**Region:** NYC, Queens, Bronx, Kings, and Richmond counties
**Network:** 14 board member agencies; 48 network member agencies;10 affiliate provider agencies
**Membership Fees Structure**: Modest
**Website:** Coordinated Behavioral Care

## Profile

- The CBC Enterprise includes CBC IPA and CBC Inc. spanning community based behavioral care, FQHCs, housing and other health and human services organizations serving diverse NYC communities.
- CBC operates two related service entities:
  - *BH IPA:* Citywide network of NYS-licensed primary care, mental health and substance use treatment services providers, more than 8,000 supportive housing units, provision of primary medical, recovery and support services, and assistance with concrete needs (food, employment, housing).
  - *Health Home (HH):* Provides care coordination services to over 22,000 New Yorkers including children and adults with 50+ care management agencies located in all five boroughs, Long Island and lower Westchester.

## Sustainability / Funding Innovation

- Multiple revenue sources spanning several long-term NYS, NYC, and federal grants, Health Home administrative fee, and HealthFirst Pathway Home administrative fee. These sources support various administrative, program specific, and network management services.
- Modest network membership dues.

## Program and Provider Education

- Completed one year Mother Cabrini grant for Psychiatric Nurse Practitioner Fellowship training 11 NPs during a one year period.
- Use of Implementation Science Principles, for example **PDSA** (Plan, Do, Study, Act) **Model** and to drive continuous measured improvement.
- Learning Collaboratives and **Project ECHO** formats facilitated under the supervision of the CBC Medical Director at the agency level, and for specific disciplines.
- Deliver training forums and learning communities to support providers in addressing whole person care and equity.

## Data Driven Clinical Care

- Internally built active data warehouse that ingests, cleans, and integrates multiple data sources including PSYCKES, **Foothold Care Management**, **HealthIX**, and 837 billing files and other public databases to produce real-time data dashboard, reports, and advanced analytics.
- Manage and disseminate **Healthix Alerts** viewed by aggregate, program, and individual levels, compiled for each IPA provider as well as Health Home Care Management Agencies. These alerts contain actionable client-level data to address key performance measures enabling providers to focus on clinical practice improvement.
- Development and dissemination of practice standards.
- CBC Inc. HH is facilitating a quality improvement collaborative to advance children's health outcomes. Five downstate HH Leads volunteer to improve annual well child visits based on PSYCKES Quality Flags data. This data driven project includes surveying care managers and families on barriers, measuring intervention impact, and implementing practice standards.
- **UniteUs** platform use enables real-time network, program, and client-level data analytics by service type, network volume, frequency, and general demographics to allow for robust support at the individual agency and network level.

## Distinction

- **Clinically Integrated IPA** with solid organizational structure employing 40 staff covering executive and financial management, contracting, quality improvement, data and technology, and program operations.
- Developed award winning and published **Pathway Home Model Teams** for care transitions from inpatient to community. OMH, Health and Hospitals, and HealthFirst each fund teams. There is documented evidence of reducing PMPM by $3,500.
- **Safe Options Support Teams** have demonstrated intensive cross sector collaboration resulting in housing over 400 people living on the street in permanent or supportive housing within the first 18 months.
- Operate a **Centralized Hub** supporting 13 Pathway Home Teams, and 14 Safe Option Support Teams. The Hub is a critical component ensuring system wide coordination, clinical oversight and learning collaboratives, quality improvement initiatives, consistent data collection and real time reporting to OMH, providers and other key stakeholders.
- Multiyear contact with NYC H+H for the **Housing Location and Placement Services program**, to annually house 400 individuals in supportive/affordable permanent housing. CBC is the centralized hub for four CBC partner agencies in tandem with Health and Hospitals Housing for Health Division.
- Secured **SOR III Year Two** contract renewal as part of the **Citywide Addiction Support Network (CASN)** with Cogency and EngageWell, and Health and Hospitals.
- Awarded grant funds from NYS OASAS and the Opioid Settlement to support transportation for clients under the **CASN grant**.