

# bhnTimes

ANNUAL REPORT 2022



## Celebrating Our Staff

Inside



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# Hear Their Stories

2,414  
Employees

Steve Winn

*President & CEO of BHN*

*“When you think about BHN, we are our staff. We don’t produce products that we sell. We help people.... and the way we help people*

*is with our staff. Our staff are our most precious resource, and it is important that we continue to help them to achieve their professional goals.”*



Steve Winn  
President & CEO

## Drake Randall

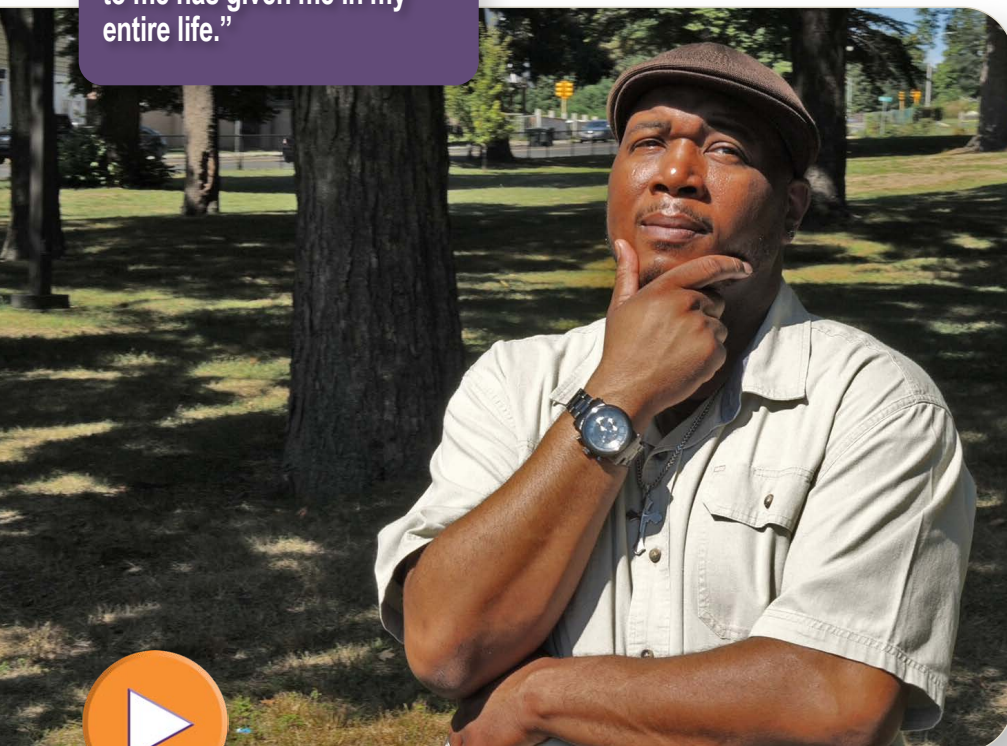
*Counselor/Case Manager, Carlson Recovery Center*

“I like the ability to talk to clients one on one, to get their story. I help them by being real with them.

“I allow them to talk about their situation so that they can hear it... they live it.. a lot of times people are living in such chaos and despair that they can’t see the whole picture... I allow them to step back and see.

“There is no greater reward than me walking down the street and seeing one of my clients who I saw in their worst moment and now back in the community walking with their children and they are doing well, they look good, and they flag me down, so they can introduce me to their family and want to give me credit for the positive change in their lives and I am always quick to say, ‘I’m just a tool that you ran your ideas through, your recovery is yours, you put the work in, I just helped direct your path’... that’s the reward.

“It’s the greatest gift that someone who wasn’t family to me has given me in my entire life.”



### Staff Reside in 204 Communities

Berkshire County	2
Franklin County	175
Hampden County	1,984
Hampshire County	235
Suffolk County	18

“Staff excellence fund came to me at a time I absolutely needed it. I was a new employee and hadn’t been with the company 45 days when I was running into a problem with paying for school. I was starting at Westfield State University and thought I was going to have to drop out.

“One of my coworkers told me about the funding. They directed me to the fund....she wrote a recommendation. It’s been great, I graduated the program this June, I have a certificate...I have more confidence than I have ever had. The Staff Excellence Fund made it an attainable thing when it wasn’t attainable not so long ago, and I’m grateful for it.

“It’s the greatest gift that someone who wasn’t family to me has given me in my entire life.”





# Valrie Fiddler-Stennett

Counselor, Carlson Recovery Center

“The success stories are greatest for me... seeing people come in ... so sick and in three or four days they are transformed into their true selves... they look different... I feel I am doing something that is worthy by helping people that need my help.

