

FSA LTSS COMMUNITY PARTNER PB1 ANNUAL REPORT

SUMMARY

During the first year of DSRIP funding, Family Service Association (FSA), as a Long Term Services and Supports Community Partner (LTSS CP), has undertaken numerous actions to coordinate services for children and adults living with chronic and/or complex medical needs. We have assembled a talented, well-prepared team of Care Coordinators, Community Health Workers and administrative personnel. We have established meaningful relationships with two MCOs and ten ACOs and have begun the hard work of integrating care between the insurer, the primary care provider and the network of community based service providers. We have received over 1200 referrals for Medicaid ACO members residing in 69 cities and towns throughout the southeastern region of the state; including Martha's Vineyard and Nantucket. We have provided over 2000 qualifying activities and signed participation agreements with almost 400 individuals. We have created the organization's first fully electronic health record providing a secure yet mobile, web-based platform to support outreach and engagement of referred individuals and families. We have the technology in place to meet any member, anywhere and we are equipped to begin the important task of identifying needs, setting goals, connecting members to services and coordinating care at the time of first encounter.

Much progress has been made to build the administrative infrastructure needed to support such a complex endeavor. We have built upon the organization's strong quality improvement process to support the quality management committee needs of the LTSS CP program. Membership has been solidified and a reliable meeting cadence is in place. We have formed a Consumer Advisory Board with strong support from community stakeholders. An inaugural meeting has been held with plans to expand membership to include members, family and caregivers early in 2019. We have established LTSS CP satellite locations in three cities; putting valuable care coordination services at the community level. In the brief time since the program started, program staff have worked diligently with identified members. We have assisted referred members to obtain housing, establish connections with primary care providers and obtain required durable medical equipment. We have aided parents to advocate for the educational, recreational, medical and psychosocial needs of children with complex medical, developmental and behavioral health needs. We have responded to victims of trauma, abuse and neglect, putting a safety net in place and working with individuals to recover and rebuild their lives. We have connected members to countless community services and in the short-time the program has been operational we are already changing lives for the better.

The designation of Family Service Association as a Community Partner marks the beginning of an exciting new chapter for our organization. Individuals and families living with complex and chronic medical conditions will be better served thanks to this program. We are proud that our organization's expertise and commitment to mission-driven service has been recognized by the Commonwealth of Massachusetts and that we have been afforded the opportunity to serve in this capacity. Together with our fellow LTSS CP providers, we will ensure more favorable outcomes for MassHealth members and work to overcome social detriments of health to strengthen individuals and our community as a whole.