Mission
CCSI is a nonprofit organization dedicated to inspiring innovation in practice by providing essential business services in partnership with organizations that improve lives and strengthen communities.

Operating Principles
- Collaboration
- Community Connectedness
- Diversity and Inclusion
- Excellence in Customer Service
- Honoring People and Their Work
- Individualized Work/Life Integration
- Innovation
- Integrity

Vision
To be an exceptional place for individuals to grow and build a career, while expanding our capacity to invest in communities.
2017 offered the unique opportunity to honor our past as we marked 25 years of serving the behavioral health and human services communities; to celebrate the present as we partnered with customers across New York State to enhance programs and services for those in need; and to look to the future as we imagined new ways to drive the advances in health, wellness, and equity needed to improve lives and build stronger communities.

• We hosted our 25th Anniversary Celebration, bringing together staff across CCSI locations to learn from each other about advances in programs and services, followed by a community reception with the customers, funders, and collaborators we have partnered with for more than two decades. We heard from keynote speaker Jason Helgerson, New York State’s Medicaid Director, who shared an inspiring vision for the future of healthcare in NYS – including the critical role of behavioral health and community-based services. We also recognized longtime CCSI staff member John D. Lee with the Glenn Gravino Award for Outstanding Achievement for the significant role he has played in the organization’s growth and development.

• We were extremely pleased that our strong financial position enabled us to make our first ever direct financial contribution to support critical community priorities. In May of 2017, CCSI provided $25,000 to Charles House Neighbors in Action, a grassroots neighborhood association working to build community and improve quality of life for residents of Rochester’s JOSANA neighborhood.

At CCSI, we know that our staff are our most valuable resource and we are deeply committed to providing a compelling set of benefits and creating a work environment that supports staff health and wellness. In 2017, we were honored to be the recipient of the Excellus / Rochester Business Journal 2017 Wealth of Health Employer of the Year award for companies with 200 – 499 employees, which recognizes creativity, active participation among staff, and the ability to affect measurable improvements in health and wellness.

• Given our mission, it is impossible to look away from the role that structural racism plays in contributing to significant and ongoing disparities in well-being in the communities where we live and work. In 2017, CCSI joined with more than 23 Rochester-area not-for-profits who came together to share our commitment to address structural racism within our organizations and to work to develop and implement the strategies needed to make progress in this critical area. There is much to do.

In the pages that follow, you’ll find additional highlights from our work in 2017 – and the impact that these efforts have had on individuals, systems and communities. We hope you enjoy reading them.

In a time when much of the information we consume is delivered through tweets, sound bites and infographics, we think that some stories are worth telling in longer form.

Finally, as we reflect on the prior year, we are grateful to and inspired by the talented CCSI staff for the creativity, drive and dedication they bring to the work we do; the CCSI Board of Directors who give so generously of their time and talent; and our customers who trust us to partner with them to design and deliver services that make a difference. We look forward to the opportunities that lie ahead.
To engage individuals and families in the services and supports that help improve health, wellness and quality of life, organizations must be increasingly adept at incorporating best practices - such as trauma-informed care, cultural responsiveness, and a strength-based orientation - into their daily work, while at the same time improving their ability to measure and manage performance along critical cost and quality dimensions. CCSI's consulting teams have the unique combination of subject matter expertise in areas critical to high quality program development and service delivery, coupled with the practical appreciation for the environments in which behavioral health, human services and school-based initiatives operate. Highlights from our work in 2017 include:

Enhancing Capacity to Deliver Trauma-Responsive Care through Multi-Agency Collaboration

With support from the Wilson Foundation, CCSI led a Trauma-Informed Care Learning Collaborative comprised of seven provider teams all working to implement trauma responsive practices in the Rochester area - the Villa of Hope, Society for the Protection and Care of Children, Catholic Family Center, Monroe #1 BOCES, YWCA, Willow Domestic Violence Center, and Monroe County Department of Human Services. CCSI facilitated a series of learning sessions and provided group and individualized coaching in trauma-responsive and culturally-responsive approaches to care. Accomplishments during year one included widespread staff training and improving physical care environments to be more trauma-responsive. Based on success seen in this first year, the collaborative will continue its work through 2018.

