

2022 Annual Report



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BEHAVIORAL
CARE

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Our clinically integrated network of 77 NYC’s most forward-thinking not-for-profit health and human services agencies deliver what matters most to over 150,000 people every year. These essential and extensive services – behavioral health, primary care, care coordination, housing, and other social care services – are improving the lives of individuals and families facing some of the most challenging issues with client-centered, data driven, best practice approaches. Collectively, as an Independent Practice Association and Health Home covering New York City, Long Island, and Lower Westchester, we are developing and implementing solutions in concert with the broader health care system, payors, government, and communities.

“The CBC leadership is often relied upon for innovative program development and thought leadership.”
– PATRICIA BOWLES

Dear Colleagues,

Greetings, and thank you for taking time to read about Coordinated Behavioral Care 2022 highlights. CBC, a Clinically Integrated Independent Practice Association and a Lead Health Home for Children and Adults, is uniquely positioned to drive quality outcomes in New York State’s ongoing health care transformation. We applaud NYS for focusing on health equity, mental health, and health-related social care.

Our history is rooted in a strong collaborative network driven to improve the quality of community care for people living with behavioral health conditions. Standing at 77 network members, CBC is the largest NYC Behavioral Health Care Collaborative. **We value our strong strategic partnerships** with cross-sector local, state, and federal stakeholders. These relationships are often the foundation for greater population health outcomes, re-engineering systems to be more user-friendly, and building sustainable change.

CBC has invested in data and technology to accurately report on quality behavioral healthcare outcomes, drive individual agency and continuous network improvement, and participate in alternative payment models.

We are recognized as a high value, innovative, can-do network. Individual network agencies consistently advance best practices and evidenced-based programs with demonstrated results. Multi-agency collaborative teams deliver critical care transition services valued by the NYS Office of Mental Health, NYC Health + Hospitals, and managed care organizations. Federal and private foundations invest in CBC targeted consortiums to address key issues of integration, substance use, mental health awareness, workforce development, training, and wellness.

We are confident you will be impressed with this overview of the Network’s accomplishments. Please check back often to learn how we are advancing our integrated delivery system, including health-related social care, increasing data and technology infrastructure capacity, and solidifying our long-term financial sustainability.

PAMELA MATTEL
President and CEO

PATRICIA BOWLES
CBC Board President



The CBC Enterprise is Working Together.

CBC represents the broad continuum of care working together to achieve greater health equity.





Care Management Impact

Our care management programs are bold and innovative, with impressive outcomes.

Safe Options Support, an innovative model funded by NYS OMH and operated by **5** agencies, relies on consistent cross-system collaboration, including State and City partners, local outreach teams, MTA, law enforcement, hospitals, and community partners. **The teams enrolled 645 people living on the street**, offering them immediate resources and transition from street homelessness to stable housing. Over **32%** moved from the street to a safe bed with full clinical and social care support.

Pathway Home™ from inpatient bedside to home enrolled **1652** people, and **85%** were escorted home and attended their behavioral health appointment within 30 days.

Health Home Care Coordination

1,000 care managers served **21,000** enrolled members, and the children's health home outperformed the NYS average for over **20** integrated care metrics.

Projects Improving Whole Health

Behavioral Health Care Collaborative (BHCC) Performance Based Contract

A **9** agency learning collaborative actively shared data and process improvement generating practice standards. Collectively, the CBC Network met **4/5** NYS performance measures.

The Children's Committee prioritized the children's system of care by surveying overall capacity and designing a Child and Family specific care transition model.

Five agencies' preliminary data shows **50%** more gaps in care were completed for diabetes screening and monitoring.

21 CBC providers involved with the Citywide Addiction Support Network enrolled and connected **2584** people to prevention, treatment, and recovery services.

11 new Nurse Practitioners are developing expertise through a dynamic Psychiatric Nurse Practitioner Fellowship.

Workforce Development and Retention

We build competency through skills.

The **CBC Training Institute** provided **64** interactive, culturally sensitive trainings and facilitated **22** evidence-based Project Echo learning collaboratives to **2,385** unique attendees.



**At CBC,
We Achieve More
Together.**

Following are just a few examples of how the CBC Culture of Collaboration drives success.

BHCC

Performance Based Contract



CASES is one of nine CBC agencies that volunteered for our intensive learning collaborative to improve hospitalization follow-up care. Prior to the project, CASES acknowledged that they needed significant improvement on this measure. Their leadership, program teams, and direct care staff jumped in enthusiastically, taking full advantage of technical assistance and shared learning. **In only nine months, CASES demonstrated an 11% improvement.**

“We credit our success to using a data-driven dashboard, coming together to identify shared clients, improving unified care planning, and supporting client engagement and retention. **And the improvement is spreading! CASES continues to improve internal processes and communication, and increase positive outcomes for hospitalized clients.**”

– CHARISSA HEMMER, DIRECTOR QUALITY IMPROVEMENT, CASES

At CBC, We Achieve More Together.



Pathway Home™

The most exciting part of this model is that closely-knit teams prevent **second-guessing, fear, and loneliness** for individuals returning home after a psychiatric inpatient stay. The teams are there at the right time with the right resources. Each team member across the 16 agency Pathway Home teams focus on what matters most to the individual.

An outstanding example is the collaborative care management with NYC Health + Hospitals. Teams share important information, maintain regular in-person and telephone contact, attend inpatient staff meetings, and join unit rounds, among many other activities. Pathway Home and hospital staff mutually develop personalized care plans, greatly reducing readmission rates. Often, community providers are involved in these efforts to solidify the transition.

“Since implementing the Pathway Home™ program in our hospital, we’ve seen a significant decrease in hospital readmissions and emergency services. **Our patients receive the care and support they need to successfully integrate back into the community.”**

– **SOCIAL WORKER, NYC HEALTH + HOSPITALS**

Safe Options Support

Every day the CBC Safe Options Support Teams are in the community connecting with people who are homeless and living on the street. The multidisciplinary teams, experts in compassionate engagement, attend to immediate needs and access to care. **The goal is to work hand in hand with as many resources as possible to improve the system of care.** Their success is underscored by ongoing training and really learning about other organizations. The teams, operated by 5 CBC agencies, have worked together to develop a “best in class” approach.

“I am definitely living the dream of a helper. I love the people we meet each day and really enjoy when we have a positive outcome.”

– **ALBERTO DELEON MSW, PROGRAM DIRECTOR, THE BRIDGE**



Health Home Serving Children

The mental health crisis means our children need care management more than ever. NYS DOH, OMH, and Division of Family Health awarded us a perfect score in Network Management, highlighting our Quality Management Performance. And 93% of our Care Management Agencies rated CBC as doing an excellent job.

“Overall, Coordinated Behavioral Care has been excellent in taking the lead on the provision of guidance and assistance throughout the duration of our working relationship. This has come with great satisfaction and has ultimately uplifted our ability to provide an essential service to our members.”

– **AGENCY CARE MANAGER**

**Value-Driven
Partnerships and
Collaboration is in the
CBC DNA, creating
better programs,
efficiencies, services,
and promoting
everyone having a
seat at the table.**



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