

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:	Clinical & Support Options, Inc.
CP Address:	1 Arch Place, Greenfield, MA 01301

Part 1. BP3 Annual Report Executive Summary

CSO's CP program had many successes in BP3, despite the emergence of the COVID-19 pandemic. CSO experienced a variety of opportunities for learning and improving the program. In the face of this challenge, the program continued to build relationships with eight ACOs and their affiliated practices, modified workflows and processes for greater efficiency to serve members' needs. CSO sustained strong community and agency relationships and made effective referrals to resources and services. CSO built upon skills our team developed with a commitment to providing person-centered, effective services in support of clients. We developed workflows that made it easier for staff to document their work of helping clients set and reach various goals. Most importantly, many clients experienced improved health and wellness with the CP Program's support despite the barriers faced during the COVID-19 pandemic.

CSO implemented evolving policies and program developments by engaging in regular communication with stakeholders. Monthly meetings with MassHealth, weekly "office hours" phone calls, and conversations with ACO's/MCO's ensured high-quality service delivery. While it was challenging to adapt to necessary changes related to COVID-19, we appreciate the support of MassHealth and our partnering ACO's in the success of this endeavor.