

As promised, this is the 1st of our new CBC Monthly Bulletins. I hope you find these useful and informative regarding all the work we are doing here at CBC. As we go live with our website and other manners of communication I'd like us to be able to amplify and disseminate not just the work we are doing on your behalf but also highlight some of the amazing work you all do in your respective agencies. Please email me with any thoughts or suggestions to: [jpetit@cbc.org](mailto:jpetit@cbc.org).

I wanted to take this opportunity to announce a few changes in our organizational structure as a way to streamline the core functions within CBC as well as ensure that staff were aligned in a more meaningful way to best leverage the collective expertise and skills. CBC now has a senior management level made up of VPs which includes Mark Graham: **VP, Program Services**, with Barry Granek as the **Senior Director, Pathway Home Program**, and Scott Pidgeon, **Senior Director, Innovative Programs** reporting to him. Amanda Semidey is the **VP, Care Coordination Services** with SI CARES and Project Connect in her portfolio and Melissa Martinez as the **Director of Health Home**. Rounding out the senior leadership team is Matt Smith, our **VP of Operations**. I have also created a new **Quality Performance Management Department** to be headed up by Tracie Jones as the **Senior Director, Quality Performance Management**, reporting directly to me. These changes and further reorganization internally will allow CBC to continue to be a high-performing organization with a lot of exciting opportunities for growth ahead.

CBC is happy to welcome Scott Pidgeon, MSW, MBA. Scott has over 20 years of experience in behavioral health and nonprofit management. Scott was most recently the Regional Director of Provider Quality at Beacon Health Options. He has significant experience in process improvement, financial oversight, improving business efficiencies, managing organizational change, and developing programs.

## CBC'S NEW LOOK

CBC has a new look—check out our new website: [CBCare.org](http://CBCare.org)

## PROGRAM UPDATES

**SI PPS:** CBC just received \$772,000 from the SI PPS to roll-out a Community Health Hot-Spotting Intervention Program (CHHIP) Team. CHHIP is an opportunity to further promote community network services that serve for individuals 18 and over with high-acuity/high-cost populations requiring an integrated care coordination program. The soft-launch for SI PPS CHHIP begins in March 2018 with a full-launch occurring in April 2018.

**BPHC:** The Bronx Partners for Health Communities (BPHC) PPS' review of the first year performance of the CBC/Project Renewal Bronx Homeless Team showed that the program had the highest reduction in hospital utilization amongst the four CTI teams they funded. The individuals served by the team had an amazing **71% reduction** in ED and inpatient admissions as evidenced by claims data. The team also exceeded their annual enrollment targets. Congratulations to all involved for their commitment and hard work.

## CARE COORDINATION SERVICES UPDATES

### Health Home & Health Home Serving Children

- SDOH has announced that MCO Billing transition has been delayed until 5/1/2018. CBC will continue to bill E-medNY Medicaid directly for all Health Home Care Coordination services. Health Home rate structure remains contingent on CMS approval and has been postponed until 4/1/2018, but may be delayed to coincide with the transition to Managed Medicaid.
- CBC's GSIHealth HIT dashboard has been updated to the 6.0 release. New features include more member centric workflows and an integrated consent process enabling enrollment across Care Coordination programs.
- Check out our new monthly Health Home Awareness Bulletins. Our goal was to pick areas of focus that addressed medical concerns/considerations, since CBC is very behavioral health focused, CMs can at times struggle with medical conditions. Written in layman's terms with care management considerations for each topic, these newsletters can be printed and shared with members directly.
  - [Glaucoma Awareness Month \(January 2018\)](#)
  - [Heart Disease Awareness Month \(February 2018\)](#)

### SI CARES

CBC is delighted to announce that our Staten Island Community At Risk Engagement Services (SI CARES) program has been invited to present at the New York State Care Management Coalition 2018 Annual Training Conference in Saratoga Springs, NY. This is a wonderful opportunity for CBC to highlight the importance of care coordination work this program provides to Staten Island residents. In the past two years, the program's Health Coaches have connected over 3,000 participants, with one chronic health condition, to primary and specialist medical care whilst also addressing social determinants of health that have negative impacts on their health and social functioning.

### Project Connect

CBC was awarded year two funding by SDOH for our criminal justice initiative. Year two, will include our Project Connect Jail Liaison having a physical presence at Riker's Island Assessment Center. We recently finalized our BAA with Correctional Health Services at Health & Hospital Corp. This partnership will allow for data exchange and member matching between NYC jail populations and enrolled Health Home members. CBC CMA's can expect to receive expanded jail census real time notifications going forward.

