

COVID-19 UPDATES

As New York City enters “Phase 1” of re-opening, CBC recognizes that COVID-19 will continue to play a significant role in the lives of New Yorkers and the work of CBC’s behavioral health agency network for the foreseeable future. While CBC is grateful and relieved to be able to wind down some of the necessary but atypical activities it’s taken on over the past several months to offset the pandemic’s impact and spread, the “new normal” is still being defined. Whether you’re purchasing personal protective equipment (PPE) or telehealth licenses, pursuing alternative funding streams or navigating how to safely and effectively reopen your physical office/workspace, CBC remains dedicated to connecting providers and clients to essential resources, while advocating for supportive rules and regulations.

PERSONAL PROTECTIVE EQUIPMENT (PPE) UPDATE

Since the start of the pandemic, CBC has coordinated weekly PPE pick-ups at the [WellLife Network](#) warehouse in Queens for its network agencies and behavioral health sector partners at [Community Behavioral Health Services](#) (CBHS) and [Council of Family and Child Caring Agencies](#) (COFCCA). With immediate needs met, that operation is winding down.

In sum, CBC distributed over 300,000 surgical masks, 100,000 KN-95 respirators, 300,000 latex gloves, 30,000 disposable gowns, 10,000 cloth

masks and 800 gallons of hand sanitizer for nearly fifty different network agencies.

Should you require additional PPE in the coming weeks, CBC can connect your staff to the vendors from whom we’ve sourced PPE over the past several months. Contact [Alex Wolff](#) with any questions.

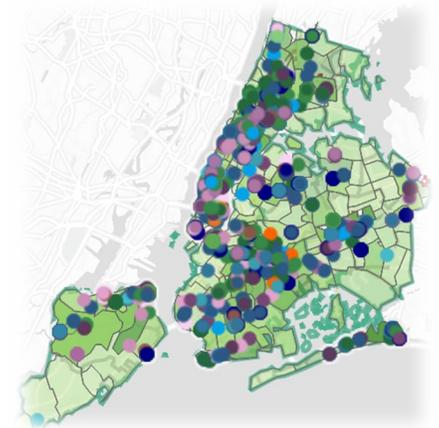
SAMHSA EMERGENCY COVID-19 AWARD UPDATE

The [Substance Abuse & Mental Health Services Administration](#) (SAMHSA) created a funding opportunity for states to receive up to \$2 million each to support direct mental health and substance use disorder services to people impacted by the COVID-19 pandemic. In coordination with CBC and CBHS IPAs, NYS [Office of Mental Health](#) (OMH) and [Office of Addiction Services and Supports](#) (OASAS) were awarded this grant in May.

The SAMHSA award is an opportunity for providers in the hardest hit COVID-19 hot-spots to receive value-add funds that ease the cost burden of providing “treatment-adjacent” services. In response to the pandemic, providers in CBC’s network find themselves layering on support services for individuals without receiving additional funding, and the SAMHSA award recognizes this work is a vital supplement in this moment to the valuable services these providers already delivered pre-pandemic.

Using its geo-mapping capabilities, CBC has targeted five hot-spot zip codes in each

borough. CBHS—its IPA partner—is targeting three counties in the lower Hudson Valley. Hot-spot neighborhoods were identified via extensive data analyses of population data ranging from known COVID-19 positive cases to demographics suggesting a heightened risk (i.e. older and/or non-White populations). The Coney Island, West Queens, High Bridge/Morissania, East Harlem and Staten Island neighborhoods face immense social determinant needs that have only been exacerbated by COVID-19.



CBC/CBHS will next identify providers and design workflows for value-add access to “treatment-adjacent” services.

ADDITIONAL COVID-19 FUNDING OPPORTUNITIES

CBC continues to seek funding to enhance COVID-19 testing and medical linkages for low-income New Yorkers with behavioral health conditions. Please refer to [Sachs Policy Group's COVID-19 resources](#) site for a grid of current funding opportunities and other useful documents.