Developing Performance Driven Organizations

Staff from CCSI’s Center for Collaboration in Community Health had multiple opportunities to deliver workshops providing practices and tools to support the development of a performance driven organization, including developing the culture that supports a mission tied to performance, defining and measuring value and impact, improving performance through effective use of data and Continuous Quality Improvement practices, and collaborating with community partners. Response to this work was so positive, it led to a new Performance Driven Academy, now being offered through NYS’s Managed Care Technical Assistance Center (MCTAC). This year-long initiative involves 150 provider organizations across NYS coming together to develop the skills needed for a successful transition to a value-based payment environment. Participating agencies have created PDA Leadership Work Teams including agency executives, clinical program directors, along with staff from finance, human resources, quality, and data analytics. These teams will be working alongside their colleagues across the state to help strengthen capacity in critical areas.

Transforming Crisis Response Systems

The Institute for Police, Mental Health & Community Collaboration continued to work closely with the NYS Office of Mental Health on the NYS Senate funded state-wide Crisis Intervention Team (CIT) program development project. Seven counties benefited from an assessment of, and recommendations about, their crisis response system. This was followed by a week-long training for law enforcement on recognizing and responding to mental illness and related disorders. The Institute also completed a two-year project training approximately 400 NewYork-Presbyterian Hospital Security Officers in New York City.

Supporting the Infrastructure for Effective Responses to Trauma, Illness, and Grief in Schools

The Consortium on Trauma, Illness and Grief (TIG) supports Rochester area school districts in responding to students and staff dealing with trauma, toxic stress, loss and chronic illness as well as instances of school violence, suicide, and other critical events that impact the school community. TIG delivers a comprehensive curriculum to school personnel throughout the year. In times of crisis, TIG districts can access additional trained support staff through a centralized response system available 24/7.

Improving Practice in Cultural Competence

CCSI worked closely with the Finger Lakes Performing Provider System (FLPPS) to offer health care providers technical assistance in improving practice in the areas of cultural competence and health literacy, which are central to effective patient engagement and reducing disparities in health outcomes. Highlights included hosting a regional Cultural Competence & Health Literacy conference featuring national and local experts, along with senior staff from the New York State Department of Health. Individuals from more than 150 provider organizations across a 13-county region came together to participate in this one-day event, which featured topics such as Social Determinants of Mental Health and Discrimination and the 2017 NYS Health Equity Report – Identifying Minority Service Areas to Address Health Disparities.
Community School strategy is critical to this goal. and academic performance. Successful implementation of the must meet specific performance targets related to both safety childhood education. As a school in receivership, School #17 services, parent, family and community engagement, and early education/workforce development, health and wellness, social upon assets and address needs in priority areas including adult students and community partners to develop strategies to build effective communication with providers, helping to navigate the healthcare and social services systems, and providing linkages to critical resources like affordable housing, food, childcare and transportation. The multitude of education and training opportunities offered for care managers in the HHUNY/CHHUNY network provides the foundation for quality services that are the hallmark of its health homes. Data show that high quality health home care management can help reduce the need for acute care services. There has been a nearly 30% drop in emergency department visits and inpatient hospital stays among members since the program’s inception in 2012.*

Implementing the “Community School” Model
With funding from the Farash Foundation and the Rochester City School District, CCSI worked closely with Rochester area schools as they implemented Community Schools, providing the essential structural (or “backbone”) supports needed to achieve their goals and to support student success. At Enrico Fermi School #17, this included developing and implementing a new model for the school’s Community Engagement Team and its 7 active workgroups, which bring together school-based staff, parents, students and community partners to develop strategies to build upon assets and address needs in priority areas including adult education/workforce development, health and wellness, social services, parent, family and community engagement, and early childhood education. As a school in receivership, School #17 must meet specific performance targets related to both safety and academic performance. Successful implementation of the Community School strategy is critical to this goal.

