

NEW YORK STATE CARE MANAGEMENT COALITION ANNUAL TRAINING CONFERENCE

(Re) Connecting the Care Management Community!

.....
Virtual Conference December 7 & 8, 2021

Tuesday, December 7, 2021

8:00 – 10:00am

Responding to an Opioid Overdose: Naloxone Rescue Training

*Mandee Nann, Naloxone Training Specialist, NYS
OASAS*

Please Note: This session does not qualify for SW or LMHC credits. This session is approved to provide CASAC credits.

Participants learn to recognize, respond to and reverse a suspected opioid overdose using naloxone (Narcan). Overdose reversal kits containing naloxone are available at trainings for all first responders and for those with an immediate need. Other participants will learn how to obtain free or low-cost naloxone from a pharmacy using their medical insurance and the New York State Naloxone Co-Payment Assistance Program (N-CAP).

8:00– 8:30am

Guided Morning Meditation

Meditation is a great tool to maintain a healthy balance between your mind and your body. Whether this will be your first time or part of your daily lifestyle, come join your colleagues across New York State to begin the day with clarity, stability and positivity. Over the last three years, Sara has become a well-respected leader and voice promoting Diversity, Equity and Inclusion across systems while reminding organizational leaders that “Everyone has a role”.

9:00 – 10:00am Welcome and Keynote Mission Possible: Balancing Service Delivery and Positive Selfcare

*Sara Taylor, Founding President and Chief Executive
Officer, Positive Steps*

Sara I. Taylor is the Founding President and Chief Executive Officer of Positive Steps. In addition, Sara is employed full time as a Training Specialist and Community Liaison in Western New York where she focuses on Social Justices and Diversity, Equity and Inclusion initiatives.



10:00 – 10:15am Break

10:15 – 11:30am Concurrent Sessions

I. Specialty Mental Health Care Management in Health Home Plus

From the NYS OMH Bureau of Rehabilitation Services and Care Coordination:

Stacey Hale, LMSW, Director of Care Coordination

*Melissa A. Beall, MA, Mental Health Program
Specialist 2*

In March 2021, NYS implemented Specialty Mental Health Care Management Agencies (SMH CMA). SMH CMAs are Health Home care management agencies designated by NYS OMH to serve high-need individuals with serious mental illness eligible for Health Home Plus (HH+). Health Home Plus is an intensive level of Health Home care management provided per defined requirements for caseload ratios, in-person contacts, and staff experience and education. NYS OMH will give an overview of the key features of Specialty Mental Health Care Management, its intended goals and outcomes for the high need SMI population served, and next steps.

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2. Technology's Role in Overall Health

Dr. Larry Force, Lead Consultant, Pacifyr

Andrew O'Grady, CEO, MHA of Dutchess

Shibu Kizhakevilayil, CEO, Pacifyr

This presentation will discuss the ever-evolving use of technology in the treatment and overall health of not only the clients we serve but ourselves. We cannot help others unless we are assuring our own health is optimal. Pacifyr is an app that is easy to use and can bridge the gap we all know exists in accessing immediate care by a helping professional without the costly and time-consuming ER visit.

3. Accessing HCBS and CFTSS for Children and Families

Colette Poulin, MSSA, Health Program Director, Children's Health Home, Division of Program Development and Management, NYS Department of Health

Shannon Fortran, MA, MHC, IMH-E®, Statewide Coordinator of CFTSS, Division of Integrated Community Services for Children and Families, NYS Office of Mental Health

Other Panelists TBA

This presentation will address why and how CFTSS and HCBS can be accessed for youth as an integral part of comprehensive care management. Presenters will discuss how services can be accessed, barriers to accessing and receiving services, as well as how to navigate these barriers. Learn how Care Managers can partner with CFTSS and HCBS providers for ongoing integrative care. Time for discussion and questions will be reserved at the end of the presentation.

4. There is no "I" in groups.

Mya Haley, Recovery Specialist and Trainer, ACT Institute, Center for Practice Innovations, NYS Psychiatric Institute

Luis O. Lopez, MA, MS, Director of Special Projects, Center for Practice Innovations, Coordinator of Fidelity and Best Practices, ACT Institute, Division of Behavioral Health Services and Policy Research, Center for Practice Innovations at Columbia University, NYS Psychiatric Institute

One of the most challenging jobs many providers have is facilitating group sessions - clinical, recreational, supervisory, or administrative. This workshop will look at a number of aspects that makes a group effective, interesting, logical, and fun. This workshop is open to all staff, supervisors, and administrators.

