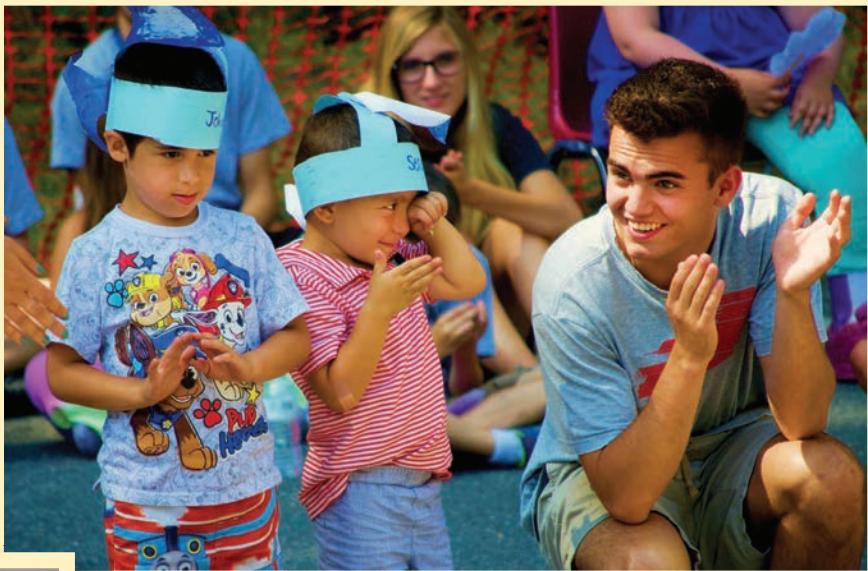


bhnTimes

ANNUAL REPORT 2018

Behavioral Health Network has been making news, engaging stakeholders, and embracing community outreach in serving our region. Here are some of the stories about our people and programs making a difference.



inside

2 Lowe's Employees Transform Ware KIDSTOP

5 BHN In The News



7 Expanding Our Digital Presence

Setting a Stable Course During Turbulent Times



It is not uncommon to overhear conversations having to do with the pace of life accelerating. Our personal and professional lives seem to be buffeted by rapidly-changing technology, the always-on social media and events and news cycles that appear to happen at warp speed.

It is no different in our world at Behavioral Health Network as we embrace change during these turbulent times and respond to the needs of the communities we serve.

The past year has been a busy one for us at BHN and, in spite of the fast pace of life and business, we have set a stable course in expanding our programs and services to meet the needs of many who count on our partnership and supports. As new needs arise and methods of delivering services

constantly evolve, BHN is always working to collaborate and innovate, while at the same time sustaining programs that have a history of positive impact on our participants and the communities of Western Massachusetts.

In this year's annual report we share stories about our work and those we engage. We report on:

- Volunteer efforts to revitalize one of our program locations in Ware and at our corporate offices in Springfield
- An art exhibit in Westfield featuring the inspiring work of our participants
- The groundbreaking work on human trafficking by one of our own staff psychologists
- New digital outreach through our websites and social media presence
- The opening of a new on-site pharmacy at our Liberty Street clinic
- Staff engagement in community events and organizations

These and other stories in the annual report offer a snapshot of our activity during an eventful year. All of this activity could not be accomplished, and performed so well in meeting community needs, without the dedication, compassion and professionalism of the staff serving BHN and the community at large. We thank our employees, Board members and volunteers for all you do.



Katherine B. Wilson
President & CEO



George Marion
Chair, Board of Directors

Katherine B. Wilson
President and CEO

George Marion
Chair, Board of Directors

Lowe's Employees Transform Ware KIDSTOP

During a rainy week this past July, employees from Lowe's Home Improvement in Ware volunteered at BHN's KIDSTOP program, just a few miles up the road at 70 Pleasant Street, to make improvements to the site's exterior. Initially, the improvements were expected to be relatively minor -- upon completion, however, the renovations "[are] fantastic and beyond what we expected," according to Roger Anderson, Senior Program Manager at BHN. The work included "lots of mulch, new sandboxes, new awnings, painted fence and entry railings, new plantings, power cleaned outdoor toys, a new storage shed, improvements to the parking lot, and more," says Anderson.