Supporting Advances in Health Home Care Management
CCSI provides the New York Care Coordination Program (NYCCP) with the staffing and infrastructure for the management services essential to the work of Health Homes of Upstate NY (HHUNY) and Children’s Health Homes of Upstate NY (CHHUNY). Health home care coordination is the conduit that brings together the often complex array of services and supports that individuals with behavioral health and/or chronic health conditions need to improve and maintain their health and wellness. This starts with helping individuals to define and prioritize their goals in a person-centered plan of care, coordinating care through effective communication with providers, helping to navigate the healthcare and social services systems, and providing linkages to critical resources like affordable housing, food, childcare and transportation. The multitude of education and training opportunities offered for care managers in the HHUNY/CHHUNY network provides the foundation for quality services that are the hallmark of its health homes. Data show that high quality health home care management can help reduce the need for acute care services. There has been a nearly 30% drop in emergency department visits and inpatient hospital stays among members since the program’s inception in 2012.*

Supporting Behavioral Health Care Collaboratives (BHCCs)
In March of 2017, NYS announced its intent to provide funding to support the formation of BHCCs, or regional provider networks to support improved outcomes through integration of care as well as readiness to enter into Value Based Payment (VBP) arrangements. $60M in funding was provided to 19 emerging BHCCs to assist them in creating an integrated network and transforming to a business model to support VBP contracting, which will reward quality of care and improved outcomes, rather than payment based on service volume. CCSI was pleased to support BHCCs in Western New York and the Finger Lakes in submitting successful applications for funding and is currently working with several newly formed BHCCs as they develop implementation plans. Areas of focus include: using data to improve behavioral and physical health outcomes and to manage quality and risk, enhancing quality of care through clinical and financial integration and community-based recovery support, and addressing social determinants of health through community partnerships.

2017 Statistics

- Provider organizations receiving technical assistance to develop the skills needed for a successful transition to a value-based payment environment: 150
- Partner agencies, supported by CCSI, partnered with 38 school districts, 4 private schools and 2 charter schools participated in TIG training
- Police officers received training to strengthen their ability to respond in crisis situations involving individuals with mental illness: 147
- Care management agencies in 22 counties across NYS, including 4,603 children and youth, were supported by CHHUNY: 114
- Organizations across NYS received training and coaching support through CCSI’s Practice Transformation Team. Sectors included health and human services, education, community-based organizations, and state agencies: 66
- $6.3 million in new funding for the development of Behavioral Health Care Collaboratives (BHCCs) in Western NY and the Finger Lakes as a result of CCSI’s support to the development of successful applications involving nearly 50 network providers: 38
- School-based staff received TIG training, and 5 schools received incremental back-up to respond to crises: 140
- Care management agencies in 54 counties across NYS, including 4,603 children and youth, were supported by CHHUNY: 114
- With funding from the Farah Foundation and the Rochester City School District, CCSI worked closely with Rochester area schools as they implemented Community Schools, providing the essential structural (or “backbone”) supports needed to achieve their goals and to support student success. At Enrico Fermi School #17, this included developing and implementing a new model for the school’s Community Engagement Team and its 7 active workgroups, which bring together school-based staff, parents, students and community partners to develop strategies to build upon assets and address needs in priority areas including adult education/workforce development, health and wellness, social services, parent, family and community engagement, and early childhood education. As a school in receivership, School #17 must meet specific performance targets related to both safety and academic performance. Successful implementation of the Community School strategy is critical to this goal.

Data Source: Medicaid Analytics Performance Portal (MAPP)
Addressing Social Determinants of Health

As systems and communities work to improve overall health and wellness for individuals – and to reduce the cost, consequences and disruption caused by the unnecessary use of acute services, attention has increasingly focused on “social determinants of health” – the environmental conditions (like safe and affordable housing, access to education, personal safety, and availability of healthy food) that affect a wide range of health and quality-of-life outcomes. This is particularly important for those most vulnerable. During 2017, CCSI partnered with provider agencies, local government, funders, and other stakeholders on programs aimed at enhancing quality of life by addressing some of these critical dimensions of health and well-being.

Helping Individuals and Families Obtain Healthcare Coverage

Funded by the NYS Department of Health, CCSI’s Navigator Program worked with organizations across Monroe and Livingston counties to help more than 7,000 people obtain healthcare coverage. Partnering with the Monroe County Library System, the Anthony L. Jordan Healthcare Center, and a wide array of community providers, CCSI navigators met with individuals at convenient locations near work, school or home to provide one-on-one assistance in selecting the coverage option to best meet their needs.

