

bhnTimes

ANNUAL REPORT 2019

Their Voices.



Our Impact.

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From Despair
to Hope



Celebrating Stories of Recovery

A Year of Accomplishments



Katherine B. Wilson
President & CEO

BHN's goal this past year was to continue in our tradition to develop and deliver high quality, team-based, integrated services for those challenged by mental illness, addictions or intellectual disabilities. Our collaboration in these efforts got even stronger this past year. Growth in our partnerships with hospitals and their healthcare systems is impressive with demonstrable outcomes. The cities and their officials, along with first responders, educational and social service systems worked together with us to improve response, access and service capacity. BHN, insurers and state governmental entities worked to develop innovative programs and new payment and reporting structures that will improve our service delivery outcomes. Together, this past year we have accomplished so much toward our goal.

Many of those we served have experienced recovery and an improved quality of life. In our Annual Report, please read the story of Adam, who tells his compelling story of addiction, relapse and the "moment of clarity" he achieved at Northern Hope Center. Maritza, the mother of four children, shares how BHN's Early Intervention team helped her cope and helped her daughter Mariellie, born with developmental delays and hearing loss, to thrive. Robin tells the story of successfully managing her mental illness and multiple hospital stays, and becoming a peer specialist at BHN. All these stories are inspiring and remind us daily as to why we do this valuable work.

Our staff are critical to our organization and the work we do. We successfully hired many new employees who stated that we were their employer of choice after hearing from others that BHN is a great place to work alongside well trained and quality staff. And for those who expect BHN to be an effectively and financially well-managed organization, we did not disappoint them.

Other accomplishments this year include:

- Serving more than 40,000 people from all four counties of Western Massachusetts
- Managing a workforce of 2,500 employees
- Distributing another across-the-board staff raise; minimum wage now at \$13 per hour
- A strong financial outcome for the year, with a 12% growth in operational income
- Implementation of a SAMHSA grant, development of a Medication-Assisted Treatment facility, growth in Care Coordination programs, renovation of an old factory to house two new programs in Greenfield, with opening slated for early FY20
- Constructing a new website for launch in FY20.

We could not be prouder of this organization. At the core of our collective accomplishments is the hard work and dedication of our staff, our leaders and our Board of Directors. We thank you and all of our community collaborators for everything you do.

Sincerely,



George Marion
Chair, Board of Directors

Katherine B. Wilson
President and CEO

George Marion
Chair, Board of Directors



The Impossible, Possible

For years, recovering from his substance use disorder seemed like an impossible dream for Adam. He had used alcohol and crack cocaine for over a decade, and though he had participated in several addiction recovery programs in an effort to end his substance use, he relapsed after each one. However, during his time at BHN's Northern Hope Center nine months ago, Adam says he achieved a "moment of clarity" that finally gave him the motivation he needed to take control of his substance use.

At the Northern Hope Center, Adam took part in an intensive 30-day recovery program that included individual and group counseling and medication to help with his substance withdrawal. In past recovery programs, Adam says, he had been afraid to admit to himself that he had an addiction and put little personal effort into his recovery. However, his stay at Northern Hope was different. During his time there, Adam came to terms with the negative impact his substance use was having on his own life and the lives of those he cared about. His life revolved around his desperation for a high, which caused him to become estranged from his parents and weakened his relationship with his girlfriend.

"At the Center, they had a quote on the window that said, 'Why can't we give up one thing for everything, but we can always give up everything for one thing?'" Adam said. "That really resonated with me, because, before coming here, I was willing to throw my life and my family away like they were garbage just to get drugs."

His realization of the destructive effects of his substance use gave him the motivation and determination that he needed to successfully complete the recovery program at Northern Hope. "Since the day I came to Northern Hope, the thought of drinking or using drugs hasn't crossed my mind," Adam said. Immediately following his stay at the center, Adam checked himself into a recovery home to continue his addiction rehabilitation. Since leaving the home a few months ago, Adam's life has completely transformed, and he now works full-time and has rebuilt his relationship with his girlfriend. He is also taking part in BHN's Adult Court Clinic program, which has helped to prevent him from relapsing by requiring him to attend therapy groups and undergo drug testing.