As for the recipients of the renovation, a number of kids served by KIDSTOP voiced their appreciation in the form of handwritten thank-you notes, delivered to the Lowe's team by Christine Baker-Griffin, Program Director for KIDSTOP, and Anderson. Overall, the project "made a major difference in terms of cheerfulness," says Anderson. "[Lowe's] did a lot of little extra things that have brightened the space as well as the mood." The kids certainly agree.



Park Rejuvenation on Liberty Street

In June, over 40 volunteers from Berkshire Bank joined Regreen Springfield, the City of Springfield Forestry Division, and the North End C-3 Community Policing Initiative, as part of an effort to re-green Gurdon Bill Park at BHN's Liberty Street campus. Volunteers planted new shade and ornament trees, and created two perennial pollinator gardens near the BHN 'healing garden.'



Always Innovating...

Celebrating Creativity at Westfield Art Exhibit

This past May the walls within The Mill at Crane Pond in Westfield came to life. Specifically, BHN's Adult Community Clinical Services program, or ACCS (formerly known as CBFS), hosted an art exhibit featuring paintings, photographs, sculptures, and other forms of art created by program participants and



employees. In the words of the exhibit's creator, Carmen Quinones, "We have a lot of talented participants and staff [and] it was very rewarding seeing how proud they were showcasing their artwork. The event was a total success."

Carmen, the Assistant Program Director for ACCS, brought her lifelong passion for art to BHN when she joined the organization two years ago. Reflecting on this year's exhibit, Carmen says, "It was very rewarding to see how program participants felt as a result — they were so happy and so proud to showcase their work." In the end, Carmen's art exhibit became a symbol of something larger than the display of art — "I think it just goes to show that anything is possible with some inspiration and determination."



Kamp for Kids™ Welcome Day

BHN's Kamp for Kids™ held its annual Welcome Day in July, featuring presentations, skits, dancing, and other activities. Grants totaling over \$32,000 were recognized at the event. Attendees included Jane Ryder, Commissioner for the



Massachusetts Department of Developmental Disabilities, DDS Regional Director Dan Lunden, Westfield Mayor Brian Sullivan, family and friends of the camp, and other members of the local legislative and business communities.



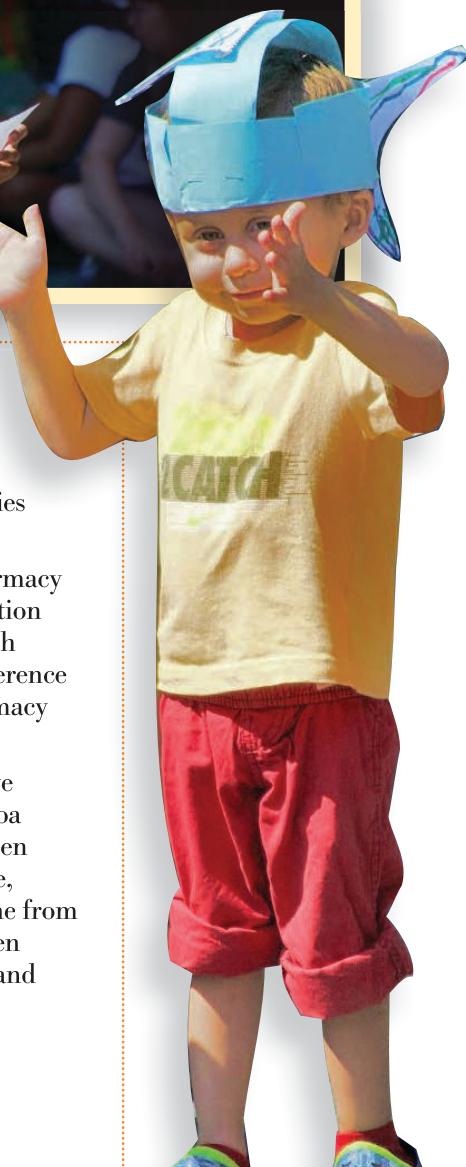
Genoa Pharmacy Ribbon Cutting

Members of BHN and Genoa Healthcare held a ribbon-cutting ceremony for a new on-site Genoa pharmacy located within BHN's Liberty Street Clinic in Springfield. Genoa Healthcare is a behavioral health pharmacy, medication management, and telepsychiatry provider headquartered in Renton, WA, with over 400 pharmacies around the country and over 650,000 individuals served annually.



