



# CBC Training Institute Webinars

## July 2021 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 questions, please contact [Patricia Lucia Quintero](#). For all other training questions, please contact [Emily Grossman](#), CBC's Training Director.

SUN DAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATUR DAY
				1	2	3
4	5	6	7 <a href="#">Innovative and Engaging Total Wellness Activities</a> 10:00am-11:00am  <a href="#">Introduction to Foothold Care Management</a> 10:30-11:30	8	9 <a href="#">CBC VOH + Value Add Presentation</a> 10:00am-11:00am	10
11	12	13 <a href="#">Long Term COVID Symptom Support Group</a> 10:00am-11:30am  <a href="#">Building Financial Hope in Times of Uncertainty</a> 3:00pm-4:15pm	14 <a href="#">Stronger Together: An Action Plan for a DEIB Culture</a> 10:00am-11:00am  <a href="#">Billing in Foothold Care Management</a> 10:30am-11:30am	15 <a href="#">Reiki</a> 1pm-2:30pm	16 <a href="#">OASAS Services for Transitioned Aged Youth</a> 10:00am-11:00am	17
18	19 <a href="#">SPOP Bereavement, Loss, and Coping During COVID</a> 11:00am-12:30pm	20 <a href="#">Grief During the Pandemic Group</a> 10am-11:30am  <a href="#">Pathways to Financial Wellness in times of COVID</a> 3:00pm-4:15pm	21 <a href="#">Tips &amp; Tricks for Care Managers in Foothold Care Management</a> 10:30am-11:30am	22	23 <a href="#">Health Home CMA Revenue Cycle Management Q &amp; A</a> 10:00am-11:00am  <a href="#">Project ECHO</a> 2:00pm-3:30pm	24
25	26 <a href="#">SPOP "lunchtime chat" support sessions</a> 12:00pm-1:00pm	27 <a href="#">Managing Anxiety Connected to Reopening</a> 6:00pm-7:30pm	28 <a href="#">Wellness for Essential Workers and Older Adults</a> 10:00am-11:30am  <a href="#">Tips &amp; Tricks for Supervisors in Foothold Care Management</a> 10:30am-11:30am	29	30 <a href="#">VOH- CBC Training Institute</a> 10:00am-11:00am	31

# CBC Training Institute Webinars Training Descriptions

## July 2021

### SAMHSA COVID Self-Care Training Series

In response to COVID-19, SAMHSA provided Coordinated Behavioral Care with a two-million-dollar grant to help address the immense unmet mental health needs in NYS. SAMHSA recognized that front line staff, especially those providing behavioral health services, also need support to address their personal and professional experiences with COVID-19. CBC has developed the COVID Self-Care Training Series in response to that gap and as a support for front line staff. The overall theme of the trainings is *professional* self-care. Through these trainings, agency staff will have the opportunity to master self-care skills, share experiences and process their fears, concerns and anxieties as they provide care during a pandemic.

#### **Innovative and Engaging Total Wellness Activities**

July 7, 2021    Time 10am-11am

**Trainers:** Caitlin Roeder, LCSW and Diana Rizzo, MPA

**Training Description:** This workshop will focus on the variety of unique initiatives that were most successful at engaging staff in the pandemic including: Scavenger Hunts that encouraged staff to connect to each other and have some fun beyond just work-related tasks; CEO/CFO fireside chats and Town Halls that provided staff an opportunity to ask questions and connect with management; and consistent efforts to acknowledge staff for their hard work and dedication during the pandemic, including a “Thank You” campaign for RNs and residential staff.

#### **Trainer Bios:**

**Caitlin Roeder, LCSW** is Assistant Director of the PROS Program with CN Guidance and Counseling. She started with the agency in the PROS department right out of Social Work school and has been there for 10 years now. She also supervises the Psych Rehab Department of our CCBHC, as well as the staff in our UJA grant program. In addition to these roles, Ms. Roeder is co-chair of the agency’s Total Wellness Committee, which is focused on promoting employee wellness, morale, and retention.

**Diana Rizzo, MPA** is Project Coordinator for the COVID-19 Emergency Response for Suicide Prevention/ Empower Life Long Island grant at CN Guidance and Counseling. She has a Bachelor of Arts in Psychology and a Master’s in Public Administration as well as 18 years of experience in the field working in the areas of OPWDD, OMH and OASAS – most often working with individuals with complicated needs and multiple diagnoses. Throughout her career Ms. Rizzo has overseen residential services, day programs, care coordination, home and community-based services, and other specialty programs including professional and public training.

