

## COVID-19 UPDATES

### SAMHSA COVID-19 EMERGENCY AWARD SERVICES UPDATE

The [Substance Abuse and Mental Health Services Administration](#) (SAMHSA) COVID-19 Emergency Grant awarded through [NYS Offices of Mental Health](#) (OMH) and [Addiction Services and Supports](#) (OASAS) to CBC and [Community Behavioral Health Services](#) (CBHS) is now actively funding service provision to behavioral health network agency providers in NYC and the Hudson Valley region, respectively. The grant is designed to create a holistic response to pandemic-related needs by establishing supports for individuals with behavioral health conditions and the behavioral healthcare workforce impacted by COVID-19. CBC is actively working with network providers to develop a cohort-based learning and support program to be offered in early 2021 for the workforce.

### ROBIN HOOD FOUNDATION GRANT PROGRAMMING UNDERWAY

CBC's [Robin Hood Foundation](#) COVID-19 Relief Grant has enabled the screening and testing of New Yorkers in Manhattan and on Staten Island to better understand and address clients' pandemic-related needs. CBC partnered with [Association to Benefit Children](#) and [Project Hospitality](#) on the grant, and both agencies have implemented a text messaging survey via their electronic health record (EHR)

## CBC INNOVATIONS CONFERENCE 2020 DEBUTS AS WEB SERIES

Having made the difficult but necessary decision to postpone its Innovations Conference 2020, CBC has begun to reimagine and deliver the content previously slated for the March event as a virtual web series—and is filtering the program's content through a mid-pandemic lens. On October 6<sup>th</sup>, CBC premiered the first session, “[When A Pandemic & Epidemic Collide](#),” for an audience of over 100 participants.

CBC CEO & President Dr. Jorge Petit kicked off the series premiere by showcasing four posters that highlight innovative practice-based approaches to substance use disorder (SUD) treatment from network agency providers at [Services for the UnderServed](#), [Greenwich House](#) and [Samaritan Daytop Village](#). Review each poster [here](#).

Dr. Petit then introduced a panel discussion, moderated by Dr. Carolann Slattery (VP for Outpatient Services, Samaritan Daytop Village), in which providers and administrators considered the impact of COVID-19 on the opioid epidemic and described efforts to enhance access to and utilization of medication-assisted treatment (MAT) for opioid use disorder (OUD) despite the ongoing pandemic.

Panelists Dr. Sara Lorenz Taki (MMTP Medical Director, Greenwich House), Ericker Onaga (Chief Program Officer, Community Health Action of Staten Island) and Dr. Kelly Ramsey (Associate Chief of Addiction Medicine, [NYS OASAS](#)) each shared a single word that encapsulated the pandemic's impact on the opioid crisis. Dr. Taki chose “[upheaval](#)” and described some of the ways in which provider practices and client behaviors have changed to account for social distancing protocols, while recognizing NYS OASAS's clear guidance and support. Ms. Onaga saw “[resilience](#)” from providers and clients, as both parties exhibited great flexibility to maintain engagement in care. Dr. Ramsey noted the great “[innovation](#)” that has occurred at the state level with the loosening of regulations to ensure continuity of care and at the provider level, where collaborative efforts—sometimes across agencies or the behavioral health sectors—have kept clients safe.

The session is available to stream [here](#) and a panel summary will be forthcoming. A second session is anticipated this December. Please contact [Alex Wolff](#) for inclusion on CBC's Innovations Conference mailing list.

system and through in-person engagement at clinics. 24% of text message recipients completed the survey in this first month, and most respondents are noting social determinant needs (food insecurity, child-care needs, access support for testing sites).

## CBC AWARDED FURTHER GRANT FUNDING TO SUPPORT PANDEMIC-RELATED SERVICES ON STATEN ISLAND

The [Staten Island Foundation](#) has awarded \$50,000 to CBC as a complementary grant to the Robin Hood Foundation COVID-19 screening project. The grant provides a value-add support to those individuals screened on Staten Island, with at least 150 individuals targeted to receive an intervention for up to three months, aligned with Plan of Care goals. The grant extends [Project Hospitality's](#) revamped [Staten Island Community At-Risk Engagement Services](#) (SI CARES) program through March 2021.