A large part of Adam's continued recovery has also involved him sharing his story with others who are struggling with substance use disorders. "My sobriety depends on helping others," Adam said. "They say you can't keep what you've learned without giving it away, and it's true." In the past several months, Adam has spoken to groups at Northern Hope and at Alcoholics Anonymous meetings with the hope that he can change someone's life in the way that his stay at Northern Hope changed his.

"It wasn't that long ago that I was sitting in the chairs at Northern Hope," Adam said. "And I hope that to hear someone come in and share how their life has changed can be really inspiring to others."

Though Adam owes a large part of his successful recovery to his own determination and his perseverance through the difficulties of his rehabilitation, he is immensely grateful to Northern Hope and its staff, who provided him with unwavering support throughout his stay there. The staff's compassion and genuine desire to help individuals in their recovery saved his life, Adam says, and without their assistance, he may have easily given up on achieving his recovery.

"I would recommend Northern Hope to anyone who is tired of running the streets and burning their life to the ground," Adam said. "The staff bend over backwards to help you, even though you're a complete stranger, and treat everyone with respect. And when they see you willing to help yourself, they help you even more to stay motivated in your recovery. I wouldn't be where I am today if it wasn't for Northern Hope."



Adam

In the News



The Republican. Better Health

Better Health Articles:
Anthony Smith, Licensed
Mental Health Counselor at
BHN, and Yejide Bell, Licensed
Marriage & Family Therapist
and Mental Health Counselor
at BHN's Mt. Tom Center,
authored articles for The
Republican's Better Health
special section.



HNE Grant: As one of four local nonprofit organizations selected to receive a \$50,000 grant from Health New England's inaugural "Where Health Matters" program, BHN is using the funding to expand its Empowerment Project (EP) services to LGBTQ+ youth in greater Springfield. ➤

Counseling A Life Saved

When Peg sought psychiatric hospitalization a decade ago, she knew she needed help for her mental health. "I was suicidal and afraid I was going to hurt myself," she says. "I knew I needed to get someplace safe." Upon discharge, hospital staff connected her to counseling services at BHN Valley Human Services—a connection Peg says saved her life. She has not been in a hospital since.

Instead, Peg's been engaged in counseling at BHN Valley Human Services for the past 10 years on a monthly basis, or more if needed. When she left the hospital, Peg says she was in desperate need of someone who could help her work through the stressors and difficulties in her life. Her counselor, Jane, and her Advanced Practice Registered Nurse (APRN), Vearle, provided Peg with a combination of self-therapeutic techniques and medications for depression and traumatic stress that made a significant difference in her mental health, Peg says.

Peg's problems with anxiety and depression had peaked in a traumatizing work environment. "At work and in my life, I tried my best to please everyone at my own expense. In therapy, I've learned it's okay to have a voice, okay to have needs and preferences, and pursue the things I love." Peg is now certified in equine massage, putting her lifelong passion for horses and their well-being to work. She says she's gotten this far with Jane and Vearle's guidance, and through "a ton of work," to find coping strategies and new ways of thinking that work for her. When there are situations or social interactions that are triggering and stressful, Peg employs techniques such as meditation and mindfulness, even trying out mental health apps. Peg describes starting with one small, doable step that can either be enough by itself or lead to more steps and before you know it, a completed task, something she calls "emptying the top rack of the dishwasher."



BHN Valley Human Services in Ware

"Jane has really helped me figure out how to navigate the intricacies of my heart and mind," Peg says, "and understand what 'mentally healthy' really is."

During her time at BHN Valley Human Services, Peg tried a course of Eye Movement Desensitization and Reprocessing therapy (EMDR), which can help individuals work through past traumatic events in a non-distressing way. She says this therapeutic technique led to some important insights about her past and helped her understand why PTSD emerged. Peg also participated in a dialectical behavior therapy (DBT) skills group. The skills she learned—mindfulness, emotion regulation, distress tolerance, interpersonal effectiveness—have been an invaluable part of her recovery and her new view of mental health, Peg says.

