



**COORDINATED  
BEHAVIORAL  
CARE**



Dear Friends and Supporters of CBC,

2019 was a successful year, rich with opportunities recognized and continued growth. With the ongoing support and commitment of its board, staff, member agencies and network providers, CBC has continued to promote its mission of leveraging community partnerships and its vision of “integrated, coordinated, individualized and culturally competent care,” while simultaneously solidifying its position within New York’s behavioral health landscape as an Innovations Hub—with necessarily expanding scope, role and impact.

The year’s first quarter was highlighted by the inaugural CBC Innovations Conference in March. The conference brought together CBC’s network and showcased providers’ innovative programs and service models to an audience of peers and colleagues with a vested interest in frameworks that better determine outcomes, costs and potential scalability. The conference drew nearly 200 attendees and featured 19 posters and five diverse panels. The Innovations Conference will return in 2020, with a focus on vulnerable populations, innovations in access to care as well as sustainability of those programs.

The Innovations Conference also marked CBC’s evolution into an Innovations Hub. CBC boldly pursued technology-assisted care (TAC) solutions in 2019, positioning itself as a central resource to explore, vet, pilot, navigate and ultimately support and scale opportunities to circumvent fragmented data and siloed care. In September, CBC published its first white paper, [Behavioral Health and Emerging Technologies](#), laying out both the need for and its viability as a pioneer in this space. From promoting and incentivizing paths to wellness at the individual level, to developing new systems of data reporting and analysis across CBC’s wider network, the past year has seen CBC forge exciting partnerships with developers at the cutting edge of behavioral economics, population health data visualization and streamlined communications across diverse systems.

Chief among these developments has been the formation of Innovative Management Solutions NY (IMSNY)—a joint venture with Coordinated Behavioral Health Services (CBHS). IMSNY will initially offer a customized data warehouse and business intelligence solution that is tailored specifically to meet the needs of New York-based Independent Practice Associations (IPAs) of behavioral health providers.

At the programmatic level, CBC brought digital healthcare innovators and community members receiving behavioral health care services together at its iChoose event this past June. The event provided a platform for four exceptional technology assisted care solutions to present their product directly to consumers, who then voted on their preference. CBC has also launched a series of Technology Thursday breakfast panels with technology vendors.

CBC successfully secured a variety of grants and contracts that totaled approximately \$11 million, ensuring a year of remarkable growth for existing programs and exciting new ones. Pathway Home™ now operates 14 distinct teams that serve diverse populations (most recently including a cohort of Healthfirst’s Medicare population and OASAS-funded referrals from substance use disorder detox/rehab settings) in partnership with ten providers within CBC’s IPA network. Meanwhile, CBC’s IPA also secured funding from several Managed Care Organizations (MCO) to build out a Home and Community-Based Services (HCBS) Infrastructure Network that has worked diligently to address many of the systemic barriers for HARP-eligible clients to access HCBS services.

CBC's Training Institute now offers a formal array of trainings developed to broadly support frontline workers across programs while continuing to provide essential expertise specific to the Pathway Home™ approach to care transition. In furthering the success of Pathway Home™ and its participants, CBC is thrilled to showcase participant artwork; all background artwork was created by Pathway Home participant Alaphia Robinson.

CBC's dedication and adherence to a high standard of care has also been reaffirmed throughout the year. The CBC Health Home was re-designated by the State Department of Health (DOH) at a 4-Star standard, a 1-star increase from the previous audit. This determination enables CBC's Health Home to deliver two further years of outstanding care coordination before the next re-designation cycle.

In May, Heritage Provider Network and Crain's New York Business recognized CBC's dedication to building a clinically integrated delivery system with its prestigious "Innovation in Healthcare Delivery" Award at the annual Heritage Healthcare Innovation Awards for CBC's Pathway Home™. It's been a banner year for Pathway Home™, as a finalist for the National Council on Behavioral Health's "Scattergood Innovation Awards" and the winner of Case Management Society of America Foundation's "Case Management Practice Improvement Award." Also, in May, CBC was proud to support [NAMI NYC Metro](#) with 20 CBC employees and family members participating in [NAMI Walks](#) NYC and reaching the \$5,000 goal. Money raised provides support, education, and advocacy to hundreds of thousands of New Yorkers living with mental illness and their family/caregivers.