“I wanted to go back to school. I heard about this course at Westfield State University, Addiction Counselor Education. I applied for a BHN grant and was approved. I have more knowledge now. I am better as a case manager... that was a big thing for me.

## Staff Age

17 – 29	22.58%
30 – 39	27.84%
40 – 49	21.29%
50 – 59	15.53%
60 – 69	10.69%
70+	2.07%

“Now I am getting the education to serve the client better, and I have more understanding of what they are going through. I think for BHN to assist their workers like this is really powerful. For their workers and for the people they serve it

says ‘we care about your wellbeing.’



“That’s what BHN did for me. It made me a better person... I love that.”

“That’s what BHN did for me. It made me a better person... I love that.”

# Coralys Santiago

Clinical Psychologist, BHN Juvenile Court Clinic

“The work can be very rewarding, and can be heartbreaking at times... these kids have a long history of trauma...hearing their stories can be sad. A lot of time these kids are labeled and it is rewarding to see those positives that people sometimes might miss.

“I feel the agency values diversity. I am a bi-lingual clinician and I know BHN is big on providing opportunities for individuals with diverse backgrounds... I really feel welcomed here.

“Through the Staff Excellence Fund I felt very supported with BHN providing me with the assistance I needed covering the expenses for the preparation for my license and the licensing fees, cost of the exams which can be pretty heavy.

## Staff Ethnicity

White (not Hispanic or Latino):	47.60%
Hispanic/Latinio:	25.39%
Black or African American (not Hispanic or Latino):	18.10%
Two or More Races:	4.18%
Asian:	1.16%
Other/Undisclosed:	3.56%



“The staff Excellence Fund helps individuals continue to develop themselves as well-prepared professionals working in the agency. I have a lot to be grateful for. To know that BHN had my back, allowed me to continue my journey to serve the population that I love, to become licensed as a clinical psychologist was huge for me. I felt supported in more than one area by BHN; I am also legally blind; it’s hard for me to do certain things... I am very grateful for all of the opportunities I have been able to find here.”

“I have a lot to be grateful for. To know that BHN had my back, allowed me to continue my journey to serve the population that I love, to become licensed as a clinical psychologist was huge for me.”



## Executive Committee

**Kenneth J. Albano**  
Attorney, Bacon Wilson

**Lynn A. Brown, Vice Chair & Treasurer**  
First VP, Commercial Banking, People's Bank

**Philip J. Cameron**  
Business Development Mgr. The Tapco Group,  
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**James Gelinas**  
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**George Marion, Chair**  
Attorney, George Marion Law

**John Odierna**  
Attorney, Law Offices of John Odierna

**Miriam Siegel**  
Senior VP – Human Resources & Administration  
Country Bank

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

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Retired

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President at AC Consulting and Media Services

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VP for Advancement,  
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Person Served, Behavioral Health Network

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**Deepika Shukla**  
Attorney, US Dept. of Justice

**Jeremy Saint Laurent**  
Attorney, The Royal Law Firm

**Agma Sweeney**  
Retired

**Steven Winn**  
BHN President and CEO

*You save lives. You change lives.  
You make the people, families, and  
communities we serve stronger.*

It is fitting that the theme of this year's Annual Report is "Celebrating Our Staff." The dedication, commitment, and passion of our staff are truly inspirational. They are the people who meet you in the middle of the night when you or your family member are in emotional crisis; who take you to your medical appointments and help you to find a place to live and food for your pantry; who hold your hand through a rough detox; and who listen to you and treat you with dignity and respect. Every day, BHN staff bring compassionate expertise to the people who rely on them for help. My commitment is to create the supportive conditions that make it possible for BHN staff to do this hard work, knowing that they have what they need to get the job done. To that end, this year we have been able to provide salary increases and "thank you" payments, supplemented mileage reimbursement rates, and arranged tuition breaks at several local colleges. In addition, we remain committed to being "family-friendly" workplace, offering remote access for those whose positions allow for virtual work.

Our commitment to supporting staff professional development has never been stronger. The Staff Excellence Fund now has a balance of almost \$2.5 million and has allowed us grant every request we have received for support. We have helped fund a variety of professional development opportunities for over 70 staff that include license preparation courses and fees, college courses and certificate programs, online and live training programs, and registrations for conferences and seminars.

