

BUSINESS MANAGEMENT SERVICES

Get the essential business supports you need to run your organization successfully.

What can we do for your organization?

FISCAL BUSINESS PRACTICES

Strengthen your organization's fiscal performance. From optimizing billing to maximizing revenue, CCSI's experienced team can help you improve business processes to achieve long-term financial viability.

HUMAN RESOURCES

Build and maintain a strong workforce. Our team of human resource professionals will help you recruit and manage talent effectively and strengthen your entire HR practices.

FISCAL OFFICER SUPPORT

Get the most from your state funding. Rely on our team's long history of partnering with agencies like yours to provide the specialized fiscal management support needed to manage state funding requirements.

STRATEGIC STAFFING

Staff up quickly to meet specific needs. CCSI can provide on-site staff with business management skills and expertise, scaled to your need and budget, to keep your organization's operations running efficiently and effectively.



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:

Maximizing effective use of state funding through specialized financial support

Madison County (NY) Mental Health Department



“Thanks to our work with CCSI, our employees now understand the connection between our budget and clinical work. Tying spending to outcomes is now part of our culture.”

– Teisha M. Cook, Director of Community Services, Madison County Mental Health Department

What opportunity did Madison County see?

As stewards of a roughly \$4 million budget aimed at improving the mental health of Madison County residents, the Mental Health Department (MCMHD) has a keen need to maximize use of state dollars, ensure compliance with funding requirements, and demonstrate program results. The Department saw an opportunity to bring in fiscal support on a contract basis, thus gaining specialized expertise and eliminating the need for a full-time employee. MCMHD hired CCSI to help manage state aid reporting, monitoring, contracting, and performance review, thus increasing their effectiveness and reducing the risk of disallowances or other penalties associated with not managing funds correctly.

How did CCSI approach the work?

Understanding the details of managing state funding can take years for a fiscal officer to master. CCSI's Jim Monfort, Sr. Consultant, Manager of Financial Services, is someone with just that experience and expertise. Jim worked with MCMHD Director of Community Services Teisha Cook to review contracts with mental health service providers, establish funding priorities, and manage grant funding. Jim also worked with account clerks at MCMHD's mental health clinic to project productivity and revenue as well as reimbursements and expenses. Jim functions as a member of the staff, working side-by-side with MCMHD employees to provide a seamless fiscal support experience.

What were the impacts of CCSI's work?

CCSI has brought not only specialized fiscal support to MCMHD, but also a wealth of connections and insights that improve delivery of mental health services in Madison County. From planning and budgeting to back-office support on topics like value-based payments, MCMHD can now access all the expertise of CCSI to share best practices and increase effectiveness. Among other improvements, CCSI's involvement in all aspects of budgeting, grant management, forecasting, and reporting has helped MCMHD's clinic reduce intake waits for psychiatric patients from 400 days to 40 days.

What were Madison County's insights?

“Jim has educated me about the flow of funding through the county to service agencies,” says Ms. Cook. “He’s taught me how to monitor contracts and have good oversight of our spending. That’s been really valuable to me as a newer director coming from a clinical rather than a financial background.” One of the greatest benefits to working with Jim has been his impact on the culture as a whole: *“Jim has really helped with talking to our clinic staff about productivity and finance in a way that’s understandable to people,”* says Ms. Cook. *“Jim has showed us how everything works together to improve delivery of mental health services in our community.”*

To talk more about how CCSI's Business Management Services can help support your agency's needs, please contact:

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