Required/Key Staff

In a Certified Community Behavioral Health Clinic (CCBHC), each team member plays a vital role in delivering integrated, high-quality care.

- The **CEO and management team** provide strategic leadership, ensuring compliance, financial sustainability, and alignment with CCBHC standards.
- The **Medical Director** oversees clinical protocols and integration across medical and behavioral services.
- **Behavioral health providers and licensed clinical treatment staff** deliver evidence-based mental health services, while
- **Certified substance use counselors** specialize in substance use disorder treatment.
- **Primary care staff** support the physical health needs of clients through screenings and coordinated care.
- **Peer specialists** offer lived experience and recovery-oriented support, while
- **Targeted case managers** ensure continuity of care through service coordination.
- **Psychiatric rehabilitation specialists** assist clients in building life skills and achieving recovery goals.
- **Front desk staff** are often the first point of contact, ensuring efficient patient flow and access to services.
- The **quality improvement team** drives performance monitoring and outcomes reporting, and
- the **EHR/HIT team** ensures that health information systems support documentation, interoperability, and data-driven care.

To learn more about the responsibilities and expectations for each role within a CCBHC, the following links provide in-depth guidance and resources.

https://www.samhsa.gov/sites/default/files/ccbhc-criteria-2023.pdf

https://www.omh.ny.gov/omhweb/bho/ccbhc-provider-manual.pdf

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Certified Community Behavioral Health Clinic (CCBHC)





What is CCBHC?

Certified Community Behavioral Health Clinic (CCBHC) is an integrated community behavioral health model of care that aims to improve service quality and accessibility.

CCBHCs offer comprehensive, coordinated mental health and substance use services for individuals of all ages. They increase access to high-quality, community-based care, including crisis support, and provide integrated, person- and family-centered services tailored to individual needs. Using evidence-based practices, CCBHCs serve anyone seeking help—regardless of diagnosis, residence, or ability to pay—ensuring inclusive and accessible support for the entire community.

CCBHC 9 Core Services

CCBHCs are required to offer nine core services to all individuals across the lifespan, regardless of their place of residence or their ability to pay. These services help ensure access to high-quality, person-centered care and include the following:



Together, these services form an integrated care model that addresses the behavioral health needs of individuals within the community, while also promoting recovery and wellness.

The Purpose of a CCBHC Model

- To improve health outcomes through increased access to quality care for all individuals (equitable & timely access!)
- Reduce avoidable hospital use and complications
- Foster diverse health system partnerships
- Provide behavioral health care entities in underserved areas with more financial stability through enhanced Medicaid reimbursement.
- Unlike traditional service organizations, CCBHCs are required to meet established federal and state criteria related to care coordination, crisis response, and service delivery based on community need. They are also evaluated by a common set of quality measures
- CCBHCs coordinate care across the spectrum of health services, including physical health, behavioral health, and other social service