CBC now enters the new decade with a variety of exciting prospects for growth and continued successes for our providers and the people they serve. All the work we do at CBC could not happen without the support, encouragement and enthusiasm of our Board of Directors—which has embraced the direction and velocity necessary to effectuate our many projects and initiatives—and a membership network that is committed to improving the lives of New Yorkers. Thank you for the opportunity to lead this wonderful organization and for your support in this dynamic behavioral healthcare landscape. I look forward to our continued partnership in 2020.

Kindest Regards,



Jorge R. Petit, MD | President & CEO



## STRATEGIC PARTNERSHIPS

### Innovative Management Solutions of New York (IMSNY)

CBC partnered with [Coordinated Behavioral Health Services \(CBHS\)](#) in the Hudson Valley to form a management services organization (MSO) to support community providers across the state.

This joint venture—[Innovative Management Solutions NY \(IMSNY\)](#)—will initially offer a data warehouse, Data Analytic and Business Intelligence (DABI) platform for behavioral health providers to better aggregate data and focus on population health, leading to downstream cost savings.

IMSNY selected [Arcadia](#) to securely collect, aggregate and standardize data from IMSNY's network of providers, thereby enabling comprehensive visibility into the needs of its client populations and risk management tools that empower providers to identify, prevent and close care gaps efficiently. Pre-implementation engagement efforts include categorizing diverse programs and services available across both IPAs, establishing behavioral health data standards and creating uniform reporting workflows across network agencies. The DABI will collect data from the network of over 80 agencies, while connecting more than a dozen electronic health record (EHR) systems holding information on 150,000 Medicaid beneficiaries. These data will help identify high-risk clients and enable more personalized care for entire populations across NYC and the Lower Hudson Valley.

Accordingly, CBC began conducting “discovery meetings” to better understand each of our agency's general operations, workflows, reporting processes and data/analytic needs. These findings will directly inform the development of the DABI platform, which, in turn, will enhance Arcadia's analytic capabilities at the level of the individual agency and enable more powerful outcome assessments from the point of care.

## AWARDS, PUBLICATIONS & EVENTS

### PUBLICATIONS:

- Rivera, K., Semidey, A. [Changes in Our Children's System of Care](#). Winter 2019 Behavioral Health News Volume 6 No 3, pp 1, 12.
- Petit, J. [The Behavioral Health Sector and Physical Health Services Models](#). Fall 2019 Behavioral Health News Volume 7 No 2, pp 1, 28.
- Philip, A., Petit, J. [Behavioral Health Providers Moving the Needle on Diabetes](#). Fall 2019 Behavioral Health News Volume 7 No 2, pp 18, 32.
- Granek, B., Frisco, J. [Case Management Practice Improvement Award Recipient: Pathway Home™ Program](#). CMSA Today (5), pp 10
- Granek, B., Evans, A., Lane, M., James, M.C. [A Review of Effective Collaboration Between Hospital and Community-Based Teams: Partnership Between Pathway Home™ Hospital and Bronx Psychiatric Center](#). Collaborative Case Management, Issue 71

### CONFERENCES:

- **CBC Innovations** *Distinctive Outcomes: Programs with Meaningful Measures*; Presented by Joan Sass (CCNS)
- **American Case Management Association National Case Management & Transitions of Care**; Presented by Mark Graham (CBC) & Barry Granek (CBC)
- **National Association of Case Management Embedding Community-Based Case Management into Hospital Systems**; Presented by Monisa Lane (SUS), Barry Granek (CBC) & Dr. Lukisha Homer (BPC)
- **ASAP & OASAS Statewide Prevention Preventing Rearrests & Psychiatric Readmission through Care Transition: Pathway Home™ Hospital Embedded Project**; Presented by Monisa Lane (SUS) & Aja Evans (CBC)
- **NY Medicaid Population Health Symposium Enhancing & Adapting Community Hot-Spotting to Serve High-Utilizers of NYC Hospital Systems**; Presented by Juliana Steen (CBC)

