bhnTimes

IMPACT REPORT 2026

Stronger Together. Growing Together.



The impact in these pages belongs to all of us.
Thank you for helping create a stronger, healthier Massachusetts.

A Year of Growth and Connection



As I reflect on the past year, I am filled with gratitude, pride, and renewed resolve. This has been another remarkable year of evolution and transformation for BHN, highlighting our resilience and, once again, that we are truly **Stronger Together.**

As communities across Massachusetts face increasing challenges to overall well-being, BHN remains committed to adapting and responding to changing needs with creativity and collaboration. Working together within BHN and externally with other entities that support our communities, we improve access, enhance services, and ensure people receive the support they need, when and where they need it.

Our theme of Stronger Together, Growing Together is epitomized by our expansion into Worcester. Our executive and administrative teams worked tirelessly to bring about the largest single expansion in BHN history. In collaboration with UMass Memorial Health, leadership of the former Community Healthlink (CHL), elected and state officials, and the general public, BHN assumed operations for Worcester services formerly operated by CHL. This transition brought over 300 employees and thousands of clients into the BHN community, preserving services and maintaining continuity of care. By bringing together resources, expertise, and services, we have increased access to care and strengthened our ability to meet the needs of individuals and families across Massachusetts.

We are grateful for our employees who assisted in this transition and to all the employees who delivered high-quality services across BHN. Every day, BHN staff bring compassion, expertise, and dedication to their work, helping people find hope, stability, recovery, and opportunity. Their commitment drives everything we accomplish, and we remain dedicated to supporting their success through investments in professional growth, leadership development, recognition, and well-being. By strengthening our workforce, we strengthen the communities we serve.

The stories and outcomes highlighted throughout this report represent more than numbers. They reflect lives changed, families strengthened, and communities supported. They are a testament to what we can achieve when we work together. Thank you to our employees, partners, supporters, and the individuals and families who place their trust in us each day. Together, we are building a stronger future for all.

Steve Winn
President & CEO
Behavioral Health Network

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Kevin O'Regan, Board Chair
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Tiffany Rufino
Senior Manager, Public Health Institute of Western Massachusetts

Robert Stewart, Jr.
Insurance Agent, Chase, Clarke, Stewart & Fontana

Growing Our Reach, Expanding Our Impact

For more than 85 years, BHN has been helping individuals, families, and communities across Massachusetts thrive. This year, we expanded our reach, increased access to care, and strengthened support for those who need it most. The numbers below provide a snapshot of our impact across the Commonwealth in Fiscal Year 2026.

32,595
INDIVIDUALS SERVED

250+
CITIES & TOWNS WHERE BHN CLIENTS LIVE

2,338
EMPLOYEES

103
ACTIVE PROGRAMS

43
LOCATIONS

BHN significantly expanded our presence in Central Massachusetts. Through the Together for Families partnership with LUK, Inc. BHN now provides home and community wraparound care for children and families across Worcester County. Spanning fiscal years 2026 and 2027, BHN also transitioned Worcester-based services formerly operated by Community Healthlink (CHL), adding over 300 employees and expanding care to thousands of clients.



BHN opened a new Abilities Learning Center providing autism services and bringing specialized support and resources to children and families in Southeastern Massachusetts.

Mental Health Services, CBHC & Crisis Care

Access to care remains at the heart of BHN's mission. Whether someone is experiencing a mental health crisis, seeking ongoing treatment, or reaching out for help for the first time, BHN provides timely, compassionate support through its Community Behavioral Health Centers (CBHCs), outpatient services, medication management clinics, and crisis response programs. This year, BHN maintained no waitlist for urgent outpatient services, responded in person to more than 80% of crisis calls within 60 minutes, expanded CBHC services in Greater Worcester and offered over 50 different kinds of therapy and support groups.

16,057

INDIVIDUALS RECEIVED OUTPATIENT SERVICES

Connecting people to ongoing mental health treatment, counseling, and recovery support.

"It is nice to listen to others and talk in a place where people can relate to what you are saying. So many times people just don't understand."