Our incredible staff has once again enabled BHN to experience a year full of accomplishments. We opened new programs to treat those with addictions. We were awarded a Community Behavioral Health Center (CBHC) contract from the state for the greater Springfield area. We welcomed four Phoenix House of New England programs into the BHN fold. We trained hundreds of staff on implicit bias. We gained accreditations from CARF for our Opioid Treatment Programs and BHN overall. We brought more diversity to our Board of Directors and senior leadership teams. And we managed to keep the lights on, and the doors open to crucial services despite the lingering pandemic.

I have said this before, but it bears repeating, I couldn't be any prouder or more humbled working with such an amazing staff! You save lives. You change lives. You make the people, families, and communities we serve stronger. Thank you. Thank you for all you do and for all those lives you touch.

Steve Winn  
President and CEO  
BHN



Steve Winn  
President & CEO

# Katherine B. Wilson Staff Excellence Fund – Helping Our Staff Thrive

To better support the career and professional development of our staff, BHN has established the Katherine B. Wilson Staff Excellence Fund. The Fund is utilized to meet the training, educational, and professional development goals of our staff and is helping BHN to continue progressing toward our internal Social Justice objectives.

Staff Excellence Fund has financially assisted more than 70 staff in its first year.

Through community partnerships, valuable in-kind services, and generous donations, BHN seeks to address a variety of staff professional development opportunities. The fund provides support through scholarships and forgivable loans for staff to further their

education at local colleges, along with financial support for staff licensure. The fund can also be used to offset related

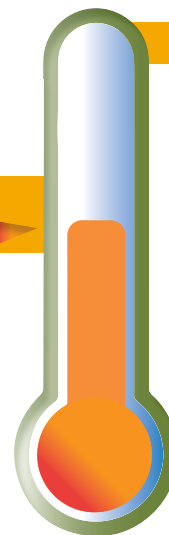
expenses such as materials, transportation and childcare.

Areas for support include:

- License preparation courses and license fees
- Forgivable loans for tuition and education costs
- Community college courses and certificate programs
- Online and live seminars and workshops
- Registration and travel expenses for conferences

\$2.5 million goal  
Halfway There!

\$5 million goal



## Local Banks Support Staff Excellence Fund

### Country Bank Donates \$25K to Staff Excellence Fund

Country Bank presented a \$25,000 donation to President and CEO Steve Winn to benefit the Katherine B. Wilson Staff Excellence Fund. “Country Bank is proud to present a \$25,000 donation in support of the critical services that BHN provides to the community,” said Jodie Gerulaitis, Vice President of Community Relations

Steve Winn, President and CEO of BHN stated, “We are incredibly thankful for the continued support from Country Bank. Their generous donation will support our essential workforce, ensuring BHN’s commitment to provide high quality behavioral health services to the Western Massachusetts community.”



### PeoplesBank Commits \$125K Over Five Years to Fund

PeoplesBank has committed \$25,000 to benefit the Katherine B. Wilson Staff Excellence Fund, the first installment of a \$125,000 commitment over the next five years.

“BHN made a compelling case that the engagement/skillset of their workforce has an enormous impact on their ‘end users’ – something we know to be true, even in a seemingly different industry such as banking. It is the ‘hand-up, and not hand-out’ to these vulnerable populations that hews most closely to our giving philosophy, so we are comfortable that this program will produce those desired results,” said Matthew Bannister, Senior Vice President, Marketing and Corporate Responsibility at PeoplesBank.





# New Programs

## BHN Family Resource Center Grand Opening

Senator Anne Gobi, Rep. Todd Smola, Rep. Donald Berthiaume, Rep. Jacob Oliveira, and Jose Monteiro from DCF gathered with BHN staff and community members in the fall of 2021 to celebrate the grand opening of the BHN Family Resource Center (FRC) in Ware.

The BHN FRC is part of a statewide network of Family Resource Centers that help families and individuals resolve challenges, strengthen their bonds, connect to others and engage in their communities. In addition to assisting families with finding resources, the BHN FRC supports families with youth who are at risk of needing court involvement because of their behavior.



Watch our video about the Family Resource Center.



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## BHN Acquires Phoenix Houses of New England's Massachusetts Portfolio of Substance Use Treatment Programs

In November, BHN assumed Phoenix House's Massachusetts substance use programs in Springfield, Holyoke and Dorchester. BHN now manages Phoenix House's outpatient programs in Springfield, which provide integrated care for adults with substance use and behavioral health issues; and Phoenix House's residential treatment programs in Springfield, Holyoke

and Dorchester, which provide individualized and family-focused trauma-informed care.

"The Phoenix House programs provide an invaluable service to the community and those in recovery, and we are extremely pleased to be able to add them to BHN's Addiction and Recovery services and to ensure their continued operation," Said BHN CEO Steve Winn.



