

CARE TRANSITIONS

SOS TEAMS LAUNCH IN MANHATTAN, AWARDED IN BRONX & QUEENS, AS HUB MAKES FIRST HIRE

Since April 7th, the NYS Office of Mental Health (OMH) & CBC's Safe Options Support (SOS) teams at [ACMH](#), [The Bridge](#) and [Services for the UnderServed](#) began to conduct focused homeless outreach in Manhattan, meeting with community-based organizations, public health/safety officials and other stakeholders to foster collaborative relationships that best serve the individuals experiencing homelessness in these neighborhoods. These include current outreach providers, Metropolitan Transportation Authority and NYC Department of Homeless Services. Teams have also responded to direct program referrals from hospital, housing agencies and community providers, and enrolled participants in their longer term, intensive care coordination support services.

Meanwhile, OMH has awarded Bronx and Queens SOS Teams to [BronxWorks](#) and CBC IPA member agency [Federation of Organizations](#). These teams are meeting with the CBC Hub to collaboratively staff the teams and implement communication and programmatic workflows before eventual launch this summer.

Finally, CBC's centralized SOS Referral Hub has made its first hire, bringing in Thomas Perry, Senior Director. Mr. Perry has held management positions at The Doe Fund, The Hope Program, Lower Eastside Service Center and CBC IPA member agency [Educational Alliance](#). He will oversee a team that acts as a Single Point of Access (SPOA) for referrals, offers support to SOS staff through training and learning collaboratives and provides quality oversight and data reporting across (ultimately) twenty SOS teams statewide. The SOS Hub has leveraged the CBC Training Institute (TI)'s expertise to already begin its support programming for SOS Teams, launching "Think Tank Thursdays" this past month. Every Thursday, SOS Teams participate in a didactic training session led by CBC TI and clinical staff that is followed by a period of thoughtful collaboration in which Teams share ideas on how to

best support the people they serve. Topics from the inaugural month have included verbal de-escalation and medical concerns specific to homelessness.



Meeting You— Where You Are

<u>Services On Offer</u>	<u>In Collaboration With</u>
✓ Immediate Needs Support (Food/Clothing) Resources	 Office of Mental Health
✓ Medical/Wound Care	 COORDINATED BEHAVIORAL CARE
✓ Linkage to Medication-Assisted Treatment for Substance Use	 ALBANY COMMUNITY MENTAL HEALTH
✓ Entitlement Support	 THE BRIDGE
✓ Housing Support	 SERVICES FOR THE UNDERSERVED
✓ Behavioral Health Counseling	
✓ Ongoing Supportive Care & Skills-Building	

**For Information & Support:
Call 1-866-SOS-4NYC**

If your agency provides care to New Yorkers experiencing homelessness and could benefit from talking to our clinical and support staff, please call our hotline at 1-866-SOS-4NYC.

PATHWAY HOME™ OUTCOMES: AN AH+ “FULL COURT PRESS”

Over the past year, CBC’s two Pathway Home™ teams serving the Adult Home Plus (AH+) population have been involved in various “Full Court Press” initiatives across Brooklyn and Queens in collaboration with the NYS OMH. OMH has tasked these teams staffed by CBC IPA members [Postgraduate Center for Mental Health](#) and [WellLife Network](#) to engage, assist and expedite community transition for Adult Home Class members residing at an impacted Adult Home. These teams have employed a hyper-focused approach to conference care planning needs by meeting with OMH-contracted housing providers & Peer Bridger agencies to survey and address prevailing barriers to engagement and community transition for class members harder to place.

In a recent OMH AH contracted provider meeting, OMH shared enrollment data for the two AH+ Pathway Home™ teams, highlighting that CBC’s Pathway Home™ teams have the **highest enrollment rates among Adult Home care management teams, with a 65% enrollment rate for class members** identified through “full court press.” This demonstrates the positive impact Postgrad and WellLife’s AH+ Pathway teams have had in engaging with class members who have traditionally declined transition.

PATHWAY HOME™ SHINES IN VNSNY’s HEALTH NEIGHBORHOOD SPOTLIGHT

In the latest Health Neighborhood Spotlight video from CBC IPA members [VNS Health](#) (formerly Visiting Nurse Service of New York), host Amery Moultry heads uptown to East Harlem to meet with Pathway Home™ Program Manager Patricia Payne-Marsky and Peer Specialist Kenny Mick to learn how the team is addressing the complex health needs faced by many living in this vibrant community.

Watch the video [here](#).

PATHWAY HOME™ PUBLISHES SPRING NEWSLETTER

Pathway Home™’s latest newsletter includes testimonials and success stories, information on recent program expansion and new hires!

Flip through it [here](#).