~ Group Therapy Participant



5,114

INDIVIDUALS RECEIVED MEDICATION MANAGEMENT

Helping individuals access psychiatric evaluation, medication management, and ongoing clinical care.

5,581

INDIVIDUALS SERVED THROUGH CRISIS & EMERGENCY SERVICES

Providing timely intervention and support through Adult and Youth Mobile Crisis programs.

50+

OUTPATIENT THERAPY & SUPPORT GROUPS

Providing opportunities to connect, build coping skills, and support mental health and recovery.

No Waitlist

FOR URGENT OUTPATIENT SERVICES

Providing timely access to care when support is needed most.

25

SECONDS AVERAGE CALL ANSWER TIME

Ensuring individuals and families can quickly connect with support when they need it.

80%+

CRISIS RESPONSES WITHIN 60 MINUTES

Delivering rapid, in-person support during behavioral health emergencies.

Meeting Community Needs



"They want to feel heard and they have no control. Because when you are in a crisis, you just have no control. Once they hear you and you're calm, respectful, and willing to listen, you have them. They want to feel heard."

~ Michelle Cost
BHN Co-Response Clinician helping individuals in crisis access support, treatment, and community resources.



Responding Together: Care in a Moment of Crisis

BHN's Co-Response Program partners clinicians with law enforcement to support individuals experiencing mental health challenges, substance use concerns, and other personal crises. Working alongside first responders, clinicians help assess needs, de-escalate situations, connect individuals to services, and provide follow-up support that can reduce the need for emergency intervention.

In Springfield alone, BHN co-response clinicians responded to approximately 1,400 mental health-related calls last year, helping individuals access care and resources when they need them most. Through Adult Mobile Crisis Intervention (AMCI), Youth Mobile Crisis Intervention (YMCI), and Co-Response services, BHN meets people where they are, in homes, schools, and communities across Massachusetts.



Jessica Morris was the recipient of the Westfield Police Department Police Achievement Ribbon for her commitment to supporting individuals and families through BHN's Co-Response Program.

This year, Jessica Morris, BHN's Mental Health Co-Response Clinician with the Westfield Police Department, was awarded the Police Achievement Ribbon in recognition of her outstanding service to the community. The award highlighted her dedication to helping individuals and families navigate mental health challenges, building trusted relationships, reducing reliance on emergency interventions, and connecting people with the support they need. Her recognition reflects the powerful impact of collaboration between behavioral health professionals and public safety partners.

Helping Children & Families Thrive at Home and in the Community

Children thrive when families have the support they need. Through a continuum of children's services, BHN partners with families to foster healthy development, build skills, and create opportunities for success at home, in school, and throughout the community. Together, we're helping children gain confidence, celebrate milestones, and reach their full potential.



Community partners and local leaders joined together for the Springfield Abilities Learning Center Grand opening celebration.



"I enjoy being a Behavior Technician because I get to see the impact we have on children's lives through their growth and the little milestones they reach every day. Seeing the skills they learn is incredibly rewarding."

~ Charlize Estremera
Behavior Technician

Growing Together: Lessons from the Abilities Learning Center

Every child has the potential to grow and thrive when supported in ways that meet their unique needs. Through BHN's autism services, children and youth under age 21 build communication, social, behavioral, and daily living skills through individualized Applied Behavior Analysis (ABA) services. Families can access support where it works best for them: at home, at school, in the community, or at one of BHN's Abilities Learning Centers in Springfield and Fall River.

Since opening in November 2025, the Abilities Learning Centers have provided welcoming spaces where children can learn, connect with peers, and grow. Every day, BHN staff partner with families to celebrate milestones, build confidence, and help children reach their full potential.

"These services teach children skills for everyday life and give parents guidance and tools to help navigate the life of autism."

In the accompanying video, staff share lessons learned from the children and families they support. ***Scan the QR code to hear their stories.***

bhntimes.org/2026#lessons



Members of BHN's CSA team.

Growing Support for Families in Central Massachusetts

Building on BHN's longstanding presence in **27 Western Massachusetts communities**, this year we expanded Community Service Agency (CSA) services into **32 additional cities and towns in Central Massachusetts** through ***Together for Families***, a partnership with LUK, Inc.

