

Association for Behavioral Healthcare Association for Behavioral Healthcare Foundation

Leading, promoting and advocating for community-based mental health and substance abuse services.

Ensuring access to quality person-centered and outcome-oriented care that is clinically and cost effective.

Bringing hope and health to individuals and families by promoting recovery and resiliency.



Dear Colleague:

It is with great pride that we submit the Fiscal Year 2010 Annual Report for the Association for Behavioral Healthcare, Inc. and the Association for Behavioral Healthcare Foundation, Inc.

ABH and our members were at the forefront of tremendous change in community-based behavioral healthcare in FY 2010. The year started with implementation of three newly-designed or redesigned services:

- The Children's Behavioral Health Initiative (CBHI)
- The Department of Mental Health's Community Based Flexible Supports (CBFS)
- Emergency Services Programs (ESPs)

During the year, ABH focused a great deal on the on-going implementation issues for these services. ABH and our members tried to work as closely as possible with the Department of Mental Health (DMH), MassHealth, and the Medicaid Managed Care Entities (MCEs) to ensure that implementation of these major initiatives was as smooth as possible for consumers, family members, and providers.

ABH and our members also confronted continuing uncertainty around state-funded community behavioral healthcare services in FY 2010. Thanks in large part to the strong advocacy of our members, most existing community-based behavioral healthcare programs and services were spared from elimination in FY 2010.

The effectiveness of our grass-roots advocacy was most apparent when ABH and our coalition partners successfully lobbied Governor Deval Patrick and the legislature to dedicate all revenues from the sales tax on alcohol to fund substance abuse prevention and treatment programs. This action was a major victory for our members and assured funding stability for treatment programs in FY 2011.

While 2011 and beyond will bring new challenges, we are confident that ABH remains well positioned to successfully represent our members in support of community-based behavioral healthcare. The collective strength of ABH is an important buffer for our members to the swirling change that is around us.

ABH is grateful for your ongoing support and looks forward to our work together in the years ahead.

Sincerely,



Deborah Ekstrom, Chair
Board of Directors



Vicker V. DiGravio III
President/CEO



*Deborah Ekstrom,
Board Chair*



*Vic DiGravio
President/CEO*

New Look, Fewer Letters

In October 2009, Mental Health and Substance Abuse Corporations of Massachusetts, Inc. (MHSACM) unveiled a new name, logo and website.

Our new name, the Association for Behavioral Healthcare (ABH), was the result of 18 months of work by an Ad Hoc Committee of the MHSACM Board, under the leadership of Jonathan Scott, President & CEO of Victory Programs, Inc. During this period, the Committee discussed the potential value of a name change, and, working with an outside consultant, surveyed many of our external partners and stakeholders regarding their thoughts on the MHSACM name and the concept of developing a new name for our association. The results of this survey made clear that the MHSACM name was viewed externally as unwieldy and as a difficult one to absorb and understand, primarily because of its length.

Once the decision had been made to proceed with a name change, the Committee worked with our consultant to formulate a new name, **Association for Behavioral Healthcare (ABH)**, which better represents our work and the work of our members. Along with a new name, our new visual identity and website (www.ABHmass.org) have enabled us to strengthen our brand and further establish ABH as the premier advocacy organization for community-based behavioral healthcare in Massachusetts.



ASSOCIATION
FOR BEHAVIORAL
HEALTHCARE

Enduring Mission, United in Purpose

The Association for Behavioral Healthcare's 10th Anniversary Provider Celebration was a resounding success! Over 325 people were in attendance to celebrate the accomplishments of the award winners.

The Celebration's theme, *Enduring Mission, United in Purpose*, was especially fitting as we looked back on a year that posed many challenges and looked toward an uncertain fiscal environment. We were honored to hear from many of the key state health policymakers who play a large role in determining the present and future of community-based behavioral healthcare services.

Every year, we are more and more inspired by the award winners, and this year was no different. A hearty round of applause from all of us at ABH!



Department of Children and Families Commissioner Angelo McClain



Department of Public Health Commissioner John Auerbach



Department of Mental Health Commissioner Leadholm and Bureau of Substance Abuse Director Michael Botticelli



We've Been Busy...

Here at ABH, we believe that there is always an opportunity to learn something new. As a result of this steadfast belief, we strive to provide exceptional learning opportunities and trainings for our members.

ABH Annual Meeting: Addressing Healthcare Disparities for Individuals with Behavioral Health Disorders

ABH's Annual Meeting featured Executive Office of Health and Human Services Secretary Dr. JudyAnn Bigby and an expert panel that discussed the stigma and discrimination that individuals with behavioral health disorders face due to their illnesses.