## AWARDS:

- “Dedicated & Deserving Social Worker” by *Social Work Today* – Jackie Boenisch, Intake Coordinator
- **2019 Scattergood Innovation Award Finalist**  
Thomas Scattergood Behavioral Health Foundation and National Council for Behavioral Health selected Pathway Home™.
- **Innovation in Healthcare Delivery Award**  
2019 Heritage Healthcare Innovation Awards
- **Case Management Practice Improvement Award**  
Case Management Society of America Foundation selected Pathway Home™ as winner.

## TECHNOLOGY INFRASTRUCTURE & OPERATIONS

### WHITE PAPER

CBC issued its first White Paper in September. [Behavioral Health and Emerging Technologies](#) outlines CBC’s ambition to centrally scale innovative technology solutions for providers and clients. The paper outlines CBC’s proposed framework for an “[Innovations Hub](#),” relevant technology-assisted care solutions and next steps to deliver these products, given the current industry landscape.

### INNOVATIONS CONFERENCE

CBC hosted its first Innovations Conference on March 13, 2019 at NYU Kimmel Center. The Conference provided a platform for community-based providers to showcase innovative approaches to improve services for clients with potential scalability across the wider CBC network. The near 200 attendees were treated to 19 poster presentations and five panels. Innovations posters can be reviewed at [CBC’s website](#). The panels addressed a range of topics, including distinctive outcomes, addressing service gaps, unique approaches for sub-populations, collaborative partnerships and technology-assisted care.

### INNOVATIONS HUB “TECH THURSDAYS”

Following the inaugural CBC Innovations Conference, the CBC Innovations Hub kicked off its “Tech Thursdays” Breakfast Series. These roundtable discussions bring together entrepreneurs, thought leaders and senior leadership from CBC’s network provider agencies to discuss the most pressing issues facing our behavioral health community today and the adoption of emerging technology-assisted care solutions. Technology organizations were invited to speak on a variety of topics including care management, client engagement and medication management. The series will continue in 2020.

### COMMUNITY CONSUMERS SELECTED TECHNOLOGY ASSISTED CARE (TAC) SOLUTION FOR PILOT

In June, CBC IPA hosted the “iChoose: Consumer’s Choice” event at Hostos Community College in the Bronx. With coordination from network providers at [The Jewish Board](#) (TJB) and [Samaritan Daytop Village](#) (SDV), and funding from [Bronx Partners for Healthy Communities](#) (BPHC) PPS, the event empowered consumers of behavioral health services to make their voices heard in the selection and adoption of technology-assisted care (TAC) solutions.

In collaboration with TJB and SDV, CBC selected four TAC solutions to present their product to 90 guests, 30 of whom were Bronx community members receiving behavioral health services. At the end of the event, consumers voted for their preferred TAC product.

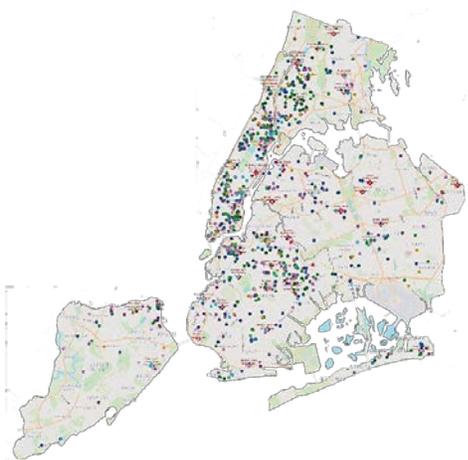
Attendees selected [Litesprite’s](#) Sinasprite app for a piloted roll-out. Sinasprite is an award-winning video game that uses Cognitive Behavioral Therapy-based strategies and meditation to help consumers manage chronic health conditions. The pilot is underway and includes three outpatient mental health clinics and three outpatient substance use disorder treatment programs in The Bronx.