# New Opioid Treatment Program in Orange

## Program marks the first rural methadone clinic in the state

BHN, in partnership with the Community Health Center of Franklin County (CHCFC), has opened an Opioid Treatment Program in Orange –the first rural methadone clinic in the state.

The new program is located at 119 New Athol Road, Suite 210 at a co-location within CHCFC's newest facility and provides behavioral health and substance abuse treatment along with medical and dental care and nutritional advice.

Methadone treatment is provided for individuals 18 and older, seven days a week in combination with counseling and behavioral therapies, allowing a holistic approach to the treatment of substance use disorders. Methadone is approved by the FDA and helps individuals achieve and sustain recovery.

According to Dr. Ruth Potee, Medical Director for substance use disorders at BHN "This will be the first rural methadone clinic in the state. We are pleased the patients and families in North Quabbin now have ready access to this life-saving medication."





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# New Court-Related Interventions

## MISSION – Springfield

### Maintaining Independence & Sobriety through Systems Integration, Outreach, & Networking

The Springfield Drug Court is now able to provide additional case management and peer recovery support to many participants through a new grant-funded program called MISSION-Springfield. The program is offered by the Springfield Drug Court in partnership with Behavioral Health Network and UMass Medical School.

MISSION-Springfield assists adults who have been struggling with substance use, with a Case Manager and a Peer Support Coach helping individuals on their recovery journey.

## New View

Another new program, New View, offers care and support for women 18 or older who are referred through court ordered Section 35 due to their substance misuse conditions.

The program model combines Acute Treatment Services (Detox) and Clinical Stabilization Service units in a single program. Clients receive peer support, mentoring, aftercare planning and support. Participants also learn nutrition, exercise, self-care and life skills (e.g. budgeting, household management). Support for pregnant women and new moms is also provided.

## Behavioral Health for Justice Involved Individuals

Behavioral Health for Justice Involved Individuals (BH-JI) is a new program that helps support individuals who are in prison or jail, who were recently released from prison or jail, or are on probation or parole, to get the health care and services they need to be successful in the community.

All Individuals enrolled in the program are assigned to a Navigator that will help develop a person-centered support plan to support the transition from a correctional facility to the community and access other necessary resources such as housing and doctors.

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# BHN Designated Community Behavioral Health Center by Commonwealth

BHN has been awarded the contract from the Commonwealth of Massachusetts to serve as the Community Behavioral Health Center (CBHC) for the greater Springfield/Westfield catchment area. Launching in January of 2023, BHN's CBHC will be based at our Liberty Street campus in Springfield and at our Mill Street campus in Westfield.

The CBHC model is part of the Baker-Polito administration's Roadmap for Behavioral Health Reform to expand access to high-quality outpatient treatment, to ensure the right care when and where people need it. CBHCs will serve as an entry point for timely, high-quality mental health and substance use disorder (SUD) treatment, including outpatient and adult and youth crisis intervention.

According to Steve Winn, President and CEO of BHN, "As the behavioral health infrastructure continues to evolve, BHN is pleased to partner with the Commonwealth in this new approach to providing access to services and to strengthen providers such as BHN."

The CBHC designation was awarded by the Massachusetts Behavioral Health Partnership (MBHP), the single statewide behavioral health vendor for the Executive Office of Health and Human Services' MassHealth program. The BHN catchment area includes Agawam, Blandford, Chester, East Longmeadow, Granville, Hampden, Huntington, Indian Orchard, Longmeadow, Montgomery, Russell, Southwick, Springfield, Tolland, Westfield, West Springfield, and Wilbraham.

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## BHN Adds Three New Programs to Addiction & Recovery Services

This year, BHN announced the expansion of its continuum of Addiction and Recovery services with three new treatment programs for those in recovery:

**The BHN Springfield Center** consists of two residential treatment programs for adults, providing individualized, trauma-informed care through evidence based substance use treatment services. Individuals receive support from peers and staff and learn new tools for living clean and sober.

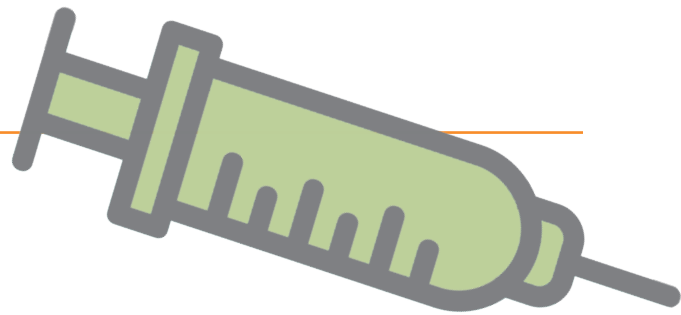
**BHN Holyoke Transitional Support Services (TSS)** is a short-term residential treatment program for cisgender and transgender individuals who identify as male that provides

trauma-informed care through evidence-based substance use treatment services, focusing on care management, group work, self-help, and motivational therapy techniques to promote and support recovery.