The expansion brings services such as Intensive Care Coordination, Family Support and Training, Family-Based Intensive Treatment (In-Home Therapy), and In-Home Behavioral Services to more children and caregivers, helping families navigate challenges, strengthen relationships, build resilience, and achieve greater stability.

Today, BHN helps children and families in 59 communities across Western and Central Massachusetts access the tools, guidance, and resources they need to thrive at home, in school, and in their communities.

Youth & Family Impact

1,615

CHILDREN & YOUTH RECEIVED HOME & COMMUNITY SUPPORT

118

CHILDREN RECEIVED INDIVIDUALIZED ABA SERVICES

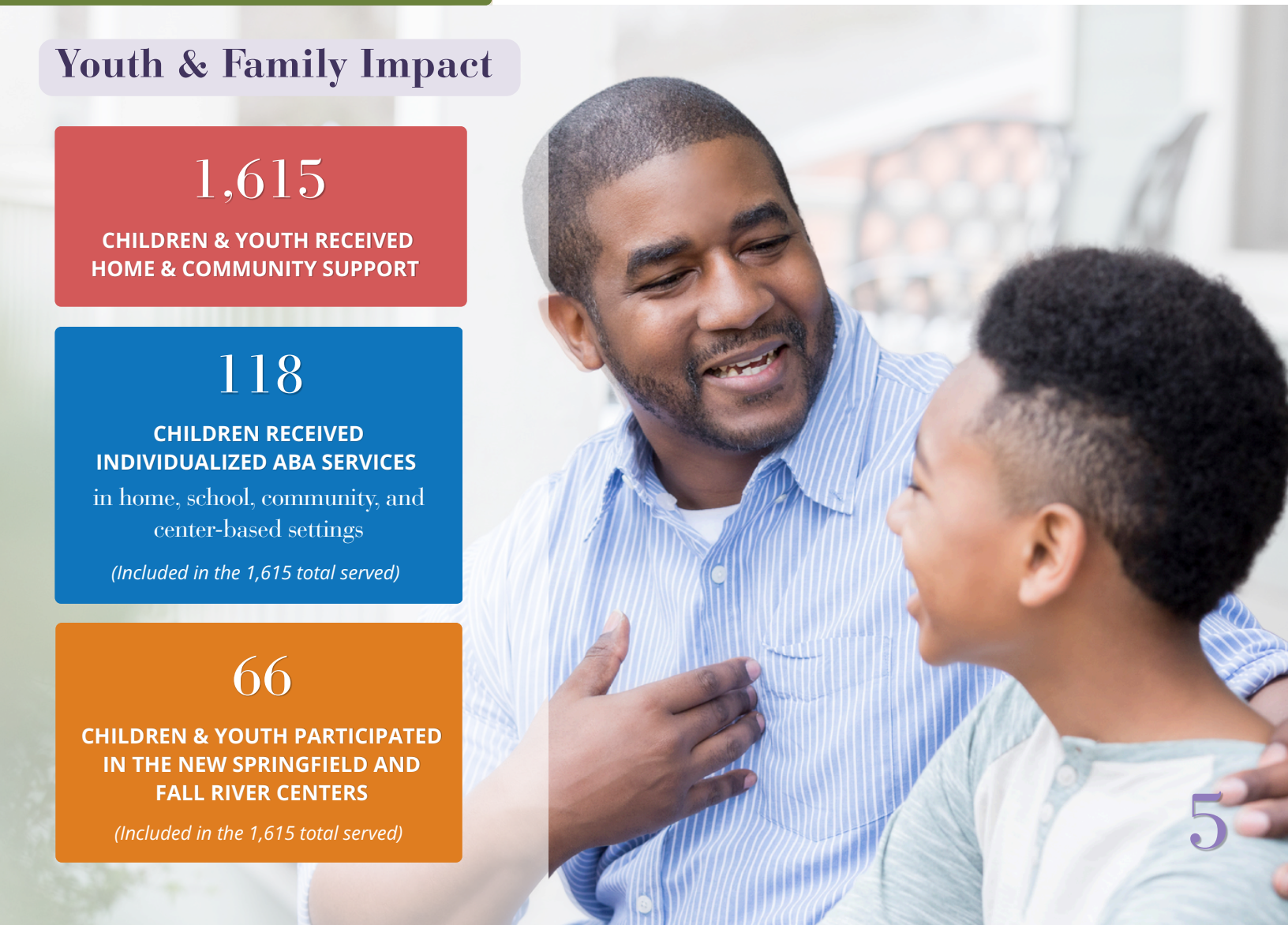
in home, school, community, and center-based settings