Association Meetings:

Addressing Tobacco in Mental Health and Substance Abuse Organizations in Massachusetts

Dr. Doug Ziedonis, Professor and Chair of the UMass Department of Psychiatry, spoke about the barriers and opportunities available to providers to change the culture of tobacco within mental health and addiction treatment settings.

Consumer Quality Initiative (CQI) and Shared Decision-Making

Jonathan Delman, founder and Executive Director of Consumer Quality Initiative, shared the work of CQI and his perspective on the concept of Shared Decision-Making with ABH members.

MassHealth Behavioral Health: What's Next?

A panel of behavioral health directors from the MassHealth Managed Care Organizations provided a presentation on their individual plans and contracts and what they view as the biggest challenges facing Medicaid managed care and behavioral healthcare in Massachusetts.

Global Payment Reform: How Will it Impact Behavioral Health Providers in Massachusetts?

Amy Whitcomb Slemmer, Executive Director of Health Care for All, and Sarah Iselin, President of the Blue Cross Blue Shield of Massachusetts Foundation, examined what a global payment system might look like in Massachusetts and how behavioral healthcare providers could be impacted by global payments.

...More Trainings

Massachusetts Alcohol and Other Drug Advocacy Training Institutes

For the third year running, ABH and the Massachusetts Organization for Addiction Recovery (MOAR), through a grant from Reckitt Benckiser, held three advocacy trainings across the state to train 60 new advocates for public policies in support of addiction treatment, prevention, and recovery.

Ethics Training

Chapter 28 of the Acts of 2009, *An Act to Improve the Laws Relating to Campaign Finance, Ethics and Lobbying* amended the state lobbying law by broadening the definition of lobbying and who must register as a lobbyist. Ben Fierro, one of ABH's lobbyists, prepared a legal analysis of the new law and conducted a training on its impact on behavioral health providers.

NewMMIS

ABH coordinated on-line and in-person trainings with MassHealth on the state's New Medicaid Management Information System (NewMMIS).

Medicare and Mental Health Services

Rick Hoover and Gil Mason from the Centers for Medicare and Medicaid Services Regional Office provided a presentation and training to the ABH Billing, Rules, Regulations and Policy Committee.



Committee Against Repeal of the Alcohol Tax

The FY 2010 budget eliminated the sales tax exemption on alcohol sold in stores. Since that time, opponents of the alcohol tax organized a ballot campaign to repeal the alcohol tax. In response, ABH and its partners formed the **Committee Against the Repeal of the Alcohol Tax**, a coalition of over 140 Massachusetts-based behavioral health and public health organizations that have come together to speak with one voice in support of the sales tax on alcohol which produces approximately \$110 million in dedicated funding for public health services for residents with behavioral health needs.

The Committee, which is co-chaired by Vic DiGravio, ABH's President/CEO, and Maryanne Frangules, Executive Director of the Massachusetts Organization for Addiction Recovery, has hired a campaign coordinator and a media consultant, conducted a statewide public opinion survey, and created a new website: www.NoOn1MA.com.



Dedicated Funding

After the repeal of the alcohol sales tax exemption last year, ABH and our coalition partners worked to ensure that the money generated from the sales tax on alcohol—estimated to be about \$110 million in FY 2011—would go toward substance use disorder treatment and prevention. Our diligent advocacy efforts were rewarded when the Legislature created a **Substance Abuse Treatment and Prevention Fund** in the FY 2011 budget which will be credited with revenue from the sales tax on alcohol. The fund will help support critical substance abuse prevention, treatment and recovery support services for 100,000 people.

Grassroots at the Heart

In February, we were thrilled to announce that ABH was chosen by the National Council for Community Behavioral Healthcare as the recipient of the *2010 Award of Excellence for Grassroots Advocacy*. ABH was honored for our work in leading the *Campaign for Addiction Prevention, Treatment and Recovery* and the successful effort of our coalition to repeal the sales tax exemption on alcohol.



The State of Affairs

With the state facing uncertain fiscal times, ABH worked diligently to advocate for our budgetary and legislative priorities. As a result of our advocacy and that of our members, no cuts were made to existing community-based behavioral health services in the FY 2011 budget. In addition, the FY 2011 budget:

- Created a Substance Abuse Treatment and Prevention Fund to be credited with receipts from the alcohol tax.
- Funded the Bureau of Substance Abuse Services at \$82.8 million, including \$4.8 million for step-down services, \$2 million for jail diversion, and \$1.5 million for a substance abuse pilot program.
- Funded the Department of Mental Health Adult Community account at \$324 million.
- Funded the Children's Behavioral Health Initiative at \$85 million.
- Included consumer protection language barring unilateral reassignment of MassHealth members to other plans.
- Required the Patrick Administration to report on the implementation of *Chapter 257*.