**The BHN Dorchester Family Center** provides residential family substance use treatment for pregnant women and cisgender/transgender individuals who identify as female, with children in their care up to the age of 18. The program provides trauma-informed care and evidenced-based substance use services that are women-centered, with a goal of successful family reunification and long-term family stabilization.



# Vaccine Program



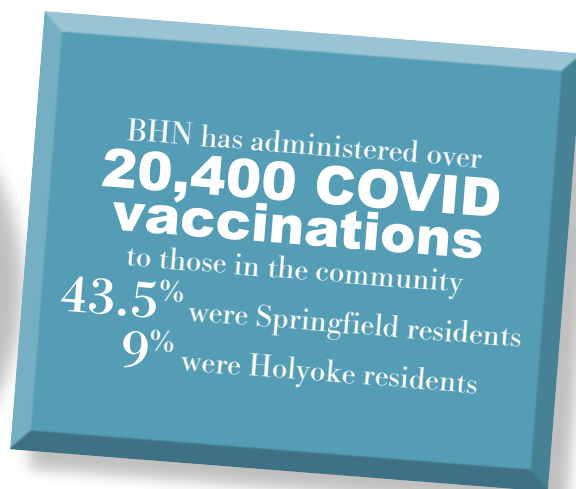
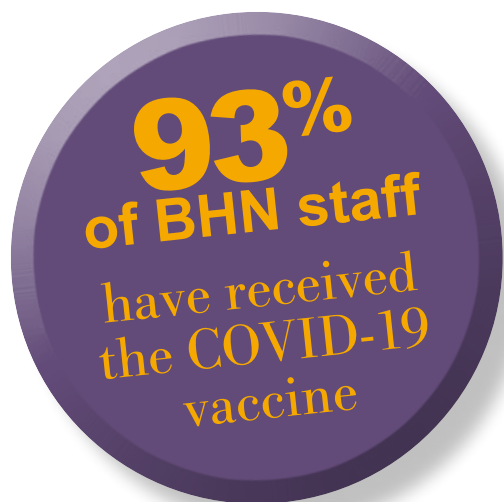
**D**uring the pandemic BHN assumed a leadership role in promoting the COVID vaccine as part of the local and global effort to end the COVID pandemic. BHN has been particularly focused on vaccine equity, working to provide access to often-marginalized communities. That

effort continues as BHN transitions from large-scale clinics with hundreds of vaccines, to small-scale, one-on-one efforts with individuals. BHN staff engage with people about their hesitancy and provide critical health education, which often results in administering the vaccine.

*To date, BHN has provided more than **10,000** vaccines to the communities in Western Massachusetts most impacted by COVID - Springfield, and Holyoke. We've formed strong and collaborative partnerships with the Health Departments in both cities "bringing vaccines to people where they are."*

## Vaccinations by the Numbers

*(since the beginning of the pandemic)*



**BHN has also vaccinated individuals from 35 states and territories** through its vaccine clinics, many from local colleges, universities and boarding schools.

- **BHN held more than 900 vaccine clinics**
- **47% were hosted by BHN**
- **53% were hosted at community events** (i.e. the Big E), through local colleges (i.e. American International College) and school districts (Springfield, Holyoke and West Springfield), and daycares



## The Places We've Been!

BHN has vaccinated at dozens of locations throughout the region, some of which include:

Springfield's Pancake Breakfast, Xtreme Kids, Inc., Springfield Department of Public Health, Holyoke Department of Public Health, Junior Basketball, Western Mass football, the Big E, Holyoke Pride, Valley Blue Sox, Pioneer Valley Project, the Eastfield Mall, The Brick House, Flats Community Building (Holyoke), Holyoke

Housing Authority, Holyoke Mall, Islamic Society of Western Mass, South End Community Center, Boys and Girls Club Springfield Family center, Springfield Housing Authority, Indian Orchard Citizen Council...and many more!

