Safe Options Support

SPRING 2025 NEWSLETTER

CBC COORDINATED BEHAVIORAL CARE

Three Years of Impact. A Lifetime of Change.

In 2022, Safe Options Support (SOS) was launched to confront one of New York's most persistent challenges: unsheltered homelessness. Now, three years later, SOS multidisciplinary teams have engaged thousands of New Yorkers living in subways, parks, and other public spaces.

Developed through a visionary partnership between CBC and the New York State Office of Mental Health, the SOS model blends immediate street outreach in the transportation system with long-term housing pathways. SOS teams go where people are, meeting them with dignity, compassion, and real solutions.

> *"They didn't give up on me, even when I had given up on myself. They came back every week with food, checked in on me, helped me get my ID and a phone. When I was finally ready, they had a place for me. That's why I said yes."*
>
> — SOS Member

The SOS program has transformed lives across New York City. Thanks to the commitment of the SOS staff, homeless individuals appreciate the value of the services and engage with staff creating a partnership.

Real Impact. Proven Results.

2,500+
Individuals Enrolled

800+
People placed into permanent housing

2,475+
People placed into temporary housing

58,000
Completed outreach engagements to homeless individuals in subways and terminals

8,361
Encounters to distribute essential supplies like food, transportation, and hygiene products

1,210
Members provided with entitlement assistance to obtain Medicaid

72%
Attendance at behavioral health and medical appointments

The CBC Hub: Powering the SOS Mission

The CBC Hub drives system-wide impact by centralizing resources across agencies, enabling Safe Options Support teams to focus on direct care, crisis response, and long-term stability. By managing referrals, contracts, data, and training, the Hub increases efficiency, reduces duplication, and supports scalable solutions - powering frontline efforts to move people from homelessness to housing.

Program Development & Strategic Implementation

- Co-designs model with partners
- Leads system-wide strategy
- Conducts annual program evaluation

Centralized Intake Department

Simplifies care coordination

The CBC Hub has received over 5000 referrals and operates a 24/7/365 On-Call Phone Service.

Data & Quality

Collecting and analyzing data to drive improvement. Publish and disseminate weekly dashboards

Quality improvement in 2024 included:

- 33% decrease in individuals lost to contact
- 41% increase in appointment attendance, and
- 21% increase in members with verified health insurance

Training & Clinical Consultation

Keeps teams skilled and supported

In 2024, CBC conducted:

- 37 Total Trainings
- 54 SOS Specialty Meetings

Partner Engagement

Coordinates with hospital systems, government, shelters, and psychiatric providers

- Facilitating inter-agency connections
- Providing technical assistance
- Streamlining workflows

“The Hub makes it possible for SOS teams to focus on building trust, solving problems, and getting people housed.”

SOS Provider Agency

NYC Agencies

Services for the Underserved
ACMH
The Bridge
Risewell
Breaking Ground
Argus Community
Bronx Works
Bronx Psychiatric Center

Stay Connected

Schedule a conversation

and learn more about how we can collaborate.

CONTACT US TODAY

Safe Options Support (SOS) - CBC

Safe Options Support (SOS) - Flyer

Safe Options Support (SOS) - One Pager

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