ABH keeps members informed of budget developments through regular correspondence, including ***Community Conversations***, conference calls designed to brief members on key items included in the budget and their impact on ABH members.

Legislative Priorities

In addition, the close of the 2009-2010 legislative session saw three of ABH's legislative priorities signed into law:

- **Chapter 151 of the Acts of 2010.** *An Act Relative to Assault and Battery on Health Care Providers.* This expansion of current law will help protect behavioral health providers.
- **Chapter 256 of the Acts of 2010.** *An Act Reforming the Administrative Procedures Relative to Criminal Offender Record Information and Pre- and Post-Trial Supervised Release.* This new law reforms the current Criminal Offender Record Information (CORI) system which has long been a priority for ABH and our members.
- **Chapter 283 of the Acts of 2010.** *An Act Adding Safeguards to the Prescription Monitoring Program and Furthering Substance Abuse Education and Prevention.* The new law will update the state's Prescription Monitoring Program. Changes to the prescription monitoring program will help the Department of Public Health thwart abuse by prescribers and help the Commonwealth fight the opiate epidemic and improve substance use disorder education and prevention.



The Federal Front

ABH works closely with two national associations: the National Council for Community Behavioral Healthcare (the National Council) and the State Associations of Addiction Services (SAAS). Vic DiGravio, ABH's President/CEO, serves on the National Council's Public Policy Committee and Connie Peters, ABH's Vice President for Substance Abuse, serves as the Vice President of the SAAS Board of Directors. In partnership with the National Council and SAAS, ABH advocated for passage of federal health care reform and implementation of the federal parity law.

In June, a delegation from ABH participated in the National Council's sixth annual Capitol Hill Day. This year's delegation, our largest ever, advocated for expanded Federal Medical Assistance Percentage (FMAP) rates and succeeded in getting four members of our Congressional delegation to co-sponsor legislation expanding health information technology funding to behavioral health providers.



Change Watchdogs

The state's behavioral health system is in a constant state of change. Reprocurements abound and ABH strives not only to keep members abreast of upcoming changes, but also to provide input where appropriate.

Requests for Information

This year, ABH had the opportunity to respond to a number of Requests for Information (RFI). ABH solicited input from member providers and submitted responses to the Department of Mental Health (DMH)'s RFIs for **Peer-Run Respite Services, Clubhouse Services, and Children's Flex Support Services**. ABH also solicited input from members and sent a letter to MassHealth outlining issues around the upcoming **Primary Care Clinician Plan's Behavioral Health Carve-Out** procurement.

Children's Behavioral Health Initiative

In FY 2010, the state continued to implement the Children's Behavioral Health Initiative (CBHI) and ABH devoted a great deal of time and resources to ensure that the system is one that best meets the needs of the children who will be served by CBHI. ABH's Children's Services Committee focuses on CBHI services and the Children's Policy Committee identified overarching policy issues associated with child and adolescent mental health and addiction services. ABH also participates in the Children's Behavioral Health Advisory Council, the Professional Advisory Council, CBHI Stakeholder meetings, and the Children's Mental Health Campaign.

Community Based Flexible Supports

As the Department of Mental Health worked to implement Community Based Flexible Supports (CBFS), ABH worked with providers to implement CBFS services and with DMH to address provider concerns around CBFS implementation. ABH's CBFS Services committee reviewed proposed DMH regulations pertaining to CBFS and provided extensive comments to DMH while the ABH CBFS Policy Committee met regularly to address macro issues. Sara Hartman, ABH's Vice President for Mental Health, also co-chairs the state's CBFS Steering Committee with the Department of Mental Health.



Massachusetts Standardized Documentation Project

The Massachusetts Standardized Documentation Project (MSDP) was convened in April 2007 to move beyond historic documentation models that recorded only the minimum level of information to a documentation process that supports a person-centered/recovery-oriented service delivery model in community settings. One of the major goals of the MSDP was to develop a standardized set of clinical forms for improved quality of patient care, increased compliance and more efficient business practices.

Last year, forms and training manuals for over 30 services were completed. This year, we've witnessed a growing use of the forms across the industry. All of these forms are now available on the ABH website (<http://www.abhmass.org/site/msdp.html>.) In addition, the MSDP Leadership Team initiated the first annual review process to improve the efficiency of the forms and to ensure ongoing compliance with state and federal regulations.