In addition to building and staffing the pharmacy at BHN, Genoa creates personalized medication packages tailored to the specific needs of each patient, as well as an online medication adherence tracker. Since its opening in June, the pharmacy has already made a difference.

According to one BHN staff member, "I have had such a positive experience with the Genoa pharmacy. Christine, the pharmacist, has been excellent — easy to work with, knowledgeable, friendly, approachable. I have heard the same from all of my staff...some staff members have even started getting their own scripts filled there and their experience has also been excellent."



...Collaborating

BHN @ Massachusetts Health Policy Commission

BHN's Dr. Katherine Moss, Vice President of Integration, joined Israel Ortiz, Director of Residential Programs at Way Finders, to present at a special event hosted by the Massachusetts Health Policy Commission (MHPC) in Boston. The event, "Partnering to Address the Social Determinants of Health," served to examine

how partnerships between health care providers and community stakeholders work to address health-related social needs.

Moss and Ortiz presented Project FIT (Families In Transition), a program funded by MHPC as part of their Health Care Innovation Investment Program. Project FIT's mission is to provide support services and care coordination to families in Hampden County who have been homeless or are at risk of becoming homeless, with at least one member of the family with an untreated substance use disorder and/or mental illness. BHN's Project FIT team provides families with wraparound social services including recovery support for substance use disorders, mental health services for children and adults, intensive case management, and more, while Way Finders provides families with access to stable housing.

As for its impact, the teams at BHN and Way Finders estimate that they will serve 149 families consisting of approximately 250 individuals over the course of the 18-month grant. Since July 1, 2017, there have been a total of 193 referrals, with 93 families currently enrolled. According to Moss, "It's been a tremendous honor to be entrusted by the Health Policy Commission to build a model that we believe will be successful...It has been a privilege to work with our talented staff, and I've been humbled by the strength and resilience of the families we work with."



Care Alliance of Western Massachusetts Goes Live

This year BHN joined the Care Alliance of Western Massachusetts (CAWM), a partnership of eight Accountable Care Organizations and Managed Care Organizations (ACO/MCOs), selected by MassHealth, with experience in providing long-term services and supports to individuals in their home and community. CAWM's goal is to provide cost-effective, high-quality comprehensive care coordination to best meet the needs of consumers.



Responding to the Human Trafficking Crisis

On February 23, Maria Almario, a psychologist at BHN's School Street Counseling Institute, served as a panelist for the United Nations Global Engagement Summit at the UN's headquarters in New York. Maria addressed the current global human trafficking crisis and offered solutions for the eradication of this and other forms of sexual violence. Maria became passionate about issues of power-based violence and the eradication of human trafficking while pursuing her master's and Ph.D. degrees at the University of Kentucky.

Maria is the author of the "Inclusive Human Trafficking Index," an instrument used to identify and analyze complex cases of human trafficking. In addition to her work at BHN, Maria consults with several national and international organizations facilitating processes of reparation for persons experiencing interpersonal violence, sexual abuse, and human trafficking, as well as sexual violence among war-displaced populations.



BHN in

GREENFIELD RECORDER

Northern Hope Center



Northern Hope Poetry Gives Participants a New Outlet for Healing



“Poetry is the language of crisis. It can be the language of recovery, too.”

– Jim Bell leads a weekly poetry class at BHN’s Northern Hope Center in Greenfield.

The Republican. Better Health

By ALLISON LITERA

The Republican
Care management at Behavioral Health Network takes the extra step to ensure that patients’ needs are fulfilled. Nurse Care Manager and Program Coordinator Brandy Peterson, RN-BSN, is part of the team that leads BHN’s care management programs.

“Our care management programs assist patients with tasks such as choosing providers, making tough decisions, scheduling medical visits, and most importantly, viewing each person as a whole,” explains Brandy.

