

Sun River Health



CommunityHealth
Care Collaborative



Real Member Stories

Health Home HARP Enrolled Members Receiving Home and Community Based Services (HCBS)

Overview

CommunityHealth Care Collaborative (CCC), operated by Sun River Health, is New York State's largest Medicaid Health Home, serving 20,000 Medicaid members with serious mental illnesses and other chronic conditions, including both children and adults, across 10 counties of the Hudson Valley and Long Island. CCC was designated as a Health Home lead agency by New York State Department of Health in 2012, and as a Children's Health Home lead agency in 2016. By engaging and stabilizing the highest need Medicaid members, our network is working to create cost-savings for NYS and healthcare payers.

CCC serves 3,570 HARP enrolled members. Many of these individuals have been connected with HCBS services and have benefitted enormously from the support they've received. The snapshots below describe the impact of these services on the lives of our members.

Jack

Jack is an individual living with mental health, substance use and chronic health disorders. Prior to being assessed for and enrolling in HCBS services, Jack struggled with managing his mental health (depression and anger issues) as well as his substance use issues. After being assessed, Jack decided to enroll in peer support and psychosocial rehabilitation. With the combined support of health home care management in addition to HCBS services, Jack just celebrated his 1-year sobriety date and has been doing a great job managing his anger. Jack has also developed a more optimistic outlook on life, and he's hopeful for his future. Jack has recently expressed interest in getting pre-vocational services through HCBS so that he can begin to explore a new career path.

Andrew

Andrew is an individual living with mental and physical health diagnosis. Prior to being assessed for HCBS services, Andrew had a negative outlook on life and he often felt hopeless. His disabilities have prevented him from working in the past which has caused frustration for him. Andrew decided to try HCBS services and enrolled in peer support services. Since receiving peer support, Andrew's outlook has become much more positive. He looks forward to his meetings with his peer support worker. He says it gives him something to be look forward to. He feels comfortable with his peer support worker. Andrew recently attended an "open mic" night at the library in his community where he was able to read his poetry to those who were in attendance. Andrew has recently expressed an interest in receiving educational support services through HCBS as he would like to go back to school for music. Andrew says that he would also like to be certified as a peer so that he can inspire others in their recovery through music.



Luis

Luis is a recent graduate in Westchester who approached his Care Management Agency requesting intensive supported employment while he was still a student. Luis's Care Manager was able to help him secure employment assistance through HCBS, and also helped him coordinate housing to help him transition to living and working independently. Without these services, Luis wouldn't have had anywhere to go upon graduation and would have faced homelessness.

Camille

Camille is an individual living with a mental health diagnosis and a history of substance use disorders. Camille has suffered a number of losses in her family. The pain of her losses has caused depression and substance use in the past as she struggled with coping with all of the feelings associated with the loss. She was assessed for HCBS services and expressed an interest in peer support. Camille was matched with her peer support worker who she said she felt instantly connected to. She feels she's able to talk to her worker and that she's not judged as her peer support worker understands where she's coming from. With the support of HCBS and health home care management Camille has been able to really open up and talk about her losses as well as find alternative coping mechanisms instead of turning to substance use. Last year at this time Camille was hospitalized. This year with her support system she has been able to manage her symptoms and stay out of the hospital.

Charlie

Charlie has been utilizing peer support to help with budgeting, grocery shopping for healthier options, and developing his organization skills. He has also found it useful in other areas of his life where he has needed support but was unable to accomplish tasks without some help. Charles absolutely loves HCBS and has found the services immensely helpful in aiding his recovery.

Tonya

Tonya is an individual living with a mental health diagnosis and a diagnosis of diabetes. Prior to working with HCBS, Tonya was opposed to health home care management and any services for that matter. Tonya didn't trust easily and depended solely on her husband and mother. Since enrolling in habilitation and psychosocial rehabilitation Tonya has worked with her HCBS worker on developing a diabetic diet. They make grocery lists together and also cook together. With this support Tonya has been able to better manage her diabetes. Tonya was afraid to leave her home in the past; however, she has recently expressed that she may be ready to start getting out into the community with her HCBS worker. She also recently expressed an interest in getting educational services through HCBS so that she can take art classes.

The care you need. The respect you deserve.

Hudson River Health Care (HRHCare) and
Brightpoint are now Sun River Health.