

CCSI supports our customers through three key service lines: Consulting Services, Program Management Services, and Business Management Services. This month, we'd like to share some information about the types of assistance available through our growing Consulting Services service area, including a few case studies that illustrate how we've partnered with customers to impact services planning and delivery.

CCSI's Consulting Services Team provides the expertise and support organizations need to understand, implement, and sustain practices aimed at improving the way healthcare is provided. Our team offers support in the following areas:

VALUE-BASED PAYMENT SUCCESS

Be ready to successfully meet the requirements of a value-based payment environment.

We partner with you to assess and elevate your current practices, to understand and improve your fiscal models, and help you define and demonstrate your impact to your stakeholders.

STRATEGIC ANALYSIS & QUALITY IMPROVEMENT

Measure your results. Demonstrate your effectiveness. Learn from your experience.

Our consulting staff bring the technical expertise, coupled with the "real world" community experience needed to help you to "measure what matters" and put your data to use to understand performance, drive improvement, and maximize your impact.

STRATEGIC PLANNING

Set your organization's course for the future.

Our experienced consultants partner with you to develop a roadmap to support capacity building within your organization. We help you to assess and understand changes in the external environment as well as your current infrastructure, workforce, and internal processes so that you can develop your strategy for continued successful growth and development.

PRACTICE TRANSFORMATION

Transform the way you deliver services.

Successful programs and services rely heavily on ensuring that staff at all levels have the skills and expertise needed for their increasingly complex and demanding work. CCSI's expert staff work with you to clarify your priorities, deliver training in key areas, such as trauma-responsive practice, motivational interviewing, cultural competence, health equity – and to help you implement, sustain and spread these practices throughout your organization, building your capacity and helping to ensure lasting results.

A few examples of our consulting work include:

- We worked with Bivona Child Advocacy Center to determine whether children and families served by the agency have access to the mental health services they need and identified opportunities to enhance local capacity for and connection to mental health services. Hear directly from the customer here: <https://www.ccsi.org/CustomerStories/Bivona>
- CCSI partnered with seven Behavioral Health Care Collaboratives to develop governance, management and information management systems and build relationships needed to move into a value-based reimbursement environment.

- We supported a multi-year engagement with the Finger Lakes Performing Provider System to build cultural competence and health literacy within 600 partner agencies across its 13-county region.
- CCSI offers [poverty simulation](#) immersive experiences designed to deepen awareness of the day-to-day complex challenges faced by those living in poverty and how current biases, systems, policies and practices can create barriers.

To talk more about how CCSI's Consulting Services can help support your agency's needs, please contact:

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