Peg never expected that she would find such a compassionate and supportive group of people in her time of need, but she says she was incredibly fortunate to have found BHN Valley Human Services when she did. If it wasn't for the work of her therapist and APRN, and the different supports and resources they made available to her, Peg says she doesn't know where she would be.

"They've helped me so much," Peg says. "Between the two of them, they saved my life." But it was Peg who has played the real starring role in her courageous and creative journey to wholeness.

InFocus: Michelle Michaelian, Senior Program Manager for BHN's Child & Family Community Based Programs, appeared on 22News InFocus to discuss health and wellness issues impacting local youth.



ACCS "End the Stigma" Art Show: BHN The Carson Center's Adult Community Clinical Services program held its second annual art show, "This is Me – End the Stigma," featured on 22News during Mental Health Awareness Month.



Jim Welch Guest Viewpoint – The Living Room: After a visit to BHN's The Living Room, Massachusetts State Senator Jim Welch wrote a column for MassLive about the importance of The Living Room's peer support model of care.

Business Monday

Three BHN employees were recognized for their work in recovery at the Western Massachusetts Substance Abuse Providers Association (WMSAPA) annual meeting.



Peter Crumb (pictured with Senator Eric Lesser), a Peer Specialist at The Living Room, received the Lifetime Achievement Award from WMSAPA. Mike Curry, A Peer Support Specialist for Franklin Family Drug Court's MISSION-Hope Program, and Christopher Barrett, a Senior Counselor at Hope Center, both received the Outstanding Service in the Field Award.

Children and Families

Our Family Helping Yours

Maritza, a mother to three children, thought she had plenty of experience to welcome a fourth child. But when her daughter Mariellie was born with developmental delays, hearing loss, and eating difficulties, Maritza knew she needed additional help to meet her daughter's needs. Fortunately, Mariellie's pediatrician gave Maritza a referral to BHN's Early Intervention (EI) program—and with the program's help, Maritza has become much more confident in her ability to properly care for her daughter.

The Early Intervention program assists families in caring for children from birth to three years of age with developmental delays by creating a care plan to promote the child's growth and wellbeing. For Maritza's family, the program has offered



BHN's Early Development Center, where Early Intervention play groups are held

several different services to fulfill Mariellie's needs since she was about two months old. Each week, a small team of therapists comes to the family's home to work on developing Mariellie's mobility, communication and eating skills, along with other aspects of her growth. The team also attends Mariellie's doctor appointments to better understand her medical needs and integrate them into her care plan.

Maritza says her daughter's EI team has been extremely helpful and supportive, both to her and her daughter, and has made a significant difference in her daughter's development. Mariellie is now two years old, and as she has grown older, her therapists have

provided Maritza with information about her daughter's conditions that have helped her better meet her daughter's needs. The team has also been incredibly kind and patient with Mariellie, Maritza says, and Mariellie eagerly anticipates her team's weekly visits.

"She adores her EI team," Maritza said. "She sees them walking in through the door and she gets thrilled and hugs them. The way they work with her and care for her is just amazing."

Her daughter's therapy team has also provided Maritza with resources that have been extremely beneficial for her daughter's developmental needs, Maritza says. The EI program holds a weekly playgroup for children who need additional help with their motor skills, and the group has also enabled Mariellie to improve her communication. Mariellie's team has also directed Maritza to various resources to further assist in her daughter's development, such as school programs for children with hearing loss. The team's work has been incredibly helpful in almost all aspects of her daughter's life, Maritza says.

"The EI team has taught me a lot and guided me through so much," Maritza said. "The program has had a huge impact on my ability to manage Mariellie's care and health challenges, and her progress has been tremendous."

Maritza was initially hesitant to entrust her daughter's care to a team of strangers, but after two years with the EI program, she now knows she had nothing to fear. She is extremely grateful for the consistent support and compassion that she found in her daughter's team of therapists.

"When Mariellie was born, I felt like a whole new mom," Maritza said. "I still feel like a whole new mom. But her EI team has been with me through everything. I don't know how I would have been able to know what I know now about Mariellie's needs if it wasn't for them."

Digital Update

The public, and those we serve, are increasingly using the digital tools -- our website and social media presence-- to learn about our services and how to reach out to us.



