

FROM THE DESK OF PAMELA MATTEL

Dear CBC Network & Partners—

Dr. Tom Insel—former Director at National Institute of Mental Health—eloquently describes America’s “crisis of care” in his new book, [Healing, Our Path from Mental Illness to Mental Health](#). It is a compelling treatise on how our health and mental health care system is failing at every stage to deliver care well. He reminds us that “Recovery is not just relief of symptoms, it’s finding connection, sanctuary, and meaning not defined or delimited by mental illness.”

At CBC, “people, place and purpose” drives our network discussion and approaches. It informs our design and implementation of care models that consistently account for the client experience. This value is in full display as we map out new ideas for eligibility criteria and processes that would resolve various challenges associated with timely access to local supportive housing. It’s prominent on CBC’s Children’s Committee, as we develop a new care transition model that emphasizes both the child’s and family’s goals. It’s prominent on our NYS Safe Options Support (SOS) teams where ground-up outreach is the nexus for building new connections to services. It’s prominent in our approach to improving thirty-day follow-up after hospitalization and reducing emergency department visits which implements rapid cycle change to bring fresh perspective fully informed by the client. And on a recent walking tour I enjoyed with Heath Bloch,

Andrus CEO, “people, place and purpose” came alive on their campus.

As we pursue radically transforming community care, “people, place and purpose” is another critically important filter in achieving integrated health and wellness and equitable outcomes that keep experience at the center.

Sincerely,
Pamela
Mattel



the result of direct community outreach by SOS staff, who have made 84 referrals to safe havens, DHS shelters or respite services. SOS Team Leaders report greatest success referring enrolled members to the services outlined below, and have forged fruitful partnerships with respective community-based organizations.

Services	Partners
Safe Havens, Shelters, Stabilization Beds	Community Outreach Teams
Medical, Behavioral & Substance Use Treatment	Housing Works
Benefits: PA, Social Security	MTA Employees
Identification	NYC Parks Staff
Health Insurance (Medicaid)	Welcome Centers

CARE TRANSITIONS

NYS SAFE OPTIONS SUPPORT (SOS) UPDATE

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](#) have successfully outreached and engaged New Yorkers experiencing homelessness and coordinated placements in safe, secure housing. The teams have also developed close partnership with existing providers, harnessing available resources to address immediate social and health care needs.

Through June 16th, six SOS teams have conducted 634 total encounters with approximately 472 New Yorkers in catchment areas and subway end-of-line stations while staffing up to capacity. 82% of 109 formal SOS enrollments have been

Meanwhile, CBC Training Institute has continued its “Think Tank Thursday” initiative for SOS staff. Topics covered in May included “Verbal De-escalation,” “Homelessness 101” by Cindy Manginelli of [National Health Care for the Homeless Council](#) and a substance use/harm reduction training by Dr. Kelly Ramsey of [NYS Office of Addiction Services and Supports](#) (OASAS).



As part of their work engaging New Yorkers experiencing homelessness in services, Safe Options Support (SOS) Teams have gotten to know local community workers that come into regular contact with this population, including staff at MTA, NYC Parks and NYPD (above).

PATHWAY HOME™ OUTCOMES: ADULT HOME PLUS TEAMS

As of June 1st, CBC's Adult Home Plus (AH+) program has enrolled 229 members—177 (77%) are expected to safely transition to the community. Since the start of the year, thirty members have moved into their own community-based apartments. Kudos to all CBC AH+ care management agencies and their staff for the wonderful work they do each and every day!

PATHWAY HOME™ OUTCOMES: HEALTHFIRST TEAM

CBC Pathway Home™ published its Q1 report card for [Healthfirst](#) members served by [The Bridge](#) team in Manhattan and The Bronx. Flip through Q1 outcomes and success stories [here](#).

ADDRESSING THE OPIOID USE CRISIS

PROJECT ECHO FOR OPIOID USE DISORDER SERVICE PROVIDERS

The CBC Training Institute (TI)'s ongoing [Project ECHO](#) series continues. In May, CBC MAT expert Dr. Bruce Trigg shared information on effects and harm reduction strategies for kratom use, and participants received actionable feedback following a complex substance use disorder (SUD) case presentation.



Since its inception in May of 2020, CBC's Project ECHO series has drawn 219 unique attendees from 42 community-based provider agencies in the CBC and [Coordinated Behavioral Health Services](#) (CBHS) networks. 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.

SERVICES FOR CHILDREN & YOUNG ADULTS

HHSC HCBS PLAN OF CARE TRAINING

In May, CBC hosted a training on the Health Home Serving Children (HHSC) Home and Community-Based Services (HCBS) Plan of Care (POC) in collaboration with [MetroPlus](#). 119 attendees from 26 CBC Health Home care management agencies reviewed the requirements including timeframes for POC completion and submission procedures to managed care plans.

The training's slide deck and video recording are available via [CBC's SFTP](#). Please contact CBC Director, Children's Program Services [Patricia Lyons](#) with any

questions regarding CBC HHSC's HCBS program.

CHILDREN'S COMMITTEE

CBC's Children's Committee has been making great progress drafting a children/family-focused care transition program model derived from CBC's successful Pathway Home™ model. A sincere thanks to those that have been dedicating time to this project. We expect to have the final draft by mid-July to review with NYS OMH and [Healthfirst](#).

