

Opportunities to Promote Recovery and Improved Outcomes through CORE Services

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NYAPRS Executive Seminar

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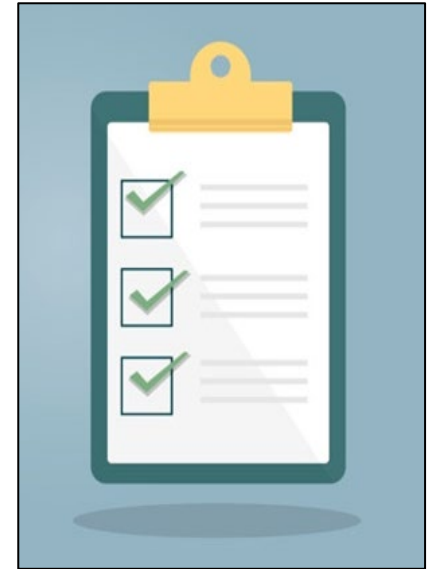
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**Office of
Mental Health**

Agenda

- Welcome & Intro & Housekeeping
- CORE Overview
- How CORE fits into the BH System
- How CORE can Support Recovery
- Break out discussion groups & Reconvening
- Q&A



Welcome & Intro

Housekeeping

- Today's workshop is being recorded and all attendees will have access to the recording and slides.
- We are offering 1.15 CEs for LMSW, LCSW, CPRP, and LMHCs. To qualify:
 - Be in the Zoom meeting platform and not just dialed in on the phone.
 - Complete and return the evaluation form within 48 hours.
- Use the chat feature, turn on your camera!

Overview of CORE Services

Key Concepts

- Medicaid Managed Care Benefit for HARP Enrollees & HARP-Eligible HIV-SNP Enrollees
- **Community-based** services, with a focus on **person-centered** goals
- Flexible service design that can be used to meet diverse needs
- May only be provided by agencies designated by OMH and OASAS
 - Current BH HCBS providers received **provisional designation** for CORE in January
 - Live as of **February 1, 2022**

Why CORE?

- Services are provided in community locations where people live, work, learn, and/or socialize
- CORE Services support people in gaining skills to be **more independent** in their goal areas
- Services provided à la carte – only receive services the person needs and prefers
- Services are **individualized, person-centered, and recovery focused**