Care management begins with a referral from one’s insurance company. The team works with each person to create an individualized plan. For example, one patient has diabetes and has depression, or someone has cancer and is facing bipolar disorder. Care management services assist with such unique situations, as well as those with chronic medical conditions, mental health disorders, or substance abuse.

It’s one thing to go to the doctor for your ailment. However, with care management, the quality and fluidity of patient care is extended beyond the doctor’s office. Having a care manager is like having a personal assistant who is responsible for pairing a patient’s needs with the right care. With cancer, it’s especially imperative that the patient and their family get as much support as possible.

“When it comes to cancer care, we provide an immense amount of compassion and fluidity as we work as a team to ensure the

easiest time for our patients,” says Brandy. “It’s a unique perspective. Not only are we handling the medical aspect, but we are helping their care management and psychological care. For example, if they need a therapist or a visiting nurse, we help coordinate those additional services.”

Brandy has been with BHN since 2014. She helped start one of BHN’s care management programs, called BHN Connects.

“Our care management programs assist patients with tasks such as choosing providers, making tough decisions, scheduling medical visits, and most importantly, viewing each person as a whole,” explains Brandy.

According to BHN’s website, “BHN Connects is an integrated, intensive care management program designed to provide supports to Mass Behavioral Health Partnership (MBHP) members of all ages. BHN works collaboratively with individuals with complex medical and mental health concerns needing high levels of care. BHN Connects Care Management Teams include individuals served and family members, mental health clinicians, master’s level behavioral health clinicians; Care Coordinator; and Primary Care Providers.”

“Our BHN Connects pro-

gram is currently transitioning to be a Behavioral Health Community Partner; we are contracting with more insurance companies to provide even more care management services,” Brandy explains. “We are working toward creating more integration with additional health care providers to ensure our patients have access to all the care they need.”

Another care management program offered at BHN is called One Care.

BHN One Care is

Care Management

program for adults who

have Commonwealth

Care Alliance insur-

ance and who have a

connection to BHN or

the Holyoke Heal-

ing Center,” states BHN

website. “It provide

several hours of compre-

hensive medical and

behavioral health care

management services

and emotional support

to all the care they need.

“One Care, radiat-

ing compassion and

understanding, pro-

vides emotional sup-

port to all the care they

need,” Brandy adds.

“Our support can range

holding someone’s han-

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the News

Project HOPE on



MassLive ran a three-part series on Project HOPE, a collaboration between BHN and the Springfield Police Department to aid the homeless population in Springfield.



The Living Room
Segment on



"A crisis is an opportunity, it's a chance to connect with someone in a meaningful way at a time when they're feeling vulnerable and really need that support."

— Justin Mehl, Program Director for The Living Room at BHN, appeared on WGBY's Connecting Point to discuss the program's purpose as an alternative to hospitalization for individuals experiencing mental health crises.

