



# CBC Training Institute Webinars

## December 2022 Calendar

Please join us for one of our upcoming trainings. To register for trainings, please click on the desired training, and you will be directed on how to register.

For any registration or training questions, please contact [Emily Grossman](#), CBC's Training Director.

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
			<b>1</b>  <a href="#">Trauma-Informed Care</a>  <a href="#">1:30pm-3:00pm</a>	<b>2</b>  <a href="#">VOH: Person Centered Outreach and Engagement</a>  <a href="#">10:00am-11:00am</a>
<b>5</b>	<b>6</b>	<b>7</b>  <a href="#">Helping Clients Go After Their Dreams</a>  <a href="#">10:30am-12:00pm</a>	<b>8</b>	<b>9</b>  <a href="#">VOH: Incident Reporting and Management</a>  <a href="#">10:00am-11:00am</a>
<b>12</b>	<b>13</b>  <a href="#">Safety in the Community</a>  <a href="#">1:30pm-3:00pm</a>	<b>14</b>	<b>15</b>	<b>16</b>  <a href="#">VOH: CBC Revenue Cycle Management Q&amp;A</a>  <a href="#">10:00am-11:00am</a>
<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>
<b>26</b>  <b>Christmas Observance</b>	<b>27</b>	<b>28</b>	<b>29</b>  <a href="#">Project ECHO</a>  <a href="#">1:30pm-3:00pm</a>	<b>30</b>



# CBC Training Institute Webinars Training Descriptions

## December 2022

### SAMHSA Sponsored Training Series

#### Trauma-Informed Care

CBC

December 1, 2022    Time 1:30pm-3:00pm

Trainer: Juliana Steen, LMSW

**Training Description:** When working with clients during this difficult time, it is so important to recognize that many of have experienced trauma. This webinar will explore how to work with program participants in a way that is healing, nurturing, and most importantly, considers that past traumas are often at the root of clients' current difficult emotions and situations. Please join us for this informative webinar that is recommended for staff of all levels.

#### Trainer Bio:

Juliana Steen, LMSW is the Director of Innovative Programs at CBC and a licensed social worker. She has a decade of experience working in the behavioral health care field in NYC in capacities ranging from case manager to psychotherapist to program director. She has worked with a wide variety of populations across systems and has a passion for public policy.

#### Helping Clients Go After Their Dreams

CBC

December 7, 2022    Time 10:30am-12:00pm

Trainers: Emily Grossman, MA, CPRP, NYCPS-P

**Training Description:** Many times, the behavioral health system focuses on helping clients to accomplish goals that are “one size fits all” and prescriptive. For example, “client will adhere to medication.” While prescriptive goals might be helpful to some clients, they overlook the larger goal of helping a client to achieve a “life worth living.” This webinar will explore other dimensions in which clients can thrive and pursue their dreams. It will focus on vocational and relationship goals, supporting clients to find a meaningful career, meaningful relationships, and perhaps a life partner, should those goals be important to them.

#### Trainer Bios:

Emily Grossman, MA, CPRP, NYCPS-P, has worked in mental health for the last decade, beginning on the “front lines” as a peer specialist in community mental health in NJ. After several years, she transitioned to doing mental health provider training and systems change work at large organizations such as The Jewish Board, Columbia’s Center for Practice Innovations, and the New York Association of Psychiatric Rehabilitation Services (NYAPRS). In 2018, she was



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the winner of the National Council for Behavioral Health's prestigious "Peer Specialist of the Year" Award. Currently, Emily is the Director of the Training Institute at Coordinated Behavioral Care, and has a small private peer specialist practice. Emily frequently speaks nationally about mental health recovery. She holds a Master's in Education from Columbia University and a Bachelor's from Rutgers.

#### **Safety in the Community**

**CBC**

**December 13, 2022      Time 1:30pm-3:00pm**

**Trainers:** [Emily Grossman, MA, CPRP, NYCPS-P](#)

**Training Description:** In mental health services provision, the safety of staff, participants and the wider community must always be paramount. In this training, providers will be introduced to strategies to ensure their safety as they conduct outreach and home visits. In addition, the training will introduce them to basic de-escalation techniques that can be utilized when they encounter a client in distress and/or who is acting aggressively.

