

# PROGRAM MANAGEMENT SERVICES

Complete solutions that provide talent and infrastructure to propel your programs and services forward.

## What can we do for your organization?

### PROGRAM MODELING AND MANAGEMENT

*Get clarity on where you're going.*

CCSI can help you develop a program model, service delivery structure, operational goals, practices and procedures, guided by your priorities and vision.

### STAFFING TALENT

*Staff up quickly to meet your needs.*

CCSI can provide the qualified staffing you need to get programs up and running and keep your organization operating efficiently and effectively.

### PROGRAM INFRASTRUCTURE

*Get infrastructure support all in one place.*

CCSI provides customers with the full range of services and back office supports needed for successful project and program management, including staffing and facilities, as well as financial and contract management.

### SPECIALIZED SUPPORT

*Access expertise in a variety of disciplines.*

CCSI's staff are subject matter experts in their field, and they leverage their experience and knowledge to support organizations, from healthcare systems and school districts to locally implemented programs. CCSI offers you specialized support in critical areas like data management and analysis, evaluation and cultural competence.



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

*Providing on-location talent and infrastructure solutions to support HHUNY's mission*

Health Homes of Upstate New York (HHUNY)



“There’s definitely a feeling of partnership between HHUNY and CCSI. We are all committed to ensuring that Medicaid recipients get the care they need to live their healthiest lives. There is great alignment in our missions that you wouldn’t see in a typical business model. CCSI is a strategic partner, not just a contractor.”

– Deborah Salgueiro, Executive Director, HHUNY/New York Care Coordination Program

## What opportunity did HHUNY see?

Health Homes of Upstate New York (HHUNY) is a management services organization that provides administrative support and governance to four affiliated Health Homes and more than 65 care management agencies in New York State. As a subsidiary of New York Care Coordination Program (NYCCP), its mission is to create a person-centered, recovery-oriented system of care for Medicaid recipients with chronic conditions.

When it became an independent 501(c)(3) organization in 2013, HHUNY saw the benefit of outsourcing infrastructure work such as human resources and information technology in order to allow its employees to focus on their mission. HHUNY engaged CCSI to manage HR and IT functions and to provide fiscal officer and compliance support.

## How has CCSI approached the work?

Today, CCSI runs all human resources functions for HHUNY, including hiring, benefits management, payroll, and training, as well as information technology support. HHUNY staff are CCSI employees dedicated to working on-site for HHUNY. In addition, HHUNY regularly taps into the expertise of CCSI’s consultants, in areas such as diversity training, grant proposals, contract management, and data analytics.

## What have been the impacts of CCSI’s work?

HHUNY Executive Director Deborah Salgueiro says, “Any time there’s been an issue of need, CCSI has provided phenomenal backup.” For example, when HHUNY’s controller left the organization, CCSI helped hire a replacement and managed the responsibilities of the job in the interim. CCSI staff helped avert a crisis by ensuring that the large number of Medicaid payments HHUNY processes each week went out on schedule.

## What insight has HHUNY gained from working with CCSI?

“CCSI knows us, understands our business model,” says Ms. Salgueiro. “What’s nice about CCSI is they offer a whole package of interconnected services – not just an HR department. They’re intimately engaged and are there as a resource, even to the extent of dealing with issues that employees are facing. They’re very invested in the work. The work is aligned with their values and strategic initiatives. There’s a feel that our success is their success. That real investment in an agency is something unique.”

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

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