## NETWORK PROGRAM SERVICES GEOMAP (NPSG)

Creating a comprehensive resource directory that reflects the diverse array of services offered across the CBC network has been integral to efforts to build out a technology infrastructure. CBC's [Network Geo Map](#), will enable easy access to service-level information that can help CBC and providers assess network adequacy while providing a window into other local provider agencies and their services. Real-time access to service locations and hours can support service care staff efforts to connect clients to required services within the network.

Moreover, cataloging CBC's network of programs, services and specialties provides the necessary framework to function as a truly integrated network. The accuracy of information provided by each agency helps CBC represent the unique set of services each delivers as we talk to stakeholders, payors and seek funding from contracts, grants, and other sources.

## CBC Citywide Service Network



## QUALITY PERFORMANCE MANAGEMENT

CBC's Quality Performance Management (QPM) team continued to provide critical support through oversight activities designed to monitor established quality indicators

and to ensure that network performance continues to meet DOH and other funders' contractual expectations, while supporting the health, well-being and recovery of populations served. QPM oversight activities include network quality meetings, site visits, monthly case record reviews, performance improvement plans, learning collaboratives, training and reporting.

## QUALITY MONITORING

CBC's Quality Management Team (QMT) and Children's Quality Management Team (CQMT) to ensure continuous quality improvement and quality of care outcomes for Health Home members. The QMT/CQMT provide oversight of Health Home quality and compliance, investigate barriers to service delivery, develop timely solutions and monitor overall effectiveness of the Quality Management Program (QMP).

CBC created a HH CMA Performance Report that provides a quarterly snapshot on key process metrics required by the DOH. These reports were developed via recommendations from the provider network to move toward a Continuous Quality Improvement (CQI) process, whereby agencies can more holistically address, identify and improve performance indicators specific to HH members served. With increased focus and value placed on performance-driven care coordination, the goal is to expand the report to include outcomes/gaps in care measures and to inform CBC performance improvement activities, learning collaboratives, technical assistance and trainings.

## PERFORMANCE IMPROVEMENT

CBC's Quality Oversight/Clinical Integration Committee (QO/CIC) continued to operationalize and monitor 18 High Priority Quality Measures, having begun to identify the clinical processes and data elements necessary to achieve these outcomes. At the close of 2019, nine of the 18 (50%) measures are complete. Four QO/CIC agencies have participated in "discovery meetings" to help CBC understand how specific EHR are utilized across the network.

## COMPLIANCE

CBC has an operational compliance program that guides CBC and its network providers toward alignment with local, state and federal laws and regulations. As part of the compliance program, CBC held quarterly Board Audit & Compliance and Staff Medicaid Compliance committees, conducted annual HIPAA and Fraud, Waste and Abuse trainings, approved an updated Compliance Plan and completed mandated Office of the Medicaid Inspector General (OMIG) SSL and Federal Deficit Reduction Act (DRA) Certifications. CBC’s OMIG Self-Assessment was completed with a 90% compliance rate.

## CARE COORDINATION SERVICES

### HEALTH HOME SPECIAL REPORTS

CBC completed a Health Home Sustainability Survey, which consisted of 147 questions across seven domains specific to CMA workflows and functionality. CBC received responses from 42 CMAs and conducted five CMA site visits. Key findings were outlined in a three-part document focused on common challenges and recommended changes to HH operations in support of CMA sustainability: [CBC Health Home CMA Sustainability Survey Findings: Top Priorities in Addressing Technology Challenges](#); [CBC Health Home CMA Sustainability Survey Findings: Part II Top Priorities in Addressing Quality](#); and [CBC Health Home CMA Sustainability Survey Findings: Top Down Assignments & Outreach Optimization](#).