Helping Homeless Individuals Find and Maintain Safe, Affordable Housing

Funded by Monroe County and the City of Rochester, the Rochester / Monroe County Rapid Re-Housing Partnership Program helps homeless individuals and families find and maintain permanent housing. Housing placement facilitators meet with individuals and families at area shelters or other community locations to help them develop a housing stabilization plan and provide supports including: identifying safe, affordable housing that meets individual needs, working with landlords to negotiate housing terms and resolve issues, and case management services to address any gaps and help ensure long-term housing stability.

Deepening the Community Conversation about Poverty

The high rate of concentrated poverty in the Rochester region has significant consequences for the health, quality of life and long-term financial viability of our community. Reducing the level of poverty requires a well-coordinated and sustained community-wide effort, garnering the talent, resources, and commitment of individuals and organizations. During 2017, CCSI facilitated 12 poverty simulations, or “immersion 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. Survey results from participants suggest the experience contributes to an increase in understanding of and empathy for the challenges faced by those living in poverty.

2017 Statistics

7150 Individuals living in Monroe or Livingston county were successfully enrolled in healthcare coverage

243 Individuals needing extra assistance due to a visual impairment, a physical health or developmental challenge got the health care insurance they needed to ensure access to care

6287 Households received assistance accessing emergency services to address homelessness or a housing crisis (FY 2016/17)

445 Individuals and families received assistance locating housing. 100 of these households received stabilization services to help them remain in housing

1100 Individuals, representing 223 unique organizations, participated in 12 Poverty Simulation Workshops to deepen their understanding of this critical issue

Bobbi McGary, Quality Assurance/Lead Facilitated Enroller in FE-ABD, helped John Hughes apply for the Medicare Savings Program and Medicaid Excess Income Program.

Kim Wynn, Navigator Manager, Navigator Program, and Rochester Mayor Lovely Warren at a press conference on the City of Rochester’s Affordable Housing Act Sign Up events.

Facilitating Enrollment for Individuals with Special Needs

Those with impaired vision or who have other significant physical or developmental challenges often need additional assistance in selecting and maintaining their health care coverage – which provides the critical gateway to the services needed to maintain good health. Funded by the NYS Department of Health and part of a statewide network coordinated by Community Service Society of NY, CCSI’s Facilitated Enrollment - Aged, Blind or Developmentally Disabled (FE-ABD) team provided in-person assistance to nearly 250 individuals applying for or renewing their public health insurance.

“I’m not good at filling out forms and understanding how Government Programs work. Having someone to help me understand what I qualified for was wonderful in helping me to get what I needed. I could not have done this by myself.”

- John Hughes

Strengthening Coordination Among Homeless and Housing Services Providers

Access to safe housing has an enormous impact on health and well-being – stable housing helps people focus on priorities in other areas. Funded by Monroe County and the City of Rochester and led by CCSI, Coordinated Entry System for Homeless Services brings together the community’s homeless system in a unified effort to quickly move individuals and families out of homelessness and into permanent housing. Elements include 24/7 access to emergency services, diversion services, a common approach to assessing needs, and the ability to link the highest need persons with the most intensive supportive housing options. Partners include the City of Rochester, Monroe County, the Rochester/Monroe County Homeless Continuum of Care and service providers.
Local governments are responsible for providing a complex set of services that are critical for fostering safe, vibrant, healthy communities. During 2017, CCSI partnered with counties across New York State as they continued to push the envelope with innovative programs and strategies designed to improve services and enhance quality of life for those most vulnerable, while continuing to identify opportunities to improve efficiency and cost-effectiveness. Selected highlights include:

**Supporting Innovation and Efficiency in Local Government**

**Supporting Counties in Managing and Maximizing Complex State Funding Requirements**

CCSI’s Financial Services team worked with 19 counties across Upstate NY, providing the specialized fiscal management support needed to effectively and efficiently manage State funding requirements. From technical assistance with budgets, claims reports, and Federal Administration cost reports, specialized Consolidated Fiscal Report (CFR) training for county fiscal officers and providers, to routine updates to ensure clients have the latest guidance from NYS agencies, CCSI assisted counties in maximizing the use of their state aid funding to support local programs and priorities. Taken together, savings across these 19 counties for 2017 totaled over $14.3 million.