IN THE NEWS...

CBC STAFF IN BEHAVIORAL HEALTH NEWS COVID-19 ISSUE

CBC staff were responsible for authoring five articles in the [summer 2020 issue](#) of [Behavioral Health News](#), which focused on the sector's response to the COVID-19 pandemic.

[“Adapting to Respond to COVID-19”](#) by **Deeana Dobrer, MS**

While Staten Island Community At-Risk Engagement Services (SICARES) was set to sunset with the expiry of the Delivery System Reform Incentive Payment (DSRIP) Program, CBC recognized this would have disastrous consequences for Staten Islanders facing a pandemic and resolved to self-fund the program for an additional six months. By adjusting the model to provide telehealth services to Staten Island's most vulnerable populations and addressing immediate financial/social determinant needs (in addition to pre-existing physical/mental health concerns), SICARES has provided critical interventions to ease some of the isolation, stress and anxiety the pandemic has wrought for over one hundred new enrollees.

[“Care Management Responses to COVID-19: Lessons from CBC Health Home's ADAPT Series”](#) by **Amanda Semidey, LCSW & Melissa Martinez, MS**

COVID-19 has provided additional complications to care management agency (CMA) staff's already challenging work.

Therefore, CBC Health Home (HH) launched the “Applying Dynamic Approaches & Practices Telephonically” (ADAPT), whereby CMAs can document emerging best practices during the pandemic to learn and support one another. The ADAPT series showcases some of the innovative work CMAs have taken on to both shift care management and coordination to a primarily remote/telephonic platform while maintaining team morale in this time of heightened anxiety and uncertainty.

[“CBC's Pathway Home Response to COVID-19 and Future Implications”](#) by **Barry Granek, LMHC**

The onset of the COVID-19 pandemic has meant a greater number of New Yorkers have been admitted to and discharged from hospitals and inpatient psychiatric units. Pathway Home™'s award-winning model of transitional care has necessarily adjusted to the new environment. Some of the program's new initiatives and strategies include a shift to telehealth platforms (and distributing cell phones, as needed), individualized care packages for participants, direct shipping of food/toiletries/clothing/PPE to fulfill basic needs without risking virus exposure and trainings for staff on remote care delivery.

[“Current Telehealth Expansion in the Behavioral Health Sector”](#) by **Elise Kohl-Grant, MBA & Jorge Petit, MD**

COVID-19 has underscored the need for a reliable telehealth solution to continue effective service delivery to network members and Innovative Management

Solutions New York (IMSNY) responded by selecting [Doxy.me](#) and [Zoom](#) as the network's preferred telehealth solutions. While the emergent need required only marginally compliant telehealth solutions for care continuity, IMSNY's vision is to provide a network-wide plan that meets post-pandemic requirements and supports the continuum of care. IMSNY asked network providers to share their virtual experience from the client's perspective. For more information about telehealth discounts please contact [Elise Kohl-Grant](#).

[“Using Data Geomapping for COVID-19 Hotspotting”](#) by **Khushi Shah & Elise Kohl-Grant, MBA**

Over the past year, CBC has developed [interactive geo-maps](#) outlining all programs and services offered by its network agencies across the five boroughs. Using data from NYS [OMH](#), [OASAS](#), [Department of Health \(DOH\)](#) and internal sources, these geo-maps have helped behavioral health agencies navigate where to distribute funds and access services during the pandemic. In recent months, IMSNY has layered real-time COVID-19 data to these geo-maps, so that agency providers and administrators can track positive cases and confirmed deaths due to the virus. Furthermore, this tool now displays [emerging COVID-19 risk factors](#) including race, age and public health insurance. CBC and IMSNY invite agency staff to bookmark and use this map as a resource. To ensure agency programs and services are properly reflected on this map, please contact [Mohammad Usman](#) with any necessary updates.