## NYC DOHMH PUBLISHES REPORT OUTLINING COVID-19'S IMPACT ON MENTAL HEALTH

The [NYC Department of Health & Mental Hygiene](#) (DOHMH) has published findings outlining COVID-19's impact on mental health in NYC. As the public health emergency has been in effect for over six months, the report captures meaningful data trends.

Significant findings include:

- NYC adults (44%) report symptoms of anxiety related to COVID-19; and

many (36%) report symptoms of depression in the past two weeks.

- 14% of adult New Yorkers report an unmet need for mental health services since the stay at home order was implemented.

These impacts were disproportionately felt by certain subpopulations with pronounced risk factors. Latinx adults were more likely than white adults to experience job loss/reduced hours and financial stress during the pandemic, while healthcare workers, individuals wary of being the subject of domestic violence and those with relatives diagnosed with chronic health conditions were more likely to report experiencing adverse mental health during the pandemic. Furthermore, 35% of parents with children in the home report the emotional or behavioral health of their child has been negatively impacted by the pandemic, with 15% reporting difficulties accessing mental health services for their child during this period.

Read the report and its findings in full [here](#).

## COVID ALERT NY APP READY FOR DOWNLOAD

The [NYS Department of Health](#) (DOH) has launched COVID Alert NY—the official exposure notification app—created in partnership with Google and Apple. Now you can use your phone in the fight against COVID-19 and get exposure alerts, without compromising your privacy or personal information.

This is a free smartphone app for anyone 18+ that lives and/or works in New York and is available for download in the Google Play Store and Apple App Store starting October 1<sup>st</sup>. The app notifies users if they have been in close contact with someone who has tested positive for COVID-19. Upon receiving an exposure notification, the app will encourage users to contact their physician or DOH's hotline (1-833-227-5045) to get more information about quarantining and testing.

Anyone who downloads the app need not worry about being tracked, identified or having their personal information shared. The app is completely anonymous and does not track user location or movement. No personal data is collected.

Learn more about COVID Alert NY [here](#).

---

## FUNDING OPPORTUNITIES

### HHS ANNOUNCES NEW \$20B PHASE THREE PORTAL

On October 1<sup>st</sup>, the [U.S. Department of Health and Human Services](#) (HHS) announced \$20 billion in new funding for providers affected by COVID-19 as part of Phase Three of the General Distribution under the Provider Relief Fund (PRF) established by the Coronavirus Aid, Relief, and Economic Security Act (the "CARES Act"). Providers are eligible for funding under Phase Three of the General Distribution even if they previously received funding from the Small Business Administration's Payroll Protection

Program (PPP), the Federal Emergency Management Agency (FEMA) or Medicaid's Home and Community-Based Services (HCBS) payment retainer program. During this round of funding, providers that previously received payment under prior PRF distributions are eligible to apply for additional funding due to financial losses and changes in operating expenses caused by COVID-19. Additionally, providers who began practicing in 2020, as well as behavioral health providers focused on mental health and substance use issues exacerbated by the pandemic, are now eligible to apply.

Each of the following entities should apply:

- All providers that have already received funding from the Medicare or Medicaid General Distribution;
- All providers that applied to the Medicaid General Distribution Fund and HAVE NOT YET received a payment;
- New providers who were not eligible for previous General Distributions because they only began providing services in 2020.

The portal for applications is now open and providers have until November 6<sup>th</sup> to apply. The National Council of Behavioral Health has put together a "[Rules of the Road](#)" infographic to help guide providers through the application process. Providers are encouraged to apply early to expedite the process and distribution of payments.

Further information is available [here](#).

## HHS RELEASES PROVIDER RELIEF FUND REPORTING REQUIREMENTS

On September 19<sup>th</sup>, HHS released a notice on reporting requirements for health care providers who received at least \$10,000 through the CARES Provider Relief Fund (PRF). The reporting process has been delayed, and the timeline is now as follows:

- **January 15, 2021**—Reporting portal opens.
- **February 15, 2021**—First reporting deadline for all providers.
- **July 31, 2021**—Final reporting deadline for providers who had remaining unexpended funds in 2021.

Recipients must report the following categories of information:

- Demographic Information;
- 2020 Unreimbursed COVID-19 Expenses;
- Lost Revenues Directly Attributable to COVID-19;
- Other Financial Assistance.

