

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:	Family Service Association
CP Address:	101 Rock Street, Fall River, MA 02720

Part 1. BP3 Annual Report Executive Summary

Family Service Association is proud to continue to serve as a LTSS Community Partners (CP) for the entire southern region of the state, with offices located in Fall River, Brockton, New Bedford and Hyannis. Through its partnerships with ten Accountable Care Organizations (ACO's) and Managed Care Organizations (MCO's), FSA has coordinated and integrated care for individuals aged 3 to 64. FSA has been servicing a minimum of 1,100 members a year as of 2020, with an anticipated increase in the number of members served during BP4 to 1,800. The specific populations FSA serves through the LTSS CP program include:

- Children and adults with complex medical conditions and LTSS needs
- Individuals with brain injury and / or cognitive impairments
- Children and adults with physical disabilities
- Individuals with Intellectual and / or Developmental Disabilities (I/DD) including Autism and Autism Spectrum disorders
- Individuals with some chronic behavioral health needs

LTSS CP services continue to be delivered by highly skilled Care Coordination teams strategically assigned to sub-regions within Southern Massachusetts. The Care Coordination teams are comprised of Care Coordinators and Community Health Workers that are educated, skilled and prepared to meet the needs of a culturally and linguistically diverse population. This is achieved through strategic recruitment from all of the sub-regions that are served, hiring staff from the communities they serve in order to build strong ties and increase FSA's visibility as a community provider. Recruitment is done with a focus on language capacity which for our team currently includes Spanish, Portuguese, Cape Verdean Creole, Haitian Creole, Khmer, and Bassa. Our program has an independent Outreach team developed during BP3 in order to remove this burden from most of our Care Coordination Teams, with the exception of our Cape Cod team.

Our program's turnover rate continues to be below industry standards, and is continually monitored through the Human Resources Department. FSA is currently offering a sign-on bonus for any full or part time employee that is based upon their hourly rate. The agency also has an employee referral program for referrals that remain employed beyond the introductory 90 day period.

FSA has made investments in TA Projects in the area of Workforce Development in order to better support our staff by providing the resources and tools that they need to efficiently and successfully do their jobs. We have also participated in other TA Projects involving MassHealth Claims data via our Electronic Health Record and Claims Data Dashboard and will continue to make further investments in this area.

Our program management have also been active members of the Mass Health Care Plan Collaborative with two of our preferred providers. Program success and sustainability also lies in establishing positive and productive relationships with our ACO / MCO partners, and continuing toward the programmatic goal of integration. We believe that in increasing our capacity for data analytics that our CP program will be better equipped to provide concrete evidence regarding the positive influence that we can have on the outcomes of our member's lives.