



## **CBC's Pathway Home wins the 2018 National Association of Case Management Innovation in Case Management Practice Award**

Coordinated Behavioral Care (CBC), a New York City, member-led, not-for-profit organization was awarded the 2018 Innovation in Case Management Practice Award, an award sponsored by Service Access & Management, Inc. The National Association of Case Management presented the award for CBC's Pathway Home program during the 2018 National Association of Case Management Annual Conference in Indianapolis on October 4th, 2018. CBC Senior Director Barry Granek and Services for the UnderServed (S:US) Senior Mental Health Clinician Nikenya Hall accepted the award on behalf of the Pathway Home programs. During the conference, Ms. Hall and Mr. Granek also presented during a break out session on the innovative Pathway Home program.

In 2014, CBC created a care transition program called [Pathway Home](#) (PH), with the support and funding from the New York State Office of Mental Health, whose aims was to improve the reintegration of individuals back into their community after an extended hospital stay as well as overall health outcomes and life satisfaction.

The National Association of Case Management and Service Access & Management, Inc. created the Innovations in Case Management Practice Award to encourage, facilitate, and acknowledge the development of innovation in the practice of case management. Through the award, organizations can share practices on facilitating the implementation of innovative practices, share how to create the best, most effective, and innovative case managers possible, and improve the quality of case management services and job satisfaction of case managers throughout the country. Only one Innovations in Case Management Practice award is given each year.

“The National Association of Case Management along with Service Access & Management, Inc. are excited to present this award to Coordinated Behavioral Care for the Pathway Home program. The work that they have done to improve the reintegration of individuals back into their community after an extended hospital stay is remarkable and their outcomes and community support show it,” said C.J. Johnson, National Association of Case Management Board Chair.

“We are so proud of the Pathway Home program and all the staff that work on these teams and this Award validates their efforts and outcomes. At CBC we strive to be at the forefront of innovation in our continuum of case management and care transitions service models and improve the lives of the individuals we serve,” said Jorge R. Petit, MD, President and CEO, “CBC created Pathway Home to provide intensive but time-limited care transition services to individuals with SMI entering the community after a psychiatric hospitalization, a critical time in an individual's road to recovery. This innovative program model is an example of how CBC and its partner agencies, such as Services for the UnderServed (S:US) and Catholic Charities Neighborhood Services, can deliver on improving healthcare outcomes, maintaining individual's stable in their communities, and improving their lives.”



“Pathway Home is a novel and innovative approach to providing case management and transitional support services at a most critical time in a person’s treatment, the period of transition from institutional settings,” said Mark Graham, CBC VP of Program Services. “The approach is flexible and holistic, ensuring that clinical, social and wellness needs of the individual are addressed during the intervention. It is an honor to be acknowledged for excellence as Pathway Home has accomplished creating a substantial transformation in the healthcare delivery system in NYC for those with significant behavioral health needs.”

There are a number of key features where Pathway Home stand out from traditional models. The ability to leverage a wide-array of community-based health and human services to ensure all aspects are cared for, incorporating technology-delivered interventions, and a rapid response and easy access to care. The outcome is an enhancement in member and family satisfaction – in the complete healthcare system. The Pathway Home program model has been adapted by CBC to new populations including those with recent Criminal Justice involvement, those living in homeless shelters, long-term stayers (multiple decades) at a State Psychiatric Center, and Adult Home Settlement members.

### **About Coordinated Behavioral Care (CBC)**

[CBC](#) is a not-for-profit organization dedicated to improving the quality of care for New Yorkers with serious mental illness, chronic health conditions and/or substance use disorders. CBC brings together over fifty community-based health and human services organizations which provide access to quality treatment, housing, employment and other needed services. CBC operates a Health Home that provides care coordination services to tens of thousands of New Yorkers of all ages, with 50+ community-based care management agencies located in all five boroughs. CBC also operates an Independent Practice Association (IPA) including a citywide network of New York State-licensed primary care, mental health and substance use treatment services, thousands of units of supportive housing, primary medical, recovery and support services.

### **About National Association of Case Management**

[The National Association of Case Management](#) is the ONLY not-for-profit national voice for Case Managers and Service Coordinators. Members of the National Association of Case Management are part of a network of practicing professionals who are advocates for community-based care management systems. These valued members share ideas and work to minimize bureaucratic barriers, practice high ethical standards, support career growth, and promote the vitality and professional image of case management and service coordination.

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