**Kudos to the BHN Vaccine Clinic Team who continue to provide high-quality, community-based care!**



# BHN News

## BHN Receives Grant From the Stop Violence Against Women Act Program

On March 1, 2022, BHN was awarded a \$43,000 state grant by Lt. Governor Karyn Polito at the Violence Against Women Act Award ceremony in Worcester. Anthia Eliot, Program Director for BHN's domestic violence department, attended the ceremony. The funds received will support a civilian police advocate.

The grant is part of nearly \$3 million being awarded to 37 community-based organizations, police departments and



state agencies as part of the Violence Against Women Act, Services Training Officers Prosecutors Grant Program (VAWA STOP), administered by the Executive Office of Public Safety and Security's Office of Grants and Research

## The COVID-19 Pandemic's Impact on Children's Mental Health

Michelle Michaelian, BHN Vice President of Children and Community Based programs, was featured on WWLP-22News InFocus to discuss the impact of the COVID-19 pandemic on children's mental health and well-being. She spoke about the challenges children and youth are experiencing, signs they need help, and services offered to support them.

[View the full segment of 22News InFocus](#)



## Mental Health Awareness in Springfield

Springfield Mayor Domenic Sarno and Health and Human Services Commissioner Helen Cautlon Harris joined with representatives from local mental health organizations to recognize Mental Health Awareness Month in the City of Springfield. Announced in the spring of '22 the theme, "Back to Basics," aims to call attention to easily accessible services and resources in the city.

BHN's Senior Vice President, Kathy Mague, represented BHN at the event. Nicole Desnoyers, a Family Partner



at BHN, also participated as a community advocate and volunteer representing the action group "STOP the Stigma."





# Marylou Sudders Visits Greenfield Addiction and Recovery facilities



BHN hosted Marylou Sudders, Massachusetts Secretary of Health and Human Services, during a visit to our Greenfield Addiction and Recovery facilities. BHN's President and CEO, Steve Winn, Senior Vice President Rose Evans, and program management provided a campus tour that included Franklin Recovery Center, New View, Northern Hope Center, and BHN's Greenfield OTP.



## BHN Creates Social Justice Vice President-Level Position

### Chelan Brown Promoted to VP

This past year, BHN created a Vice President-level position to oversee Social Justice efforts and initiatives, and promoted Chelan Brown, formerly Social Justice Director at BHN, into the new position of Vice President of Social Justice.

Brown joined BHN in September 2020 when the organization created the Social Justice Director role. In her previous role, she has worked collaboratively with staff and leadership to amplify and move forward the work toward racial and social equity within BHN and in the community at large. Through this work, it has become clear to executive leadership that the scope of BHN's Social Justice efforts require leadership at the senior leadership level.

"We have grown so much as an organization over the past year and a half, and realize how much more we need to accomplish in pursuit of our vision of BHN as a

diverse, equitable, and inclusive organization. We are so grateful for Chelan's leadership and are thrilled to have her accept the promotion to Vice President," said CEO Steve Winn.

In 2017, BHN established the Social Justice Committee (SJC), whose mission is to strengthen BHN's active promotion of a just workplace and community. BHN's social justice efforts

seek to eliminate social and economic inequities and promote respect for human dignity, inclusiveness of diversity, and the physical and psychological safety and well-being of all people.





# In the Community

## Springfield Dragon Boat Race

BHN's dragon boat race team (BHN Dragon Roars!) took to the Connecticut River to help support the Pioneer Valley Riverfront Club during their 8th Annual

Springfield Dragon Boat Festival. They paddled hard with strength and spirit against the other community teams, proudly beating both the First Responders and Baystate in two of their three races! While the combined race times did not put BHN out on top, our drummer won the best costume award.



## BHN Staff at Community Events





## Springfield Pride Parade

BHN was pleased to be a sponsor of the Springfield Pride Parade this year, and staff represented the organization by marching in the parade and volunteering at the block party. BHN is proud to support Pride Month and our LGBTQIA+ staff and community members.





# Social Justice at BHN: A Year of Initiative & Engagement

Our commitment to Social Justice at BHN is unwavering. Over the last year, we have trained hundreds of our staff in leadership/supervisory roles in community-based Implicit Bias education, hosted our first annual Taste of Culture event, worked with external partners on addressing social determinants of health and worked internally on several systems and policies to ensure they are socially just.

## Social Justice Department and Social Justice Coalition (SJC) Highlights:

### *Education & Learning:*

Our Social Justice Education & Awareness staff and workgroups partnered with the African Diaspora Mental Health Association (ADMHA), a community-based behavioral health organization that specializes in training around cultural sensitivity and social justice, to deliver an intense day-long training on Implicit Bias. ADMHA trained 431 total staff, with 254 of them holding supervisory or other leadership roles. This ensures that those who have the responsibility of developing policies, programs, and systems of care are well trained to recognize implicit bias.

