

CARE COORDINATION SERVICES

HEALTH HOME (HH) CMA SUSTAINABILITY SURVEY FINDINGS

CBC completed its [CMA Sustainability Survey Findings](#) report on outreach restructuring's impact on workforce development and the corresponding reduction in potential growth for HH CMA programs.

In the report CBC announced a planned decrease in Top-Down Assignment Files processing, and a simultaneous augmenting of the frequency of responding to Upward Enrollment requests.

Through this series of reports and beyond, CBC continues to seek ways to advocate for greater CMA viability and sustainability. Further information on this report can be found [here](#).

If you have any questions, please contact [Amanda Semidey](#) or [Melissa Martinez](#).

HH NETWORK PROVIDER MEETING Q3 2019

On October 2nd, CBC HH hosted its Q3 2019 HH Network Provider Meeting at [OHEL Home and Family Services](#) Training Center. Thank you to OHEL for hosting! We had a fantastic turnout of 47 participants across 27 CMAs from both our HHSA and HHSC programs. To the next the next in-person meeting is scheduled for late January 2020.

HH OCTOBER 2019 TRAININGS

Thank you to everyone who continues to participate in CBC Value-add trainings. Over the month of October, CBC hosted two trainings, [CSEC 101-Commercial Sexual Exploitation of Children](#) and [Healthy Sexual Development in Children and Adolescents: When Should You Worry/Wonder?](#) 65 participants across the CBC CMA network attended the trainings.

Upcoming Trainings:

Healthy Sexual Development in Children and Adolescents: When Should You Worry/Wonder? (2 hours)

Thursday November 21st | 9:30am-12:30pm

Many providers have limited understanding of healthy sexual development in children and adolescents, which can lead to false assumptions about child sexual abuse trauma. This training explores the various developmental stages in order to identify what is normal and what should be concerning. Care Managers and Supervisors are the target audience.

Facilitator: Jessie Boye-Doe, LCSW-Director, JCCA's Center for Healing

Location: UJA Federation – 130 E 59th St

To register please email:

CBCHealthHome@cbc.org with full name of participant, job title, CMA and e-mail address by Monday, November 18th.

HHSC HCBS PLAN OF CARE (POC)

Beginning October 1st, HCBS services for children are now carved into Managed Medicaid. To begin the authorization process for all transitioned HCBS waiver

children, Plans of Care (POCs) are required for submission to the MCOs. POCs must include HCBS Service and HCBS Service Provider. Additionally, updated consents must include the MCO.

CBC is submitting POCs on behalf of our agencies. As of October 31st, 180 POCs across 8 MCOs have been submitted – representing 51% POC network-wide. We will continue to send weekly communications with up-to-date trackers to the CMAs and send POCs to the MCOs as we receive updates.

HCBS-C-YES

Children and Youth Evaluation Service (C-YES) is a statewide program that determines whether a child/youth eligible for HCBS. For children who have chosen to transfer from C-YES to a HH, a coordinated effort between C-YES and the lead HH must occur. The individual should not be placed in outreach, must be enrolled immediately, and must be connected to an HCBS provider within the same month to stay eligible.

AIDS Institute (AI) Health Home Audit

In support of the [NYS Ending the Epidemic](#) (EtE) campaign for 2020, the [AIDS Institute](#) (AI) is collaborating with [IPRO](#) and Lead HHs in an audit of records for members with, or at risk of, HIV/AIDS. 396 records across all CMAs serving adults in the CBC network will be audited by IPRO beginning January 2020.

CANS-NY TRAININGS

NYS DOH, along with the State Partners of OMH, OCFS, OASAS and OPWDD, and the [Health Home Coalition](#) established new HH CM and supervisor CANS-NY in-person training requirement, which can be accessed [here](#). The In-Person Training Schedule can be viewed [here](#).

BTQ

NYS DOH has issued guidance to MCOs regarding a specific category of claims being denied inappropriately. BTQ has inquired with each MCO serving our HH partners on how they will proceed with reprocessing these claims. Because DOH guidance gives MCOs 90 days to comply, and many take approximately one month to pay, it's possible that these claims may not be paid until early 2020. CBC will continue to you update you on this matter.

HCBS INFRASTRUCTURE PROGRAM

NETWORK MANAGEMENT ACTIVITIES

The HCBS Infrastructure Network successfully completed its first Performance Quarter, ending October 31st. During the Implementation and first performance quarter, providers completed:

- 820 Eligibility Assessments
- 381 Level of Service Determination Requests processed
- 336 Plans of Care
- 79 clients received their first HCBS Service

- 15 clients received their fourth HCBS Service

Our network providers have shown a strong commitment to this initiative and have implemented necessary changes to workflows and procedures to increase the number of HARP clients assessed for and connected to HCBS. As we move into our second performance quarter, we will continue to meet as a Learning Collaborative (LC) to strategize uniform methods for success.

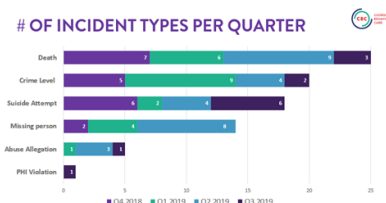
Based on network feedback, CBC IPA has addressed ongoing concerns to contracted MCOs regarding barriers to the current HARP workflow. We have advocated for an increase in client referrals for both HH and Recovery Coordination Agency (RCA) clients, and a closer look at the current HARP workflow.

QUALITY PERFORMANCE MANAGEMENT & COMPLIANCE

CBC HH QUARTERLY INCIDENT REVIEW COMMITTEE (IRC) MEETING

CBC's Quality Performance Management (QPM) Department hosted a quarterly Incident Review Committee (IRC) in October. Findings from the Q3 2019 review indicated 42 reportable incidents were submitted to Department of Health (DOH); the most common incident type

was suicide attempts for both the Adult HH and HHSC programs.



Based on IRC findings, recommendations for 2020 trainings include Suicide Prevention and Safety Planning and Medication Education for Care Coordinators. The next IRC will be held January 31, 2020.

ANNUAL COMPLIANCE CERTIFICATIONS

If you are a Medicaid provider who is required to have a compliance program, this is a reminder that your agency is required to complete the Social Services Laws (SSL) certification and the Federal Deficit Reduction Act (DRA) certification by the end of the calendar year. More information about these certifications can be viewed [here](#). These certifications attest that your compliance program meets and complies with OMIG and OIG requirements. One way to complete the OMIG Self-Assessment is to verify your agency is meeting all compliance program requirements. The self-assessment is not sent to OMIG, but a Corrective Action Plan should be completed to address any areas that scored partial compliance or noncompliance with target dates.

QUALITY OVERSIGHT & CLINICAL INTEGRATION MEETING

QO/CI met on October 3rd in an effort to complete additional target tracks for two measures—cardiovascular monitoring for people with cardiovascular disease and schizophrenia (SMC), and adherence to antipsychotic medications for individuals with Schizophrenia (SAA).

The committee has now reviewed 6 (out of 18) of the High Priority Measures since July 2019, with a goal to review three more by the end of the year. These target tracks are used to determine the clinical and technical workflows for measuring outcomes. CBC issued a call for volunteers to participate in Discovery Meetings for agencies that use either Foothold or Netsmart (MyAvatar or MyEvolv). These EHRs will be the first to connect to the Data Analytics Business Intelligence (DABI) platform. If you are interested in participating, please contact [Khushboo Shah](#).

PSYCKES ENHANCEMENTS

PSYCKES recently issued several enhancements to their platform, including (but not limited to):

- Consents
- Bulk population health views in “Recipient Search”
- “Children’s Waiver Status” filter
- New “Opioid Medications and Overdose Risk” filters and alerts

New, updated consents were issued earlier in the year and can be accessed [here](#). If you work with minors under the

age of 18, the parent/legal guardian must sign the PSYCKES Consent in order to allow you to view information in PSYCKES. The DOH 5201 is not a valid consent for PYSCKES access.

In Recipient Search, PSYCKES has added three population health views (Standard, Care Coordination and Hospital Utilization) that allow users to add new columns to the results of any search. The amount of information is still limited by whether a member has a QI Flag or consent, but these population health views provide a better understanding of the population served.

QPM ANNOUNCEMENTS

The Quality Performance Management (QPM) Team will provide a Consent training relevant for care manager staff providing services to adults and children, as well as special populations including HCBS, HARP and transition-aged youth.

The training will be held during [Virtual Office Hours](#) on November 22nd | 10am-11am.

The next QMT/CQMT is scheduled for November 21st, 9:30–11:30am at Postgraduate Center for Mental Health, located at 1775 Grand Concourse in the Bronx. Agenda items include:

- Q3 Performance Reports
- Adult HH revised case records review format
- New performance improvement plan workflow
- PSYCKES enhancements

If you have not received a calendar invite and would like to attend, please email [Brendan Smith](#) and he will include you.

TECHNOLOGY

CBC TECH THURSDAYS BREAKFAST SERIES

The CBC Innovations Hub hosted the first roundtable in the “Tech Thursdays” Breakfast Series on October 17th. This new series brings together entrepreneurs, thought leaders and senior leadership from CBC’s provider agencies to discuss some of the most pressing issues facing our behavioral health community today and the potential for emerging technology assisted care solutions to address these issues.

The breakfast series was launched in tandem with the release of CBC’s recent [Behavioral Health and Emerging Technologies White Paper](#) with the goal of stimulating thoughtful discussions on how emerging best practices and technology solutions can help improve the health of vulnerable New Yorkers. With this new roundtable series, CBC also aims to collect feedback from providers and vendors on how CBC can support technology adoption in the network.

The inaugural roundtable focused on Care Management, and included an intimate discussion with Joe Kahn of [Karuna Health](#), Steve Strauss of [Unite Us](#), and Shrenik Jain of [Marigold Health](#). Our moderator, Jeremy Merrill of [New Horizon Counseling](#)

[Center](#), facilitated conversation between providers and panelists on the topics of data integration and interoperability, agency and provider burden, workflow incorporation and return on investment.

HEALTHIFY

Healthify, continues to be used across the CBC network. 563 searches were performed in the month of October.

Healthify is a great value - add to the CBC Network in connecting clients to a wide array of resources.

Please contact [Elise Kohl-Grant](#) to implement Healthify.

INNOVATIVE PROGRAMS

SUS PATHWAY HOME™ BPC EMBEDDED TEAM ARTICLE IN COLLABORATIVE CASE MANAGEMENT

SUS Pathway Home™ BPC Embedded Team, “A Review of Effective Collaboration Between Hospital and Community-Based Teams: Partnership Between Pathway Home™ Hospital Embedded Team and Bronx Psychiatric Center,” was featured in Collaborative Case Management, ACMA’s quarterly peer-reviewed publication, can be viewed [here](#).

OASAS AWARD

CBC is the recipient of the Office of Alcohol and Substance Abuse Services (OASAS) Behavioral Health Care Collaborative (BHCC) Award for MAT Expansion. Through this award, CBC will build out further capabilities across the provider network by increasing capacity for opioid addiction treatment and increasing access through technological solutions.

CBC will work with providers to streamline services in order to create new capacity for same-day access and to provide support for individuals as they transition from acute settings to community providers.

To ensure that providers deliver high quality MAT service, this award will allow CBC to:

- Increase capacity by offering a series of Learning Collaboratives (LC), built on the principles of Project ECHO (Extension for Community Healthcare Outcomes); and
- Increase access through technology solutions by piloting projects that utilize new technology assisted care (TAC) or Telehealth capability to improve adherence to treatment and access to care for individuals already in treatment.

IN THE NEWS...

OPENING: DALE JONES BURCH NEIGHBORHOOD CENTER

[Henry Street Settlement](#) opened the Dale Jones Burch Neighborhood Center in a former firehouse at 269 Henry St. The new center will help residents enroll in

health insurance and public programs, apply and train for jobs and receive legal and financial services. Funding is provided by the [New York City Regional Economic Development Council](#).

CBC PROVIDES DSRIP 2.0 PUBLIC COMMENTS TO DOH

Jorge R. Petit, MD attended a forum on October 25th, where he delivered comments regarding DSRIP 2.0. His comments can be seen [here](#), starting at 45:50.

DOHMH BUPRENORPHINE TRAINING & WEBINAR

DOHMH is hosting a training and webinar, Wednesday, December 4th, led by Dr. Abigail Herron of the Institute for Family Health, covering Pregnancy and Buprenorphine Treatment. To attend, please RSVP to [Sabina Saleh](#) by Wednesday, November 27th, and indicate if you will attend in-person (or via [WebEx](#)).

COACHING FOR ADDICTION RECOVERY ENHANCEMENT (CARE)

On October 29th, Dr. Jorge Petit participated in the stakeholder/advisory meeting for the OASAS Coaching for Addiction Recovery Enhancement (CARE). The NIDA funded project, summarized as an urgent need for strategies to improve OUD treatment quality, is developing new quality measures for assisting programs through clinical practice change.

Following these strategies, a study with 30 outpatient treatment clinics, serving 2,000 OUD clients yearly, will test whether a clinic-level, measurement-driven, quality improvement intervention will improve process quality measures, and recovery outcomes. Training and coaching protocols, and support around electronic tools will be disseminated across New York and the US at the project's conclusion.

FUNDING OPPORTUNITIES

OASAS SCHOLARSHIP OPPORTUNITY

OASAS released a one-time [scholarship](#) funding opportunity to assist OASAS-certified providers with employee retention and professional development. Due December 9th, this is an opportunity for addiction professionals who are accepted into or are currently enrolled in either of the following eligible programs:

- MSW or Master of Mental Health Practitioner (MHP); or
- OASAS-approved Certified Prevention Professional (CPP), CASAC, Credentialed Prevention Specialist (CPS), or gambling specialty designation educational programs.

SAMHSA OPPORTUNITIES

SAMHSA released two funding opportunities. The [first](#), due December 16th, is for federal FY 2020 for the Benefit of Homeless Individuals. Up to \$5.2M annually is available to 13 eligible organizations in provision of direct services, including linkages to housing, direct SUD treatment and recovery support services.