#### **Stronger Together: An Action Plan for a DEIB Culture**

July 14, 2021    Time 10am-11am

**Trainer:** Christina Pearl, MAOL and Jennifer Loughran, LMSW

**Training Description:** This year the nation demanded a call to action against racism. Horizon acknowledged their responsibility to raise the bar on accountability and identify real solutions as an organization. Horizon’s Diversity, Equity,



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#### SAMHSA COVID Self-Care Training Series

Inclusion, and Belonging team created a Stronger Together campaign to cultivate a new era of awareness, civility, respect, understanding, and inclusion in our workplace and community. This workshop will describe the initiatives they have undertaken in this area including: the Life As Affinity Group, Social Justice and Anti-Racism book clubs, Summer Racial Equity Journey for Employees, and the Internal Ignite presentations and Panel Discussions with Staff.

#### Trainer Bios:

**Christina Pearl, MAOL**, is a graduate from SUNY Brockport and holds a Masters in Organizational Leadership from Medaille College. Christina joined the Horizon team back in 2010 after serving on their Board of Directors for 2 years. She created Horizon's Marketing and Communications department and currently serves as their Director of Corporate Communication. Christina is responsible for Horizon's internal and external communications, brand awareness, community relations, PR, community partnerships and culture initiatives. Christina maintains oversight for Horizon's media relations and social media channels, ensuring strong and consistent messaging and brand positioning among all platforms. She is an active member in a variety of agency-wide initiatives and has co-developed and facilitated a variety of companywide initiatives and trainings to further engage and evolve Horizon's employee experiences. Her passion for empathy and building a more inclusive culture through communications, marketing and recruitment has allowed Horizon to continue to be a Best Place to Work and receive care.

**Jennifer Loughran, LMSW**, is a graduate from the University of Buffalo Masters in Social Work Program. Jen joined the Horizon team back in 2010, where she started as a SUD Counselor. She left Horizon for six years, due to moving to Las Vegas, NV and then Cary, NC, where she primarily worked as a therapist on the acute and residential units of a behavioral health hospital, as well as, was a Clinical Liaison for the hospital's Marketing Department. Upon returning to Buffalo in 2018, Jen's past clinical experience working with children, adolescents and families led to her involvement in the development of Horizon's Children and Adolescent Training Program. Jen was a member of the Clinical Services Department, primarily serving as a Clinical Training Specialist. However, Jen's passion and dedication towards social justice, equity, diversity, and inclusion landed her the role of Horizon Corporation's Coordinator of Diversity, Equity, Inclusion, and Belonging (DEIB). Jen is also a member of the DEIB Council and co-chair of the Community Involvement Subcommittee. Jen has been involved in several DEIB initiatives, including co-developing and presenting at the New Hire Celebration and the Women's Behavioral Health Seminar, as well as, assisted in the roll out of the Summer Racial Equity Journey, Race Ignites, and Race Panels.

#### Reiki

July 15, 2021    Time 10am-11am

Trainer: **Lourdes Guzman**

**Training Description:** Reiki is a Japanese form of alternative medicine called energy healing. Reiki practitioners use a technique called palm healing or hands-on healing through which a "universal energy" is said to be transferred through the



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palms of the practitioner to the patient in order to encourage emotional or physical healing. It can even be done over zoom, as this webinar will show. In this training, participants will learn benefits of reiki, and how to use it on themselves for healing in these difficult times. This interactive session will guide participants on how to activate and sense energy. Then, there will be a brief guide to build skills on hands-on self-healing focused on energy centers.

#### **Trainer Bio:**

**Lourdes Guzman** is a Reiki Master of the Usui Lineage. She has been a Reiki practitioner since 1994 and a Master Reiki teacher since 1997 and has since trained numerous practitioners. Her teachings reflect years of direct experience, apprenticeship and learning, and a lifelong commitment to sharing Reiki. Her knowledge of this amazing energy work has been strengthened by her experience of community work that includes hospice, substance abuse clinics, visits to incarcerated women and her private practice. She had taught Reiki in New York, Dominican Republic, Puerto Rico, and New Mexico. Her profound interest in sharing this powerful tool, brought her to Haiti where she participated in healing sessions assisting victims of the earthquake in 2010. She also taught Reiki to several women with the intention that they will also continue administering Reiki to their community. She teaches in New York, offering individual or group classes in English and/or Spanish. Her spirituality is grounded in a belief that each of us carries within ourselves the capacity for a harmonious co-existence with whatever circumstances life brings us. Lourdes is known to many through her work as a clinical assistant at Turning Point Acupuncture. She is also a certified acupuncture detoxification technician having completed the NADA training at Lincoln Hospital.