5. The 4 A's of Diversity, Equity & Inclusion: Everyone has a Role

Sara Taylor, Founding President and Chief Executive Officer, Positive Steps

Facilitators will discuss the critical need to advance and align service delivery goals with Diversity, Equity and Inclusion (DEI) strategies that include a role for everyone in the organization. Accelerating DEI from conversation to action will require organizations to move beyond checking the box to amplifying their commitment to value the work. Facilitators will walk attendees through four steps moving from the realization that intentional work needs to be done to understand the actual business benefits and value of DEI.

11:45am – 12:15 pm

Lunch and Learn

Self-Care: How are You Doing?

Social and Racial Injustice and the Impact on Care Managers and our Clients

Working Remotely: Life/Work Balance

Working with Children and Families Since the Onset of the Pandemic

Bereavement: Loss during COVID

12:30 – 1:45pm Concurrent Sessions

I. Best Practices for Using PSYCKES in Care Management

Erica Van De Wal-Ward, MA, PSYCKES Medical Informatics Project Director, NYS Office of Mental Health

This presentation will give an overview of PSYCKES, a web-based application developed by the NYS Office of Mental Health used to support data-driven healthcare quality improvement and care coordination and will review specifically how it can be used by Health Home Care Managers. There will be a particular focus on how PSYCKES can help Care Managers quickly identify their

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clients receiving crisis services, ACT services, or HCBS services, clients meeting criteria for Transition Age Youth, or clients needing improvement in their physical healthcare engagement. Finally, the presentation will cover information found in PSYCKES that Care Managers in Specialty Mental Health Care Management (SMHCM) need to know.

2. Successful Engagement: Enhancing Skills to Support Motivation and Engagement

Robert Statham, *Training and Technical Assistance Facilitator, NYAPRS*

David Ferencz, *Training and Technical Assistance Facilitator, NYAPRS*

Successfully engaging with participants is a critical part of our work as it is critical for their success. Yet, these vital skills are rarely taught. Ever notice that some people have that special 'something' that engages people? This workshop will focus on enhancing provider skills to develop an atmosphere that encourage participant motivation and engagement. You will learn the specific skills needed for successful participant engagement.

3. Building Relationships to Understand the Whole Picture

Daphne Brown, *Director of Family Involvement and Outreach, Families Together in New York State*

Tiara Springer-Love, *Director of Youth Power, Families Together in New York State*

Care managers are flooded with information from different individuals in a family, the community, and other providers. Learn how to have trust to effectively create a plan to address the goals and needs for youth and families.

4. Effective Time Management in Care Coordination

Andrew O'Grady, *Executive Director, Mental Health America in Dutchess County*

In the last few years, the jobs of care managers have changed drastically. The reporting responsibilities, the number of clients you must manage and the new community partners you are expected to report have increased. Going home at the end of the day, with your work completed can certainly improve your personal life. Having good time management skills can improve not only your work life but can bring you inner peace.

This session will explore some of your struggles and give concrete strategies to improve your time management skills.

5. CBT: As Easy as 1-2-3

Luis O. Lopez, MA, MS, *Director of Special Projects, Center for Practice Innovations, Coordinator of Fidelity and Best Practices, ACT Institute, Division of Behavioral Health Services and Policy Research, Center for Practice Innovations at Columbia University, NYS Psychiatric Institute*

Cognitive Behavioral Therapy (CBT) is one of the most effective clinical methods in our field today. This workshop will review simple techniques that could be implemented by everyone, regardless of years of experience. Everyone is invited!

1:45 – 2:00pm Break

2:00pm – 3:15pm Concurrent Sessions

I. Collaborative Transitional Care Management

Ada Umubera, LMSW, *Director of Care Coordination, Institute for Family Health*

Transitional care management (TCM) seeks to provide patients a safe handoff from one setting of care to another. Most often, this handoff involves a patient moving from an acute, inpatient setting to an outpatient care environment. Patients with complex medical and psychosocial needs are at greatest risk for readmission during this period. Common reason for readmissions is the absence of timely follow-up appointments with primary care providers/behavioral health providers to assist patients with their new diagnoses, medications and treatments. Often barriers to care are at patient, provider, and systems level, involving limited patient knowledge, resource constraints, and communication issues

This presentation will review best practice to integrating a TCM process into a care management/coordination setting. We will review the importance of formalizing partnerships with acute/post-acute facilities, leveraging local health system's shared resources, defining clear TCM workflows, and educating patients and caregivers. The presentation will highlight how these efforts can achieve a comprehensive TCM program that improves patient outcomes, reduces

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readmissions, and enhances the quality and safety of patient care.

