



# MassHealth Community Behavioral Health Center (CBHC) Quality and Equity Incentive Program (QEIP)

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<b>Program:</b>	CBHC QEIP
<b>Performance Year:</b>	2
<b>Measure:</b>	Equity Improvement Intervention
<b>Deliverable:</b>	PIP Topic Selection and Planning Report
<b>Submission Portal:</b>	OnBase
<b>Submission Due Date:</b>	October 31, 2025
<b>File Naming Convention:</b>	CBHCAbbreviation_PIPTopicSelectionandPlanning Report_YYYYMMDD

## Summary

The Equity Improvement Intervention measure is a Condition of Participation for the CBHC Quality and Equity Program (CQEIP) that promotes Community Behavioral Health Centers (CBHCs) to make meaningful improvements in equity and access to care. For the remainder of the four QEIP performance years, the CBHCs will design and implement one health equity-focused Performance Improvement Project (PIP).

For the purposes of the CQEIP, PIPs are not assessed based on performance; rather, they are an opportunity for CBHCs to strengthen their quality improvement framework by:

- 1) identifying current processes and opportunities for improvement;
- 2) implementing an intervention;
- 3) evaluating the intervention impact; and
- 4) continuing activities that sustain improvement.

The goals of this PIP Topic Selection and Planning Report deliverable are to:

- 1) confirm key personnel information for main PIP contacts;
- 2) provide guidance to CBHCs in planning for the PIP; and
- 3) receive information from CBHCs on their proposed approach for the PIP.

A CBHC TIN-billing entity shall submit one report on behalf of its CBHC sites if there are multiple sites.

## Reporting Template

### Introduction

CBHCs should complete the reporting template provided in this document and submit the completed report to EOHHS via OnBase by **October 31, 2025** with the following file naming convention: **CBHCAbbreviation\_PIPTopicSelectionAndPlanningReport\_YYYYMMDD**. Please rename the file with the CBHC abbreviation and submission date.

*Note: submission is a 2-step process. After uploading the deliverables onto OnBase, you must also click “submit” to finalize the submission.*

Please reach out to the MassHealth Health Equity Team at [Health.Equity@mass.gov](mailto:Health.Equity@mass.gov) with any questions.

## Deliverable Sections:

- Section 1: Entity Background and PIP Information
- Section 2: PIP Topic Guidance & Selection
- Section 3: Institutional Resources
- Appendix

## Section 1: Entity Background and PIP Contact Information

### 1. Entity Background

<b>Legal Name of CBHC Organization:</b>	Add text
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### 2. PIP Contact Information

Is the contact information you provided in the PY1 PIP Assessment and Planning Document still relevant and accurate? Please use an “X” to indicate response

- ☐ Yes  
☐ No

2a. If not, please list any changes in the following table. This may include adding or removing any CBHC personnel responsible for planning and implementing this PIP, or changes to their contact information. You may add additional rows, if needed.

First and Last Name	Title	Email Address

*Add more rows as needed*

## Section 2: PIP Topic Guidance & Selection

### CBHC Topic Guidance:

- PIP topics must be approved by EOHHS prior to start of implementation.
- In alignment with the goals of Behavioral Health Roadmap, the CBHC QEIP Equity Improvement Intervention measure will focus on supporting CBHCs in implementing PIPs aimed at improving access and availability to behavioral health services.
- CBHCs will carry out one PIP in one of the two following topic areas:
  1. Language Availability at First Point of Contact
  2. Community Engagement