**Taking a Data-Informed Approach to Understanding Trauma and Building Resilience**

Monroe County’s Office of Mental Health, the Department of Public Health and local school districts expanded on previous work to add questions about Adverse Childhood Experiences (ACEs) to the Youth Risk Behavior Survey administered to students at area high schools to now include indicators of resilience. This created an unprecedented opportunity to better understand the community in terms of exposure to ACEs among high school students, how this exposure correlates with key risk factors – and perhaps most importantly – the impact of assets, that when cultivated, can significantly reduce the impact of trauma and stress on healthy development. This important new work reinforces the role that asset development by youth serving professionals and community members can play in reducing the risk for depression, suicidal ideation, substance use, and school violence.

**Helping Individuals Return to Self-Sufficiency**

CCSI provides program management and staffing for Monroe County’s Restoration to Self-Sufficiency Program (RSSP), which works with recipients of Temporary Assistance who are temporarily disabled for a physical or mental health condition, helping them to develop plans that outline the services needed to address these conditions, assisting individuals in overcoming any barriers to service, and providing the support and accountability needed to maximize participation. The goal is for program participants to achieve their greatest level of self-sufficiency, either by returning to work whenever possible or by qualifying for federal disability benefits.

**Monroe County FIT – Helping Local Law Enforcement Link Individuals in Crisis to Services**

In September of 2017, Monroe County launched the Forensic Intervention Team (FIT), an innovative new model pairing a mobile 3-person forensic specialist team with local law enforcement agencies to enhance their ability to respond to frequent users of the emergency and crisis response system. Through creating the capacity for specialized evaluation and rapid linkage to services and supports, individuals receive the assistance they need while reducing the strain on the community’s emergency response system.

**Onondaga County’s Family Support for Student Success (FSSS)**

Focused in the Syracuse City School District, Family Specialists and School Support Specialists work to support the needs of students and remove barriers that impact success in school such as untreated behavioral health or substance abuse issues, housing instability, income vulnerability, incarceration, and domestic violence/abuse. FSSS staff provide individualized and targeted interventions to students throughout the school day based on collaborative planning with School Intervention Teams, teachers and administrators. Working with the school teams, they identify students in need then deliver or coordinate a wide range of creative, flexible strategies specifically tailored to meet the complex needs of families and students.
Ensuring that All Children Have the Opportunity to Succeed

Driven by the belief that all children should be afforded the opportunity to succeed, Onondaga County’s Promise Zone and School-Based Initiatives work to match students’ emotional/behavioral needs with effective interventions designed to develop skills and increase engagement in instructional time through a multi-tiered system of support. This is part of a district-wide approach to connect students and families with the supports they need, coaching for school teams, and trainings for Syracuse City School District staff. Work in 2017 expanded this successful model beyond the SCSD through new partnerships with 4 additional school districts and the regional BOCES.

Performance Management in Broome County

During 2017, CCSI staff working within Broome County’s Mental Health and Social Services departments continued to focus attention on developing meaningful performance measures, creating efficient processes to collect essential data, and assessing program outcomes. Using a framework of Continuous Quality Improvement, the Broome-based team provides technical assistance to contract agencies with the goal of maximizing the impact of contract dollars.

Strategic Staffing

Many of the organizations we work with require dedicated, on-site staff with the specialized skills and expertise needed to support a specific program or priority area. In these cases, we work hand-in-hand with our customers to provide the staffing and support needed to get programs launched and to keep them operating efficiently and effectively. In addition to the programs and services highlighted throughout this report, work in 2017 included staff support for the following organizations:

- **Council of Agency Executives**
  - A membership organization designed to support not-for-profit organizations in the Greater Rochester area, COAE provides members with important local opportunities for education and networking, conversations with governmental officials, support for affinity groups tied to key interest areas and other services aimed at fostering excellence in not-for-profit leadership.