#### **SPOP Bereavement, Loss, and Coping During COVID (CEUs 1.5 LMSWs LCSWs)**

**July 19, 2021      Time 11:30am-12pm**

**Trainers:** **Teresa Theophano, LCSW** and **Carola Chase, LCSW**

**Training Description:** This course will familiarize aging and mental health network providers with issues facing older adults who experience loss. We will define basic terms related to types of grief and its manifestations, and explore strategies for assessment and treatment. We will also discuss caring for ourselves as professionals while caring for our clients as boundaries have sometimes blurred during the shared experience of the pandemic.

#### **Trainer Bios:**

**Teresa Theophano, LCSW** is the Senior Vice President for Community Programs at SPOP, where she oversees training and consulting services, manages satellite mental health clinics, and sees clients for ongoing psychotherapy. Teresa has over a decade of experience in social work with LGBTQ communities, most recently at SAGE: Advocacy and Services for LGBT Elders. She is the co-editor of *Headcase: LGBTQ Artists and Writers on Mental Health and Wellness* (Oxford University Press, 2019) and is a doctoral candidate at University of Buffalo (SUNY).

**Carola Chase, LCSW** is the Director of Bereavement at SPOP, where she has worked for over 20 years. As Director of Bereavement, she manages the program, and trains and supervises the volunteers who facilitate bereavement support



## CBC Training Institute Webinars Training Descriptions

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#### SAMHSA COVID Self-Care Training Series

groups. Carola also works as a clinician at SPOP. She has worked in the field, in various agencies and also in private practice, for over 35 years, and has published in articles for JAPA, Psychoanalytic Study of the Child, and other publications.

##### **Service Program for Older People “Lunchtime Chat” Support Sessions**

**July 26, 2021**    **Time 12pm-1pm**                    **Trainers:** **Teresa Theophano, LCSW** and **Carola Chase, LCSW**

**Training Description:** This session will take place one week after the training entitled “Bereavement, Loss, and Coping During COVID” and will provide attendees with an opportunity to have their questions answered and to receive individualized support from two of SPOP’s LCSW-level trainers, both practicing clinicians.

##### **Trainer Bios:**

**Teresa Theophano, LCSW** is the Senior Vice President for Community Programs at SPOP, where she oversees training and consulting services, manages satellite mental health clinics, and sees clients for ongoing psychotherapy. Teresa has over a decade of experience in social work with LGBTQ communities, most recently at SAGE: Advocacy and Services for LGBT Elders. She is the co-editor of Headcase: LGBTQ Artists and Writers on Mental Health and Wellness (Oxford University Press, 2019) and is a doctoral candidate at University of Buffalo (SUNY).

**Carola Chase, LCSW** is the Director of Bereavement at SPOP, where she has worked for over 20 years. As Director of Bereavement, she manages the program, and trains and supervises the volunteers who facilitate bereavement support groups. Carola also works as a clinician at SPOP. She has worked in the field, in various agencies and also in private practice, for over 35 years, and has published in articles for JAPA, Psychoanalytic Study of the Child, and other publications.

##### **Wellness for Essential Workers and Older Adults**

**July 28, 2021**    **Time 10am-11:30am**

**Trainers:** **Michelle Matics, MHA, CALA, CDP,**  
**Angel Santini, and Gabriela González MA**

**Training Description:** To address the isolation and feelings of despair felt by both frontline workers and older adults, those most vulnerable to experience depression, Acacia launched a series to nurture the physical, mental, and social-emotional wellness of essential workers and mature adults (ages 60+). They engaged seniors enrolled in their Institute for the Puerto Rican/Hispanic Elderly (IPRHE) Senior Centers, the majority of whom were accustomed to attending in-person activities on a daily basis. The Virtual Wellness Series consists of weekly workshops and events through a virtual platform, with topics including physical fitness, relaxation, mindfulness, music and dance, among others.

##### **Trainer Bios:**



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**Michelle Matics, MHA, CALA, CDP** joined Acacia Network in 2016, where she currently serves as the Assistant Vice President of Skilled Nursing and Senior Services. In this role, she is responsible for the management of ongoing functions and operations at Acacia Network's 24/7 Skilled Nursing Facility, Casa Promesa, and oversees the operations and management of the organization's Senior Centers and their compliance with programming, congregate meals, social services, health education, and cultural services.