CBC AT HEALTHFIRST SYMPOSIUM

Dr. Jorge Petit was a featured panelist at Healthfirst’s Spring Provider Symposium: **Best Practices and Innovation: Addressing the Health Needs and Goals of Men.** This was the first virtual symposium sponsored by Healthfirst—and a resounding success with a large turnout. Dr. Petit presented “Men’s Behavioral Health: An Overview.”

Other panelist presentations included:

- “Adolescent and Young Adult Males: Engagement in Primary Care and Public Health Initiatives” by Dr. David L. Bell, Medical Director at [New York Presbyterian Hospital’s Young Men’s Clinic](#);
- “Older Adults with HIV and Long-Term Survivors” by Kelsey Louie, Chief Executive Officer at [Gay Men’s Health Crisis](#);
- “Community-Engaged Approaches to Addressing Hypertension Disparities Among Men” by Dr. Joseph Ravenell, Associate Dean for Diversity and Inclusion at [New York University’s Grossman School of Medicine](#);
- “Does COVID-19 Affect Men More? Men’s Health Perspective of the COVID-19 Crisis” by Dr. Ridwan Shabsigh, Chair, Department of Surgery at [St. Barnabas Hospital Health System](#);
- “Virtual Clubhouse” by Dr. Ashwin Vasan, President and Chief Executive Officer at [Fountain House](#);

CBC AT NAMIWALKS YOUR WAY NYC: A VIRTUAL EVENT

On May 30th, CBC continued its proud tradition of participation at [NAMIWalks](#), the [National Alliance on Mental Illness](#)’s annual fundraiser and nationwide march to raise awareness and reduce stigma associated with mental illness.

Though the pandemic had forced participants to gather virtually, CBC team captain Sarah Abramson led a remarkable effort to ensure turnout matched that of previous years. CBC once again raised over \$5K in donations, as staff walked safely around respective neighborhoods in official CBC headgear!

Below, CBC’s Bob Potter and Madye Tannen get some steps in remotely for NAMIWalks.



CARE COORDINATION SERVICES

HEALTH HOME VALUE-ADD TRAININGS

On May 22nd, CBC’s Quality Performance Management (QPM) department provided a Virtual Office Hours Value-Add Training on **Conflict-Free Case Management for the Health Home Serving Children (HHSC) network.** Sixty-six participants from twenty different CMAs participated in the training.

CONFLICT-FREE CASE MANAGEMENT

NYS DOH has announced revisions to the *Health Home Conflict Free Case Management Policy* (HH0012) for HHSC programs. Please see the most current policy via the [DOH website](#).

ELIMINATION OF OUTREACH BILLING

NYS DOH will be eliminating the payment of outreach billing beginning July 1st. “Outreach” will remain as a program status and outreach segments will continue to exist in the Medicaid Analytics Performance Portal (MAPP), but these outreach instances will not result in payment. Please see the most current policy via the [DOH website](#).

NEW HIT PLATFORM TRAININGS

CBC is now amid migration to a new Health Information Technology (HIT) platform. [Relevant Healthcare Technologies](#) will formally replace GSI Health/Meddecision on July 1st.

Relevant platform trainings are under way for end-users. The topics of these trainings vary by HH role and will be offered multiple times before this summer's go-live date.

The entire menu of trainings is below—please register for those that apply to your position via the corresponding link. Contact [Christopher Small](#) with any questions.

User Training: Care Manager Workflows (Required for all CM Staff)

Duration: 60 minutes

This training focuses on care manager tasks and workflows, managing caseload and ways to identify errors.

All HH staff (including care managers, supervisors and agency administrators serving either adults or children) is encouraged to attend ONE of the training offerings below:

- [Tuesday, June 16th](#) (1pm-2pm)
- [Thursday, June 18th](#) (1pm-2pm)

HH & HHSC User Training: Supervisors & Administrators

Duration: 60 minutes

This training focuses on supervisor tasks and workflows, managing care managers and managing user accounts.

