CELEBRATING 25 Years OF SERVING THE BEHAVIORAL HEALTH AND HUMAN SERVICES COMMUNITY

2016 ANNUAL REPORT
Nearly 25 years ago, Integrated Mental Health (IMH), an innovative demonstration program aimed at reconceptualizing services for people with serious mental illness came to an end. Under the leadership of IMH, community providers came together and strengthened the local system to support more than 700 individuals in moving from the Rochester Psychiatric Center into our community. The IMH model offered a glimpse into what the future would hold: a focus on individualized care, comprehensive services – including physical health care, and a mechanism to address the social determinants of health that so often introduce barriers to recovery. While the demonstration program came to a close in late 1992, local leadership valued the infrastructure and community collaboration that IMH fostered and decided to continue this important work under the auspices of a new not-for-profit organization – Coordinated Care Services, Inc.

Since that time, CCSI has continued to grow – within Monroe County and across New York State – as we have worked with local offices of mental health, departments of social services, and other not-for-profits to plan, implement and evaluate programs and services for individuals and families facing behavioral health challenges. We’re extremely grateful for the opportunities we have had to build longstanding partnerships with our customers, whose compassion, determination, and vision have led to significant advances within our systems of care. From the team of less than 10 individuals who launched the work of CCSI out of our Monroe Square office, to more than 350 staff working today in 8 locations across the state, we are incredibly proud of the work we have done, including:

- Partnering with customers to develop specialized teams required to implement innovative programs to support youth and families with complex behavioral health challenges, including the Youth and Family Partnership, Family Access and Connection Team, and school-based initiatives in Onondaga County;
- Helping organizations use data to understand the impact of their services and engage in efforts to improve quality, efficiency and value, now formalized under our Center for Collaboration in Community Health;
- Providing the training and hands-on assistance needed to improve practice in critical areas such cultural competence, trauma responsive care, person-centered care coordination and specialized police responses to individuals in crisis; and
- Delivering the management and administrative services needed to support the implementation of health home services across upstate New York.

As we look to the future, we are struck by the critical role that community-based providers have the opportunity to play in continuing to move the behavioral health system toward one that supports individuals and families in achieving sustained improvements in wellness and quality of life. Guided by the operating principles that define who we are and how we work, we look forward to building on the strengths that have served us well and continuing to partner with our customers, collaborators, and other stakeholders to create a system of care that supports meaningful recovery for all.

We thank our incredibly dedicated and talented staff – both those who are working with us today as well as those who have supported us along the way; our Board of Directors – who have given generously of their time and talent; and our customers – many of whom have been with us for much of this 25 year journey. We look forward to continuing this important work together.

Sincerely,

Anne L. Wilder
President

Cynthia Gray, MBA
Chair, Board of Directors
As we celebrate our 25th anniversary, we reflect on some key milestones in programs, services, and leadership that have shaped CCSI’s growth and development.

Milestones

1987 – 1991

- Creation of Integrated Mental Health (IMH) – an innovative, state and locally funded demonstration program with a capitated payment system for individuals with serious mental illness.


- 1992 – IMH incorporates as Coordinated Care Services, Inc. to provide mental health contract management for the Monroe County Office of Mental Health (MCOMH)
- Offices move to 1099 Jay Street
- Contract with the MCOMH expands to include Substance Use Disorder and Developmental Disability services; support to other upstate counties begins

Leadership

- 1992 – 1994 Samuel Reeder, Board Chair
- 1992 – 2003 Glenn Gravino, President
- 1994 – 1997 Thomas Riley, Board Chair

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

- Excellence in Customer Service
- Community Connectedness
- Honoring People and Their Work
- Individualized Work/Life Integration
- Integrity
- Innovation
- Collaboration
- Diversity and Inclusion
Affordable Care Act expands coverage for the uninsured

NYS undertakes major Medicaid system transformation – shift from use of acute services; emphasis on care coordination

Behavioral/physical health integration

2010 – 2016

Milestones

- WNYCCP continues to grow, incorporates as New York Care Coordination Program (NYCCP)
- NYCCP partners with Beacon Health Strategies to serve as WNY Behavioral Health Organization (BHO); Health Home planning begins
- Partner with NYU McSilver to provide technical assistance to clinics (CTAC)
- NYCCP and four provider leads come together to form Health Homes of Upstate NY (HHUNY) and begin implementation in 22 upstate NY counties
- Development of the Institute for Police, Mental Health & Community Collaboration
- Provide support for Onondaga County’s expansion of youth, family, and school-based initiatives
- Launch the Center for Collaboration in Community Health to integrate and expand CCSI consulting services
- Growing demand for training in Trauma Informed Care and other areas leads to formalization of Training and Practice Transformation division within CCSI
- Significant expansion of 1099 Jay Street space
- Work with McSilver expands to include broader base of technical assistance to support transition to managed care
- NYS DOH awards contract to CCSI to assist individuals with health insurance enrollment
- Provide support for the development of Children’s Health Homes of Upstate NY (CHHUNY)
- Partner with Finger Lakes Performing Provider System (FLPPS) to strengthen cultural competence and health literacy practices

