Association of Care Management & Housing (ACMH)

Suggested by: Harriet Gerard Clark

Current Request	$12,750	**Organizational Budget**	$58,196,498
Previous Grant Amount	$11,900	**Last Site Visit**	2023
Grants Since 1998	4	**Project Budget (if applicable)**	$17,000
Total Grants Awarded	$34,400	**Purpose**	Staff Scholarships

Mission

To promote the mental and physical wellbeing of vulnerable New Yorkers through outreach and engagement, care transitions and care coordination, peer support, crisis residential services, supportive housing, and psychosocial rehabilitation services to housed and homeless adults with serious mental illness and other chronic health conditions in New York City.

Organization History

ACMH, Inc. is a 501(c)(3) not-for-profit corporation founded in 1973; it has operated licensed transitional housing programs with a rehabilitative focus since 1979. ACMH currently employs 400 staff who reflect the race and ethnicity of the clients served. In the 2024–2025 program year, ACMH served nearly 1,900 people across the following programs:

- **Care Management Services:** Coordinates medical, mental health, and social supports to improve stability and health outcomes.
- **Housing Programs:** Includes permanent supportive housing, transitional housing, and crisis residences, providing stable or short-term rehabilitative options with supportive services to help individuals secure, maintain, or transition to permanent housing.
- **Community Based Outreach and Treatment:** Encompasses Safe Options Support (SOS) teams, Assertive Community Treatment (ACT) teams, and Critical Time Intervention (CTI) services, delivering outreach, intensive mental health care, and time-limited transitional support directly in the community.

ACMH is also one of four sub-contractors in a new initiative of the New York State Office of Mental Health. Safe Options Support (SOS) provides mental health outreach to people living on the street or in the public transit system.

Update on Last Grant and Current Request

ACMH faces significant workforce challenges similar to other health and behavioral health providers, including low wages driven in part by inadequate government funding, the high cost of living in New

York City, and competition from jobs that offer remote work, while community-based services require in-person contact. These pressures, compounded by high turnover and expiration of temporary state-funded workforce bonus programs, have made it difficult to recruit and retain the skilled staff needed to serve adults with serious mental illness and other chronic health conditions. Recognizing these challenges, and with funding from the Vidda Foundation over the past two years, ACMH established a Staff Scholarship Program to retain and support skilled employees.

The $11,900 grant from Vidda in 2025 provided 17 scholarships of $850 each and the 2024 grant of $7,500 provided 11 scholarships of $750 each, exceeding AMCH's goal of providing 14 scholarships in the second year. Combined with other initiatives such as retention and referral bonuses, staff development plans, and staff appreciation events, ACMH's efforts have reduced the staff turnover rate from 38% to 23% over the last four years.

The agency is currently requesting an increased renewal of $12,750 from the Vidda Foundation to expand the scholarship program. The increased funding would provide 20 scholarships of $850 each per semester to be reimbursed upon successful completion of coursework. Scholarships may be used for any school-related costs chosen by the employee, including tuition, transportation, books, and childcare.

Eligibility requires full-time employment for at least one year, a completed staff development plan, a supervisor's recommendation, and a one-year post-degree service commitment. A committee led by the Director of Learning and Staff Development reviews applications, with awards based on tenure and alignment with ACMH's needs. The program advances ACMH's long-term strategy to invest in its workforce while sustaining high-quality services for vulnerable New Yorkers.

ACMH will fund the remaining balance of the total scholarship program cost of $17,000.

Notes

Informed by an employee survey and recommendations from an Employee Retention Workgroup, the organization reports that its board committed $400,000 in investment funds, in addition to $600,000 in general operating revenue, to support initiatives including retention bonuses, staff appreciation, professional development, and supplemental retirement contributions for key senior staff.