The PRF reporting requirements are available [here](#).

---

## OPERATIONS/FINANCE

### CFTSS & HCBS BILLING SPECIFICATIONS UPDATES

On September 10<sup>th</sup>, the [NYS Department of Health](#) (DOH) released an updated Technical Billing Specifications Manual (available [here](#)) for the Medicaid program's

Children and Family Treatment and Support Services (CFTSS) and Home and Community Based Services (HCBS) for children. The revised manual removes the soft daily limit of 4 units (1 hour) for Other Licensed Practitioner (OLP) Licensed Evaluation services. The daily limits for all other OLP services remain in place.

On September 14<sup>th</sup>, DOH released an updated CFTSS Provider Manual (available [here](#)), which includes several changes based on recent State Plan Amendment (SPA) submissions to and subsequent approvals from the Centers for Medicare and Medicaid Services (CMS). The revised manual:

- Updates staff qualifications for several CFTSS.
- Indicates which CFTSS may also include family and/or collateral contact with or without the child present.
- Allows for the provision of OLP services by a Non-Physician Licensed Behavioral Health Practitioner (NP-LBHP) with a provisional or limited license in accordance with this [memo](#).
- Adds additional practitioners, telephonic follow-up and new timeframes for Crisis Intervention services.
- Clarifies that transportation alone is not billable under Family Peer Support Services (FPSS) or Youth Peer Support (YPS), but services provided while in transit to a service location where additional services will be provided is allowable.

DOH also released an updated Children's Health and Behavioral Health Billing and Coding Manual (available [here](#)) and a corresponding guide to changes in the billing/coding manual (available [here](#)). Key changes to the manual are as follows:

- Includes the 11 percent rate adjustment extension, which was enacted by the State Fiscal Year 2020-21 Budget and is extended through March 31, 2022.
- Allows services to be delivered on behalf of an individual to collateral contacts without the child/youth present and billed within the daily limits, if the service description includes interaction with collateral contacts.
- For services delivered by multiple staff members on the same date at the same time, requires the provider to delineate what service and what goals each practitioner is addressing directly with the child/youth in the progress notes.
- Indicates which HCBS can be delivered with or without the child/youth present.
- Updates rate codes and service descriptions for several HCBS.

Questions on the above updates may be submitted to

[BH.Transition@health.ny.gov](mailto:BH.Transition@health.ny.gov).

## IN THE NEWS...

### NYS OMH & OASAS ANNOUNCE INTEGRATION LISTENING SESSIONS

The [NYS Offices of Mental Health](#) (OMH) and [Addiction Services and Supports](#) (OASAS) have jointly announced a series of public listening sessions regarding the potential integration of OMH and OASAS into a new single agency.

OMH Commissioner Ann Sullivan and OASAS Commissioner Arlene González-Sánchez invite service recipients, providers, members of the public and other key stakeholders to provide feedback on integration and the ways in which a unified State behavioral health agency could better support New Yorkers with substance use disorders (SUDs) and mental illnesses.

During these listening sessions, which will be jointly moderated by Commissioners Sullivan and González-Sánchez, New Yorkers are invited to provide testimony that will be reviewed and utilized by the two agencies during future integration discussions.

Register [here](#) for the NYC listening session, set for October 30<sup>th</sup> from 10am-12pm. New Yorkers are invited to provide up to three minutes of verbal testimony directly to the Commissioners. The agencies also welcome written testimony, which can be submitted [here](#).

### CONGRESS PASSES BILL ESTABLISHING NATIONAL SUICIDE HOTLINE

The [U.S. House of Representatives](#) has passed the National Suicide Hotline Designation Act, creating a three-digit number (988) for suicide prevention and mental health crises. The bill, already approved by the [U.S. Senate](#), will now head to the President's desk for signature. The [Federal Communications Commission](#) has also approved the measure.

Once signed, the National Suicide Hotline Designation Act will designate 988 as the three-digit dialing number for the National Suicide Prevention Lifeline. The act establishes rules that all telephone service providers to direct 988 calls to the Lifeline by July 16, 2022. The legislation will also enable states to provide resources to the mental health crisis line, as well as established specialized services for vulnerable populations, such as LGBTQ youth, minorities and veterans.