### HEALTH HOME INCENTIVIZED PAYMENTS & GRANTS

CBC explored outreach and engagement opportunities with MCOs that best leveraged the network’s capacity to deliver quality care coordination services to high-need members. CBC HH signed agreements with two MCOs that incentivized payments for enrollment, retention, completion of Plan of Care and/or closure of gaps in care. Amida Care incentivized payments for 33% of members with Comprehensive Assessments and Care Plans within the previous 180 days.



Additionally, through DOH, Adult Home Plus (AH+) program has awarded participating CBC CMAs \$307,425 to hire and retain AH+ staff and to ensure timely enrollment of adult home class members upon in-reach.

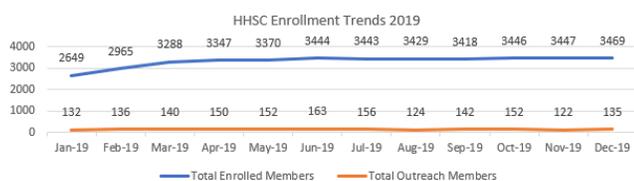


## TRAINING AND WORKFORCE DEVELOPMENT

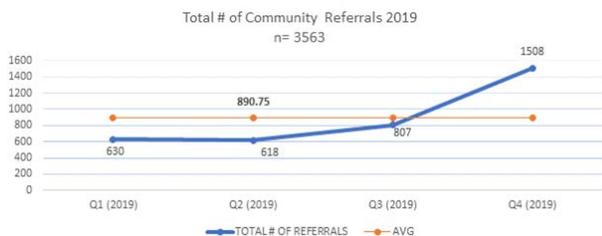
CBC HH offered 28 in-person, CEU-credited trainings on a range of topics that drew over 600 participants. CBC continues to host weekly Virtual Office Hours (VOH), monthly VOH with its HIT and Billing vendors and web-based value-add presentations with nearly 1,400 participants across the CBC network.

## OUTREACH & ENGAGEMENT SPECIAL REPORT

The CBC Health Home continues to maintain a steady enrollment for both adult and child members, closing the year with approximately 17,500 enrolled members.



CMA's have continued to rely on the community as a primary referral source. CBC processed over 3,500 community referrals across an average of 26 CMA's.



## HEALTH HOME SERVING CHILDREN (HHSC) POST-IMPLEMENTATION AND HEALTH HOME SERVING ADULTS (HHSA) REDESIGNATION SITE VISIT

A team of auditors representing a cross-section of state agency partners performed an audit of CBC's Health Home Serving Children's (HHSC) program at post-implementation and a re-designation site visit for CBC's Health Home Serving Adult (HHSA) program.

CBC HHSC received a compliance score of 93% and CCMA Chart Review weighted score of 62%, for an overall compliance rating of 78%. HHSA received an overall Network Management, Performance Metrics and Chart Review compliance score of 83% for a Four-Star Rating (out of five possible stars), demonstrating an overall rating increase by one star since the previous re-designation site visit. HHSA

consequently enjoys a two-year re-designation period effective from October 2018-October 2020.

## HEALTH HOME SPECIALIZED POPULATION PROGRAMS

### ADULT HOME PLUS (AH+)

CBC continues to operate the largest AH+ program across NYC. With support from DOH and OMH, CBC added two Pathway Home™ AH+ teams to provide enhanced care transition services and supports to its highest risk members transitioning to the community in Queens and Brooklyn.

Currently, CBC has close to 350 enrolled class members receiving AH+ care management from 38 trained AH+ care managers across eight participating CMA's. CBC has safely transitioned nearly half (395) of the 811 total community transitions since 2015; and has led 58 transitions into the community, 60% of the 124 transitions throughout 2019.

### HEALTH HOME PLUS (HH+)

CBC's HH+ program includes over 220 enrolled members. CBC currently has 18 HH providers, 13 of which have attested to serve members under OMH and eight attested via the AIDS Institute.