2. The WalMarting of the NYS Nonprofit Sector Continues to Accelerate

Gerald Archibald, Partner, The Bonadio Group

Jon Miller, Partner, The Bonadio Group

Jerry Archibald and Jon Miller, partners with the Strategic Advisory team at The Bonadio Group with a combined 70 years of experience, have analyzed, evaluated, facilitated, and implemented dozens of tax-exempt affiliation models. This presentation will be a current update describing the changes and impacts resulting from the pandemic, Federal stimulus, and the change in the NYS Governor's Office. Between now and the midterm elections of November 2022, substantially all nonprofits' Boards must review, reaffirm, and/or modify their strategic positioning with respect to long-term financial viability and sustainability. The presentation contents and interactive discussion for this session will be most valuable for every attendee.

3. Best Practices for High Risk (SMI) Patients When Face to Face Intervention is Untenable

Lauren Steciak, Health Home Plus Care Navigator, The Institute for Family Health-Harlem

The aim of this presentation is to share methods of how we can support high risk patients at risk of adverse events during a time where face-to-face intervention is limited/not an option. This presentation will define who is a high-risk patient is, discuss barriers of virtual/telephonic intervention, and will review resources/tools available to work around the presented barriers. Additionally, we will discuss the importance of case conferencing and collaborating with patients' providers and how it can not only be beneficial for the patient but for ourselves as well.

4. Navigating our Trauma and Grief: Looking at Recovery, Wellness and DBT in our Challenging Times

Beth Brodsky, PhD, SP-TIE Associate Director, Center for Practice Innovations, NYS Psychiatric Institute

Helle Thorning, PhD, MS, LCSW, Research Scientist & Director ACT Institute, Center for Practice Innovations Division of Behavioral Health Services and Policy Research, NYS Psychiatric Institute

Luis O. Lopez, MA, MS, Director of Special Projects, Center for Practice Innovations, Coordinator of Fidelity and Best Practices, ACT Institute, Division of Behavioral Health Services and Policy Research, Center for Practice Innovations at Columbia University, NYS Psychiatric Institute

The past 18 months have been complicated, scary, confusing, and, for many of us, painful. This workshop will review how trauma, generational trauma, and grief impacts us. Presenters will share some practices that can support the audience in working with trauma and grief, personally and professionally, by using principles of recovery, trauma responsive approaches, and DBT.

DONATION LINK

Members of the NYS Care Management Coalition, The NYS Care Management Coalition is funded through its conference fees; we have never charged a membership fee which has allowed anyone interested in the behavioral health care management community to receive our services. These benefits and services include but are not limited to:

- Identifying challenges for Care Managers and advocating to make necessary changes;
- Working collaboratively with Health Home Coalition to identify regulations, legislation and policies impacting care management and to ensure they are in the best interest of care management and our clients;
- Meeting with NYSDOH and NYSOMH to continuously educate about how vital the work done by Care Managers;
- Educating the administration in State Government and the NYS Legislature about the importance of care management and staving off onerous proposals and proposed cuts;
- Offering the largest behavioral health training conference in New York State; and
- Updating and providing timely information to members on all relevant changes to our system of care.

Although our registration for our virtual conference is significant, it will not be at the level needed to support our operations. **Therefore, we are seeking your help. Please consider a year end donation to help us continue our quality services and efforts during the coming year.**

Click here to Donate Today:

[Agency Donation](#)

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DECEMBER 8, 2021

Wednesday, December 8, 2021

8:00– 8:30am

Guided Morning Meditation

Meditation is a great tool to maintain a healthy balance between your mind and your body. Whether this will be your first time or part of your daily lifestyle, come join your colleagues across New York State to begin the day with clarity, stability and positivity.