Suicide has ranked as the tenth leading cause of death in the U.S. since 2008 and a recent report from the CDC shows the COVID-19 pandemic has led to a substantial increase in mental health challenges, including thoughts of suicide, which were highest among young people aged 18-24, racial minority groups, caregivers, and essential workers. Establishing a memorable three-digit telephone number, similar to 911, will make it easier for Americans in crisis to connect with mental health professionals and access the services they need. During the

transition to 988, those who need mental health help should continue to contact the National Suicide Prevention Lifeline by calling 1-800-273-8255.

## WELLIFE NETWORK BREAKS GROUND ON 66 UNIT APARTMENT COMPLEX IN QUEENS

On September 15<sup>th</sup>, [WellLife Network](#) broke ground on its Cypress Avenue mixed-use housing apartment complex. The site features 66 apartments, 40 of which will be used to offer safe and secure housing for members of the community with special needs.



Above, WellLife Network executive and facilities staff pose at the ground-breaking ceremony.

Twenty-six apartments will provide housing for low-income individuals or families. This life-changing initiative will target New York's most vulnerable citizens in need of supportive housing.

The complex will feature a rooftop garden, forest-like landscaping, a communal event room, an exercise facility and a high-tech laundromat.

Read the full press release [here](#).

## SPOP's NANCY HARVEY HONORED AT MEDICARE RIGHTS CENTER'S 2020 AWARDS

The [Medicare Rights Center](#) will honor [Service Program for Older People](#) (SPOP)'s Chief Executive Nancy Harvey at its annual awards ceremony, set for October 19<sup>th</sup>. During her tenure, SPOP has grown from a neighborhood-based agency primarily serving homebound seniors to a regional resource for affordable mental health care for adults age 55 and older. Congratulations to Nancy Harvey!

Register and/or donate to the event [here](#), where you can also find further information on this year's honorees.

## LIGHTHOUSE GUILD IN CRAIN'S HEALTH PLUS

[Lighthouse Guild](#) twice featured in [Crain's Health Pulse](#) this past month. First, for launching a new podcast [series](#) that will feature discussions with experts on what technology developers and entrepreneurs need to know to meet the needs of people with vision loss. Second, for being the recipients of a \$10K gift from New Jersey's [Bausch Foundation](#), which will be used to purchase computers to train people with vision loss for work, school and daily living.

## OCTOBER IS DOMESTIC VIOLENCE AWARENESS MONTH

The [NYC Department of Health & Mental Hygiene](#) (DOHMH) is asking for your help to make sure all New Yorkers know resources are available for people who have

experienced domestic and gender-based violence. Please consider posting this [multilingual poster](#) near a high traffic area or distributing [this flyer](#). These materials let New Yorkers know they can access information and resources to help anyone experiencing dating, domestic, gender-based or family violence, including elder abuse, by visiting [nyc.gov/NYCHOPE](#), or by calling NYC's 24/7 confidential domestic violence hotline at 800-621-HOPE (800-621-4673).

## NYS FREE NICOTINE GUM

The NYS Smokers' Quitline is offering up to three months of free nicotine gum for New York adults who want to quit smoking or vaping. Most people over 18 years old will qualify for this offer. Please refer and encourage smokers or vape-product users to call 1-866-NY-QUITS (1-866-697-8487) or visit [NY SmokeFree](#) for help quitting. The NYS Smokers' Quitline has [free patient resources](#) for healthcare providers to promote this limited time offer. For additional information, please visit [talktoyourpatients.health.ny.gov/](#).

## CBC's DR. MOHAMMAD USMAN PUBLISHED IN INTERNATIONAL HOUSING JOURNAL

The [International Journal of Housing Policy](#) published CBC Technology & Data Analytics Director Mohammad Usman in its forthcoming special issue on informal housing practices. "Urban informality in the Global North: (il)legal status and housing strategies of Ghanaian migrants in New York City" argues that the strength of

one's social ties in NYC's Ghanaian migrant community—rather than one's legal status—regulates access to housing, thereby calling attention to the relationship between immigration status and housing informality in the Global North and the hidden, informal sub-markets that migrants create and occupy.

Read the full article [here](#).

