

This month, we're taking a deeper look at the types of assistance we offer through our Program Management Services area, from program modeling and management, to staffing talent and program infrastructure. We also highlight the Homeless Services Symposium 2019, where we hear from CCSIs Ryan McIntosh, Manager, Homeless Services about coordinating programs and services to end homelessness.



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What are CCSIs Program Management Services?

CCSI supports our customers through three key service lines: Consulting, Program Management, and Business Management Services. Our Program Management Services Team partners with customers to provide the talent and infrastructure needed to deliver high quality programs and services across Upstate New York. This includes:

PROGRAM MODELING AND MANAGEMENT

Get clarity on where you're going.

CCSI can help you develop a program model, service delivery structure, operational goals, practices and procedures, guided by your priorities and vision.



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STAFFING TALENT

Staff up quickly to meet your needs.

CCSI can provide the qualified staffing you need to get programs up and running and keep your organization operating efficiently and effectively.

PROGRAM INFRASTRUCTURE

Get infrastructure support all in one place.

CCSI provides customers with the full range of services and back office supports needed for successful project and program management, including staffing and facilities, as well as financial and contract management.

SPECIALIZED SUPPORT

Access expertise in a variety of disciplines.

CCSI's staff are subject matter experts in their field, and they leverage their experience and knowledge to support organizations, from healthcare systems and school districts to locally implemented programs. CCSIs offers you specialized support in critical areas like data management and analysis, evaluation and cultural competence.

RECENT HIGHLIGHTS

Here are some highlights from our Program Management Services work so far in 2019:

- On behalf of Onondaga County's Department of Child and Family Services, CCSIs is currently implementing the HOPE program, a team of 13 staff who will work with at risk youth in the Syracuse area to ensure effective transitions into and out of middle school.
- The collaboration with Monroe County Office of Mental Health, CCSIs expanded the Forensic Intervention Team (FIT) to provide evening and weekend support to law enforcement within

Monroe County who encounter individuals with potential mental health needs while responding to calls in the community.

- The CCSI Team within Onondaga County's Department of Adult and Long Term Care grew to include a new Syracuse-based homeless outreach team and Peer Services Coordinator.
- A Coaching and Support Specialist was hired who is providing training and coaching for supervisors and staff within Onondaga County's Departments of Child and Family Services and Social Services who are working with at risk youth and families.
- CCSI is working with multiple counties who are receiving HEALing Communities grants through the federal and state governments to support the prevention and treatment of opioid addiction at a local level.
- CCSI worked with Onondaga County's Department of Social Services to hire a HUD/RAP Case Manager working with individuals participating in housing programs.

CUSTOMER STORIES

Hear directly from [HHUNY Executive Director Deborah Salgueiro](#) about the services CCSI offers Health Homes of Upstate New York, and the impact it's had on their program.

To talk more about how CCSI's Program Management Services can help support your organization's needs, please contact:

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