(Included in the 1,615 total served)

66

CHILDREN & YOUTH PARTICIPATED IN THE NEW SPRINGFIELD AND FALL RIVER CENTERS

(Included in the 1,615 total served)



Many Paths. One Goal: Recovery.

Recovery is more than treatment. It's hope, connection, stability, and the opportunity to build a healthier future. Through substance use, mental health, residential, and community-based services, BHN helps people access the support they need, when they need it.

This year, we took bold steps to redefine options for individuals to safely and comfortably rid the body of toxic substances (aka detox). Leveraging innovations in addiction medicine, we transformed the Carlson Recovery Center in Springfield into an enhanced clinical stabilization program and launched expanded ambulatory options for individuals to begin their recovery in the setting that best meets their needs. By providing flexible services and expanded choices, we help people find the right path, strengthen natural supports, achieve recovery goals, and create lasting change.



Community partners and local leaders joined Rose Evans and Steve Winn for the grand opening.

Recovery Impact

545
Individuals received **COMPLEX CARE SERVICES**

4,011
Individuals received **MEDICATION FOR ADDICTION TREATMENT**

1,380
Individuals worked with a **RECOVERY COACH**

7 of 7
PHYSICIANS BOARD-CERTIFIED in Addiction Medicine and nearly 100 future providers trained over the past six years

1,939
Individuals received **RESIDENTIAL SERVICES**

Expanding Access with Rose's House

BHN celebrated the opening of Rose's House, a new Clinical Stabilization Services (CSS) program for women in the Hyde Park neighborhood of Boston. Co-located with the BHN Family Center, the program expands access to trauma-informed substance use treatment and strengthens BHN's continuum of care, helping women build a foundation for lasting recovery and wellness.

"Rose's House reflects BHN's commitment to meeting women where they are in their recovery journey and helping them build a foundation for lasting wellness and stability."

Lisa Yin
Assistant VP of Addiction & Recovery Services



Scan to watch Daniel's story.

bhntimes.org/2026#Daniel

Daniel's Recovery Journey

When Daniel was struggling with addiction, he felt trapped in a cycle of hopelessness. With support from BHN programs and his own determination, he found a path to recovery. Today, he shares his story to remind others that recovery is possible.

Coordinating Care. Improving Outcomes.

Launched in April 2026, Complex Care Management provides intensive, short-term support of up to 90 days for individuals with complex mental health, substance use, and medical needs and a history of high service utilization. In just 5 months, the program has grown to serve 545 individuals, including 15 participants receiving support through BHN's new home-based withdrawal management protocol.