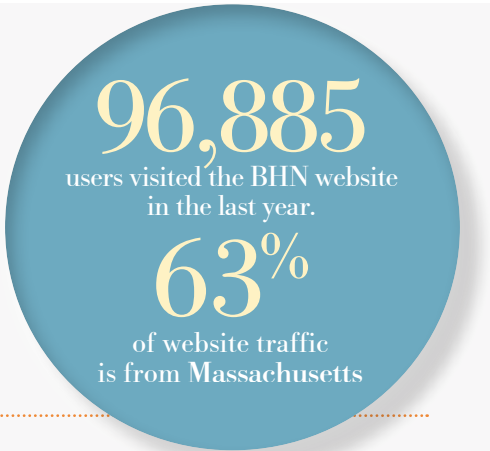
How users are engaging

(top pages visited):

Contact Us	22,565 page visits
Therapy & Counseling	13,599 page visits
Emergency Services	13,366 page visits
BHN The Carson Center	9,813 page visits
Residential Recovery Homes	6,519 page visits
The Living Room	6,505 page visits
The Northern Hope & Franklin Recovery Center	6,384 page visits

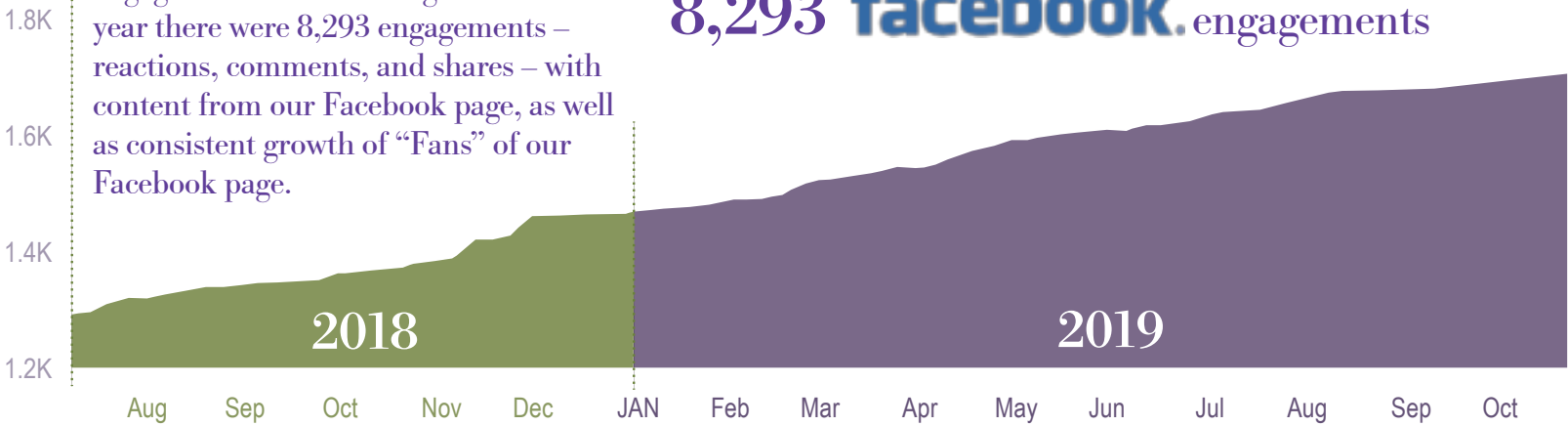
Our New Website

After a thorough research and review process, BHN determined the need for a new, more responsive and ADA-compliant website. Planning began near the end of this fiscal year, and the new site is now live and provides a better user experience and is also fully mobile-friendly to more easily direct those seeking services to BHN’s programs and locations. This new website, along with our employment website, BHNWorks, are reaching more people than ever.



BHN’s social media presence and engagement continues to grow. This year there were 8,293 engagements – reactions, comments, and shares – with content from our Facebook page, as well as consistent growth of “Fans” of our Facebook page.

8,293 facebook engagements



Our Videos Went Viral

40,000+ Views of Our Employee Testimonials

As part of our continued effort to improve and amplify our digital presence and thoughtful engagement with an increasingly digital audience, we launched a digital storytelling campaign across our social media and web platforms featuring over a dozen diverse employees from a variety of BHN programs and services.