---

## CARE COORDINATION SERVICES

### CBC GROUND-UP/COMMUNITY REFERRAL PROCESS

September 30<sup>th</sup> was the last day CBC processed community referrals (aka ground-up enrollments) as part of the pre-approval process for Health Home (HH) enrollment. Care management agencies (CMAs) will be responsible for processing their own ground-up referrals by verifying and checking members' enrollment eligibility through the Medicaid Analytics Performance Portal (MAPP), EPACES and [Relevant](#). CBC will still be available to support transfer requests between CMAs and Lead HHs as needed.

### HEALTH HOME ELIGIBILITY & APPROPRIATENESS GUIDANCE

On September 30<sup>th</sup>, the [NYS Department of Health](#) (DOH) released its Appropriateness Criteria Guidance Notification which outlines considerations to evaluate enrolled adult members eligible for step-down from a Health Home

program. CMAs will receive billing support files via Box for any member over 21 who was billed at low acuity during the month of September. CMAs must review their low-acuity roster, reconcile any data discrepancies and make clinically appropriate determinations to address potential step-down/graduation for members. For more information, please feel reach out to CBC's HH Director [Melissa Martinez](#).

### UNITED HEALTHCARE INCENTIVE PAYMENT

As part of the [United Healthcare](#) (UHC) incentive program, CMAs with Health and Recovery Plans (HARP)-enrolled members were eligible to receive a 10% increase to their "per member per month" (PMPM) rate for two quarter periods (September - November 2019 & December 2019 - February 2020). Incentive payments combined for both quarter periods totaled over \$38K across the CBC network and were disbursed in September. This is the final UHC HARP Incentive payment disbursement.

### CBC ADAPT SERIES: SAMARITAN DAYTOP VILLAGE

Earlier this year, CBC HH launched the "Applying Dynamic Approaches & Practices Telephonically" (ADAPT) series, whereby CMAs 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.

This month, [Samaritan Daytop Village](#) (SDV) shared some of the new workflows and initiatives they've implemented to limit the spread of COVID-19 among members and staff while continuing to enroll new members and coordinate care telephonically. In SDV's case, this has required the formation of new staff groups, frequent check-ins and policies and procedures and proactive attention to evolving guidance at the federal and state level. Read their full ADAPT recap [here](#).

---

## HCBS INFRASTRUCTURE

### NETWORK MANAGEMENT ACTIVITIES

CBC IPA held an HCBS Infrastructure provider meeting this past month, that assembled all eight CMA/RCA's for a discussion of key findings and lessons learned over the past fifteen months. CBC IPA will continue to provide support as the program approaches its current end date of October 31<sup>st</sup>. Understanding the mechanics of data collection, timely referrals and documentation workflows allows for CBC IPA to continue to provide direct feedback to [NYS Office of Mental Health](#) (OMH) in anticipation of proposed changes from HARP HCBS to Adult Rehabilitation Services (ARS) over the next several months. In the meantime, HARP HCBS continues to operate in much the same way.

CBC IPA has also met with fellow state HCBS Infrastructure grantee [Coordinated Behavioral Health Services](#) (CBHS) IPA to discuss matters. While both contracts varied in some ways, universal barriers to successful outcomes were evident. Both IPAs developed an extensive data collection system for overall metric and data points that needed to be collected monthly and provided to the MCOs. Together, both CBC and CBHS will continue to highlight to OMH the necessity for IPA assistance during large outcome-oriented projects for overall quality assurance, data collection and continued collaboration with nearby partners to ensure successful outcomes.

---

## QUALITY PERFORMANCE MANAGEMENT (QPM)

### CBC IPA QOCIC MEETING

In September, the CBC IPA Quality Oversight/Clinical Integration Committee (QOCIC) met to discuss the progress of the Data Connections for the ongoing Data Analytics Business Intelligence (DABI) project. Please see the [Technology & Data Analytics](#) section of this CBC Bulletin for details.

The QOCIC also reviewed and updated the IPA High Priority Measures—workflows that operationalize and monitor the IPA. The committee approved the consolidation of the Initiation and Utilization of MAT for opioid use disorder (OUD) measure into one Target Track. The QOCIC has now completed 17 out of 18 (94%) Target

Tracks. The final clinical Target Track is under development and focuses on the PHQ-9 assessment to monitor depression. The October meeting has been cancelled and the committee will reconvene on November 5<sup>th</sup> from 9:30-11am.

