

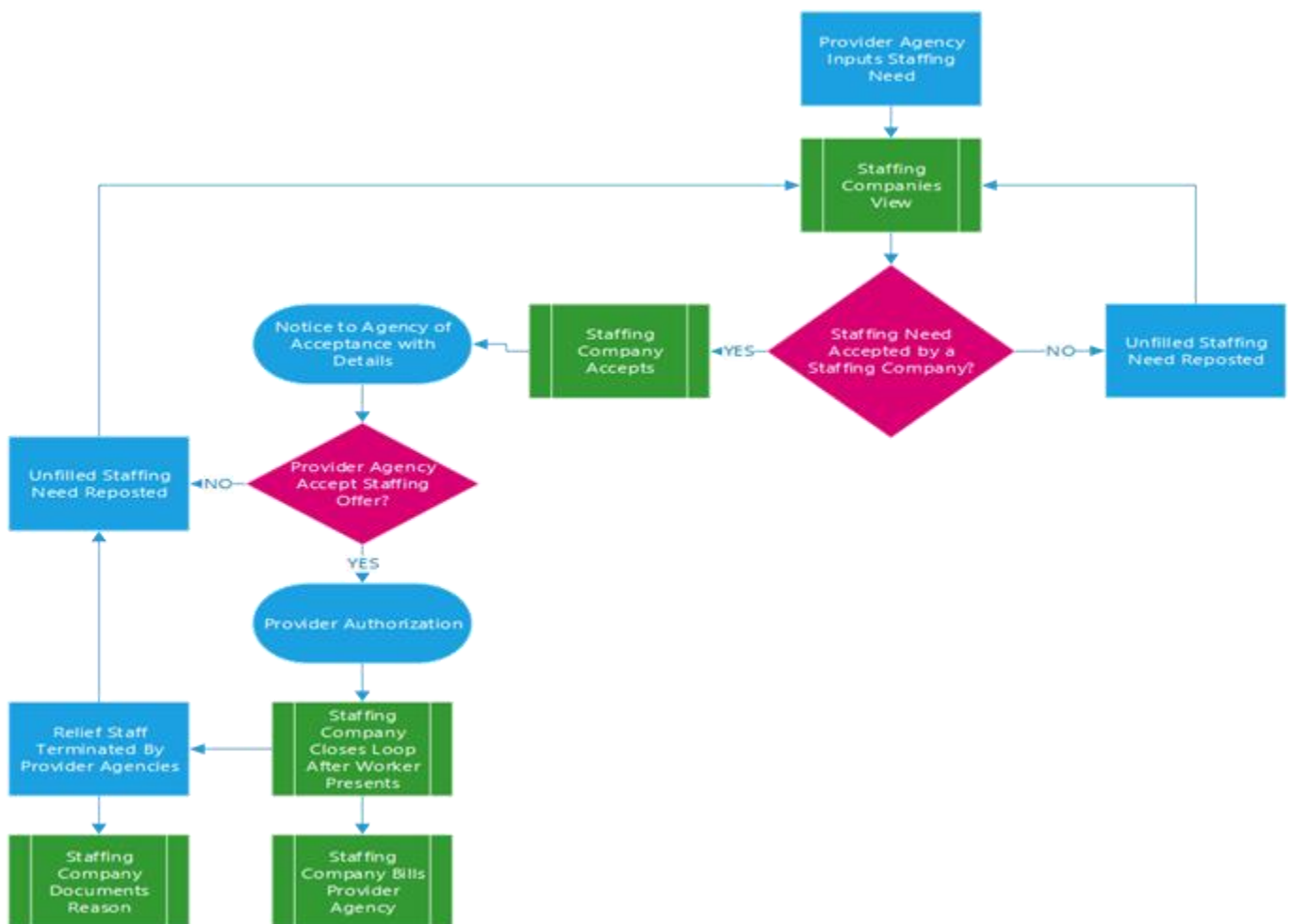
New York City community-based behavioral health providers are having increasing challenges maintaining essential congregate care services to New Yorkers with behavioral health needs and developmental/intellectual disabilities during the COVID-19 pandemic. Maintenance of staffing levels is a key challenge. To keep services operational and clients safe, programs are increasingly reliant on relief staffing provided by healthcare staffing companies. To support New Yorkers receiving care at these sites, New York City Department of Health and Mental Hygiene (DOHMH) will launch the NYC COVID Congregate Care Staffing Portal. The Coalition for Behavioral Health will operate the portal.

The goals of the portal are to expedite access to needed relief staff for providers and to track trends and potential issues related to staffing at the earliest possible juncture without burdening providers with surveys. Pamela Mattel, well known in the behavioral health care field, is leading the project for The Coalition.

Eligibility: Starting Tuesday, April 14th, the portal will be operational. The initial wave (Wave1) will be open to NYC non-profit, congregate residential settings licensed or funded by the New York State Office of Mental Health, New York State Office of Addiction Services and Supports, New York State Office for People with Developmental Disabilities or the Department of Health and Mental Hygiene. After the test period is complete and needed adjustments made to the portal or the operational workflow, DOHMH intends to open eligibility to a wider range of behavioral health programs across New York City.

How the Portal will Work: Eligible programs should email staffingsolutions@coalitionny.org to enroll in the portal. Billing will occur between the staffing company and the provider.

Once enrolled, the workflow is as follows:



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