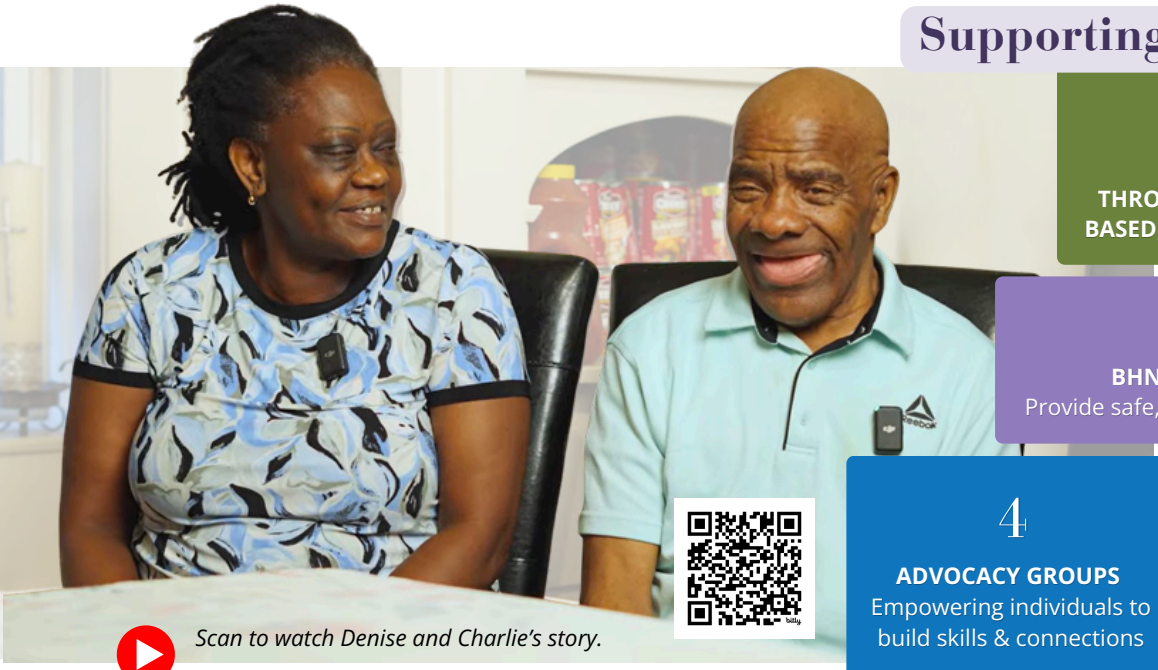


"I appreciate all the support you've given me. You are truly amazing, and I feel like you really hear me.

— Individual Served through Complex Care Management

Intellectual and Developmental Disability Services

BHN's Intellectual & Developmental Disability Services support children, youth, and adults in building meaningful, connected lives. Through a range of services, we promote independence, self-advocacy, and community inclusion.



Scan to watch Denise and Charlie's story.

bhntimes.org/2026#connection

Supporting Independence

205
INDIVIDUALS SUPPORTED THROUGH RESIDENTIAL, COMMUNITY-BASED, AND FAMILY-CENTERED SERVICES

22
BHN RESIDENTIAL HOMES
Provide safe, supportive living environments

4
ADVOCACY GROUPS
Empowering individuals to build skills & connections

85
INDIVIDUALS SUPPORTED THROUGH HOME SUPPORTS
Helping people live independently in their communities

A Connection from Day One

Finding the right Shared Living match can take time. For Charlie and Denise, it happened almost immediately. When Charlie first came to Denise's home, the plan was simple: spend one night together and see if it felt like the right fit. By the next day, Charlie had made up his mind. He wanted to stay.

Before Shared Living, Charlie lived independently but often struggled to communicate his needs because of a speech impairment. As a result, he was frequently misunderstood and was facing eviction. With Denise's support, he found not only a home, but someone who believed in him.

With Denise's encouragement, Charlie quit smoking, improved his diet, and strengthened his overall health and well-being. Today, they enjoy everyday activities together like shopping, spending time in the community, and connecting with friends and neighbors.

Their story reflects the heart of Shared Living: creating a home where individuals can build relationships, find stability, and thrive.

Empowering Our Workforce: Strengthening Our Impact

2,338
DEDICATED EMPLOYEES
Advancing BHN's mission across Massachusetts

264
CITIES & TOWNS WHERE BHN STAFF LIVE
Reflecting the diversity of the communities they call home

1,000
DEDICATED EMPLOYEES
5+ years of service

Behind every service, program, and success story is a dedicated BHN employee. By investing in our people and workplace culture, we build a stronger foundation for high-quality care, innovation, and growth.

Building a Great Place To Work®

In 2026, BHN earned **Great Place To Work® Certification**, a recognition based entirely on employee feedback. The achievement reflects our commitment to creating a workplace where employees feel valued, supported, and empowered to grow while making a difference in the lives of those we serve.

By investing in our workforce through professional development, leadership training, financial wellness initiatives, and employee support programs, we help team members thrive both personally and professionally.