## AGENCY HIGHLIGHTS

[HeartShare St. Vincent's Services](#) is one of 8 foster care agencies receiving a portion of a nearly **\$1 million grant** from [The Pinkerton Foundation](#) for the support of older youth in foster care.

[Catholic Charities Neighborhood Services](#) Emmie Glynn Ryan, Chief Corporate Compliance Officer and SVP, was awarded the [Vincenza DeFazio Award](#) for outstanding contributions to the work of the New York State Council of Catholic Charities Directors.

[Community Access](#) will oversee development of an [affordable housing](#) building in the Bronx, which broke ground in early January.

[Project Hospitality](#) presented the [20th Annual Poor People's Dinner](#) in Staten Island in November, 2017—the event draws keynote speakers around a simple meal for the community in service and sacrifice. Project Hospitality was the partial beneficiary of proceeds from the [Valentine's Day 5K](#) in Staten Island.

[Project Renewal](#) celebrated 50 years with a fall festival and ribbon-cutting ceremony for a new [community garden](#) on the lower east side in October, 2017.

[WellLife](#) has a robust calendar of events focusing on [Career Opportunities and Open House Interviews](#) from now through August.

[SUS](#) is partnering with Theater of War in a reading of [Sophocles' Philoctetes on Monday, March 5th](#)—a Greek play about a warrior abandoned by his friends on an island. A facilitated discussion about challenges faced by people who are homeless will follow the performance.

## UPCOMING TRAININGS

**Facilitator:** Mary Dino, LCSW-R

**Location:** 123 William Street 19<sup>th</sup> Floor, New York, NY 10038

[Beyond Burn-Out: Vicarious and Secondary Trauma](#)

**Audience:** Care Managers and Supervisors

**Session:** March 9, 2018 9:30am-1pm

[Hands-On Workshop: Self-Reflection and Self-Care Techniques](#)

**Audience:** Care Managers and Supervisors

**Session:** March 16, 2018 9:30am-1pm

[Essentials of Trauma Treatment: Part 1 of 2: Three phases and Key Skills](#)

**Audience:** Supervisors

**Session:** April 16, 2018 9:30am-1pm

[Essentials of Trauma Treatment: Part 2 of 2: Engaging Complexly Traumatized Youth and Families](#)

**Audience:** Care Managers and Supervisors

**Session:** April 20, 2018 9:30am-1pm

[Hands-On Workshop: Client-Centered Emotional Regulation Skill Building](#)

**Audience:** Care Managers and Supervisors

**Session:** May 14, 2018 or May 18, 2018 9:30am-1pm

**To Register:** Email [Janelle Chambers \(jchambers@cbc.org\)](mailto:jchambers@cbc.org) by 3/2/2018

## PATHWAY HOME CLIENT VIGNETTE

Lance is a 58 year-old-male diagnosed with schizophrenia with a long history of multiple lengthy inpatient hospitalizations and short community stability. His last admission lasted for 18 months and he had previously managed to remain in the community for only 8 days. The Pathway Home (PH) team upon hospital discharge accompanied Lance to his new residence. Lance appeared to settle in well, however, the team found it difficult to engage with him as he spent his days wandering the community from early morning to late at night. In an attempt to connect to Lance, the team coordinated with other community providers, in particular the housing program, to ensure that Lance was aware of his first outpatient behavioral health appointment. On the day of his appointment, the team visited Lance early at his residence to motivate him to attend and accompanied him to the appointment. Lance commented that he had never felt so cared for and supported and in many ways the visit solidified the therapeutic relationship. Lance become more receptive to support, connecting with the teams' peer and clinician.

A theme that Lance often raised in the discussions was healthy living, especially how certain foods and exercise were connected to healthier lifestyles. Shortly after his move, Lance found a bicycle in the trash, moving it to his room where it became a prized possession. The team recognized that Lance connected the bike to a healthier lifestyle but the bike was broken and Lance was unable to afford a new one. At Lance's request, the team agreed to use wrap-around funds to purchase a new bike. Lance, in appreciation, placed his hand on staff's shoulder stating, "Thank you, you are my buddy." Lance is now often seen riding his bike throughout the Bronx and takes great pride in educating staff on bike parts and accessories.

Lance has successfully been living in the community now for three months. When asked about this accomplishment, Lance stated that his head now feels clearer in the community. Lance is motivated to stay "free as a bird" and the continued follow up and coordination from Pathway Home team offers has helped to make this possible.