The campaign resulted in 40,507 total video views on our social media channels



Tony

“Sometimes it’s just the littlest things that count and make an imprint on someone else’s life.”



Joanna

“I also make sure to educate others about saving the Earth, changing the world and making a difference.”



“When Hurricane Maria struck Puerto Rico, I reached out to the community health center where I was working, we started having the conversation, ‘...we need to be ready and prepared, because there’s going to be a possible influx of people emigrating from Puerto Rico here...’ It meant that they were not alone, and I felt I was listened to by my managers.”



Rosemary

“I’ve worked here for so long, but I can still remember my first day here, my coworkers put out a breakfast spread with a big sign that said ‘Welcome Rosemary!’”



Ruby

“I am a woman who was on the other side of the fence. My life has totally changed... and I thank BHN for the chances that they gave me.”

To view all videos, visit <https://vimeo.com/behavioralhealthnetwork>

Jeremy's care managers have also helped him afford various recreational services that have been immensely helpful in his recovery. He was able to begin exercising regularly after receiving a scholarship to the YMCA, and was introduced to a local creative space where he has taken part in art programs and computer workshops. With ACCS's assistance, Jeremy has been able to



“It’s really helped me, having positive people around me, bringing out my positive qualities and reassuring me it’s going to get better,” Jeremy says. “It’s an amazing thing to have.”

A group of people, mostly wearing yellow shirts and blue life jackets, are paddling a large, decorated dragon boat on a body of water. The boat has a colorful, patterned hull with orange and green circles. The people are holding long paddles and are in a synchronized rowing motion. The water is splashing around the boat. The background shows a clear blue sky and some greenery on the shore.

Katherine B. Wilson
 was named as President and CEO of Behavioral Health Network, Inc. in late 1998. Under Kathy's leadership, the network evolved into a premier provider of behavioral health services and developmental disability services in the Pioneer Valley, serving over 40,000 individuals with behavioral health and/or developmental disabilities. Kathy's leadership in social and economic initiatives has resulted in the network's being named in the works literature as the place to go to ensure individuals and families have access to the care they need for healthy, productive lives. Kathy is also a past president of the Behavioral Health Association. She was named President John F. Kennedy Award of the Community Mental Health Council.

Kathy joined the Department of Mental Health and Mental Retardation from the University of Massachusetts at Lowell. She designed community development and training courses for residents of both Boston/Harvard School and Washington State Hospital. Kathy is a past president of the Massachusetts Council on Health Care as well as the present president, Behavioral Health Network. Kathy is also a past president of the Massachusetts Council on the Elderly, participating in research, and meeting with the Governor's Council on the Elderly as well as the Board of Directors of the Association for Behavioral Healthcare. Kathy is also a past president of the Massachusetts Department of Mental Health and Addiction Services, as well as one of the Board of Directors of the Association of Developmental Disability Professionals. Kathy has been involved in numerous activities representing individuals with developmental disabilities and their providers.

Kathy has been a frequent speaker at national and international conferences on individuals suffering from the community from treatment, as well as a frequent contributor to the press on the most effective treatment types of psychiatric and



Katherine M. Wilson

counting services, as well as specialty programs for individuals with mental health and/or substance use needs.

As the Executive Director of the new Springfield State Center for many years, Grotzer (303)936-1433 works with state and federal mental health professionals from associations for qualified individuals and public mental health necessary under the law, from the community with respect to the department's efforts to improve. Training (303) 936-1433 offers officers with skills necessary to ensure that in a safe, healthy, and in direct terms to treatment or support individual. —Anna-Debra Plavich, Research Director, M

A group of seven BHN staff members, all wearing purple t-shirts, are participating in the NAMI Walkathon. They are holding a large white banner with the BHN logo and text. The banner features a stylized blue and green 'bhn' logo and the text 'Behavioral Health Network'. The group is walking on a paved path in a park setting with trees in the background.