Almost 400 employees completed BHN's Foundations of Leadership program, while resources such as the Staff Excellence Fund, SNAP Relief Fund, and zero-interest loan program provided opportunities for growth and support when it mattered most.

Great Place To Work certification is a milestone, not a finish line. By investing in our workforce and supporting employees as whole people, we strengthen our ability to serve our communities.

*— **Toni Hendrix***
Senior Vice President of Human Resources

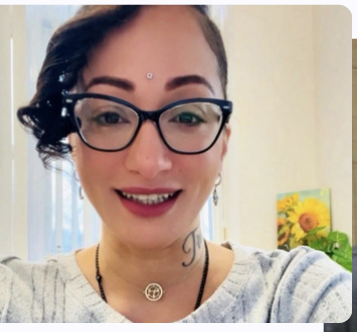


80
EXISTING EMPLOYEES ADVANCED
to a higher position through promotion

398
PARTICIPATED IN FOUNDATIONS OF LEADERSHIP TRAINING

$124,089
INVESTED IN STAFF PROFESSIONAL DEVELOPMENT
through the Staff Excellence Fund

178 **Professional Development Opportunities Supported** Through the Staff Excellence Fund





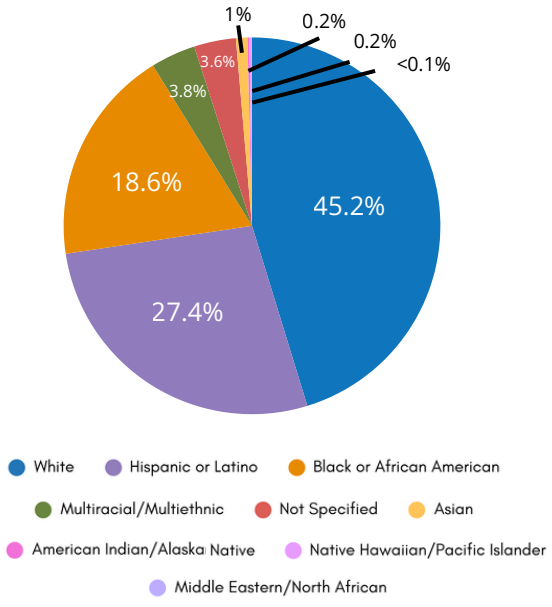
bhn HEART
EMPLOYEE RECOGNITION AWARDS



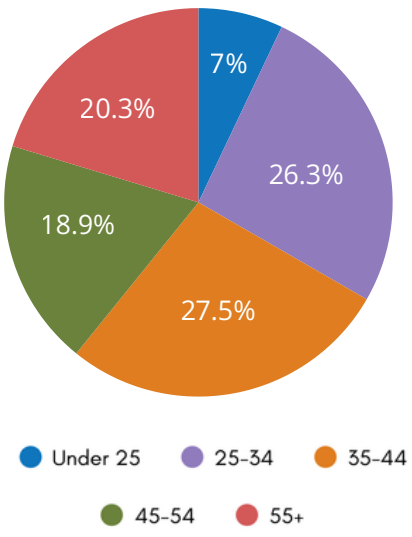

Celebrating Our Values in Action

Launched this year, the HEART Peer Recognition Awards celebrate employees who bring BHN's values of Humanity, Empowerment, Accountability, Respect, and Teamwork to life each day. Through this peer-recognition program, employees nominate colleagues who exemplify these values, with a winner selected each month for each HEART category. The awards foster a culture of appreciation, strengthen employee engagement, and highlight the everyday contributions that help make BHN a great place to work.

Workforce Ethnicity



Staff Age



Building Connections That Strengthen Communities

Strong communities are built through meaningful connections. Through community events, outreach, partnerships, and BHN-hosted gatherings, BHN connects individuals, families, and community partners with resources, support, and pathways to care. By building trust, strengthening partnerships, and increasing awareness of available services, we help ensure people have the support they need- where, when and how they need it. As communities, we are truly Stronger Together.







Mental Health Awareness Community Celebration

Community members of all ages came together for a day of connection, creativity, and wellness, highlighting the importance of belonging, support, and caring for our mental health every day.