8:30 – 9:00am Break

9:00 – 10:15am General Session

Integrated Care Coordination in New York's Behavioral Health System

Peggy Elmer, Director, Health Home Policy and Program Development, NYS Department of Health

Nicole K. Haggerty, LMHC, Director, Bureau of Rehabilitation Services and Care Coordination, NYS Office of Mental Health

Colette V. Poulin, MSSA, Health Program Director, Children's Health Home, Division of Program Development and Management, New York State Department of Health

Meredith Ray-Labatt, MA, MSW, Deputy Director, Division of Integrated Community Services for Children and Families, NYS Office of Mental Health

Join our state leaders as they discuss timely pertinent issues related to care management, Health Homes, HARPS, HCBS Services for adults and children. Time for questions and answers will be allotted.

10:15 – 10:30am Break

10:30 – 11:40am Concurrent Sessions

I. Best Practices and Successful Strategies for Your Specialty Mental Health Care Management Agency (SMH CMA)

Melissa Beall, Mental Health Program Specialist II, NYS Office of Mental Health

Prabu Vasan, PSYCKES Project Manager, NYS Office of Mental Health

In this workshop, SMH CMA care managers and supervisors will learn best practices to improve their Health Home Plus (HH+) enrollment for high need members living with an SMI and ensuring those eligible

members receive a HH+ level of support. Successful strategies gathered from this year's SMH CMA Designation Collaborative will be shared, addressing some of the most common barriers care managers experience today. Technical assistance topic areas will include determining HH+ eligibility, engagement, service monitoring, caseload ratios, and service intensity. Presenters will provide case examples, as well as helpful tips and tools available to Care Management staff to improve their overall work with HH+ members and move towards their Specialty Mental Health Care Management program goals.

2. Let's Get Married to your Healthcare: Engagement in Gaps in Care Wellness Together

Brianna Rodriguez, Program Specialist, Hudson Valley Care

Susan Flaum, Nurse Care Manager Supervisor, Mental Health Association of Westchester

Amie Parikh, Executive Director, Hudson Valley Care

Veronica Gonzalez, Care Manager, Mental Health Association of Westchester

By increasing member's engagement, compliance and satisfaction is developed and strengthened by building rapport and a deeper, more trusting relationship begins with the member and care manager. When individuals feel understood, cared for and supported by their health team providers, they are more likely to share information and follow through with managing their overall health.

Relationship-based practice involves all health care providers developing and sustaining supportive professional relationships in member specific, sometimes challenging community-based situations. This practice places equal importance, on the characteristics of the care managers and the members. The challenges that the care managers face daily, will require them to draw upon the personal and professional attributes to provide, advocate, coordinate the care drawing upon the member's strengths and wishes to reach their optimum level of health and wellness. In this presentation, strategies and techniques will be explained and explored and its implication on reducing gaps in care.

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3. A Look at Recovery Based Language

Mya Haley, *Recovery Specialist and Trainer, ACT Institute, Center for Practice Innovations, NYS Psychiatric Institute*

Luis O. Lopez, MA, MS, *Director of Special Projects, Center for Practice Innovations, Coordinator of Fidelity and Best Practices, ACT Institute, Division of Behavioral Health Services and Policy Research, Center for Practice Innovations at Columbia University, NYS Psychiatric Institute*

As we continue to introduce and integrate evidence-based practices in the behavioral health field, we are relying more on the Recovery Model of Treatment - a model that includes person centered practices, harm reduction, wellness and cultural competency. Researchers and recovery advocates have extensively talked about the importance of integrating recovery principles in services and programs for the past 20 years. This workshop will review the area of recovery-based language. Participants will review and compare recovery-based language with traditional clinical language. Participants will participate in a number of exercises and dynamic discussions.

4. Navigating and Streamlining the Children's HCBS LOC Workflow for Care Managers

Jodi Saitowitz, *CEO, Collaborative for Children and Families, Inc.*

Nicole Bryl, *CEO, CHHUNY*

This training will offer care managers the knowledge, skills and resources to streamline completing the Children's HCBS Level of Care Workflow. It will also offer Care Managers tools to ensure they connect the dots by following the golden thread ensuring the HCBS services being applied for match the condition or diagnosis identified by the referral source. This presentation will also offer an overview of the program expectation and outcomes to put the requirements into perspective and help with transitioning the mindset from previous waivers to the current.