◀ *Senate President Karen E. Spilka and State Senator Anne M. Gobi visited BHN Valley Human Services in Ware to meet with members of the Western Massachusetts Network to End Homelessness, BHN, and other local leaders to discuss the intersection of homelessness and mental health.*

The Living Room

“I Feel Good Now, and I Want to Stay That Way”

José knew he needed help. His life was in danger in his native Puerto Rico, and he had been turned away by his relatives in Queens. After leaving Puerto Rico and spending several years in Florida, José came to Western Massachusetts alone, homeless, and addicted to cocaine. However, in only a few weeks, José completely turned his life around with the help of BHN.

José credits Rosalin Espinal, a Care Coordinator at BHN's Hope Center, with helping him throughout his recovery. Rosalin connected José to The Living Room, a space where those in crisis are able to stay and connect with peers instead of being hospitalized. After only two days in The Living Room, Rosalin helped José find a place to live during his addiction recovery. She also took him to his doctor appointments and ensured he received medication for his epilepsy. “She’s like my mom here,” José says fondly. “She always goes the extra mile for me.”

On top of taking care of his health, José says Rosalin also gave him the motivation to transform his life for the better. Now living at an addiction recovery center, José is 40 days clean, and doesn’t intend to return to his drug habits – “I feel good now, and I want to stay that way.”

José was forced to leave Puerto Rico when his girlfriend became pregnant at 18 and her father tried to kill José, but mistakenly almost killed José’s brother instead. Fearing for his life, José came to the United States, where he began using cocaine to cope with the loneliness and the guilt of his brother’s near-death experience, and it controlled his life for seven years. José’s mother, his only real family, remains in Puerto Rico, but she plans to visit José at the end of the year. “Even though she’s in Puerto Rico, she knows when I’m bad; I don’t know how,” he says. “Now, I feel like I can call her and say ‘Mom, don’t worry about me— I’m good.’”

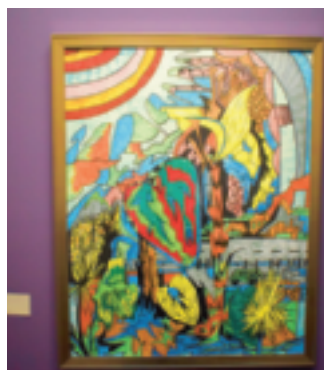


José and his Care Coordinator, Rosalin.

The services José received from Rosalin and BHN have helped him see the world in a different way and inspired him to work toward a brighter future. Now 25 years old, he hopes to continue his education and study IT or become a counselor like Rosalin – “I want to help other people, like Rosalin did for me.” José intends to continue using BHN’s services throughout his recovery so he can accomplish his goals for the future and continue making positive changes in his life.

“I trust in Rosalin, and I trust in my therapist – they do an awesome job,” he says. “If Rosalin hadn’t picked me up and taken me to The Living Room, I don’t know where I’d be.”

In the Community



Art Show: BHN The Carson Center’s Adult Community Clinical Services program held the “This is Me – End the Stigma” art show for Mental Health Awareness Month in May, featuring paintings, photographs, and other forms of art created by ACCS staff and individuals served.



Pathfinder Regional Tech High School students stopped by the BHN Valley Human Services office with some beautiful handmade blankets. The students in the Horticulture Program made them and were very excited to donate them to the Patch/Under 5 Thrive Program. Pictured here are Rochelle Warren, Nicole Tessa, Avery Novak, Ruvy Lavallie, Artie and their teacher, Mike Himes.

Kamp for Kids Welcome Day : BHN Kamp for Kids held its 44th annual Welcome Day Celebration for Kampers and their families, and members of the community. Several special guests participated including Senator Don Humason, Representative John Velis, and representatives from the Department of Developmental Services.



BHN staff marched in the 38th Northampton Pride Parade & Festival.

Respite

From Recovery to Serving as a Peer

After five suicide attempts and the same number of hospital stays, Robin felt as if she would never find the help she needed to overcome her mental illness. At each hospital she tried, Robin felt isolated and uncomfortable, which made it impossible for her to achieve recovery. Months of failed hospitalizations made Robin indifferent to each facility she attended, and she began to give up hope that she would find a place that would make a difference in her life. Then she found BHN.