Leadership

- 2011 – 2013 Edward J. Nowak, Esq., Board Chair
- 2013 – 2016 Robert Tobin, Board Chair
- 2016 – Present Cynthia Gray, Board Chair

Regional Expansion

- 2012 – Albany County location established
- 2015 – Erie County location established
2016 CUSTOMERS

We were privileged to partner with the following organizations during 2016 as they worked to strengthen systems, develop new programs and practices, and improve services to those in need:

**Monroe County Department of Human Services**
Office of Mental Health, Division of Child and Family Services, Office for the Aging, Rochester – Monroe County Youth Bureau, and Children's Detention Center

**Monroe County Department of Planning and Development**

**Monroe County Department of Public Health**

Baker Victory Services, Inc.
Boone County, Missouri
Broome County
Capital District YMCA
Capital Region BOCES
CASA of Livingston County, Inc.
Catholic Charities Community Services
Cayuga County
Central New York Director's Planning Group, Inc.
Cerebral Palsy of the North Country
Chautauqua County
Chenango County
Children's Mental Health Coalition of WNY, Inc.
City of Rochester
Columbia County
Common Ground Health
Community Connections of NY (CCNY)
Community Technical Assistance Center of New York (CTAC) and Managed Care Technical Assistance Center of New York (MCTAC)
Comparator of Greater Buffalo
Comparator Rochester, Inc.
Council of Agency Executives
Delphi Drug & Alcohol Council, Inc.
District of Columbia Behavioral Health
District of Columbia Child & Family Services
Erie County
Fallstburg Central School District
Farash Foundation
Finger Lakes Parent Network, Inc.
Finger Lakes Performing Provider System
Franklin County
Genesee County
Greater Rochester After School Alliance
Greene County
HealthyBaby Network
Hiliside Family of Agencies
Jamestown City School District
KidsPeace Corporation
Livingston County
Madison County
Meadowbrook Health Services
Mental Health Association of Genesee & Orleans Counties
Mental Health Association in New York State (MHANYS)
Mental Health Association of Niagara County
Mental Health Association of the Southern Tier (MHAST)
Monroe #1 BOCES
NAMI Star Center
New York Academy of Medicine
NewYork-Presbyterian Hospital
New York Care Coordination Program
New York City College of Technology - CUNY
New York City Department of Mental Hygiene’s Early Intervention Program
New York State Conference of Local Mental Hygiene Directors
New York State Department of Health
New York State Division of Criminal Justice Services
New York State Office of Alcoholism & Substance Abuse Services
New York State Office of Mental Health
New York State Rehabilitation Association, Inc.
New York State Unified Court System - Seventh Judicial District - Rochester Drug Treatment Court
New York State United Teachers (NYSUT)
Niagara County
Onondaga County
Onondaga County Dept of Adult & Long Term Care
Onondaga County Dept of Children & Family Services
Onondaga County Dept of Social Services
Economic Securities
Ontario County
Orange County
Orleans County
Partnership for Ontario County
Policy Research Associates
Rensselaer County
Research Foundation of City University
New York (CUNY)
Rochester Area Community Foundation
Rochester City School District
Rochester Regional Health System
Sancia HealthCare
Schenectady County
Schuyler County
St. John Fisher College
Star Group
Substance Abuse and Mental Health Services Administration (SAMHSA’s Program to Achieve Wellness)
Sullivan County
Sullivan County BOCES
Syracuse City School District
The House of the Good Shepherd
The Mental Health Association in Genesee County
Toomey Residential and Community Services
U.S. Department of Housing and Urban Development
University of Buffalo, School of Social Work
University of Rochester Family Institute
University Psychiatric Practice, Inc.
University of Rochester Family Institute
University of Rochester School of Nursing
University of Rochester School of Social Work
University of Rochester School of Veterinary Medicine
University of Rochester School of Visual and Performing Arts
Washington County
Wayne County
Westchester County
Western New York State Education Department
Western Michigan University
Westmeade Community Services
Wyoming County
Young Adult Services
YWCA of Rochester and Monroe County

“The services have helped us maximize our usage of state aid and maintain an organized system for monitoring our revenues and expenditures.”

– Amanda Maiuri
Greene County Mental Health