The [second](#) opportunity, due December 23rd, supports the provision of trauma-focused direct services. Up to \$4.2M in total funding is available.

TRAINING INSTITUTE

The PH Training Institute (PHTI) provides education and TA on the successful & award-winning Pathway Home™ care transition model. In addition, to care transition subject matter expertise, the PHTI offers a wide array of trainings, including:

- Engagement & De-escalation
- Building Effective Relationships
- Self-care and Work/Life Balance
- Coping Skills to Empower Participants

Two Person-Centered Engagement and Crisis De-Escalation trainings were held in October. These trainings focused on how to engage and de-escalate participants in a recovery-oriented, strengths-based way. Two PH Orientation trainings were also held. For more information, contact to [Emily Grossman](#), Training Manager.

CBC INNOVATIONS CONFERENCE 2020

In 2019, CBC launched its Inaugural Conference. It was attended by over 200 behavioral health professionals including government, payors, program staff, IT vendors and strategy consultants. The event established the CBC network as a Practice-Based Approach (PBA) Hub.



INNOVATIONS CONFERENCE 2020

SAVE THE DATE
CBC INNOVATIONS CONFERENCE 2020

SUPPORTING INNOVATION AND DISSEMINATING BEST PRACTICE

Building on last year's successful inaugural conference, the event is designed to bring the CBC Network together and provide an opportunity to showcase your innovative programs and service models.

This interactive experience will focus on the dissemination of best practices and highlighting unique pilot programs targeting vulnerable populations as well as addressing the challenges of developing and sustaining innovative programs.

WHEN:
MARCH 11TH, 2020
9:00AM - 4:00PM

WHERE:
NYU KIMMEL CENTER
60 WASHINGTON SQ. SOUTH
NEW YORK, NY 10012

CBC has continued to create an environment in order to bring unique programs and services to scale through enhanced support for evaluation and training. In our Hub model, we can more effectively identify distinct services in our network that close gaps in care, and elevate them to impact practices across our network, policies beyond our network and in how critical services we provide are funded.

The 2020 conference will have a particular focus on innovative programs for vulnerable populations such a transition age youth, those aging in place, first onset of mental illness and/or opioid users.

IMSNY

[Innovative Management Solutions NY, LLC](#) (“IMSNY”), a joint venture of Coordinated Behavioral Care (CBC) and [Coordinated Behavioral Health Services](#) (CBHS) with an initial focus on Behavioral Health IPAs.

IMSNY will be instrumental in the execution for the DABI Platform and its operational functions across our network. We are excited to [announce](#) a partnership with [Arcadia](#), a population health management leader in data aggregation and analytics.

IMSNY selected Arcadia based on its extensive work across the healthcare continuum over the last decade as well as its leading analytics technology. Arcadia will implement an analytics platform that supports measurement and management of care utilization and quality and enables a more comprehensive and nuanced assessment of the needs of the patient population served by the 80+ community-based health and human service agencies across the CBC and CBHS network.

Arcadia’s platform will enable network providers to identify social and economic factors impacting patient health and proactively launch interventions to overcome those obstacles. Follow the IMSNY on [LinkedIn](#).

AGENCY HIGHLIGHT

[Service Program for Older People \(SPOP\)](#) is a resource for the behavioral health and aging services community in New York City. SPOP was one of the first agencies in the country to focus exclusively on meeting the mental health needs of older adults in the community and has pioneered programs to deliver service to some of the most isolated and vulnerable New Yorkers.

The SPOP Clinic provides affordable community-based behavioral health care for adults 55 years of age and up through a network of offices located throughout Manhattan and Downtown Brooklyn. The Clinic offers assessments, individual and group psychotherapy, psychiatry services and medication management. Services are available in Spanish, Cantonese and other languages as needed. The Clinic is known for its Homebound Services program, which provides in-home therapy and prescriber services for clients who are physically or psychologically disabled and unable to travel for appointments.

SPOP is home to the only PROS program exclusively for older adults with serious mental illness in New York. The full-day program offers life skills training, psychoeducation, psychiatric services and socialization to support older adults in their recovery and help them spend less time in services and more time in the community. To learn more contact [Alexandra Webb](#), Senior VP for PROS Services. Click [here](#) to learn more or make a client referral.

SPOP also provides education and training to organizations around working with older adults with mental health challenges. Trainings include “Working with Suicidal Older Adults,” “Dealing with Loss and Grief as Professionals,” and “Working with Older Adults with Personality Disorders.” Trainings can be offered on site, or via webinar.

In other news, SPOP received a [2019 Impact Grant Award](#) from the New York-Presbyterian PPS to support behavioral health care services for clients referred by the NYP system.
