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NEW REPORT: New York Must Integrate Health and Human Services To Improve Individual And Community Health

Commission makes recommendations to leverage expertise of community-based organizations in transition to value-based care

[Full report available here](#)

NEW YORK (April 17, 2018) – The Human Services Council of New York (HSC), a leading advocate for nonprofits providing human services, today released a report calling for key reforms to support the integration of health and human services in New York. The report, *Integrating Health and Human Services: A Blueprint for Partnership and Action*, was produced by leaders and subject matter experts from a number of related fields, including health care, philanthropy, academia, and human services.

Amid growing recognition that a range of social conditions influence health, New York is among a small group of states that are leading the way in leveraging the expertise of community-based organizations (CBOs) to improve individual and community health through a transition to a value-based care system that rewards positive outcomes—or value—rather than volume of services provided.

“The transition to a value-based care system presents both real challenges and tremendous opportunities. By forging true partnerships between health care, government and human services CBOs, we can make great strides in improving the health and wellbeing of all New Yorkers,” **said Allison Sesso, Executive Director of the Human Services Council.** “In order to fully capitalize on the expertise of CBOs, stakeholders must establish a formal process for incorporating the perspective of these organizations as they navigate the rapidly evolving health care landscape.”

“Collectively we have an imperative to take action on the recommendations outlined in the Blueprint. Those served by these overlapping systems of care deserve better outcomes,” **said Lilliam Barrios-Paoli, Former New York City Deputy Mayor for Health and Human Services.**

“In order to improve population health outcomes, we must create effective, sustainable partnerships between the health and human services sectors,” **said Anthony Shih, President, United Hospital Fund.**

"Leveraging the expertise of community based organizations in the human services sector is vital as we work to improve health outcomes for individuals and communities," said **Ram Raju, Senior Vice President and Community Health Investment Officer, Northwell Health**. "Integrating the health care and human services sectors is a worthwhile effort, and this new report informs our understanding of the best way to move past the obstacles preventing integration."

REPORT RECOMMENDATIONS:

- 1) **Bridge the technology divide:** Information management between health care and human services must begin with a full assessment of technology systems across all sectors, followed by collaboration to address the current patchwork of information technology systems that lack interoperability and impede efficient service delivery.
- 2) **Undertake a comprehensive review and overhaul of regulatory requirements:** In many respects, the State is building a value-based system on a volume-based foundation. Together, all sectors must engage in a thorough review of existing regulations to identify those that can be streamlined in order to remove barriers to partnering with health care plans and providers.
- 3) **Invest in and build systems that support stronger and more informed relationships between the health care system and human services CBOs:** Formal approaches must be established to support partnerships between human services CBOs and health payers.
- 4) **Provide greater and more targeted support for establishing provider networks:** The development of affiliations among human services CBOs should be fostered to allow for better coordination with health care partners and to offer inter-related and coordinated services as a continuum of care.
- 5) **Address contractual barriers to VBP participation:** Contract language and pricing for services delivered by human services CBOs should be standardized in order to replace the inconsistent and duplicative contractual obligations and terms that discourage, rather than incentivize, better outcomes.
- 6) **Ensure that measures of social determinants of health interventions are not overly clinical:** In order to address social determinants of health in a meaningful, measurable way, all partners must have a clear understanding of how they affect health outcomes and what it takes for human services CBOs to deliver effective interventions.
- 7) **Shift risk incrementally and commensurate with service level:** Due to thin operating margins, CBOs are not currently positioned to take on additional risk.

Stakeholders should allow for the transition to full-fledged value-based payment to happen over time, with risk-sharing evolving as the changes needed to transition to a more value-based system are made and outcomes become evident.

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About HSC: *The Human Services Council of New York, a leading advocate for nonprofits providing human services, works to strengthen the ability of nonprofit agencies to maximize human potential in communities across New York. Nearly 200 nonprofit organizations throughout New York City and State are HSC members.*

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