## UPCOMING COMMITTEE MEETINGS

### Children's (CC)

**Chair: Kathy Rivera, LCSW**  
**Senior Vice President, Care Management Services, JCCA**  
 Tuesday, April 10, 2018 10—11:30AM

### Clinical Integration (CIC)

**Chair: Ericker Phillips-Onaga, LMSW**  
**Chief Program Officer, Project Hospitality**  
 Monday, March 12, 2018 10—11:30AM

### Consumer Advisory (CAC)

Tuesday, April 11, 2018 11:30AM—1PM

### Quality Oversight (QOC)

**Chair: Jorge R. Petit, MD**  
**CBC IPA Medical Director**  
 Wednesday, March 7, 2018 1—2PM

### Technology & Analytics Strategy (TASC)

Monday, March 19, 2018 2:30—3:30PM

### Network Advisory (NAC)

Tuesday March, 27, 2018 3—4:30PM

## NEW YORK STATE BEHAVIORAL HEALTH VALUE BASED PAYMENT READINESS PROGRAM

CBC is excited to be an awardee as a lead Behavioral Health Care Collaborative (BHCC) agency for the New York State Behavioral Health Value Based Payment Readiness Program. CBC was awarded \$5 Million, maximum total amount, over three years. The BHCC is a network of providers delivering the entire spectrum of behavioral health services available in a community service area. This is a unique opportunity to strengthen our IPA and larger Network of providers as we prepare to become clinically and financially integrated and engage MCOs in value based/alternative payments contracting models.

CBC will be investing in infrastructure to improve health outcomes, manage costs, and participate in VBP arrangements as defined in the NYS VBP Roadmap. Healthfirst will play a crucial role in supporting the development of BHCCs during the three-year program period.

CBC has identified critical IT/Data Analytic systems needed to achieve these goals, including:

-  Central Data Base of Organizations, Programs, and Services
-  IT/Data Analytic Platform and Report Generation Systems
-  Contact Tracking and Closed Loop Referral System

## NEW YORK STATE BEHAVIORAL HEALTH VALUE BASED PAYMENT READINESS PROGRAM COMMITTEE STRUCTURES

The **Children's Committee (CC)** convenes with the express purpose of better aligning with and leveraging the NYS DOH Medicaid Redesign Team (MRT) Goals of Children's Medicaid System Transformation.

The **Clinical Integration Committee (CIC)** will develop recommended clinical standards and protocols to achieve both delegated IPA status and quality clinical practices throughout the IPA provider network. It will also develop recommended standards and practices to collaborate effectively with physical healthcare providers and providers of social determinant services.

The **Consumer Advisory Committee (CAC)** will convene utilizers of services to bring concerns to the table and offer input on potential pilot programs lending their expertise to address meaningful and impactful service delivery.

The **Quality Oversight Committee (QOC)** is responsible for defining, prioritizing, overseeing and monitoring the CBC IPA Clinical Quality Standards to guide all network programs and services (e.g. preventive, home and community based supports, housing, crisis intervention, treatment and recovery services), whether licensed, unlicensed or contracted.

The **Technology and Analytics Strategy Committee (TASC)**, borne out of the CBC Health IT Task Force, has convened to offer input to, review and provide feedback on the IPA's Health IT/Data Analytic Strategy Plan; provide input and review draft RFPs and/or vendor proposals; and provide recommendations for the acquisition and development of health IT systems and capabilities.

The **Network Advisory Committee (NAC)** will be established in order to provide an opportunity for IPA network agencies to review and discuss issues of clinical, quality and strategy matters and concerns and make recommendations to the CBC Leadership and ultimately the CBC IPA Board of Directors.

The **Independent Review Panel (IRP)** was established in order to assist in the independent evaluation of proposals submitted by the IPA owner, network and affiliate agency members. The purposes of the IRP are to review applications to participate in CBC IPA committees and to review, evaluate and recommend proposals to implement programs or services that the IPA solicits. Based on its reviews, the IRP makes recommendations to the CBC Leadership staff and IPA Board of Directors for final approval.

## IN THE NEWS...

Check out recent coverage about CBC in the [Mental Health Weekly](#) as well as the Winter 2018, [Behavioral Health News, Winter 2018](#) (Pg 10)

Dr. Petit presented a VBP Webinar for Behavioral Health providers sponsored by the New York-Presbyterian PPS. He was also a panelist at [The Coalition of Behavioral Health Innovation into Practice: The Future is Now 2018 Conference](#).