### QMT/CQMT MEETING

CBC's Quality Management Team (QMT) / Children's QMT met in September. More than 60 participants attended to discuss current Health Home performance and upcoming program and policy changes. CBC's QPM staff shared plans to support the network in tracking and completing documentation for Plans of Care, HARP and verbal consent follow up. The next meeting will be announced shortly.

---

## TRAINING INSTITUTE

### PLAN OF CARE TRAINING RECAP

Effective July 1<sup>st</sup>, [NYS Department of Health](#) (DOH) began requiring all Health Home (HH) members have an initial Plan of Care date entered in the Medicaid Analytics Performance Portal (MAPP) to bill for services and allowed a grace period of 120 days from the effective date or the date of enrollment to complete outstanding Plans of Care. For all members enrolled prior to July 1<sup>st</sup>, this grace period expires on November 1<sup>st</sup>. To provide support in this transitional time, the QPM department hosted a "Value-Add Training" for the HH network on Plans of Care. Over 200 attendees from 30 care management agencies (CMAs) tuned in to review

procedures and best practices for creating a Plan of Care. The presentation detailed how to comply with existing policy, new DOH billing guidance and updated CBC documentation requirements. The QPM department will continue to support CMAs in identifying and tracking those members that may still be missing initial Plans of Care in order to limit disruptions in billing.

### MANAGING BEREAVEMENT & LOSS TRAINING RECAP

On September 15<sup>th</sup>, CBC's QPM department hosted a "Managing Bereavement and Loss" training facilitated by Deborah Langosch, PhD, LCSW. 65 participants attended across 12 CMAs, inclusive of HH Serving Adults (HHSA) and/or Children (HHSC) programs. The training discussed how to effectively manage feelings related to different types of loss, some of which may be ambiguous in nature. Participants reviewed methods to establish appropriate boundaries with members and their families during the pandemic and explored the manners in which loss may affect children and adults differently.

### KEEPING HIPAA & PATIENT PRIVACY IN HEALTHCARE WHEN WORKING FROM HOME TRAINING RECAP

On September 29<sup>th</sup>, CBC's QPM department collaborated with CBC's Training Institute on a new webinar presentation—"Keeping HIPAA and Patient Privacy in Healthcare When Working from Home." The event drew over

130 participants, as many agencies have had to adjust to a remote work environment in recent times. While there are advantages to remote work, there is also a heightened risk of inadvertently exposing members' Protected Health Information (PHI).

The one-hour session reviewed the HIPAA application of state and federal law and covered key topics ranging from security and privacy requirements to cyber-attacks. Participants were also reminded that while HIPAA sanctions are temporarily being waived, providers must remain vigilant to ensure technical, physical and administrative safeguards are in place to avoid inappropriate disclosure of PHI.

## PROJECT ECHO FOR OPIOID USE DISORDERS

On September 18<sup>th</sup>, the CBC Training Institute held its monthly medication-assisted treatment (MAT) community learning collaborative via [Project ECHO](#). 33 individuals from nine behavioral health agencies attended CBC's fifth instalment in this ECHO series. This time, Dr. Bruce Trigg's didactic highlighted naltrexone treatment and efficacy in MAT for opioid use disorders (OUD).



The next Project ECHO teleconference in this series will take place on October 28<sup>th</sup> at 2pm and focus on MAT for alcohol dependence. Register [here](#).

## OCTOBER TRAINING CALENDAR

[CBC Training Institute's October 2020 Calendar](#) once again offers valuable training opportunities to support the IPA's workforce. New and upcoming trainings include:

- "Anti-Racism & Mental Health Care" (October 19<sup>th</sup>, 2pm-3pm),
- "A Conversation: This Is How I Recovered From Mental Illness" (October 20<sup>th</sup>, 2pm-3:30pm)
- "Understanding & Coping With Loss & Grief During The COVID-19 Pandemic" (October 26<sup>th</sup>, 10-11am)

For questions about training content, please contact CBC's Training Institute Director, [Emily Grossman](#).