Expanding Our

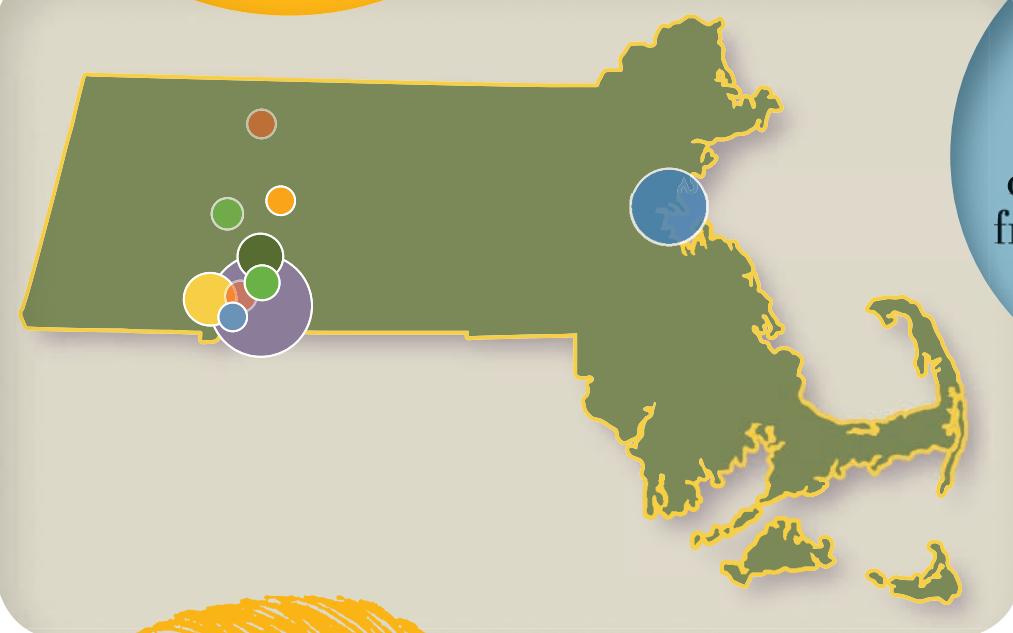
38,430

Number of users who visited
the BHN website from
January-July



67%

of website traffic is
from Massachusetts



131,210

Number of web pages viewed on
bhninc.org from January-July



1,374 Total **facebook.** Followers as of Today

70% Increase in followers of BHN Facebook page
— from 792 in 2017 to 1,340 during the same period in 2018

5,600 Facebook Users engaged with a BHN

Facebook post between January and July—includes likes, comments, and shares

Our presence on Facebook has increased substantially
over a 12-month period, with content designed to
inform and engage.



Digital Presence

Introducing BHN Works

Our analytics indicate one of the leading reasons individuals go to the BHN website is to learn about jobs and career opportunities. With a strong workforce and a growing organization, BHNWorks was launched to offer a dedicated online presence on job openings and a career path in the field of behavioral health. This site features employee testimonials that were also aired on WWLP-TV and The CW Springfield.



The image shows a composite view of a computer setup. A monitor in the background displays the bhnWorks website, which features a large photo of a smiling woman and several job openings. A laptop in the foreground displays a video testimonial of a man named Justin, who is smiling and resting his chin on his hand. The website on the monitor includes a search bar labeled 'Search & Apply' and a 'Get to Know Us' section with a photo of a diverse group of people.

bhnWorks
Career & Life at Behavioral Health Network

APPLY Get to Know Us Social Justice Benefits The Pioneer Valley Contact

"I've been here since the day it opened."

Search & Apply

Get to Know Us

Behavioral Health Network, Inc. (BHN) is a dynamic, non-profit community behavioral health organization in Western Massachusetts with a long history of growth. Our organization has been providing services to children, adults and families in Western Massachusetts since 1938.

Learn More

Bilingual Co-Clinician Springfield MA Full Time Use your experience with people with complex needs towards supporting them in improving their whole health status. Become part of our team of competent and...

Learn More Apply

Clinician - Community Clinical Response Team Springfield MA Full Time Use your knowledge of behavioral health to assist law enforcement in responding to individuals experiencing behavioral health challenges! Become a part of our team of competent and...

Learn More Apply

Medical Integration Clinician-Independently Licensed Springfield MA Full Time Become a part of our team of competent and compassionate professionals as an independently licensed Medical Integration Clinician at Behavioral Health Network! Independently...

Learn More Apply

In Home Therapy Clinician Ware MA Full Time Do you want to use your experience in the Mental Health field to better the lives of people in your community in the comfort of their own home? Join our team of dedicated...

Learn More Apply

Clinician - Community Clinical Response Team Springfield MA Full Time Use your knowledge of behavioral health to assist law enforcement in responding to individuals experiencing behavioral health challenges! Become a part of our team of competent and...

Learn More Apply

Medical Integration Clinician-Independently Licensed Springfield MA Full Time Become a part of our team of competent and compassionate professionals as an independently licensed Medical Integration Clinician at Behavioral Health Network! Independently...

Learn More Apply

Outpatient Clinician Ware MA Full Time Become a part of our team of competent, caring, and supportive professionals as an Outpatient Clinician at Behavioral Health Network! At BHN's Valley Human Services program in...

Learn More Apply

Reaching Our Communities

Participation in community events allows BHN to put a human face to who we are, what we do and to share our values of equity and inclusion. Hundreds of BHN staff participated in community events this past year, showing our support for local initiatives, informing key stakeholders about the critical work we do and helping the public learn about where and how to connect with us.