[Emily Grossman, MA, CPRP, NYCPS-P](#), has worked in mental health for the last decade, beginning on the "front lines" as a peer specialist in community mental health in NJ. After several years, she transitioned to doing mental health provider training and systems change work at large organizations such as The Jewish Board, Columbia's Center for Practice Innovations, and the New York Association of Psychiatric Rehabilitation Services (NYAPRS). In 2018, she was the winner of the National Council for Behavioral Health's prestigious "Peer Specialist of the Year" Award. Currently, Emily is the Director of the Training Institute at Coordinated Behavioral Care, and has a small private peer specialist practice. Emily frequently speaks nationally about mental health recovery. She holds a Master's in Education from Columbia University and a Bachelor's from Rutgers.



# CBC Training Institute Webinars Training Descriptions

## December 2022

### CBC Trainings

#### **Project ECHO: Substance Use Disorder & MAT Treatment Call**

**December 29, 2022 1:30pm-3:00pm**

**PROJECT ECHO** is a method of sharing knowledge through a video conferencing learning collaborative. The approach focuses on case presentations and recommendations from colleagues in the field and a subject matter expert. In addition to case presentations there is also a brief didactic learning session by the subject matter expert, Dr. Bruce Trigg, who has many years of experience in treating patients with and consulting on Substance Use Disorder. This is an excellent opportunity for prescribers and other mental health professionals in the field to learn about how to best to support clients with Substance Use and Mental Health Disorders.



# CBC Training Institute Webinars Training Descriptions

## December 2022

### Health Home Virtual Office Hours

#### **CBC Health Home Weekly Virtual Office Hours (VOH)**

These weekly virtual office hours are led by a CBC Health Home staff member and is an open Q&A forum where Health Home CMA staff receive updates and announcements pertaining to the adult and children's Health Home programs. Participants are encouraged to bring questions that can be addressed by a live CBC staff representative.

**All sessions are from- 10am-11am**

12/2 – Person Centered Outreach and Engagement

12/9 – Incident Reporting and Management

12/16 – CBC Revenue Cycle Management Q&A

12/23 – No VOH: CBC Closed Christmas Observance

12/30 – No VOH: CBC Closed New Year's Observance

#### **Person Centered Outreach and Engagement**

December 2, 2022 10-11am

Presenters: Melissa Martinez, MS, Health Home Director and Emily Grossman, MA, CPRP, NYCPS-P

**Description:** In this training, care management staff will receive a refresher on CBC HH's current Outreach and Engagement Processes. They will also learn person-centered approaches to help establish connection with and engage members. Outreach/Intake Specialists as well as Care Managers are encouraged to join this training.

#### **VOH: Incident Reporting and Management**

December 9, 2022 10-11am

Presenter: Tracie Jones, Quality Performance Management Director and Patricia Lyons LCSW, CBC Children Program Services Director

**Description:** The CBC QPM and HH Departments will be conducting an Incident Reporting and Management training on Friday, December 9th at 10am during Virtual Office Hours. We will be reviewing NYS DOH and CBC incident reporting policy and trends, and best practices for reportable incidents and incident types for members enrolled in Health Home Serving Adults (HHSA) and Health Home Serving Children (HHSC). This training is targeted to new employees, those staff with IRAMS access, as well as those who support the incident reporting process for the Health Home and Pathway Home HH+ such as care managers and quality improvement staff.



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## December 2022

### Health Home Virtual Office Hours

**VOH: Revenue Cycle Management Q&A**

December 16, 2022      10-11am

Presenter: Suzie Jean-Baptiste, Director, Revenue Cycle Management

**Description:** Suzie Jean-Baptiste, Director, Revenue Cycle Management will review of updates and announcements pertaining to Health Home Billing for the adult and children's programs as well as an open Q+A. All HHSA and HHSC Care management staff as well as Billing/Administrative staff are encouraged to join.