All supervisors and CMA admins are encouraged to attend ONE of the training offerings below:

- [Friday, June 19th](#) (1pm-2pm)
- [Monday, June 22nd](#) (10am-11am)

User Training: Billing and Claims is Relevant

Duration: 60 minutes

This training focuses on the HH billing cycle in Relevant, how to identify errors that prevent billing and tools to manage billing at an agency.

All CMA administrators and billing staff are encouraged to attend ONE of the training offerings below:

- [Thursday, June 25th](#) (10am-11am)
- [Thursday, June 25th](#) (1pm-2pm)

ADAPT SERIES—CMA SPOTLIGHT ON: SERVICES FOR THE UNDERSERVED (S:US)

In response to the COVID-19 pandemic and in recognition of the diligent work done by its citywide CMAs, CBC HH has launched the **ADAPT Series**, empowering CMAs to take the lead in **Applying Dynamic Approaches and Practices Telephonically**.

For example, [Services for the UnderServed \(S:US\)](#) implemented a new workflow, in which each supervisor huddles up with his or her team every morning to provide updates, exchange information and review the plan for the day. These morning huddles have enhanced supports and resources available to care coordinators and delivered a space in which staff can openly discuss current events ranging from COVID-19 to the Movement for Black Lives, and how they are or may affect HH members.

Additionally, the entire care coordination team meets monthly over video conference to discuss necessary adjustments to this “new normal,” ranging from changes in policy and procedure to shifts in how staff can and are supporting one another while still delivering excellent care coordination. In a similar vein, S:US's care coordination program has initiated grief and mourning sessions for staff and implemented routine stress management breaks that include yoga stretches and deep breathing exercises.

Finally, S:US has distributed cell phones to all members previously without one, as a means of staying connected during the pandemic. Supervisors have developed a tracking method to manage weekly encounters while keeping tabs on members who have tested positive for COVID-19 or are suffering from symptoms. Staff has received positive feedback from members who have recovered—many have vocalized their appreciation for regular check-ins and advocacy while in the hospital.

HCBS INFRASTRUCTURE

ONE YEAR OF HOME & COMMUNITY-BASED SERVICES (HCBS) INFRASTRUCTURE PROGRAM

This month marks one full year of operation for the HCBS Infrastructure Program at CBC. In that time, the network has engaged and connected many of its most vulnerable members to appropriate supports and care. Since last May, CBC's HCBS Infrastructure Program has overseen:

- 1,767 HARP HCBS Eligibility Assessments
- Issuance of 780 HCBS Level of Service Determinations
- Completion of 780 Plans of Care
- 279 HCBS Initiations (Clients Receiving Initial Service of HCBS)
- 40 HCBS Engagements (Clients Receiving a Fourth HCBS Service)

CBC IPA has affirmed that the HCBS Infrastructure contracts will be extended until October 31st, enabling continued service delivery with Healthfirst, Empire BlueCross/BlueShield and Emblem Health and Recovery Plan (HARP) clients. The additional time period provides an opportunity to leverage remaining infrastructure funds in pursuit of contractual deliverables with respect to even greater HCBS take-up among clients in the network.

QUALITY PERFORMANCE MANAGEMENT (QPM) & COMPLIANCE

CONFLICT-FREE CASE MANAGEMENT

On May 17th, the CBC QPM team hosted its second Conflict-Free Case Management (CFCM) training. This training helps network partners who may also provide Home & Community-Based Services (HCBS) to separate the distinct functions of assessment, authorization and service planning/provision. Both trainings drew a total 146 attendees from across 22 agencies. The presentation slide deck has been uploaded to the GSI Resource Center for your reference. If you would prefer a recorded copy of the training, please email the [QPM Department](#).