She possesses a B.A. from Rutgers University in Newark and a Master's Degree in Healthcare Administration from Seton Hall University, as well as Post Graduate Education in Accounting and Finance from New York University, and continuing education & certifications in Nursing Home Administration, Executive Leadership in Non-Profit Management, Healthcare Compliance, Creative Aging Programming, and Smoking Cessation Leadership Certification.

**Angel Santini** joined Acacia Network in 2016 after working with its affiliate, the Institute for the Puerto Rican/Hispanic Elderly (IPRHE) for more than a decade. He currently serves as Acacia's Vice President of Special Projects, Events, Cultural Programs & Public Relations, in charge of overseeing the planning and fundraising efforts for diverse special initiatives across the network, including cultural and senior programming, as well as regional initiatives across Upstate New York and Puerto Rico. Throughout the COVID-19 pandemic, Angel has spearheaded Acacia Network's Virtual Wellness Series and he has also been instrumental to Acacia Network's relief efforts in Puerto Rico during the aftermath of Hurricane Maria in 2017, as well as the subsequent earthquakes and the pandemic. Among other critical initiatives, Angel secured and coordinated the delivery of first aid articles and emergency food to the communities hardest hit by these disasters, and organized wellness and cultural activities around the island.

**Gabriela González, MA** –originally from San Juan, Puerto Rico– has worked in the nonprofit communications field for over 13 years, focusing primarily on community development and engagement, arts and culture, environmental awareness and conservation issues, among other key areas. Throughout her career, she has spearheaded communications projects for a variety of organizations and agencies in the Greater New York City area and abroad, utilizing an integrated, holistic approach to culturally responsive marketing, multi-platform digital strategies and web solutions, bilingual storytelling, data visualization, and more. Gabriela holds a Master of Arts Degree in Cultural Agency and Administration from the University of Puerto Rico (UPR), and a Bachelor of Science in Communications from Florida International University (FIU).



# CBC Training Institute Webinars Training Descriptions

## July 2021

### New York State Health Foundation Trainings

The New York State Health Foundation (NYSHF) provided a large grant to CBC to expand and enhance CBC's online resiliency and self- care workshops for the BH workforce in NYS. The goal is to strengthen the resiliency of the BH workforce so they can continue to support the intensifying BH needs of New Yorkers. To achieve that goal, CBC has launched targeted outreach to the most heavily impacted workforce —peers and residential staff—offering a range of self-care and resiliency skills-building opportunities to deal with workplace stress, anxiety and trauma; and address the emotional needs of workers struggling with grief, anxiety and depression to help them juggle the complexities of life in a pandemic.

#### **Long Term COVID Symptom Support Group**

July 13, 2021 Time: 10:00am-11:30am Trainer- **Dr. Norman Blumenthal**

**Training Description:** The aim of the group is to help validate the pain of the afflicted with lingering symptoms of Covid or comorbid conditions and help them learn from others how to most effectively cope and patiently await a full recovery. The group will combine psychoeducational description of coping under such circumstances and facilitated group discussion and sharing.

**Trainer Bio-** **Dr. Norman Blumenthal** is a licensed clinical psychologist in New York who received his doctorate from Adelphi University. With over twenty years' experience in trauma and bereavement services, he currently serves as the Zachter Family Director of Trauma and Crisis Intervention for OHEL Children's Home and Family Services and an Adjunct Professor at the Ferkauf Graduate School of Psychology at Yeshiva University. Dr. Blumenthal and his team regularly address the survivors of trauma including the Hurricane Sandy, Houston Floods, Pittsburgh shooting and the like. Most recently, Dr. Blumenthal has been in the forefront of Covid-19 trauma response, leading support groups for bereaved family members, running school workshops and community education programs. In addition, Dr. Blumenthal is an instructor in group psychotherapy at Zucker Hillside Hospital of the Northwell Health System in Glen Oaks, New York and consultant for the TOVA mentoring program in Cedarhurst New York.

#### **Building Financial Hope in Times of Uncertainty**

July 13, 2021 Time: 3:00pm-4:15pm Trainer- **Len Statham, MS and Oscar Jimenez-Solomon, MPH**

**Training Description:** The focus of this webinar is to discuss the impact of the COVID pandemic on financial wellness, mental health, and overall wellbeing, as well as strategies to build hope during this time of uncertainty. The components of hope and specific strategies to build hope will be covered. An overview of the Financial Wellness Action Plan will be provided. Participants will have an opportunity to identify their human, social and cultural capital towards financial wellness.

