

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:	Coordinated Care Network
CP Address:	72 Kilburn St. New Bedford, MA 02740

Part 1. BP3 Annual Report Executive 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 3 focused on numerous areas including technology, workforce development and operational needs. Technology improvements for CCN included the development of a data warehouse and Power-BI dashboard reporting system, ongoing enhancements of our EHR platform and IT support.

Workforce development, including staff retention and staff trainings continued to be a significant focus of CCN. This budget period we were able to continue to provide staff retention bonuses as well as all staff trainings held by national and area consultants.

A main area of focus for CCN has always been on improving Enrollee care, quality, and outreach and engagement strategies. We have continued to provide Enrollee incentives such as cell phones and gift cards. We increased community awareness of the BH CP program with our website and CCN marketing materials as well as community education. CCN paid particular attention to improving care coordination, specifically with social determinant needs such as housing, food, transportation and financial assistance, as well as addressing medical and behavioral health complexities. Lastly and most importantly, CCN ensured quality care was delivered to all Enrollees.