

## 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

<b>Full CP Name:</b>	North Region LTSS Partnership
<b>CP Address:</b>	8 Silsbee Street, Lynn, MA 01901

#### Part 1. BP3 Annual Report Executive Summary

The North Region LTSS Partnership (NRLP), like all other social service agencies, was compelled to make swift changes in its operations in order to navigate through the extraordinary challenges which the 2019-2021 COVID-19 pandemic engendered. Consequently, within a span of less than a week, NRLP staff were successfully sited at remote locations with the critical equipment, software, and communications protocols to continue supporting members whose needs tended to intensify as the pandemic unfolded. Practicing appropriate social distancing protocols, NRLP staff found ways to sustain connections with – and provide much needed supports to -- members through means that included telephonic, zoom, and even in-person meetings (at appropriate distances, generally in public spaces). Among the most pressing concerns, at least during the earlier phases of this crisis, was ensuring food security as well as sustained in-home supports. NRLP staff helped in multiple ways, including shopping for food and/or delivering food from food distribution sites to members who were necessarily isolated, finding alternative in-home supports when necessary and as appropriate, and ensuring that members had access to communications.

As a result of the pandemic, many of the workforce development training series scheduled to unfold during the year were necessarily cancelled. However, GLSS (the lead NRLP partner) was able to develop a number of critical training supports which were delivered to NRLP staff. This included short videos on critical elements of the pandemic and response protocols and strategies for providing supports most effectively during the pandemic. It also included access to the monthly Conversations for Caring webinars offered by GLSS through which nationally acclaimed experts from area academic and public health institutes provided more in-depth information around the impact of the pandemic on different populations and methods for best ensuring optimal outcomes.

Despite the additional challenges posed by current public health crisis, NRLP nonetheless spent significant time focusing on mechanisms for improving member outreach and engagement capacities. This resulted in changes in workflows and staffing patterns, including staffing hours,

that supported a broader outreach scope and sweep. At the same time NRLP instituted a bonus incentive plan – in lieu of end of year cost of living/performance raises – in order to incentivize staff to focus on clearer programmatic targets.

NRLP also spent considerable time during BP3 focusing on tracking and gathering data on members' health related social needs. Working with technology partners, NRLP is creating a data lake where HRSN/SDOH data can be integrated with other data sources, such as claims data. The goal is to initially identify correlates between SDOH indicators/ goal completion/ clinical outcomes/ as well as ultimately to develop appropriate HRSN indicators with predictive capabilities relative to health crises and total cost of care.