#### **Trainer Bios-**

**Len Statham, MS** is the Chief Operating Officer with the New York Association of Psychiatric Rehabilitation Services. He has worked with people with mental health and substance use issues for more than 25 years, promoting recovery



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### New York State Health Foundation Trainings

focused services and service provision. He has helped facilitate and support the Individual Placement and Support (IPS) model of supported employment statewide in Utah, Ohio, New Jersey, Wisconsin, Maryland and Colorado.

Additionally, Len also works with the National Development and Research Institutes Addiction Technology Transfer Center (NDRI-ATTC) and The Center for Psychiatric Rehabilitation at Boston University offering training and technical assistance to organizations across the country providing employment services to people in mental health recovery.

Len has a Master's degree in Organizational Management from SUNY Empire State College and is a Certified Psychiatric Rehabilitation Practitioner (CPRP). Critically, Len is a person with lived experience in the mental health system and this experience informs and strengthens his work on recovery and employment issues.

**Oscar Jiménez-Solomon, MPH** is a researcher and advocate whose work is informed by his personal experience with financial hardship, distress, peer support, and recovery. He has served as Research Scientist at the Center of Excellence for Cultural Competence, New York State Psychiatric Institute, Columbia University Medical Center since 2013. Currently, Oscar is Principal Investigator of a study to develop and pilot From Hardship to Hope, a peer-led financial wellness intervention to reduce financial hardship and suicide risk. Oscar's research focuses on developing new strategies to improve the financial and emotional wellness of individuals and communities and tackle the mechanisms through which poverty and financial hardship increase psychiatric distress and risk for suicide and worsen racial/ethnic inequities.

Oscar holds a Master's in public health from Columbia University and a bachelor of sociology from the Pontifical Catholic University of Peru. He is currently pursuing a PhD in Social Policy at Columbia University. Mr. Jiménez-Solomon is a member of the New York State Suicide Prevention Council, Academy of Peer Services Advisory Board, and Board of Directors of the National Disability Institute (NDI). He is also Instructor at the Rutgers University Department of Psychiatric Rehabilitation. Before his current role at the New York State Psychiatric Institute, Oscar served as Director of Community and Economic Development at the New York Association of Psychiatric Rehabilitation Services (NYAPRS), where he led We Can Work and We Can Save, two grassroots campaigns aimed at promoting employment and economic self-sufficiency for people with psychiatric conditions. He has authored or co-authored peer-reviewed articles, training manuals, and online training modules on economic empowerment, cultural competence, and language access. He has also authored book chapters, reports, empowerment videos and training manuals in mental and public health in the United States and Latin America.

#### **Grief During the Pandemic Group**

**July 20, 2021 Time: 10:00am-11:30am**

**Trainer- Dr. Norman Blumenthal**

**Training Description:** This group is aimed to assist those who lost loved ones and friends during the pandemic. A general introduction to grief and unique aspects of loss during the pandemic will be followed by shared experiences and responses. Normalizing the pain of grief and transition to an internalized relationship with the deceased will probably become a primary focus of the group.



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### New York State Health Foundation Trainings

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#### **Pathways to Financial Wellness in Times of COVID**

July 20, 2021 Time: 3:00pm-4:15pm

Trainer-**Len Statham, MS** and **Oscar Jimenez-Solomon, MPH**

**Training Description:** The focus of this webinar will be to discuss specific financial wellness supports that individuals can use to address their debt concerns, improve credit, meet basic needs, save and build assets, and plan their financial futures.

#### **Trainer Bios-**

**Len Statham, MS** is the Chief Operating Officer with the New York Association of Psychiatric Rehabilitation Services. He has worked with people with mental health and substance use issues for more than 25 years, promoting recovery focused services and service provision. He has helped facilitate and support the Individual Placement and Support (IPS) model of supported employment statewide in Utah, Ohio, New Jersey, Wisconsin, Maryland and Colorado.

Additionally, Len also works with the National Development and Research Institutes Addiction Technology Transfer Center (NDRI-ATTC) and The Center for Psychiatric Rehabilitation at Boston University offering training and technical assistance to organizations across the country providing employment services to people in mental health recovery.

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## New York State Health Foundation Trainings

to improve the financial and emotional wellness of individuals and communities and tackle the mechanisms through which poverty and financial hardship increase psychiatric distress and risk for suicide and worsen racial/ethnic inequities.