- **New York State Office of Alcoholism and Substance Abuse Services (NYS OASAS) and New York State Education Department (NYSED)**
  - For several years, the NYS OASAS and NYSED have been engaged in an innovative collaborative project entitled “Promoting Positive Mental, Emotional and Behavioral (MEB) Health,” focused on building the capacity of school and community infrastructures to improve health and academic outcomes through prevention education related to tobacco, alcohol, and other drugs. The programming has actualized favorable changes in student behavior, discipline events, and academic performance.
Talent and Culture

Taking on New Roles

**Erie County**
- Jessica Michna, Housing Coordinator
  - Erie County Department of Mental Health

**Monroe County**
- Mike Arcari, Senior SPOA Coordinator
  - Monroe County Priority Services
- Joseph Cady, Juvenile Justice Mental Health Clinical Coordinator / Family Access and Connection Team (FACT) Facilitator
  - Monroe County Department of Human Services
- Sarah Harvey, Financial Manager, Accounting
  - CCSI Administration - Rochester Office
- Melissa Hayward, Sr. Manager – Children’s Behavioral Health
  - Monroe County Child and Youth Programs
- Debra Hodgeman, Chief, Information Management and Analytics
  - Monroe County Office of Mental Health
- Meghan Jenner, Team Leader, Transition Management
  - Monroe County Priority Services
- Lauren Jensen, Chief, Finance/Fiscal Officer
  - Monroe County Office of Mental Health
- Jason Kuby, Chief Financial Officer
  - CCSI Administration - Rochester Office
- Rachel Milligan, Financial Manager, Project Accounting
  - CCSI Administration - Rochester Office

Onondaga County
- Manny Rivera, Family Services Behavioral Specialist
  - Monroe County Department of Human Services
- Derek Ross, Database Developer
  - Health Homes of Upstate New York (HHUNY)
- Heather Starks, School 17 Community School Site Coordinator
  - CCSI Consulting - Rochester Office
- Jolyn Teter, Operations Manager, The Center for Collaboration in Community Health
  - CCSI Consulting - Rochester Office

**Wyoming County**
- Tanesha Cameron-Cole, Director of School Based Programming
  - School Based Initiatives
- Jenny Dombroske, Director of Communication and Professional Development
  - School Based Initiatives
- Kristen Gunn, Promise Zone Program Supervisor
  - Promise Zone
- Ardena Harvey, Promise Zone Program Manager
  - Promise Zone
- Whitney Shepard, Director of Strategic Initiatives
  - School Based Initiatives

Glenn Gravino Outstanding Achievement Award

John D. Lee, Director, The Center for Collaboration and Community Health:
In 2017, John received the Glenn Gravino Award for Outstanding Achievement, named after CCSI’s first president, in recognition of the significant role he has played in CCSI’s growth and development.

Number of CCSI Employees

Celebrating Milestone Anniversaries

**5 Years**
- Katherine Balcerak, Forensic Specialist
  - Monroe County Priority Services
- Jonathan Benson, Consultant, Accounting
  - CCSI Administration - Rochester Office
- Karla Boyce, Youth Development Coordinator/Teenservices Coordinator
  - Monroe County Department of Human Services
- Joseph Cady, Juvenile Justice Mental Health Clinical Coordinator / Family Access and Connection Team (FACT) Facilitator
  - Monroe County Department of Human Services
- Reginald Cox, Fatherhood Initiative Coordinator
  - Monroe County Department of Human Services
- Marilyn Garcia, Family Access and Connection Team (FACT) Facilitator
  - Monroe County Department of Human Services
- Melissa Hayward, Sr. Manager – Children’s Behavioral Health
  - Monroe County Child and Youth Programs
- Lauren Jensen, Chief, Finance/Fiscal Officer
  - Monroe County Office of Mental Health
- Neilia Kelly, Senior Consultant, Grants Development & Special Projects
  - CCSI Consulting - Rochester Office
- Stephanie Petrilii, Juvenile Justice Specialist
  - Onondaga County Child and Family Services
- Marlene St. Germain-Klock, Re-Entry Task Force Coordinator
  - Onondaga County Department of Social Services

**10 Years**
- Kerri Bauer, Sr. Program Associate - CASAC
  - Monroe County Department of Human Services
- Joclyn Clune, Human Resources Manager
  - CCSI Administration - Rochester Office
- David Eckert, Sr. Consultant, The Center for Collaboration in Community Health
  - CCSI Consulting - Rochester Office
- Erin Glanton, Human Resources Director
  - CCSI Administration - Rochester Office
- Cheryl Martin, Integrated Health Trainer, Practice Transformation
  - CCSI Consulting - Rochester Office
- Kathryn Szymanski, Accounts Payable Specialist
  - CCSI Administration - Rochester Office

