

## ATTACHMENT B

### DELIVERY SYSTEM REFORM INCENTIVE PAYMENT (DSRIP) PROGRAM COMMUNITY PARTNER (CP) BP4 ANNUAL REPORT RESPONSE FORM

#### PART 1: BP4 ANNUAL REPORT EXECUTIVE SUMMARY

##### General Information

Full CP Name:	Behavioral Health Network
CP Address:	417 Liberty Street Springfield MA

#### Part 1. BP4 Annual Report Executive Summary

**Community Partner Composition** Behavioral Health Network, Inc was founded in 1937 as the Child Guidance Clinic of Springfield, Inc. After decades of mergers, growth and collaboration, today it is one of the largest and most comprehensive, community-based service systems in Western Mass. Funding is primarily from MassHealth MCOs, as well as contracts from DMH, DPH, DDS, and other EOHHS agencies. At its core of services are 11 licensed Mental Health and Substance Use Disorder outpatient clinics covering Hampden County from Westfield and the hill towns, through Springfield, Holyoke, Chicopee, and east to Palmer and Ware in Hampshire County. BHN operates three ESP Psychiatric Crisis sites that provide coverage to six Emergency Departments; and three Crisis Stabilization/Respite sites. Within its MH and SUD clinics are three specialty clinics for Latinx clients; one specialty clinic serving intellectually disabled clients and two other specialty clinics for children and families. In 2021 BHN launched a behavioral health urgent care program, the COVID vaccine clinic, and a methadone clinic in Orange. Over the past five years, BHN has embraced integration efforts with regional healthcare partners allowing BHN to provide outreach treatment services in over a dozen primary care practices and FQHCs. Care Management (CM) is a service BHN developed over six years ago in one of its first efforts to join the ACO activity. Our care coordination experience pre-dates this by many years and has been the core of BHN CSP, CBFS and CSA programs. Recognizing that our decades of experience treating and coordinating care for individuals with mental illness (MI), intellectual or developmental disabilities (I/DD), and SUD complemented the medical service needs of individuals, we began a BH integration program, offering specialty staffing, training and supports to healthcare clinics, practices, and specialty programs. CM is presently a core department within BHN, where we coordinate the varied resources of not only our organization, but also the health and human service delivery system at large for Western MA residents.

BHN's Executive Leadership team has a wealth of diverse expertise with which to oversee these efforts. Our Executive Director recently retired and had been in the position 35 years. Her

successor is Steve Winn, formerly the COO who also brings years of service to BHN. BHN has an Executive Vice President and 3 Sr. VP who oversee all service delivery, a VP of Administration, a VP of Human Resources, and a VP of Quality. The Medical Director has been in her position over eight years and oversees a department of seven psychiatrists and 13 APRNs. BHN's CFO oversees a robust financial department responsible for all contract management and financial reporting. The VP of Admin manages a large IT/IS department, made up of staff and software to support finance, third-party billing, care management, human resource, payroll and the EHR. Our VP of HR not only manages a large HR Department, but is also BHN's compliance officer, reporting directly to the Board of Directors. At this time, the VP of Administration is also responsible for facilities management, through a Director of Facilities and his department. The Executive Committee, empowered by the Board of Directors, directly supervises the CEO on daily management, while the BOD itself, is responsible for overall strategic direction and operations of the organization.

***Community Partners Population Served*** BHN provides Behavioral Health Community Partner (BHCP) services in 3 primary service areas, where we are an established provider presence. These areas are: Springfield, Westfield, and Holyoke, and include the towns of: Agawam, Belchertown, Blandford, Chester, Chicopee, East Longmeadow, Feeding Hills, Granby, Granville, Hampden, Holyoke, Huntington, Ludlow, Longmeadow, Monson, Montgomery, Palmer, Russell, Southampton, South Hadley, Southwick, Springfield, Tolland, Ware, Westfield, and West Springfield. The towns BHN serves are demographically and geographically diverse, and many families experience health inequities. Of the 153,060 people living in Springfield, 48% report being of a minority race and 30% live below the FPL. Thirty-nine percent of residents speak a language other than English at home, primarily Spanish. Of the 40,124 people living in Holyoke, 52% report being of a minority race. The median income is \$36,608, 41% of residents live below the FPL, and 46.9 % of people speak a language other than English at home, primarily Spanish. Of the people 41,209 living in Westfield, 12% of the population report being of a minority race. Sixteen percent speak a language other than English. The refugee population is growing, bringing with it various languages and cultures. The median age is 38, median household income is \$45,240, and 11% of the population live below FPL.