- Track 1: engagement and partnership(s) with hospitals, community health centers, or other clinical and medical organizations.
  - Track 2: engagement and partnership(s) with schools, local police departments, libraries, or other community-based organizations
- CBHCs choosing *Community Engagement* must choose either track 1 or 2 for the PIP, unless otherwise approved by EOHHS.
  - **Please note**: the topic area “*Language Availability at First Point of Contact*” should not be confused with the CQEIP measure “*Meaningful Access to Healthcare Services for Individuals with a Preferred Language Other than English*” (also known as the “*Language Access*” measure). The *Language Access* measure focuses on assessing the provision of language assistance services during CBHC service encounters.
  - Examples of PIPs focused on *Language Availability at First Point of Contact* may include, but are not limited to:
    1. Improving language availability (including ASL) when individuals first call or walk in for service.
    2. Improving language availability (including ASL) at initial triage for mobile crises.
  - Examples of PIPs focused on *Community Involvement* may include but are not limited to:
    1. Engaging with local police departments to divert individuals experiencing a mental health crisis away from the criminal justice system.
    2. Increasing awareness and knowledge of CBHC services with community-based organizations, such as libraries, and community centers.
  - For either PIP topic area above, CBHCs will identify three new interventions targeted towards addressing at least one identified driver of underperformance. CBHCs should choose a topic area needing improvement.

### 3. Topic Area

What topic area do you intend to select for this PIP? Please use an “X” to indicate response.

- ☐ Language Availability at First Point of Contact
- ☐ Community Engagement: Track 1
- ☐ Community Engagement: Track 2

### 4. Rationale

Please provide the rationale for selected topic. Your rationale may address current processes that impact performance, identified opportunities for improvement, or organizational priorities. Your rationale must also incorporate analysis of relevant data sources that informed your topic selection. These sources may include but are not limited to current policies, direct stakeholder feedback, feedback from the Massachusetts Behavioral Health Partnership (MBHP) Secret Shopper program, volume of police drop-offs and direct admissions, or other monitoring or evaluation sources relevant to this PIP. (Suggested word count: 500 words).

[Narrative reply:](#)

4a. If you selected *Language Availability at First Point of Contact* as your proposed PIP topic area, please indicate the target language group(s) for this PIP. Note: Target language group(s) must be a language other than English. (Suggested word count: 100 words).

[Narrative reply:](#)

4b. If you selected *Community Engagement* as your proposed PIP topic area, please indicate the specific entities you plan to engage with through this PIP. (Suggested word count: 100 words).

[Narrative reply:](#)

### 3. Primary Goal

For the proposed PIP topic area, what is the primary goal or intended outcome? (Suggested word count: 200 words).

[Narrative reply:](#)

## Section 3: Institutional Resources

### 4. Institutional Resources

Please describe key organizational resources that will be leveraged for PIP planning, implementation, and reporting on the proposed PIP topic area. As appropriate, your description should include:

- Data analytics and reporting groups
- Clinical, population health, and/or health equity-related:
  - Personnel
  - Project management resources
  - Training and education resources
- CBHC leadership commitment to equity-focused programs and interventions

(Suggested word count: 500 words)

Narrative reply:

## Appendix A: PIP Reporting Requirements for CBHCs

### *General Implementation Sequence:*

PIP: Planning and baselining in PY1 (CY24) through PY3 (CY26), implementation in PY4 and part of PY5 (CY27-CY28), closeout in PY5 (CY28).

### *Deliverables and Reporting:*

Year	Anticipated Report Due	Anticipated Due Date
PY1	PIP Assessment and Planning Document	11/1/2024
PY2	PIP Topic Selection and Planning Report	10/31/2025
PY3	PIP Baseline Report	8/31/2026
PY4	PIP Progress Report	10/31/2027
PY5	PIP Closure Report	9/30/2028

### *Description of Elements in Reports:*

- PIP Topic Selection and Planning Report: Identify topic, target population, PIP aim, and data sources.
- PIP Baseline Report: Barrier analysis and identification, a comprehensive plan that may include baseline performance data, proposed intervention, and intervention tracking measures.
- PIP Progress Report: Assessment of PIP methodology and progress towards implementing interventions, including identifying any updates made to the proposed PIP plan from PY3.
- PIP Closure Report: a comprehensive report focused on finalizing project, analyzing the impacts of interventions, assessing performance between baseline and closure, identification of any successes and/or challenges, and plans for continuation and potential expansion of interventions beyond the PIP.