### HCBS

New York State (NYS) distributed \$50 million in BH HCBS Infrastructure funds for MCOs to improve access and delivery of BH HCBS for HARP-eligible individuals. CBC IPA was awarded \$5 million and executed three contracts with Healthfirst, Emblem Health and Empire BlueCross BlueShield to increase HCBS service utilization for its HARP members.

During the contract's initial six months (which included a ramp-up period), CBC's network agency partners completed 829 EAs, processed 404 Level of Service Determination Requests, completed 408 POCs and delivered a first HCBS service to 110 clients and a fourth to 22.

## INNOVATIVE PROGRAMS

### HEALTHFIRST AND SAMARITAN DAYTOP BEHAVIORAL HEALTH BUNDLE

CBC in coordination with [Samaritan Daytop Village](#) (SDV) developed an alternative payment model to ambulatory detoxification and withdrawal management. This novel ambulatory detox approach employs a unique financial structure that provides a single payment per case for a three-month outpatient treatment period. CBC helped negotiate the contract with [Healthfirst](#)® (HF) so HF members can receive compassionate and comprehensive care for mental illness in tandem with recovery services for addiction to opiates, stimulants, benzodiazepines, alcohol or cocaine at SDV's Jamaica Outpatient Treatment Program in Queens with plans to expand to the other boroughs.

### BRONX HOMELESS CTI TEAM

CBC's Bronx Homeless Critical Time Intervention (CTI) Program entered its third year in partnership with [BPHC](#) and [Project Renewal](#). CBC's CTI program will sunset this March, having served more than 115 participants over the course of its three years and reduced total hospital utilization (79%), inpatient hospital days (93%) and emergency department visits (35%) to greater effect each year.

### COMMUNITY HEALTH & HOT-SPOTTING INTERVENTION PROGRAMS (CHHIP)

CBC's CHHIP is an innovative intervention for individuals who are chronic high-users of hospital systems.

Community Outreach for Recovery and Engagement (CORE) is a 6-month CHHIP intervention program funded by [Mount Sinai PPS](#), in partnership with [The Bridge](#), and is in its second contract year. To date, CORE has served almost 80 participants, decreasing ED visits by 62% and reducing total hospital days by 41%.

Helping, Engaging and Linking to Health Interventions (HEALTHi) is a 6-month CHHIP intervention program

funded by [Staten Island PPS](#), in partnership with [Project Hospitality](#). To date, HEALTHi has served nearly 120 participants, with over 80% attending primary care appointments.

### STATEN ISLAND COMMUNITY AT RISK ENGAGEMENT SERVICES (SI CARES)

CBC's [SI CARES](#) program has demonstrated how to serve a high volume of individuals without sacrificing quality outcomes. Its preventive approach to addressing medical needs and social determinants of health has contributed to a [22% reduction in hospital use](#) for its population of Medicaid recipients on Staten Island with one chronic health condition and risk of further health decline.

Further information the model's success can be found in the United Hospital Fund's [DSRIP Promising Practices: Strategies for Meaningful Change for New York Medicaid](#) July 2019 publication.

### IPA BHCC

CBC IPA continues to seek value-based payment arrangements via its BHCC grant, conducting regular meetings with diverse stakeholders including all MCOs, several hospital systems, other IPAs, large physician groups and FQHCs to explore partnerships.

Most recently, CBC was awarded an OASAS BHCC expansion grant for a year-long project that assesses clinical and programmatic workflows and practices that impact access, engagement, retention, care management and Medication-Assisted Treatment (MAT) for populations affected by substance use disorders. Integral to this process will be collaboration with providers to streamline services that enable same-day access and support for individuals as they transition from acute settings.

CBC will invest in a series of Learning Collaboratives built on the principles of Project ECHO (Extension for Community

Healthcare Outcomes) and technology-based solutions that increase access and engagement with care for this especially vulnerable population.