Puerto Rico involvement



Pride parade



Dragon Boat Festival



Barnes Air Show



BHN @ NAMI Walkathon

Meeting With Our Legislators



Members of BHN pictured with Senator James Welch at a luncheon celebrating Senator Welch's work with Talk/Read/Succeed!



In March BHN welcomed Northwestern District Attorney David E. Sullivan for a tour of our programs in Greenfield. He was joined by his colleagues Laurie Loisel and Lynn Ferro.



Senator Eric Lesser toured BHN's Carlson Recovery Center in Springfield.



BHN's Michelle Michaelian, pictured here with Senators Elizabeth Warren and Edward J. Markey, traveled to Washington, DC as part of a delegation to educate lawmakers on important issues and challenges for those struggling with mental illness and addiction.

FY2018 Annual Stats

INDIVIDUALS SERVED

Over 40,000	
Addiction Services	3,511
Community Outreach	3,540
Outpatient	22,695
Integration	1,625
Emergency Services	9,500
Forensics	2,590
Residential	415

AGE %

0 thru 17 Age Group	25%
18 plus Age Group	75%

TOTAL COMMUNITIES SERVED

265

ETHNICITY:

White:	55%
Hispanic:	25%
Black:	8%
Other/Undisclosed:	12%

BHN WORKFORCE PROFILE

2,270 employees residing in 158 communities

MALE/FEMALE RATIO:

Male	21.8%
Female	77.9%

ETHNICITY:

White:	50.44%
Hispanic:	21.72%
Black:	13.70%
Asian:	0.75%
Other/Undisclosed:	13.39%

AGE:

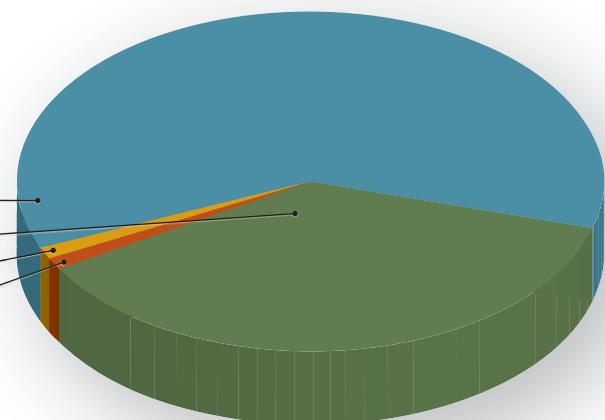
16 – 25	11.7%
26 – 35	29.6%
36 – 45	22.7%
46 – 55	17.4%
56 – 65	14.0%
66 – 75	4.4%
76 – 85	.3%

FY2018 Revenue & Expenses

REVENUE*

\$97,338,710

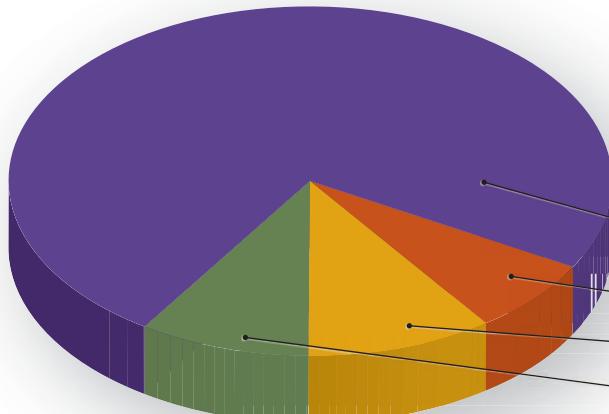
Third Party Insurance	61%
State and Federal Contracts	37%
Client Fees and Rents	1%
Other Revenue	1%



EXPENSES*

\$96,715,683

Program Personnel Expense	74%
Program Occupancy Expense	7%
Program Other Expense	10%
Administration	9%



*Audited year-end financial statements

Non Profit Org.
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Springfield, MA
01152



Behavioral Health Network

417 Liberty Street
Springfield, MA 01104

We Are Grateful to Our Sponsors:

