay there any longer, he migrated to a shelter for young adults and has navigated the street and shelter system ever since. “The worst part is to share a room with many people I don’t know. Eat frozen food, no privacy... I am always scared people are going to rob me. There are fights

IMSNY Partners	The IMSNY Deal
<b>Zoom</b> Virtual meetings and telehealth	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.
<b>Relias</b> Learning Management System with content library	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.
<b>Ride Health</b> Client transportation leveraging analytics	Connect with <b>Ride Health</b> to see whether their transportation coordination solution, tailored to the needs of complex populations across the behavioral health spectrum to enhance access to medical and non-medical destinations, can help reduce dependence on costly in-house fleets and/or reduce the staff time spent scheduling and following up on rides. <a href="#">Schedule a meeting</a>
<b>Triad</b> Education, community & career resources	IMSNY has partnered with <b>Triad</b> , the leading provider of education, community and career resources for behavioral and mental health professionals, organizations and employers to offer providers and clinicians exclusive pricing on exam prep, CEUs and its industry-specific recruitment solution, Jobs Marketplace. Learn more about the exam prep and CE discount <a href="#">here</a> ; for access to Jobs Marketplace, contact Triad’s CEO, Brandon Jones, <a href="#">here</a> .
<b>AWARDS Innovate</b> Improve your EHR experience	<b>AWARDS Innovate</b> is a unique partnership between Foothold Technology and IMSNY. Through this exclusive partnership, agencies can receive additional benefits with their AWARDS subscription. Participating agencies in the AWARDS Innovate collaborative can save money as more organizations join. Discounts climb as new agencies come onboard! <a href="#">Learn more</a>

and a lot of drugs. I am scared to have to leave the hotel”. Jesus was referred to Pathway Home™ in September 2020 from Harlem Hospital.

When Pathway Home™ first met with Jesus, he complained about his assigned shelter, and asked for help finding a better placement. Pathway Home™ accompanied Jesus to the assigned shelter and advocated for his transfer. The advocacy paid off, as Jesus was transferred to a shelter specializing in young adults with Lantern Community Services.

Jesus was not connected to any service providers in the community and had historically struggled with attending appointments. Joyce, the Pathway Home™ Nurse linked Jesus to an eye doctor, dentist and dermatologist, while Harlem Hospital referred Jesus to their mental health clinic. Pathway Home™ accompanied Jesus for support. Jesus remains connected to outpatient mental health treatment at Harlem Hospital, while his Pathway Home™ team set up medication delivery direct to the shelter.

Jesus was facing an assault charge stemming from a fight in 2020 with another student at school. Shadia (Pathway Home™ Care Manager) attended Jesus’s court hearings and worked to resolve previous legal issues—and eventually both parties agreed to drop charges. This was a huge relief for Jesus and they celebrated with a steak lunch as Jesus had been dreaming of a steak dinner.

At times, Jesus would think about going back to the hospital “to get away.” His Pathway Home™ Clinician helped him create a relapse plan that empowered Jesus during stressful moments rather than use the hospital for safety. Meanwhile, the Pathway Home™ team collaborated with both his shelter and Metroplus Health Plan to secure new housing on a site currently being built in Jamaica, Queens. Jesus remains on the waiting list for a new apartment and will be one of its first tenants.

As Jesus has remained in the community, he has found seasonal employment and pooled his income and college student internship stipend to save enough money to visit his mother in the Dominican Republic for the first time in ten years. He resumed taking college courses and received his associate’s degree in December 2021 and invited his Pathway Home™ team to the graduation ceremony. Since then, Jesus has compiled a portfolio to apply for a bachelor’s degree. Jesus was delighted to be accepted for enrollment at several schools, and ultimately chose to attend Hunter College. Using Pathway



Home™ step-down funds, Jesus received a new laptop (pictured below) for his future educational goals. Congrats, Jesus!



## FUNDING OPPORTUNITIES

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

NYS OMH and OASAS have revised the timeline associated with their RFP for the development of twelve new Intensive Crisis Stabilization Centers, three of which will be within the NYC economic development region. These Crisis Stabilization Centers will be jointly certified by both Offices. 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 and sole point of contact for this project. The RFP can be found on both the [OMH website](#) under Procurement Opportunities and the [OASAS website](#) under Procurement. Responses to the RFP are now due June 9<sup>th</sup>.