Feedback from participants:

- 93% indicated they think in new ways about race and ethnicity as a result of this training
- 96% indicated the training will change how they make decisions/ behave in the future
- 98% indicated they will bring back pieces of what they've learned to their workplace
- 95% felt the training inspired them to address issues of race/ethnicity in the workplace

Other SJ Learning work included continuing to ensure that all new hires are provided with an Introduction to Social Justice course during their orientation.

### *Staff Retention & Career Pathways:*

The social justice Retention staff worked closely with HR and other organizational workgroups to develop a strategic plan to retain and grow staff at BHN, with a special focus on Black, LatinX, LGBTQIA+, and other diverse staff.

### *Recruitment & Outreach:*

As many employer's struggle to fill positions, the SJ team has worked closely to ensure that there are intensified efforts to fill open roles with diverse individuals so that our workforce is representative of the diversity in our communities, including the placement of culturally appropriate recruitment ads in diverse and neighborhood media outlets.

## BHN New Hires

### ETHNICITY

American Indian or Alaska Native (not Hispanic or Latino)	<1%
Asian: (not Hispanic or Latino)	1%
Black or African American: (not Hispanic or Latino)	18%
Hispanic/Latino:	22%
Two or More Races: (not Hispanic or Latino)	5%
White: (not Hispanic or Latino)	37%
Other/Undisclosed:	17%

### *Community Outreach & Engagement:*

Enhanced community engagement, relations and outreach are new efforts of the Social Justice Team and Coalition and include:

- Providing the local community education, workshops, training on behavioral health care and social justice
- Increasing our presence in the local community through SJ Ambassadors to ensure community awareness of BHN

## Dominic's Story:

Dominic was a member of our community served by Opportunity House after years of struggling with addiction and mental health challenges. He attributes his success in recovery to the amazing services and care he received from BHN SUD programs. One day while Dominic was on property, he had a conversation with one of the Facilities' diverse contractors, Camacho Lawns & Landscaping. During that conversation he shared his story with the owner and his skills and experience with landscaping and related work. Dominic asked the owner of Camacho's for a chance at employment, and it was granted. Now Dominic is a full-time employee of Camacho's landscaping and is a Team Lead.





## Social Justice at BHN *(continued from previous page)*

services (SJ Ambassadors attended over 40 community events, job fairs, neighborhood and city festivals in 2022)

- Providing technical assistance, consultation, training around behavioral and mental health, operationalizing social justice, and the pillars (including DEI), to other stakeholders and partners

### ***Organizational Change and Development:***

**BHN Social Justice Affirmation:** BHN's board and executive leadership team have committed to working with divisional leadership to operationalize SJ across each service line and program within BHN. Here is a glimpse of how some other organizational teams/departments have fulfilled this goal:

#### **Facilities:**

The Facilities Team has worked diligently over the last year to ensure that the properties and sites that house the BHN programs are reflective of our social justice commitments, so that those entering our sites can feel they are in a warm, safe environment. Facilities have also worked on diversifying their own workforce by partnering with the Fiscal Procurement staff on the creation of an Annual Diverse Spend Goal for Procurement, working with diverse contractors and businesses. Some notable accomplishments in this area include:

- \$798,993.00 was contracted with diverse-owned contractors and companies
- Facilities houses a diverse workforce of 15 staff, of which 3 are women in a predominately male job industry

Other divisions and teams that have continued in their own way to operationalize SJ in their work spaces include:

- ELT Social Justice Learning Program and Active Recruitment of new diverse leaders into the ELT and Board of Directors

- Clinical vetting of all evidence-based practices and clinical care models through a SJ lens with the Social Justice Coalition's Delivering Anti Oppressive Clinical Care (DAOCC) clinical team

- Ensuring all organizational training and learning is created and vetted with a social and racial justice lens

- HR working with the SJ Diversity & Inclusion team on inclusion of Juneteenth and other cultural observances/holidays/celebrations

- Kronos and Billing Team work with SJ on gender affirmation, naming considerations, and racial and other demographic considerations for Carelogic and Kronos.

- The merging of HR, Human Rights, Social Justice in guiding organizational internal investigations around social justice, the human rights of persons served, and staffing issues

- The collaboration of the BHN Marketing Department and SJC Diversity/Inclusion team to host the first annual Taste of Culture at BHN

### ***Policy & Advocacy:***

The staff of the SJC Policy & Advocacy Committee (PAC) have worked tirelessly on reviewing and vetting all organizational and programmatic policies with a social justice lens toward the pillars of Equity and Access. This work has resulted in significant, meaningful, impactful, and long-lasting change within the BHN community; especially for our diverse staff and individuals served.

