

ATTACHMENT B

DELIVERY SYSTEM REFORM INCENTIVE PAYMENT (DSRIP) PROGRAM COMMUNITY PARTNER (CP) BP2 ANNUAL REPORT RESPONSE FORM

PART 1: PY2 ANNUAL REPORT EXECUTIVE SUMMARY

General Information

Full CP Name:	Eliot Community Human Services, Inc.
CP Address:	125 Hartwell Ave Lexington, MA

1. PY2 Annual Report Executive Summary

The focal point of Eliot's BH CP DSRIP funded activities in budget period 2 has focused on enhancing our technology, reporting and data analytics to inform and improve service delivery. As a part of this process we have begun analyzing member information that can guide outreach and further support the people we serve. The population that we are serving often has had sporadic engagement with both medical and behavioral health providers resulting in frequent emergency room visits, missed opportunities for preventive care, and fragmented treatment. Through our current efforts we have identified:

- Cohorts of individuals with complex needs and significant service utilization;
- Potential correlations with health status and demographic data;
- Emergency Department Facilities with high member usage;
- Targeted projects with ACO/MCO to meet the needs of members.

We continue to utilize tools and strategies to enhance service provision through technology. In addition, we have implemented specific workflows to manage ADT/ENS information feeds to ensure timely access to direct care staff who are able to respond to member level needs effectively and efficiently. At the completion of the budget period, we built upon the foundation of the previous reporting period; utilizing our experiences over the past year to strengthen our program.

Additionally, Eliot is strengthening staffing resources and expanding the expertise of our BH CP staff. We are reviewing work flows and job responsibilities to enhance job performance and satisfaction. Eliot has enhanced recruitment efforts and continues to build a solid base of staffing resources, education and training. Our staff have consistently produced excellent outcomes related to member engagement and participation of assigned members. We believe this work will continue to improve throughout the budget period.