11:40 – 11:50am Break

**11:50am – 1:00pm
Concurrent Sessions**

I. Serving HARP Enrolled/HARP Eligible Individuals

Katie Merrill, *Director of Rehabilitation Services, NYS Office of Mental Health*

Stacey Hale, *Director of Care Coordination, NYS Office of Mental Health*

Steve Vroman, *Mental Health Specialist II, NYS Office of Mental Health*

This workshop will introduce Care Managers to CORE Services, a new array of community-based services available to HARP members and HARP-eligible HIV/SNP and MAP Plan enrollees. This menu of four services will transition from the current BH HCBS model, increasing access to this valuable benefit. OMH will provide an overview of the services, including the referral and eligibility process. We will also discuss the services remaining in the BH HCBS benefit, and what this means for Health Home Care Managers.

2. Agency Approach to Staff Retention, Growth and Recruitment

Laura Bazhdari, *Director of Care Coordination, The Institute for Family Health*

Rebecca Segall, *Care Coordination Supervisory, The Institute for Family Health*

Karyn Wade, *Director, Human Resources, CHOICE of New Rochelle, Inc.*

Staff recruitment and retention continues to challenge the care management field, especially as the COVID-19 pandemic continues. This session will share two agency's approaches to effective policies and practices for reentering staff into the workforce as well as recruitment and retention best practices in the new employment climate. Presenters will highlight efforts to develop and retain staff, the hiring process, orientation/training and creating pathways for professional development.

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3. Supervision: Difficult Conversations

Robert Statham, *Training and Technical Assistance Facilitator, NYAPRS*

David Ferencz, *Training and Technical Assistance Facilitator, NYAPRS*

As you navigate your many responsibilities as a supervisor, inevitably you will encounter the need for engaging in difficult conversations regarding employee performance and taking corrective action. This training will review eight steps for maximizing the effectiveness of these conversations so that people feel safe and are open to change. We will introduce the Transactional Analysis of communication as an approach to support the supervisor/supervisee relationship through these difficult conversations. As we move to the new "office normal" it is more important than ever to be prepared for these challenging conversations

4. Using Motivational Interviewing to Engage People who use Alcohol, Tobacco and Other Substances

Nancy Covell, PhD, *Associate Director Implementation Support Systems, Center for Practice Integrations, NYS Psychiatric Institute*

Rusty Foster, MSW, *Senior Implementation Specialist, Division of Behavioral Health Services and Policy Research, Center for Practice Integrations, NYS Psychiatric Institute*

Noah Lipton, LCSW, *Implementation Specialist Center for Practice Innovations Division of Behavioral Health Services and Policy Research*

This workshop will describe how to apply specific Motivational Interviewing (MI) tools and strategies when working with people who use alcohol, tobacco and other drugs and are ambivalent about addressing their use. We will cover how to use open-ended questions, reflections, affirmations, and summaries (OARS). We will also identify roadblocks to engagement and emphasize the importance of active listening. The workshop will be interactive and include practice skill exercises.

12:00 – 2:00pm

Responding to an Opioid Overdose: Naloxone Rescue Training

Mandee Nann, *Naloxone Training Specialist, NYS OASAS*

Please Note: This session does not qualify for SW or LMHC credits. This session is approved to provide CASAC credits.

Participants learn to recognize, respond to and reverse a suspected opioid overdose using naloxone (Narcan). Overdose reversal kits containing naloxone are available at trainings for all first responders and for those with an immediate need. Other participants will learn how to obtain free or low-cost naloxone from a pharmacy using their medical insurance and the New York State Naloxone Co-Payment Assistance Program (N-CAP).

Continuing Education (CE) Hours

Participants can receive CASAC, SW & LMHC credit.

Directions will be offered prior to the conference to receive a certificate. The number of hours will be determined once the schedule is approved and sent to all participants.

Discount Group Registrations

For 10 or More Registrations:

The Coalition is pleased to offer the following discounts to same organization paid registrants. If your organization is sending over 15 registrants, please go to www.nyscaremanagementcoalition.org for an EXCEL registration form and email to: nyscaremanagement@gmail.com All group registrations MUST be paid for prior to the conference.

REGISTRATION DISCOUNTS

10-15 Participants: One Complimentary Registration
16-25 Participants: Two Complimentary Registrations
26-39 Participants: Three Complimentary Registrations
40+ Participants: Four Complimentary Registrations per forty

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<https://nyscaremanagementcoalition.org/vendor-sponsor-registration/>