CORE Service Array

Mobile therapy
and treatment
services

Community
Psychiatric
Support and
Treatment

Psychosocial
Rehabilitation

Skill building to
support living,
working, learning,
and socializing

Education and
training for family
of choice

Family Support
and Training

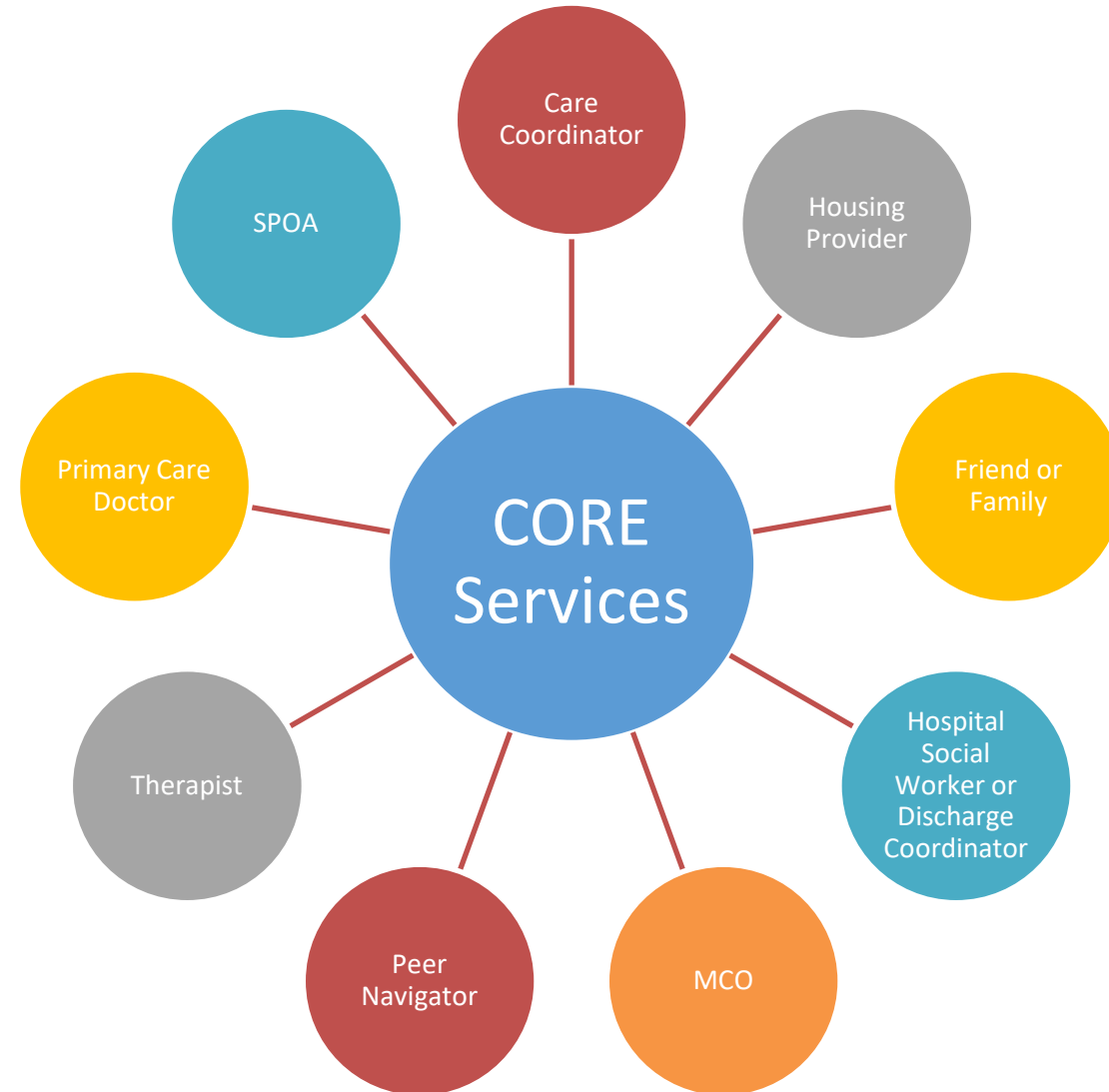
Empowerment
Services – Peer
Support

Support from
individuals with
lived experience

How CORE Services Can Help

- Most requested service is **peer support** – HARP members want to receive support from people who have walked in their shoes
- Many HARP members struggle with leaving their homes and/or transportation issues, making evident the **need for community-based services**
- HARP members are largely *not* disconnected from the service system (they are identified through claims data), but many are **not well served by traditional behavioral health services**

No Wrong Door Referral Pathway



Eligibility for CORE Services

- Enrollment in a Health and Recovery Plan (HARP) or HIV-Special Needs Plan (SNP) (Look for RRE Codes **H1** or **H4**)

AND

- Recommendation by a **Licensed Practitioner of the Healing Arts** (LPHA)

How CORE Fits into the BH System

Options for CORE Service Bundles

- CORE services can be provided as a bundle where **multiple CORE services** are provided at the same time.
- Designated providers are encouraged to explore how **service bundles** might plug into their agencies and **meet unmet needs**

Unmet Need	CORE Bundle Examples*
CTI post-hospitalization	CPST + Peer Support + PSR
ACT step-down	CPST + PSR + Peer Support + FST
PROS step-down	PSR + Peer Support
Connecting to Transition Age Youth (TAY)	FST + PSR
Added support for individuals in housing programs	PSR + Peer Support
Wrap-around for individuals enrolled in clinic	Peer Support + FST

* There is flexibility to mix and match services to meet the needs of an individual, and these listed examples are NOT the only service bundle options for these unmet needs.

Dispelling the Myths

“CORE is going to replace PROS/ACT, etc.”

“CORE is impossible to make referrals to.”

“CORE is the same as what we’re already doing.”

CORE as a Stand-Alone

- Many HARP members are disconnected from the traditional behavioral health system and may prefer to only receive CORE Services
- Although not a comprehensive program model, CORE can be bundled to meet comprehensive needs
- CORE can be used as an engagement tool that can open the door to mental health and addiction supports for an at-risk population

Recognizing the Limitations

- Only accessible to HARP enrollees (HARP eligible) and HIV-SNP enrollees
- Challenging for providers to understand which services or programs may be duplicative
- Access & availability varies across the state

Allowable Service Combinations

CORE and Other OASAS/OMH Services Allowable Service Combinations

OMH/OASAS Service	CPST	PSR	FST	Peer
OMH Clinic ((including Licensed Behavioral Health Practitioner (LBHP))	Yes ⁷	Yes	Yes	Yes
Certified Community Behavioral Health Clinic (CCBHC) ⁸ - Sites Receiving NYS CCBHC Demonstration Medicaid Rate	Yes ⁷	No	Yes	No
Certified Community Behavioral Health Clinic (CCBHC) Expansion Grant Awardees ⁹ – Sites Not Eligible for NYS CCBHC Demonstration Medicaid Rate	Yes ⁷	Yes	Yes	Yes
OMH Assertive Community Treatment (ACT)	No	No	No	No
OMH Personalized Recovery Oriented Services (PROS)	No	No	No	Yes
OMH Continuing Day Treatment (CDT)	No	Yes	Yes	Yes
OMH Partial Hospitalization	No	Yes	Yes	Yes
OASAS Outpatient / Opioid Treatment Program (OTP)	Yes	Yes	Yes	Yes ¹⁰
OASAS Permanent Supportive Housing (PSH)	Yes	Yes	Yes	Yes
OASAS Residential	Yes	Yes	Yes	Yes
OASAS Outpatient Rehabilitation	Yes	Yes	Yes	Yes ¹⁰
OASAS Inpatient/Outpatient Detox	Yes	Yes	Yes	Yes