International Overdose Awareness Day & Recovery Month Kickoff

Community members, staff, and partners came together to honor lives lost to overdose, celebrate recovery, and share messages of hope, healing, and resilience while reminding us that recovery is possible.








Community Connections in Action

From honoring healing and recovery to supporting families, connecting people with resources, and celebrating new program openings, these moments reflect the power of community connection.

Connecting Communities

127
COMMUNITY EVENTS
Connecting individuals, families, and partners with BHN programs, services, and resources.

27
CITIES & TOWNS
Expanding awareness across our communities

95.4%
INCREASE IN COMMUNITY EVENT PARTICIPATION
Growing community engagement year over year

40+
EMPLOYEES ENGAGED IN OUTREACH ACTIVITIES
Representing BHN in communities statewide

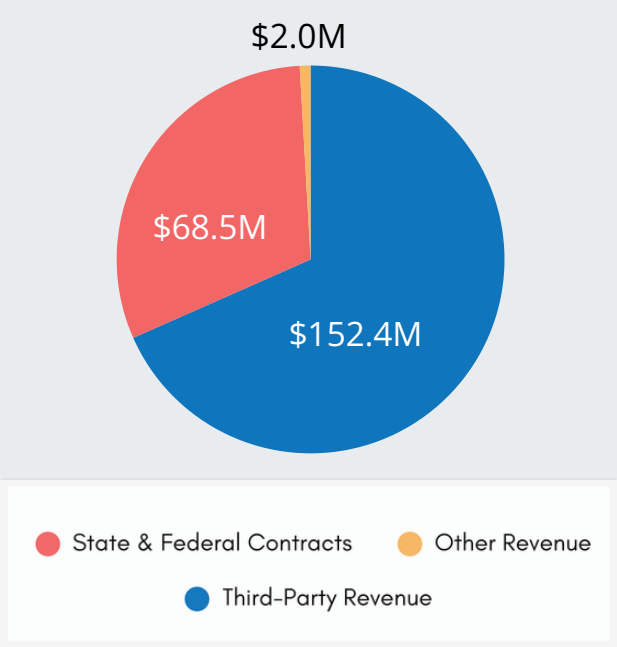
Every conversation, event, and partnership creates an opportunity to build trust, connect people with resources, and strengthen the communities we serve.

Growing Our Impact

Every dollar entrusted to BHN helps expand access to care, strengthen communities, and support the individuals and families who rely on our services. Through responsible stewardship and strategic investment, BHN continues to grow its workforce, enhance programs, and respond to emerging community needs across Massachusetts.

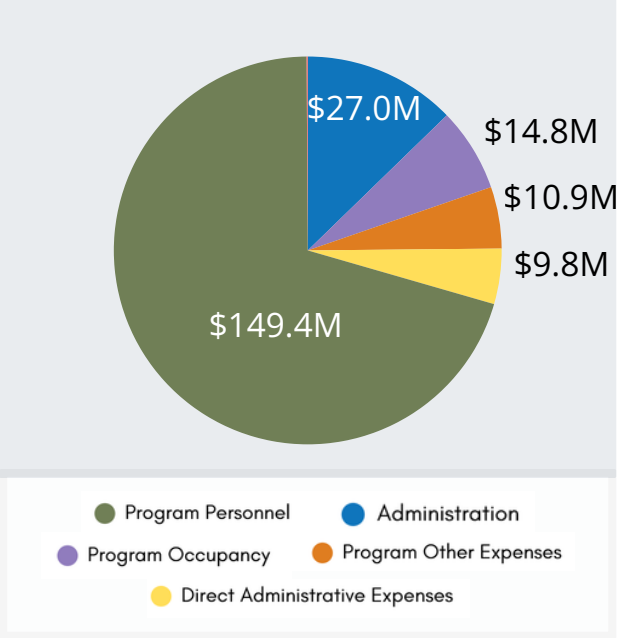
Total Operating Revenue

$222.9 Million



Total Operating Expenses

$212.5 Million



Investing in the People Behind Our Mission

More than 80% of BHN's operating expenses ($171.1 million) are invested in the people who make our mission possible. From clinicians and recovery specialists to direct support professionals, case managers, and administrative teams, our workforce is the foundation of the care and services that help individuals, families, and communities thrive.