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### **Managing Anxiety Connected to Reopening Group**

July 27, 2021 Time: 6:00pm-7:30pm

Trainer- **Dr. Norman Blumenthal**

**Training Description:** This group is geared to those who are in the midst of emerging from the isolation and safety precautions of the last year and resuming their prior work schedule as well as social engagements. It will start with an overview of the likely lingering effects of prolonged isolation and anxiety as well as the impact such an adverse experience may have even as the afflicted acclimate to more normal vocational and interpersonal activities. The participants will then be encouraged to share their particular challenges and observations in order to normalize and facilitate this transition.

**Trainer Bio-** **Dr. Norman Blumenthal** is a licensed clinical psychologist in New York who received his doctorate from Adelphi University. With over twenty years' experience in trauma and bereavement services, he currently serves as the Zachter Family Director of Trauma and Crisis Intervention for OHEL Children's Home and Family Services and an Adjunct Professor at the Ferkauf Graduate School of Psychology at Yeshiva University. Dr. Blumenthal and his team regularly address the survivors of trauma including the Hurricane Sandy, Houston Floods, Pittsburgh shooting and the like. Most recently, Dr. Blumenthal has been in the forefront of Covid-19 trauma response, leading support groups for bereaved family members, running school workshops and community education programs. In addition, Dr. Blumenthal is an instructor in group psychotherapy at Zucker Hillside Hospital of the Northwell Health System in Glen Oaks, New York and consultant for the TOVA mentoring program in Cedarhurst New York.



# CBC Training Institute Webinars Training Descriptions

## July 2021

### CBC trainings

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

July 23, 2021 Time 2:00pm-3:30pm

**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

## July 2021

### Foothold Care Management Trainings

#### **Introduction to Foothold Health Homes**

**July 7, 2021 10:30am-11:30am**

This training is for all new users to Foothold Care Management. It will cover a general introduction to the system, what's in a patient's individual record, and popular reports to help a care manager manage their caseload.

#### **Billing in Foothold Health Homes**

**July 14, 2021 10:30am-11:30am**

This training is for all billing staff or those interested in the billing cycle in Foothold Care Management. It will cover the claim submission cycle in FCM from the member's segment to the billing statement, how to identify errors preventing claim submission, and the best tools to manage the status of your organization's Health Home claims.

#### **Tips & Tricks for Care Managers in Foothold Health Homes**

**July 21, 2021 10:30am-11:30am**

This training is for care managers who know the general ins and outs of Foothold Care Management but would like to take a deeper dive into the site. It will cover a review of linking encounter notes to care plan tasks, how to better utilize the main Patients screen, and screens to manage Gaps in Care and Care Plan Tasks for a caseload.

#### **Tips & Tricks for Supervisors in Foothold Health Homes**

**July 28, 2021 10:30am-11:30am**

This training is for all supervisors in Foothold Care Management. It will cover how to view the Care Manager Dashboard for each care manager, how to assign a caseload to a new Care Manager, and tools to review and manage Care Manager's caseloads.



# CBC Training Institute Webinars Training Descriptions

## July 2021

### 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**

7/2- VOH Cancelled

7/9- VOH

7/16- QPM training during VOH hours **OASAS Services for Transitioned Aged Youth** (see below)

7/23- VOH- **Health Home CMA Revenue Cycle Management Q & A** (see below)

7/30- VOH- **CBC Training Institute**

#### **OASAS Services for Transitioned Aged Youth**

July 16th VOH      10am-11am

**Facilitator:** Shyla Dauria, LMHC, NCC, CASAC from the Adolescent, Women, and Families division of the NYS Office of Addiction Services and Supports

**Description:** During the VOH on July 16th, OASAS will facilitate a training for the HHSC network outlining services and programs available for youths transitioning into the HHSA program. The primary objective for the presentation is to provide the HHSC network with an understanding of OASAS resources, services and tools available to help support their transitioning members. The presentation will include information on the referral process for services as well as suggestions on how to engage transitioning aged youth and their guardians who may benefit from OASAS programing. The presentation will be geared toward supervisors and care managers.

#### **Health Home CMA Revenue Cycle Management Q & A**

July 23, 2021      10am-11am      **Presenter-** CBC Revenue Cycle Management Director Suzie Jean-Baptiste

**Training Description:** This monthly virtual office hour is led by a CBC's Revenue Cycle Management Director Suzie Jean-Baptiste. It is an open Q & A forum where Health Home CMA staff receive updates and announcements pertaining to Health Home Billing for the adult and children's programs. Participants are encouraged to bring questions that can be addressed by our Revenue Cycle Management Director.