For more information, including the full text of the footnotes indicated in the chart, please see the [Benefit & Billing Guidance for CORE](#).

How CORE can Support Recovery

How can CORE support recovery?

Below are *some* examples of how you might talk to HARP members about the value of CORE Services:

Peer Support

- Get engaged in communities of your choice
- Build self advocacy skills and knowledge
- Help with getting needed supports
- Help when and where you need it most

Family Support & Training

- You and the family of your choosing will identify your goals, strengths, and resources
- The family of your choosing will receive education on how to better support you
- You and the family of your choosing will develop skills to maintain positive relationships

How can CORE support recovery?

Below are *some* examples of how you might talk to HARP members about the value of CORE Services:

Psychosocial Rehabilitation

- Receive supports where you are – not in a clinic or inpatient facility
- Develop skills to improve your life satisfaction and wellness
- Learn and apply skills to manage your mental health concerns or substance use so you can achieve your goals – new friends, connecting with family, going to school, or getting a job you like are all possible goals
- Learn how to manage stress, prevent crisis, and get the quality of life that you want for yourself

Community Psychiatric Support & Treatment

- Receive supports where you are – not in a clinic or inpatient facility
- Therapy and supports for you and your family of choice
- Help identifying personal stressors and preventing experiencing crisis
- Help for people living with both mental health concerns and substance use disorders, including tobacco use, in achieving recovery and getting the quality of life that you want



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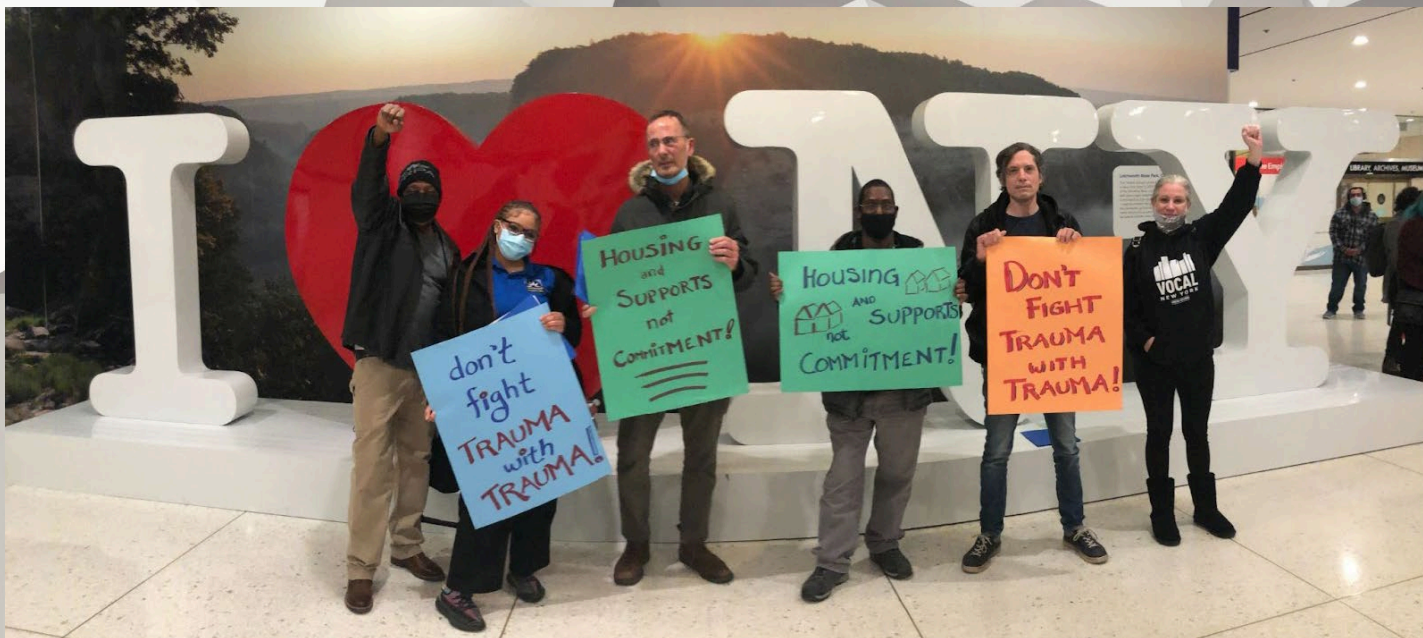
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Basics for Success

- 1.) Goals, Objectives, and Services are 100% Person-Centered
- 2.) Incorporate Social Determinants of Health into every service
- 3.) Offer extremely flexible schedules to provide services when they are needed and convenient to the customer
- 4.) Provide services where they would naturally occur
- 5.) Build relationships using authentically-pure peer services



Goodness it's just great to be able to talk to someone who gets me!