CONSULTING PEOPLE WITH LIVED EXPERIENCE

IPA CONSUMER ADVISORY BOARD

CBC IPA Consumer Advisory Board's (CAB) volunteer members contribute their personal skills, insights and experiences at monthly meetings to ensure consumer voices are heard at every level of CBC programs—thereby supporting CBC's work to improve care coordination practices and member-engaging supports. CAB meetings are co-facilitated by leadership from across CBC programs and departments.

In May, CBC senior management and staff held a CAB summit to assess current strengths and areas for future growth, including development of a report that comprehensively tracks the systemic outcomes of its contributions. Similarly, it will strive to function as a communications

hub for other agency-level consumer committees across the network, and is pursuing initial dialog with agencies that self-identify as having successfully incorporated a strong consumer voice.

The CAB's collective knowledge and experience improves as its membership grows. We welcome suggestions of new Peer staff members, as well as agency clients and service recipients. Contact CAB Chair [Robert Potter](#) for more information.

NETWORK CAPACITY & COHESION

BHCC AWARD, MEASURES & DATA

CBC IPA received a BHCC award in April 2022. This money is marked as "value-based arrangement" designed to increase access to "behavioral health rehabilitation services," integrate behavioral and physical health and increase implementation of value-based reimbursement strategies.

CBC IPA has identified an initial cohort of the network's top ten agencies based on number of attributed clients with related PSYCKES flags that therefore stand to make the greatest impact delivering value-based outcome improvements. This past month featured a kick-off for agency leadership describing the requirements, showcasing data, and outlining our change management approach. An Implementation Workgroup comprised of representatives from each agency is now

meeting biweekly to analyze data and implement rapid cycle change cycles. We thank those agencies for partnering with us around this critical initiative, but our success will be measured by our total IPA performance. Any agency interested in participating is most welcome! Please contact Senior Director, Quality Performance Management [Tracie Jones](#) for more information.

Read more about the OMH BHCC program [here](#).

PROFESSIONAL DEVELOPMENT OPPORTUNITIES

CBC CEO PAMELA MATTEL ON PCDC INTEGRATED CARE WEBINAR

Looking for real guidance and answers around successfully navigating the complexities of integrated care partnerships? Then join [Primary Care Development Corporation](#) on July 12th at 2pm for the final installment of their "Integration at Work" webinar series. Featuring a panel of expert leaders (including our very own President & CEO Pamela Mattel!) who will cover topics from leveraging your data to get conversations started to unpacking what it means to build trust across interdisciplinary silos.

Register for "The Art & Science of Integrated Care Partnerships" [here](#).

RECONSOLIDATION OF TRAUMATIC MEMORIES TRAINING

Psychologist Frank Bourke, Ph.D. is recruiting a cohort of mental health professionals to be trained in the Reconsolidation of Traumatic Memories Protocol (RTM). RTM is a therapeutic intervention that disassociates a client from their traumatic memory and then reimages the visual format elements of their memory (color, speed, direction, etc.) allowing for the traumatic memory neurologically to be separated from its traumatic feelings.

Dr. Bourke and his team will be offering tuition-free virtual training sessions over four days on July 13th, 27th, 28th and 29th. In exchange, the licensed mental health professional will receive 21 CEUs, coaching and certification in the RTM protocol. Upon completion, participants are required to treat and measure twelve Post-Traumatic Stress Disorder-affected veterans or family members and report on the results. [This e-flyer](#) includes training session dates and contact information to register for the program. Please contact [Dr. Bourke](#) with any further questions.

INSPIRATION STORIES

ADULT HOME PLUS SUCCESS STORIES

1. MW

MW is an amazingly strong woman who has been living with schizoaffective disorder.

Her strength and resilience supported her move into the Garden of Eden Adult Home in 1987 following a stay at South Beach Psychiatric Center. In September 2021, she successfully transitioned to the community with the help of her AH+ care manager and team. She has adapted admirably with the assistance of her Home Health Aide. MW is curious and passionate to learn new things and inspires us every day. After having spent 34 years of her life in an Adult Home, she says that she is finally at peace living on her own.

2. OJ

OJ moved into the W Assisted Living at Riverdale in 2021. She returned to independent living in January. Shortly after her move, she was admitted into a nursing facility for short term rehabilitation due to mobility issues. Upon her recent discharge in April, OJ initiated recovery for alcohol misuse and physical therapy to strengthen her whole health care. OJ is happy she is now financially stable and independent.

CBC TRAINING INSTITUTE TESTIMONIALS

CBC TI's April trainings were well-attended and well-received, with **159** unique participants from **61** NYS community-based provider agencies participating in at least one training. Highlights included:

1. **Essential Theory and Technique of Cognitive Behavioral Therapy** (52 attendees from 25 service provider agencies)

"This presentation was truly awesome especially for a first timer like myself. I appreciate the work you are doing in providing us with such education. Many thanks to Dr. Sasvary for making himself available."

2. **Talking with Your Clients About Suicide Risk** (55 attendees from 22 service provider agencies)

"I would like to see more trainings similar to this, I found the manner in which the presenters covered a lot of content to be amazing!"

3. **HIV/AIDS 101** (64 participants from 20 service provider agencies)

"Explaining the science behind HIV/AIDS prevention/treatment was eye-opening for me. I appreciated getting real-time feedback so I could better understand this important topic."

4. **Effective Treatment of Obsessive-Compulsive Disorder: Understanding & Using Exposure & Ritual Prevention** (39 participants from 20 service provider agencies)

"This is one of the best mental health webinars I've seen, and the clinical experience of the presenter really shines through."