

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

#### Part 1. BP4 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 Mashpee. 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 1,300 members a year as of 2021, with an anticipated increase in the number of members served during BP5 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 Community Partners 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 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, and Haitian Creole. Our program has an independent Outreach team that handles the initial outreach and provides a warm hand-off to the Care Coordination Teams once members agree to participate in the program.

FSA is currently offering a sign-on bonus for any full or part time employee hired on due to the increase staffing crisis caused by the ongoing COVID-19 pandemic. The agency also has an employee referral program for those new hire candidates 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 a Claims Data Dashboard provided by Hexplora. Our program also has a dedicated Data Analyst, a position which has been integral in providing reports and slide decks to MassHealth, our ACO / MCO partners, Consumer Advisory Board and other external stakeholders, as well as our own CP staff to demonstrate the performance of the program.

Program success and sustainability 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 is better equipped to provide concrete evidence regarding the positive influence that we can have on the outcomes of our member's lives.