Thank you for showing me a beautiful day and a BRAND NEW EXPERIENCE !!!

I got your message.
Thank you for checking in on me!

The program has given me a better quality of life and helped me achieve some of my goals to become more independent. It has helped me to be able to see more of my community. It has strengthened me in being able to communicate better with other people in my life. It has also given me support when I needed it. I feel like I am worthy of good things in my life that help me.

Thank you for taking your time to talk with me!! It was a great help and calming feeling. I really appreciate it so much.

I appreciate you because you help me to live my life more fully by showing me new and different things !

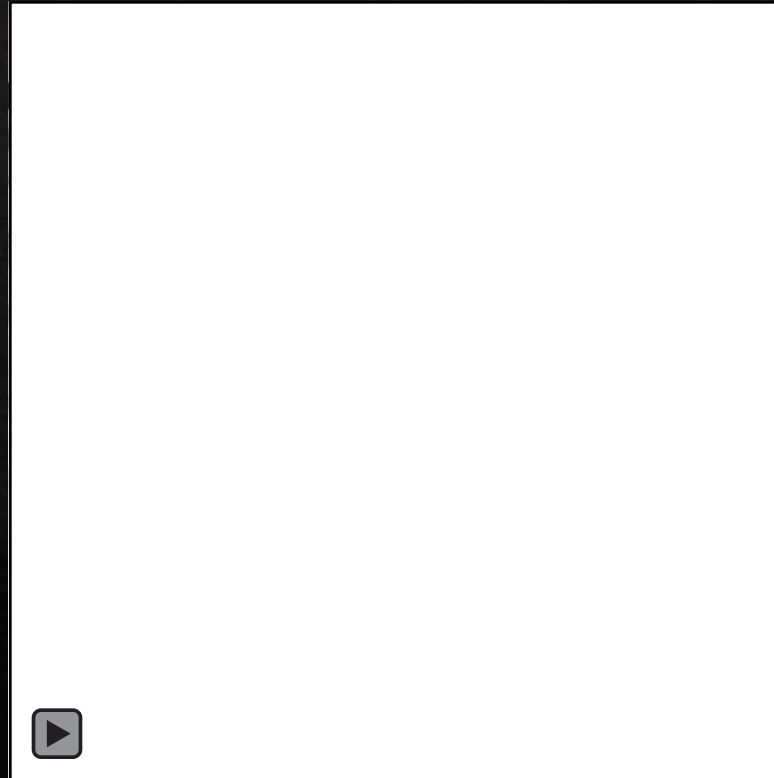
Testimonials

How is Kayaking a Goal?

- ◆ Identified a hobby of her choice (person-centered)
- ◆ Learned computer and research skills
- ◆ Developed a stronger relationship with her son
- ◆ Learned and practiced budgeting skills to purchase her own kayak
- ◆ Services occurred in the community and on the weekend
- ◆ Developed independence and confidence



“Thank You for Helping Meowt”



Break out: Discussion

Break Out Room Questions:

- How is your organization planning to incorporate CORE?
 - If you are a CORE provider, how do you plan to incorporate CORE services with other services within your organization and outside of your organization?
 - If you not currently a designated CORE provider and/or a non CORE program, how do you plan to bring in CORE services into your organization and/or other programs?
- What are some of the barriers you might anticipate for implementing this plan?
- What are some of solutions you can identify that would address and reduce the barriers?

Reconvening

Q & A + Discussion

Resources

Resources

Check out our **CORE Implementation Series** page which is regularly updated with new webinars and resources: <https://www.ctacny.org/special-initiatives/CORE/implementing-core-services/>

All **CORE** documents and guidance can be found on the **NYS Office of Mental Health's (OMH)** website: <https://omh.ny.gov/omhweb/bho/core/>

Archived **CORE** Trainings can be found on **MCTAC's CORE Special Initiatives** page: <https://www.ctacny.org/special-initiatives/CORE/NYS-led-CORE-Webinars/>

Additional CORE Resources:

- [CORE Operations Manual](#)
- [CORE Benefit and Billing Guidance](#)
- [CORE Services Fee Schedule \(Updated March 2022\)](#)