## TECHNOLOGY & DATA ANALYTICS

### DABI CONNECTION UPDATE

[Innovative Management Solutions New York](#) continues to ingest 837i billing files into its Data Analytics Business Intelligence (DABI) platform to build a comprehensive dataset that will be the backbone for its analytic infrastructure. While [HealtheConnections](#) is in the *Test phase* with [Arcadia](#) (data discovery and mapping phase completed), these 837i

files are still in the *Engagement phase* (data discovery and mapping in progress). To develop a comprehensive specification file utilizing test data, IMSNY is requesting additional 837i claims files from agencies. As an incentive, agencies that volunteer data will be provided an end-of-year dashboard based on submitted data tailored to their preferences. Further, CBC is leveraging IMSNY's expertise to provide flexible options for network provider agencies to make this process as seamless as possible. If your agency has not yet completed this [quick questionnaire](#), please take three minutes to do so.

## EHR LEARNING COLLABORATIVES

IMSNY has launched EHR Learning Collaboratives across CBC and CBHS IPAs. This is a forum for network provider agencies to share best practices and build proficiencies with common/shared EHRs.

The first set of collaboratives are scheduled to occur monthly until the end of the year for [Foothold](#), [Netsmart MyAvatar](#) and [Netsmart MyEvolv](#) users. Agency staff with duties that include EHR and office management for program operations and IT are ideal attendees. Please contact IMSNY CIO [Elise Kohl-Grant](#) for a registration link.

- [Foothold LC](#) (2<sup>nd</sup> Monday of the month, 3:30pm-4:30pm)
- [Netsmart: myEvolv LC](#) (2<sup>nd</sup> Tuesday of the month, 3:30pm-4:30pm)
- [Netsmart: myAvatar LC](#) (2<sup>nd</sup> Friday of the month, 11am-12pm)



## INNOVATIVE PROGRAMS

### PATHWAY HOME™ SELF REFLECTION AT PANEL DISCUSSION

On October 13<sup>th</sup>, [Pathway Home™](#) (PH) and CBC Training Institute conducted a panel discussion that looked back on the origins and development of the PH model. “Innovations in Care: Reflections on the Pathway Home™ Model” assembled panelists Mark Graham (CBC), Alethea Glave (Institute for Community Living), Edward O’Dowd (Community Access) and Barry Granek (CBC) who charted the course of PH over the past six years, while outlining many of the lessons learned along the way, as CBC Training Institute Director Emily Grossman moderated. Items discussed for the audience of 25 included the teams’ small caseloads and flexible interventions where frequency, duration and intensity are tailored to match the individual’s community needs. The panel discussion is available to stream [here](#).

## AGENCY SPOTLIGHT: ASSOCIATION TO BENEFIT CHILDREN in *THE NEW YORK TIMES*

On September 28<sup>th</sup>, [The New York Times](#) (NYT) published an article about Stephanie Johnson—a one-time burlesque dancer known as “Tanqueray”—who had previously been the subject of a viral “[Humans Of New York](#)” story. In the original HONY story, Ms. Johnson shared incredible anecdotes of her NYC experiences from the 1960s and ‘70s that drew the adulation of millions of viewers.

Now, Ms. Johnson, 76, is back in the news as [HONY author Brandon Stanton](#) has started a GoFundMe campaign—“[The Tanqueray Trust](#)”—to help cover her ongoing medical expenses. The campaign has raised nearly \$2.7M to date, and Ms. Johnson has disclosed that she will donate whatever funds remain in the trust to the [Association to Benefit Children](#) (ABC) upon her passing.

ABC Executive Director Gretchen Buchenholz and Chief Program Officer Marie Nguyen revealed that Mr. Stanton had previously photographed and documented the story of a young boy whose parents attended ABC’s Open Door program, which feeds and provides compassionate and structured playtime for children as their parents take classes to find housing and jobs.

As Mr. Stanton came to know Ms. Johnson, he remembered his experience with ABC’s kids and asked if ABC could share their joy with Ms. Johnson through artwork. ABC went one better, coordinating a meeting in which an ABC parent (who herself had found sanctuary and relief via ABC’s Open Door Saturday Program) and her four children paid Ms. Johnson a visit at her home. The children filled Ms. Johnson’s lap with artwork from ABC’s programs. These paintings now hang on the walls of Ms. Johnson’s apartment. Read the full piece in the NYT [here](#).



Stephanie Johnson, aka “Tanqueray” (Photo by Paul Ninson, *The New York Times*)