UPDATED HEALTH HOME DILIGENT SEARCH GUIDANCE

NYS DOH has provided guidance that members should not be disenrolled during the COVID-19 State of Emergency, including those in Diligent Search (see [Health Home Frequently Asked Questions During COVID-19 State of Emergency](#)). Providers can bill for three consecutive months of Diligent Search activities, but CMAs are unable to bill beyond that 90-day period.

TECHNOLOGY

FREE MYSTRENGTH TOOL FOR BEHAVIORAL HEALTH STAFF & CLIENTS IN NETWORK

As the pandemic continues, IMSNY has negotiated with Livongo to provide network agency staff and clients **free access** to the COVID-19 and Mental Wellness resources on its myStrength platform. This opportunity is available for the next several months. Register for free [here](#).



INNOVATIVE PROGRAMS

PATHWAY HOME™ EXPANDS, NEW MTA TEAM THIS FALL

CBC has announced further expansion of its successful Pathway Home™ (PH) program. A new PH team will work exclusively with the long-term homeless residing within the [Metropolitan Transportation Authority's](#) (MTA) transit system at Pennsylvania Station and/or Grand Central Terminal. The OMH-funded team will provide intensive outreach and ongoing community support

to these vulnerable New Yorkers as they move from the streets to stable housing. The multidisciplinary team will launch in September and further demonstrate how impactful the PH model can be for different populations across NYC.

STATEN ISLAND CARES CONTINUES COVID-19 RESPONSE

Since April 2020, Staten Island Community At-Risk Engagement Services (SICARES) has been funded by CBC as part of a broader strategy to improve behavioral health outcomes on Staten Island via a preventive case management approach. The SICARES model now calls for smaller caseloads with greater engagement of clients regarding their immediate needs. As COVID-19 has exponentially magnified the already immense social determinant needs for SI CARES participants, the program's health coaches have appropriately pivoted their preventive case management approach to address pandemic-specific needs.

Nearly one hundred individuals have enrolled in SICARES since this shift. The pandemic has presented acute need for nutritious food, educational supports, mental health care accessibility and new information regarding the virus's pathology. SICARES health coaches are devoting their time and energy to ensure the populations most disproportionately affected by the disease have these needs met.

TRAINING INSTITUTE

PROJECT ECHO LAUNCH

In May, the CBC Training Institute held its first Substance Use Disorder (SUD) [Project ECHO](#) teleconference for behavioral health providers working in clinics within CBC and CBHS IPAs.

The inaugural ECHO featured information relevant to Medication-Assisted Treatment (MAT) for Opioid Use Disorder (OUD), and subsequent ECHOs will continue to spotlight this underutilized approach to OUD care.



Sixty-seven staff spanning twenty distinct NYS behavioral health agencies joined the teleconference. Dr. Bruce Trigg, CBC's resident MAT expert, delivered a didactic that outlined "Safer Drug Use During COVID-19."

Additionally, two behavioral health providers presented complex case reviews of program members with diagnosed SUD as means to engage in a broader dialogue around SUD treatment for all participants. By the end of the teleconference, each presenter had a variety of treatment recommendations from the entire group.

CBC Training Institute encourages providers working with clients with SUD diagnoses or risk factors to attend the next ECHO in this series in July. Please email [Emily Grossman](#) for further details.

NEW TRAINING OFFERINGS

Recognizing the tragic impact COVID-19 has had on behavioral health agencies and the difficulties providing support to members while practicing self-care, CBC Training Institute has developed and launched a number of new and unique training offerings such as "Loss and Grief in COVID-19" and "Trauma-Informed Care in COVID-19," now available via the [CBC Training Institute's June Calendar](#).

Network agency staff is encouraged to take advantage of these imminent trainings related to telehealth, self-care and coping skills during the COVID-19 pandemic. All webinars are **free** for any/all staff of CBC network agencies. As a reminder, registration for all trainings occurs via the MCTAC registration system.

For questions about training content, contact CBC's Training Institute Director, [Emily Grossman](#). For technical assistance with registration, please contact [Patricia Lucia Quintero](#).