**15 Years**
- Lisa Babbitt, Single Point of Access (SPOA) Coordinator
  - Monroe County Priority Services
- Melissa Cushman, Youth and Family Partnership (YFP) Supervisor
  - Monroe County Department of Human Services
- Lynne Esquivel, Manager, Quality Improvement Initiatives
  - Bronx County Mental Health Department
- Adele Gorges, Executive Director, New York Care Coordination Program (NYCCP)
- Irene Handersholt, Administrative Assistant, Family Access and Connection Team (FACT)
  - Monroe County Department of Human Services
- Elizabeth Meeker, Director, Practice Transformation
  - CCSI Consulting - Rochester Office
- Kim Wynn, Navigator Manager
  - Navigator Program

**20 Years**
- Maria D’Acquisto, Administrative Assistant
  - CCSI Administration - Rochester Office
- Dan Kamin, Director, Institute for Police, Mental Health and Community Collaboration
  - CCSI Consulting - Rochester Office

**Data Source:** Employee Pulse Survey

Ages, Counties, Gender, and Education:
- **5 Years:**
  - Ages: 16
  - Counties: 7
  - Gender: 69%
  - Education: 68%

- **10 Years:**
  - Ages: 15
  - Counties: 17
  - Gender: 64%
  - Education: 70%

- **15 Years:**
  - Ages: 2
  - Counties: 19
  - Gender: 7
  - Education: 8

- **20 Years:**
  - Ages: 7
  - Counties: 16
  - Gender: 3
  - Education: 9

**10 Years**
- **Glenn Gravino Award for Outstanding Achievement,** named after CCSI’s first president, in recognition of the significant role he has played in CCSI’s growth and development.

**5 Years**
- **Katherine Balcerak, Forensic Specialist,** Monroe County Priority Services
- **Jonathan Benson,** Consultant, Accounting
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- **Karla Boyce, Youth Development Coordinator/Teenservices Coordinator,** Monroe County Department of Human Services
- **Joseph Cady, Juvenile Justice Mental Health Clinical Coordinator / Family Access and Connection Team (FACT) Facilitator,** Monroe County Department of Human Services
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  - Bronx County Mental Health Department
- **Adele Gorges, Executive Director, New York Care Coordination Program (NYCCP)**
- **Irene Handersholt, Administrative Assistant, Family Access and Connection Team (FACT)**
  - Monroe County Department of Human Services
- **Elizabeth Meeker, Director, Practice Transformation**
  - CCSI Consulting - Rochester Office
- **Kim Wynn, Navigator Manager**
  - Navigator Program

**20 Years**
- **Maria D’Acquisto, Administrative Assistant**
  - CCSI Administration - Rochester Office
- **Dan Kamin, Director, Institute for Police, Mental Health and Community Collaboration**
  - CCSI Consulting - Rochester Office
Charles House Neighbors in Action (CHNA) – Fostering Community and Improving Quality of Life

In May of 2017, CCSI was pleased to support CHNA with $25K in funding to further their work in strengthening Rochester’s JOSANA neighborhood, which borders CCSI’s Jay Street offices and includes Enrico Fermi School #17. For nearly 10 years, this grassroots group has brought together residents and other stakeholders from northwest Rochester to provide a clear, informed and passionate voice on community issues – and to build on existing neighborhood strengths and assets. CHNA’s accomplishments have included:

- Active community participation in the development of the JOSANA Neighborhood Master Plan – including recent updates;
- Support for continued Habitat for Humanity construction – with more than 50 quality new homes added to the JOSANA and its adjacent neighborhoods;
- Collaboration with the Healthi Kids initiative for a walkability study and creation of neighborhood walking trails; and
- Ongoing work with School #17 and its partner agencies as they transition to a Community School model with authentic and engaged community participation.

During 2017, funding from CCSI helped to support:

- The Triangle Block Club annual picnic. Put on by block club members, this popular event brings together nearly 500 neighbors and community partners to celebrate summertime and the neighborhood;
- Attendance for 10 JOSANA residents to hear from a national expert on the topic of place-based interventions; and
- Security deposit assistance for families experiencing temporary hardships impacting their housing stability.

As CHNA continues its work, CCSI funds, along with the partnerships established will help meet the priorities of the community and the school through additional neighborhood outreach and a focus on advancing the recommendations of the JOSANA Master Plan to create a stronger neighborhood.