## Taste of Culture Event

BHN staff gathered at Gurdon Bill Park this summer for the first annual "Taste of Culture." The event celebrated the many cultures represented here in Western Massachusetts and within BHN's workforce with an afternoon full of food, music, and performances.





# FY2022 Annual Stats



## INDIVIDUALS SERVED

Approximately **45,300**

Addiction Services	5,376
Community Outreach	10,766
Outpatient Services	17,465
Integration Services	11,832
Emergency Services	8,306
Forensic Services	2,276
Residential Services	411

## AGE %

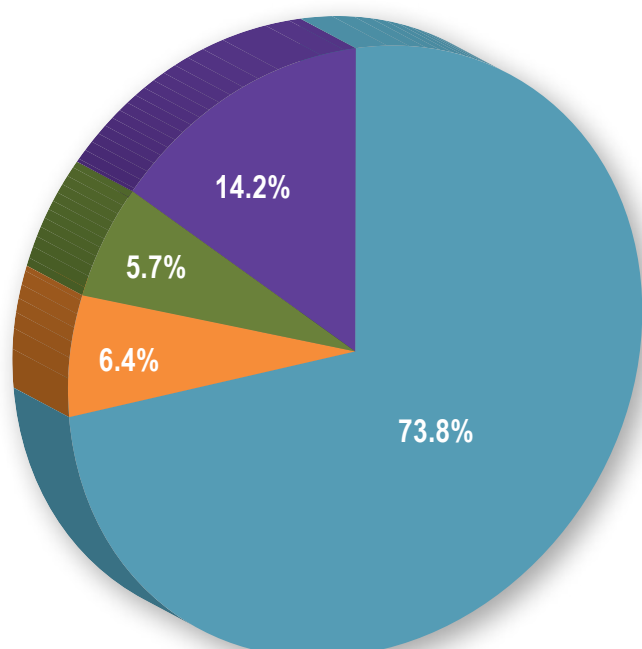
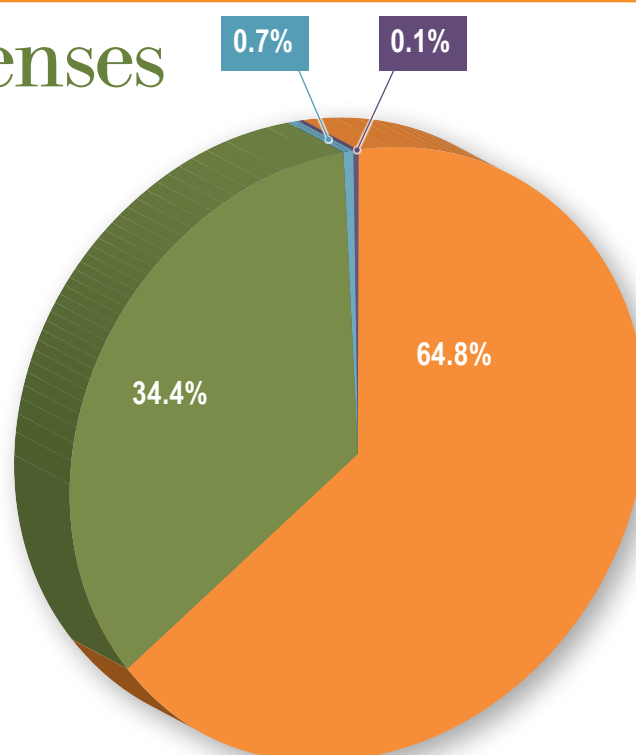
17 and Under	20.4%
18 and Over	79.6%

## ETHNICITY

White	48.4%
African American/Black	9.1%
American Indian/Alaskan Native	0.5%
Asian	1.2%
Native Hawaiian/Pacific Islander	0.2%
Undisclosed/Unknown	26.8%
Other	12.5%
Declined	1.3%

# FY2022 Revenue & Expenses

Revenue*	\$161,795,901	
Third Party Insurance	104,871,722	64.8%
State and Federal Contracts	55,726,059	34.4%
Client Fees and Rents	1,094,097	0.7%
Other Revenue	104,022	0.1%



Expenses*	\$145,677,853	
Program Personnel Expense	107,438,824	73.8%
Program Occupancy Expense	9,280,570	6.4%
Program Other Expense	8,296,900	5.7%
Administration	20,661,559	14.2%

\*Audited year-end financial statements



## Our Service Area



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