

ATTACHMENT B

DELIVERY SYSTEM REFORM INCENTIVE PAYMENT (DSRIP) PROGRAM COMMUNITY PARTNER (CP) BP3 ANNUAL REPORT RESPONSE FORM

PART 1: BP3 ANNUAL REPORT EXECUTIVE SUMMARY

General Information

Full CP Name:	Central Community Health Partnership
CP Address:	30 Tyler Prentice Road, Worcester, MA 01605

Part 1. BP3 Annual Report Executive Summary

The Bridge of Central Massachusetts, Inc. (The Bridge) dba Central Community Health Partnership (CCHP) as the Lead Agency with its Affiliated Partners and Material Sub Contractors, including, but not limited to, Alternatives Unlimited, Inc. (Alternatives), LUK Crisis Center, Inc. (LUK), Venture Community Partners (Venture) and AdCare Hospital Affiliated Partners, represents an ideal collective of premier human service organizations in Central Massachusetts which employ evidence-based practices to deliver both Behavioral Health (BH) and Long-Term Services and Supports (LTSS). We serve individuals with MassHealth coverage as well as other State EOHHS funded consumers. CCHP partners provide trauma-informed, best practice services to individuals with Serious Mental Illness (SMI) and Substance Use Disorders (SUD) who present with a variety of medical, physical, and developmental disabilities.

During BP3, CCHP has supported Enrollees with high BH needs to help them navigate the delivery system as well as improve their experience by holistically engaging Enrollees with high BH needs through care coordination and care management activities that strengthen, enhance and diversify their access to needed services. CCHP has assisted Enrollees to successfully integrate into their community through attaining valued community roles, developing and maintaining active membership in local organizations and forming meaningful relationships. During this period, the impact of COVID-19 has shed light to the increased number of members who have experienced food insecurities. CCHP has taken an active role in addressing this need through OpenSky as the lead agency in delivering food kits to members in need. To date, we have delivered approximately 900 food kits throughout our service area. We have also incorporated an enhanced data-driven system to assist with the decision-making processes currently used in our organizations today to guide clinical and administrative decisions. CCHP continues to develop best practices to deliver culturally competent care.

Collaboration with ACOs, MCOs, and community organizations to integrate care and address the social determinants of health has been a high priority. CHHP has also created a QM committee with members for all partner agencies. A Consumer Advisory Board was also created and currently operates with an average of 10 active member participants.

CCHP currently serves approximately 1,234 assigned BH members. Of the assigned members 680 are currently fully enrolled.

CCHP serves MassHealth Enrollees in the Athol, Framingham, Gardner-Fitchburg, Southbridge and Worcester service areas. While the Greater Worcester region has several strong health care services, vulnerable populations – such as the elderly, low-income residents, non-English speaking residents, and those with disabilities – experience difficulties in accessing primary care and oral health services, despite expanded health insurance coverage in the state. Challenges include long waiting lists to schedule appointments, long wait times, limited transportation to and from health care, linguistic and cultural barriers, complexity of navigating the health care system, and a lack of sensitivity among health care staff and administrative staff.