## PATHWAY HOME™ TRAINING INSTITUTE (PHTI)

In partnership with the State Office of Mental Health (OMH), CBC launched the PHTI in 2018 to bring the Pathway Home™ model to other regions of the State. In addition to offering regular practical trainings on the Pathway Home™ approach to care transition and technical assistance pertaining to program budgeting and implementation, PHTI delivers essential trainings to new Pathway Home™ program staff via a two-day intensive orientation that ensures consistency across all Pathway Home™ programs.

PHTI's expertise and resources expanded beyond Pathway Home™, with an array of developed trainings to broadly support frontline workers across OMH-licensed programs including person-centered engagement, de-escalation, coping skills, building effective relationships with participants, and self-care. PHTI has conducted 24 trainings to 486 attendees. The PHTI training calendar can be viewed [here](#).

## PATHWAY HOME™

It's been a year of growth for Pathway Home™, which now operates 14 teams across New York City. Two new teams launched in January to serve class members within the Adult Home Plus settlement and one team serving high utilizers from acute behavioral health inpatient settings. Additional funding was secured for new teams to serve the diverse populations outlined below.

[NYC Health and Hospitals \(H+H\) Corporation and One City Health \(OCH\) has funded four new Pathway Home™ teams](#) to serve high utilizers at four H+H facilities. CBC subcontracted with four network providers to form distinct hospital/provider dyads. These pairings include [Lincoln/SDV](#), [Harlem/VNSNY](#), [Metropolitan/SUS](#) and [Coney Island/TJB](#).

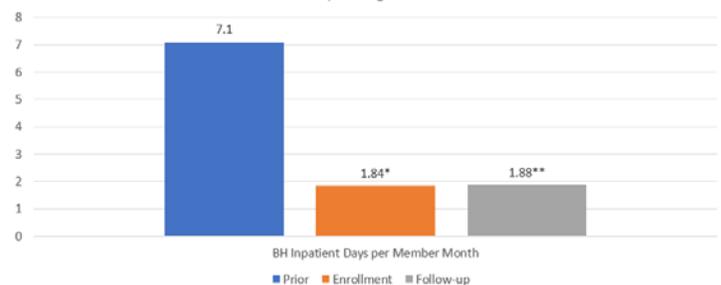
[NYS Office of Addiction Services and Supports \(OASAS\) has implemented Pathway Home™](#), in partnership with CBC and [SUS](#), for individuals transitioning from inpatient detoxification and rehabilitation settings. These services aim to increase access to medication-assisted treatment (MAT) and reduce overdose death through prevention, treatment and recovery activities.

[Healthfirst has funded a new Pathway Home™](#), in partnership with CBC and [The Bridge](#) for Healthfirst Medicare, Medicaid, dually eligible and HARP members. The partnership is the first with a payor for CBC's Pathway Home™ program.

**Pathway Home™** continues to demonstrate impactful outcomes; of the 290 participants that graduated from teams funded by its OMH contract: 98% attended a behavioral health appointment, 81% attended a physical health appointment and 73% were connected to care management while enrolled. Total Net Cost Saving per member over 18-month study was \$41,296 (\$2,294 per month).

## Pathway Home: Outcomes

**Behavioral Health Inpatient Days for Successful Graduates of Pathway Home:**  
12 Months Prior, During & After Enrollment



\*Significant decrease in average number of inpatient days per person-months during enrollment, from 7.1 to 1.84 (p<.00001).  
\*\*This effect was sustained after discharge, with an average number of inpatient days of 1.88 per person-months during follow-up (p<.0001).  
\*Based on PSYCKES Medicaid claims of PHTI enrollees from 5/22/2015 and 8/31/2018

Coordinated Behavioral Care (CBC) is a provider-led, 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 50 NYC community-based health and human services organizations which provide access to quality treatment, housing, employment and a continuum of individualized community-based care management/care transitions services.

CBC operates several related entities and services:

- **Health Home** provides care coordination services to tens of thousands of New Yorkers of all ages, with 46 community-based care management agencies located in all five boroughs.
- **Independent Practice Association (IPA)** includes 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, and assistance with concrete needs such as food, employment and housing.
- **Innovations Hub** identifies critical service gaps and responds to them by developing innovative programs that are tailored to address diverse populations' specific needs while continuing to provide comprehensive care.

