

COORDINATED CARE NETWORK BEHAVIORAL HEALTH COMMUNITY PARTNER SUMMARY

The Coordinated Care Network (CCN) Behavioral Health Community Partner is a consortium of six Affiliated Partners comprised of High Point Treatment Center, Child & Family Services, Duffy Health Center, Steppingstone, Brockton Area Multi Services, Inc. and Bay State Community Services; in addition, there are two material subcontractors, Community Health Center of Cape Cod and Brockton Neighborhood Health Center.

DSRIP funded activities taken by CCN during budget period 1, focused on Enrollee outreach and engagement, workforce development and technology improvements. CCN's primary focus during the budget period was to develop innovative strategies and workflows to assist with outreach and engagement. Workflows developed are shared with all Employees of CCN through trainings and are available for ongoing use via a shared Dropbox. Outreach materials such as brochures, have been utilized by CCN to assist in educating Enrollees and providers on the Behavioral Health Community Partner Program. The hiring of specialized Street Outreach Workers, has proven to be a valuable asset to our outreach and engagement efforts.

Our Human Resources Committee assisted in the area of workforce development. Meeting quarterly throughout the budget, period, they developed and implemented an annual training curriculum, which is shared amongst all Partners. The HR Committee was also responsible for completing job descriptions, competencies, discussing and reviewing job retention and advancement, ongoing hiring efforts, as well as individual employee needs.

Technology improvements consisted of the development of our own internal event notification system and a CCN website. By alerting Care Coordinators when an Enrollee is admitted into any High Point level of care, the internal event notification system has provided CCN with the ability to outreach and engage Assigned Enrollees who otherwise may not have been located. The website allows for Enrollees and Providers to learn about CCN and its Affiliated Partners. There are links to CCN's central intake, FAQs and MassHealth's website.