

CONSULTING AND IMPLEMENTATION SUPPORT

Strengthening practice. Stimulating innovation. Demonstrating sustainable impact.

What can we do for your organization?

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.



To hear directly from our customers about how we've partnered with them to reach their goals visit www.ccsi.org/customerstories



For more than 25 years, CCSI has partnered with organizations across NYS to provide the specialized management services, technical assistance, and implementation support needed to deliver innovative, high quality services across behavioral health, human services, community-based organizations, and intellectual and developmental disabilities providers.

Customer Story:

Understanding Gaps in Mental Health Services for Children in Need

Bivona Child Advocacy Center



“Effective solutions depend on really solid measurement of the issue and an informed vision of the future — this is why we hired CCSI, and they certainly delivered.”

– Deb Rosen, Bivona Child Advocacy Center, Rochester NY

What question did Bivona need to answer?

Bivona engaged CCSI to perform a rigorous assessment of mental health service needs among children and families receiving services. Bivona wanted to have a better understanding of the scope of these needs, the state of evidence-based, trauma-informed practices in the community, and the extent to which local service delivery systems were able to meet the mental health needs of children and families served by Bivona.

How did CCSI approach the work?

CCSI conducted a thorough assessment, synthesizing demographic data, survey data and input from focus groups to understand the clinical and systemic mental health service-related challenges faced by children and families who have experienced trauma. Along with a review of empirical literature on effective treatment models, interviews and surveys of mental health providers allowed CCSI to evaluate the role of current partners and the broader community in providing recommended models of mental health services.

What did we learn?

CCSI found that youth served by Bivona reported clinically significant levels of mental health symptoms and concluded that the best treatment in these cases is an evidence-based treatment, such as trauma-focused cognitive behavioral therapy. However, few youth are likely receiving this quality of care since few providers in the community report using evidence-based treatments for trauma and even fewer are certified in these treatments. CCSI provided recommendations to begin to address this identified gap.

How is Bivona using the results to enhance their services?

According to Deb Rosen, Executive Director, the agency has taken the results and recommendations to heart. *“We have pretty methodically pursued a total overhaul of our mental health services based on their document. I have great confidence that within a year we will have the basics of a new system in place, and that is due in large part to their highly insightful and actionable assessment,”* says Deb. *“It’s not enough just to know you have a problem; effective solutions depend on really solid measurement of the issue and an informed vision of the future.”*

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

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