Robin had never heard of BHN's Community Crisis Stabilization program, also known as Respite—"I never knew there was a place like this, other than a hospital." But immediately after walking in the door, Robin knew that this program would be different than any of her hospital stays. In Respite, individuals live with a small group of peers and meet with counselors each day throughout their recovery. For Robin, living in Respite during her recovery instead of a hospital felt much more natural—like she was living at home.

"In a hospital, you're isolated, and you can't wear your regular clothes," Robin says. "It's different than Respite, which is meant to help you heal and rest."

Throughout her five-month stay in Respite, Robin learned how to manage her depression and anxiety from her counselors in individual sessions and in therapy groups. The small group of peers who lived with her became like her family, Robin says, and they spent time together doing activities to take their minds off of their mental illnesses, such as arts and crafts, card games, and cooking. Robin received continuous support and motivation from both her counselors and her peers, and never felt as if she was being judged.

"In Respite, I was able to feel normal," Robin says. "Mental illness can make you feel as if you're not good enough, but there was no



Robin

negativity here. Everyone was positive, and the staff tries to keep you in the best of spirits to make your recovery easier."

In the final weeks of her Respite stay, Robin trained to become a peer specialist so she could give back to the program that helped her so significantly and reach out to others who had gone through experiences similar to her own. As a peer specialist, she still feels like she's part of the Respite program and continues to benefit from the same support she received throughout her stay there.

Now, having worked as a peer specialist for several months, Robin is still stunned by the dramatic changes she was able to make in her life with the help of BHN's Respite program.

"I could have probably done ten more hospitalizations and they wouldn't have had the same impact on my life as Respite did," Robin says. "Respite was probably one of the best things that ever happened to me. It gave me a whole new outlook on life."

Group Support

Healing Through Connection

Josh's life was permanently changed after he was involved in a car accident due to operating under the influence of alcohol. In the accident, he suffered a brain injury that required months of intensive medical care and rehabilitation. After completing his medical rehabilitation, Josh sought out a place that could help him adjust to his new reality and teach him to cope with the lasting health impacts of his injury.

At BHN's Center for Traumatic Brain Injury, Josh was able to find a powerful support system that has played a pivotal role in his continued recovery. For the past two years, Josh has participated in the center's group therapy programs, which range from more traditional discussion-based therapy to groups that allow members to express themselves through art or music therapy. Josh even helped the center's director start a group that teaches its members how to use different technologies, including smartphones and tablets, and customize them to suit their different accessibility needs.

Josh says that the kindness of the staff and other group members at the center has been incredibly helpful in his ability to manage his brain injury.

"I like the environment here," Josh said. "It's a judgment-free zone, and everyone knows what you're going through, because they go through it, too. And I can look for guidance from people who have had their injuries longer than me."

Josh has faced plenty of difficulties throughout his recovery from his brain injury, but the continued support of the staff and other group members at the Center for Traumatic Brain Injury has helped him deal with the mental and emotional strains that come with his injury. The connections he has made with the other group members have helped him develop a more positive outlook on life, encouraging him to continue to overcome his injury rather than yield to it.

"Coming here pushes me to want to do more," Josh said. "There are some people in the group who have had brain injuries for 30 years, and I want to eventually get to that point—I'm going to get to that point. I know that if they can do it, I can too."



Individuals served by CTBIS participate in gardening workshop

FY2019 Annual Stats

INDIVIDUALS SERVED

Approximately 40,158	
Addiction Services	3,204
Community Outreach	1,714
Outpatient	20,338
Integration	3,406
Emergency Services	8,524
Forensics	2,590
Residential	382

AGE %

0 thru 17 Age Group	26.6%
18 plus Age Group	73.4%

TOTAL COMMUNITIES SERVED 267

ETHNICITY:

White:	51.6%
Hispanic:	27.0%
Black:	7.9%
Other/Undisclosed:	13.4%

BHN WORKFORCE PROFILE

2,361 employees residing in 160 communities

GENDER RATIO:

Male	500	21.2%
Female	1,850	78.4%
Other	11	0.5%

ETHNICITY:

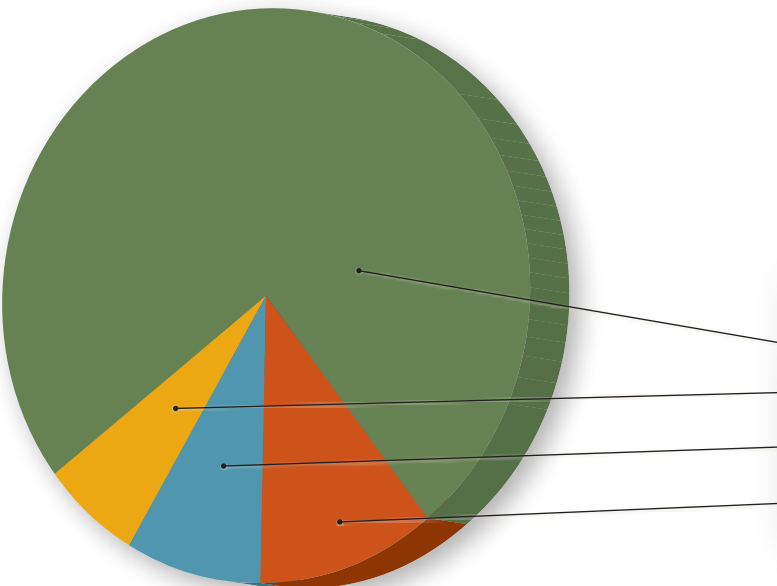
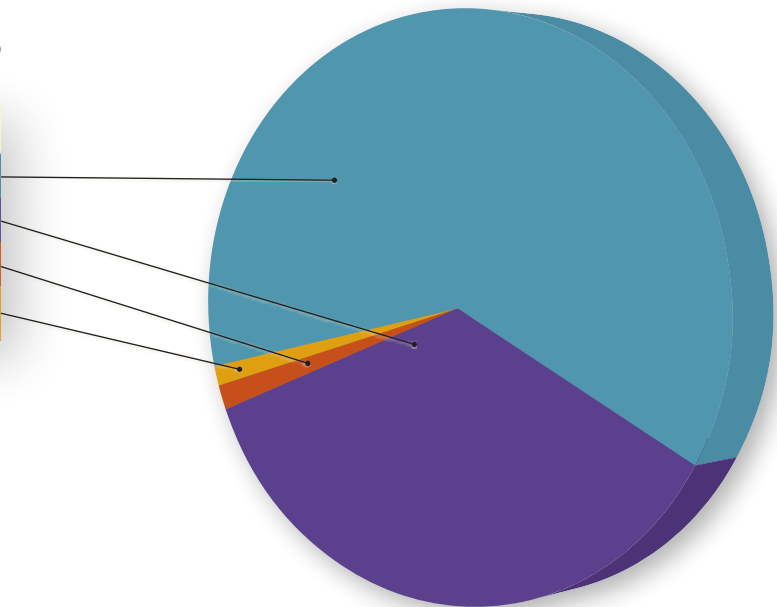
American Indian/Alaska Native	5	0.21%
Asian	23	0.97%
Black or African American	343	14.53%
Hispanic or Latino	489	20.71%
Native Hawaiian/Other Pacific Islander	1	0.04%
Other/Undisclosed	246	10.42%
Two or more races	100	4.24%
White	1,154	48.88%

AGE:

<16	0.13%
16-25	11.90%
26-35	29.69%
36-45	22.24%
46-55	17.96%
56-65	13.51%
66-75	4.36%
76-85	0.21%

FY2019 Revenue & Expenses

REVENUE*	\$108,524,280	
Third Party Insurance	67,263,086	62.0%
State and Federal Contracts	38,808,181	35.8%
Client Fees and Rents	1,284,038	1.2%
Other Revenue	1,168,975	1.1%



EXPENSES*	\$106,360,744	
Program Personnel Expense	79,480,419	74.7%
Program Occupancy Expense	6,528,442	6.1%
Program Other Expense	8,733,216	8.2%
Administration	11,618,667	10.9%

*Audited year-end financial statements



Behavioral Health Network

417 Liberty Street
Springfield, MA 01104



We Are Grateful to Our Sponsors:

