Providing support to all ESNH programs, employees, and clients throughout the state, the administrative staff area has expanded over the last 30 years as the agency has grown and become more complex. Offices and cubicles have been reconfigured in an organic and opportunistic manner to accommodate this, and, as a result, the building layout currently underutilizes space and is inefficient. Employees find themselves with a shortage of office and meeting space as well as outdated, aging furniture, flooring, lighting, and cubicle partitions.

The renovation plans call for increasing the efficiency and aesthetics of the administrative offices by creating more organized workspaces. Meeting and break areas will be improved, and there will be a dedicated and secure entrance for staff. In addition, a wellness component to the plans includes adding shower and locker rooms (1 male and 1 female) so staff can exercise and clean up on breaks or after their shift is done. As a result of the renovations, the staff will work in a safer, optimized environment, improving our ability to support program staff and better serve our clients.

Alongside the physical improvements to the Auburn Street Headquarters, we will upgrade our recordkeeping practices to Electronic Health Records (EHR), which have become a basic tool for use by providers who supply medically related services. In fact, there is an expectation that all providers who bill private insurance, Medicare, and Medicaid are using EHR. Implementing EHR at ESNH will positively impact our programs and allow us to more efficiently serve our clients.

ESNH will use Lauris Online solution. This software is designed to specifically meet the needs of the clinician and counseling service industries to transition providers away from filing paper-based client forms. This cloud-based e-solution requires limited investment and ongoing fees are paid based on usage versus a license fee. Among the many positive aspects of moving from paper to EHR, we will:

- Be more competitive by becoming up to date with other program providers;
- Decrease risk of catastrophic loss of records due to fire, water, or misfiling;
- Decrease threat of paybacks due to insufficient record keeping, HIPAA, or other compliance risks;
- Allow significant quality improvement training based on targeted areas of deficiency;
- Reduce revenue loss due to billable work “leakage,” undocumented, or under executed authorizations;
- Interface with our billing systems to decrease the time to bill;
- Allow business intelligence and outcomes reporting for use externally and internally;
- Support the maintenance of our proprietary “Lily” Data Warehouse for data capture and increasing our ability to support agency-wide reporting.