



COORDINATED
BEHAVIORAL
CARE

The CBC Hub ensures single point of contact with same day response. This results in faster placements, fewer readmissions, and improved long-term stability for people facing the steepest barriers.

Key Elements of the Model



Embedded Relationship Management

Regular touchpoints with social work, psychiatry, discharge planners, and inpatient units.

Connected with 41 hospitals including inpatient and CPEP units.



On-Site Peer Engagement

Weekly visits to CPEPs to support warm handoffs, accompany homeless members into housing, and prevent returns to street homelessness.

CBC Peers are on-site weekly at NYPresbyterian CPEP.



Co-Developed Workflows

Joint referral protocols with hospital leadership to standardize transitions and reduce service delays.



24/7 Hospital Support

On-call coverage for eligibility clarification, referrals, and real-time education.

CBC Hub has answered over 1,000 calls.



Data-Driven Outreach

Dashboards to track referral patterns and target quality improvement.



Hospital Staff Education

In-services, outreach packets, and community-living groups to improve discharge planning.



Accelerating Progress Together

Looking ahead, CBC is scaling partnerships with NYS OMH, hospitals, and payors to further reduce avoidable utilization and strengthen recovery pathways.

1. Expanding Hospital Presence

Increasing peer and housing specialist coverage across EDs and inpatient units.

2. Data-Informed Scaling

Piloting real-time referral tracking to improve transparency, leveraging CBC's data warehouse to guide resource allocation and replicate success.

3. Integrated Care Pathways

Embedding CBC-led care transition models in hospital discharge planning.

Why It Matters



CBC's decade-long track record and proven models position us to deliver higher-value, lower-cost outcomes for New York's behavioral health system. Together, we can accelerate progress and ensure more New Yorkers achieve stability, recovery, and healthier lives.



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