Includes $149.4 million in program personnel expenses and $21.7 million in personnel-related administrative expenses.

Giving Back: Investing in People and Possibility

The generosity of donors, sponsors, grantmakers, and community partners helps BHN strengthen programs, invest in its workforce, and expand access to care. Together, these partnerships create opportunities, improve lives, and strengthen communities across Massachusetts.

Celebrating the Katherine B. Wilson Staff Excellence Fund

In April 2026, BHN celebrated a significant milestone: reaching the **$5 million fundraising goal** for the Katherine B. Wilson Staff Excellence Fund. Established in honor of BHN's founding CEO, Kathy Wilson, the endowed fund supports employee education, training, licensure, and professional development opportunities, creating a lasting investment in the people who make BHN's mission possible.

The celebration brought together staff, leadership, fund recipients, and more than 30 sponsors and donors who helped make the event possible while honoring Kathy's legacy of investing in employees and strengthening communities. Today, the fund continues to support BHN team members as they grow their skills, advance their careers, and expand their impact.



Kathy Wilson celebrates with a BHN staff member during the event honoring her retirement and the Staff Excellence Fund's $5 million milestone.



Kamp for Kids campers celebrate at the Golf FUN-raiser, which raised critical support for future camp experiences.

Investing in Belonging: Kamp for Kids Golf FUN-Raiser

More than 50 years after its founding, Kamp for Kids in Westfield continues to create opportunities for children of all abilities to experience friendship, belonging, and the joy of summer camp. In March 2026, staff, camp families, donors, sponsors, and community partners came together for the Kamp for Kids Golf FUN-raiser, celebrating the program's impact while raising critical support for its future.

Thanks to the generosity of our community, the event **raised more than $100,000** through sponsorships and donations, exceeding the previous year's total and helping ensure more children and families can benefit from the life-changing experiences Kamp provides.

Investing in Our Mission

$128,458
PHILANTHROPIC SUPPORT RECEIVED

79
INDIVIDUAL DONORS

$125,000+
RAISED THROUGH SPECIAL EVENTS

40+
CORPORATE SPONSORS

Partner Spotlight: Dwayne Kelly
A Foundation for Recovery

For Dwayne Kelly, owner of DK Construction, supporting BHN is deeply personal. More than three decades ago, he came to BHN seeking help and began a recovery journey that changed the course of his life. Today, he is a successful business owner, recovery advocate, trusted BHN vendor, and dedicated supporter of our mission.



Dwayne Kelly shares his recovery journey and a message of hope during BHN's Overdose Awareness & Recovery Day event.

Dwayne often compares recovery to building a strong foundation. He credits BHN with helping him build the life he has today, and over the years that relationship has come full circle. BHN has partnered with DK Construction on facility improvements while supporting the growth of his small business.

At this year's Overdose Awareness & Recovery Day, Dwayne shared his recovery story and a powerful message of hope with individuals served, families, staff, and community members.

"This facility helped rebuild my life. Today, I have the privilege of helping rebuild this facility. But the greatest thing I ever built wasn't my business. It was my life."

As the presenting sponsor of Golf FORE! Kids and an early supporter of next year's event, Dwayne continues to invest in BHN's mission through his advocacy, partnership, and philanthropy. We are grateful for partners like Dwayne, whose generosity helps create brighter futures for others.

Thank You

To Our Donors, Sponsors, and Community Partners

Your generosity and partnership help make our mission possible. Together, we are improving lives, strengthening communities, and creating opportunities for those we serve.

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Stronger Together.
Growing Together.







Inside This Report

Expanding Access to Care • Strengthening Communities Through Partnerships • Recovery & Wellness Initiatives • Autism Services Growth • Client Success Stories • Workforce Growth & Supportive Workplace Culture • Financial Stewardship & Impact

bhntimes.org/2026

Scan the QR code to view the interactive annual report online.