

ATTACHMENT B

DELIVERY SYSTEM REFORM INCENTIVE PAYMENT (DSRIP) PROGRAM COMMUNITY PARTNER (CP) BP4 ANNUAL REPORT RESPONSE FORM

PART 1: BP4 ANNUAL REPORT EXECUTIVE SUMMARY

General Information

Full CP Name:	Community Counseling of Bristol County, Inc.
CP Address:	1 Washington Street, Taunton MA 02780

Part 1. BP4 Annual Report Executive Summary

CCBC remains a sole entity provider of Behavioral Health Community Partner (BH CP) services and one of the largest behavioral health providers of Southeastern MA. Throughout BP4, the program continued to accept members living in the communities; Brockton, Taunton, Attleboro, Fall River, New Bedford, Plymouth, Quincy and surrounding areas. CCBC continued to utilize DSRIP funds to purchase technology for service delivery. CCBC is still providing new team members with computers, cell phones, zoom accounts and remote faxing capabilities to support the now hybrid work model. The care coordinators continue to utilize this enhanced technology to support their members in the safest and most effective way. In addition, CCBC utilized DSRIP funds to pay for internal information technology staff in BP4. These staff members are responsible for technological input into the Care Coordination Module within CP eHana. We continue to utilize these IT support staff for the development communication pathways (TLS) and processes with ACO partners, acquisition and set-up of devices for the use of BH CP staff. The IT support staff also provide consultation and problem-solving regarding technology issues as they arise. These staff are the architects and creators of our comprehensive Power BI business intelligence platform, and they continue the maintenance and enhancements.

CCBC used DSRIP funds in BP4 to establish with Microsoft One-Drive to improve our storage of data and enhance our comprehensive Power BI dashboards. Having access to One-Drive and Microsoft forms has been largely beneficial with collecting additional SDOH/HRSN data. In BP4, our IT staff developed an internal work-group to enhance our previous SDOH/HRSN screening tool to capture interventions. The work-group collectively developed a Microsoft form which we were able to finalize and disperse to the staff. This was an ongoing project of BP4 and have since been able to process the results to help our program better understand and identify the SDOH needs of the members we serve. In addition, a significant enhancement in BP4 that was supported by the utilization of DSRIP funds was the development within PowerBI to digest even larger quantity of claims data. Our IT staff alongside our nursing team developed a more efficient way to access and review the claims level data to explore pharmacy and medication history to better support FUD's and medication reconciliations, as well as, on-going health and wellness coaching for individualized members.

Throughout BP4, as the staffing demands increased, the need for retention was just as crucial as recruitment throughout BP4. Our biggest expense related to BP4 DSRIP funds has gone to support our employee retention bonus plan. This generous monetary retention strategy has not gone un-noticed by our workforce and seems to be key in retention, motivation and productivity. Throughout BP4, we have

successfully recruited and trained approximately 50 new staff, including Care Coordinators, Recovery Supports, Supervisors, Clinical Care Managers and Registered Nursing.

CCBC BH CP is appreciative of the utilization of the DSRIP funds to support the programmatic areas mentioned above. We look forward to seeing how these measures impact and improve our progress in relation to our DSRIP Quality Measures and more importantly to maximize the effectiveness of our Care Coordination delivery of services to meet member's individualized needs.