

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:	Clinical and Supports Options, Inc.
CP Address:	One Arch Place, Greenfield, MA 01301

Part 1. BP4 Annual Report Executive Summary

Clinical and Support Option's (CSO) Community Partner Program provides care coordination services within four counties of Western Massachusetts, including Franklin, Hampshire, Berkshire, and part of the North Quabbin service area to MassHealth members. The CSO CP program incorporates a trauma-informed holistic approach to provide person-centered treatment to individuals experiencing mental illness, substance use disorders, and medical co-morbidities. Our dedicated multidisciplinary team consists of licensed clinical social workers, registered nurses, care coordinators, and administrative support staff working together to provide comprehensive and individualized care coordination services.

CSO's provision of comprehensive, holistic services to individuals with multiple and complex issues focuses on supporting people in their progress toward self-sufficiency with a strong emphasis on social determinants of health. To do so, we commit to excellence in our services. At the same time, we collaborate internally and externally with community agencies, providers, and regional social services to establish and participate in a comprehensive system of assistance and resources for our communities.

In 2021, the CP team continues to build relationships in the community and, with eight ACO's/MCOs, utilize data to improve workflow processes and provide best care practices to shared clients. We have streamlined internal procedures and continue to experience learning opportunities that enhance CP programmatically and administratively. During 2021, we have seen improvements in turn-around times for deliverables and staff retention, despite challenges related to COVID-19. Our Franklin and Berkshire County clinic locations have each gained a care coordinator during this reporting period, allowing for efficient delivery of care coordination.

The care coordination skills of our committed team provide person-centered, flexible, creative services and support to members. Building on solid community and agency relationships, we provide resource navigation to members guided by their goals and multidisciplinary treatment planning. CSO's development of proficient systems around documentation enables staff to spend more time with clients, supporting them to set and reach various goals. Most

importantly, many of our members demonstrated progress and achieved goals with the support of the CP Program.

CP has experienced continued success with engagement despite pandemic-related barriers as we find clients accepting of support and have access to phones, WIFI, or stable living arrangements during eviction moratoriums. Telehealth has been an effective tool in engagement and connecting to our participants during this unprecedented time.

Ongoing communication with MassHealth through monthly meetings and weekly office hours has helped us keep on top of evolving policies and program developments, especially COVID leniencies. Our learning curve continues to evolve as we work collaboratively with MassHealth to identify effective processes, work through barriers, and glean lessons learned to effect change in the lives of those we provide service.