## MISSION

CBC leverages community partnerships throughout NYC to coordinate integrated medical and behavioral health interventions that, coupled with a specialized emphasis on social determinants of health, promote a healthier New York.

## VISION

CBC seeks to create a healthcare environment where New Yorkers—especially those most impacted by social determinants of health—receive coordinated, individualized and culturally competent care that is effective in preventing and managing chronic physical and behavioral health conditions. We help New Yorkers live longer, healthier and more fulfilling lives.

## CBC FINANCES FY19

### Revenue:

- 78.9% Care Management Revenues
- 12.6% grants and contracts with New York State Office of Mental Health for the Pathway Home™ Initiative and various Performing Provider Systems for innovative pilot programs
- 6.0% Provider/CMA Administrative Fees and Dues
- 0.7% Health Home Development Funds
- 1.8% Behavioral Health Care Collaborative (BHCC)

### Expenses:

- 78.8% Care Management Expenses
- 7.8% passed-through to subcontractors
- 4.9% personnel costs
- 3.4% HIT and Technology
- 2.6% consulting, legal and strategic planning
- 2.5% HHDF initiatives, administrative overhead and OTPS

## CBC BOARD OF DIRECTORS

Donna Colonna - Board Chair

[Services for the Underserved \(S:US\)](#)

Ellen Josem - Secretary

[The Jewish Board](#)

Patricia Bowles - Treasurer

[Catholic Charities Neighborhood Services](#)

Tony Hannigan

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[Project Hospitality](#)

Eric Rosenbaum

[Project Renewal](#)

Mitchell Netburn

[Samaritan Daytop Village](#)

Susan Wiviott

[The Bridge](#)

Neil Pessin

[VNSNY](#)

Sherry Tucker

[WellLife Network](#)

## CBC NETWORK PROVIDERS\*

ACMH, Inc.

Association to Benefit Children

BMS Family Health & Wellness Centers

Bridging Access to Care, Inc.

Brooklyn Community Services

CAMBA

CASES

Community Health Action of Staten Island

Comunilife, Inc.

Concern for Independent Living

CSEDNY

Damian Family Care Center, Inc.

Diaspora Community Services

Educational Alliance

Family Services Network of NY

Federation of Organizations

Fountain House

Geel Community Services

Goddard Riverside

Goodwill Industries Greater NY & Northern NJ

Graham Windham

Greenwich House

HealthCare Choices

Henry Street Settlement

Hudson Guild

Institute for Community Living, Inc.

Interborough Developmental & Consultation Center, Inc.

Karen Horney Clinic

Kingsboro Psychiatric Center

Lexington Center for Mental Health Services

Lighthouse Guild

Manhattan Psychiatric Center

Mental Health Providers of Western Queens

Mosaic Mental Health

NADAP, Inc.

NAMI-NYC Metro

New Horizon Counseling Center

New York City Children's Center

Northside Center

Puerto Rican Family Institute

Richmond University Medical Center

Ryan Health

Samuel Field YM & YWHA

SCO Family of Services

Service Programs for Older People

Sky Light Center

South Beach Psychiatric Center

St. Dominic's Family Services

St. Joseph's Medical Center

The Child Center of New York

The Door

The Family Center

The Fortune Society

Union Settlement

University Consultation Center

University Settlement Society

Venture House

V!brant Emotional Health

## CBC AFFILIATE PROVIDERS

Baltic Street AEH, Inc.

Bridging Access to Care

Bronx Partners for Healthy Communities

Community Healthcare Network

Family Health Centers at NYU Langone

Maimonides Medical Center / Coordinated Care of Brooklyn PPS

Mount Sinai Hospital

Mount Sinai PPS

Nassau Queens PPS

New York City Health + Hospitals

One City Health PPS

Southwest Brooklyn Health Home

Staten Island PPS