

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

Part 1. BP4 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 were two material subcontractors, Community Health Center of Cape Cod and Brockton Neighborhood Health Center, at the start of BP4. In the latter half of BP4 Community Health Center of Cape Cod opted out of running their own program. High Point Treatment Center took over management of the existing members as well as handled the future referrals from C3 that would have otherwise been assigned to Community Health Center of Cape Cod.

DSRIP funded activities undertaken by CCN during budget period 4 continued to focus on numerous areas including technology, workforce development and operational needs. Technology improvements for CCN included the further development of a data warehouse (EDW) and Power BI dashboard reporting system as well as 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 CCN continued to provide Quarterly All Employee Trainings conducted by national and area consultants.

A key area of focus for CCN has always been on improving Enrollee care, quality, and outreach and engagement strategies. CCN continued to provide Enrollee incentives such as cell phones and gift cards. 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 the continuation of quality care to all Enrollees.