Another goal of MSDP is to facilitate the development of the MSDP forms as an integral part of electronic health records being developed by various software vendors. The MSDP has established a vendor certification process to ensure the integrity of the forms and to maintain the focus on recovery and compliance in the transition to electronic health records. ABH is very pleased that both iCentrix and eHana are certified as MSDP certified vendors and that certification is pending for three other electronic health record vendors. Qualification for MSDP Certification requires that the software interface captures all the necessary data fields in the proper order and in the proper format as structured in the certifier's standard-documentation forms. This will enable the user (1) to comply with federal and state standards and the requirements of funders of mental health and substance abuse treatment services in Massachusetts for clinical documentation, and (2) to maintain proper medical-necessity linkage as designed into the certifier's standard-documentation forms.



The Campaign to Strengthen Human Services

In FY 2007, ABH, the Association of Developmental Disabilities Providers (ADDP) and the Massachusetts Council of Human Service Providers (Providers' Council), partners in *The Collaborative*, formed the *Campaign to Strengthen Human Services*. That campaign led to the passage of An Act Relative to Rates for Human and Social Service Programs, now *Chapter 257 of the Acts of 2008*. The intent of *Chapter 257* is to reform the human service rate-setting process to more accurately and fairly reimburse providers for the cost of delivering care.

ABH continues to work closely with ADDP and the Providers' Council around *Chapter 257* implementation. While implementation of the new law has been a struggle, we continue to work in unison to achieve fair and adequate rates. The state FY 2011 budget requires the Administration to report on the implementation of *Chapter 257* with specific reference to the Administration's 2007 report titled *Financial Health of Providers in the Massachusetts Human Service System*. ABH is grateful for the continued support of the Legislature regarding this important issue and this report will help ensure that *Chapter 257* is implemented in the spirit with which the Legislature intended.



The Campaign to **STRENGTHEN
HUMAN SERVICES**

**IMPROVE CARE • RETAIN QUALITY STAFF
ENHANCE ECONOMIC IMPACT**

We Couldn't Do it Alone

In striving to promote community-based mental health and substance abuse services as the most appropriate, clinically effective and cost sensitive method for providing care to individuals in need, we have been fortunate to work with a variety of organizations. We are thankful for our coalition partners, including, but not limited to the following:

Affordable Care Today!! (ACT!!)
Association of Developmental Disabilities Providers (ADDP)
Committee Against Repeal of Alcohol Tax
Children's Mental Health Campaign
Children's League of Massachusetts
Health Care for All
The Health Foundation of Central Massachusetts
Massachusetts Council of Human Service Providers
Massachusetts Aging and Mental Health Coalition
Massachusetts Association for Behavioral Health Systems
Massachusetts Coalition for Addiction Services (MCAS)
Massachusetts Mental Health Transformation Committee (TRANSCOM)
Massachusetts Organization for Addiction Recovery (MOAR)
Massachusetts People/Patients Organized for Wellness, Empowerment and Rights (M-Power)
National Alliance on Mental Illness - Massachusetts (NAMI-MASS)
National Council for Community Behavioral Healthcare
Parent/Professional Advocacy League (PAL)
Professional Advisory Council
Recovery Home Collaborative
State Associations of Addiction Services (SAAS)
The Transformation Center

Working in Coalition



Massachusetts Coalition for Addiction Services (MCAS)

In FY 2003, substance abuse services suffered deep, devastating budget cuts. In response, ABH successfully organized the Massachusetts Coalition for Addiction Services (MCAS), a group of advocacy organizations that could speak with one voice for the restoration and expansion of funding. This year, MCAS expanded from five organizations to eight: Association for Behavioral Healthcare, The Boston Public Health Commission, Massachusetts Association of Alcoholism & Drug Abuse Counselors, Massachusetts Coalition to End HIV, Massachusetts Council on Compulsive Gambling, Massachusetts Housing and Shelter Alliance, Massachusetts Organization for Addiction Recovery, and the Recovery Homes Collaborative. MCAS has been extremely successful advocating for substance use disorder treatment funding and services and for the dedicated funding of alcohol tax revenues into a *Substance Abuse Treatment and Prevention Fund*. Despite the Commonwealth's extremely bleak fiscal situation, funding for substance abuse services was preserved and no cuts were made to existing community services. Connie Peters, Vice President for Substance Abuse, coordinates the advocacy efforts of MCAS.

The Transformation Committee

ABH is very proud to be affiliated with the Transformation Committee (Transcom), a diverse stakeholder group whose mission is to support services for persons with mental health conditions, including those with co-occurring addiction needs, by supporting flexible, peer-driven infrastructure across the state that will support recovery-oriented services and activities that respond to individual and community needs. Transcom works to foster the development, promotion and coordination of innovative recovery-oriented best practices. Sara Hartman, ABH's Vice President for Mental Health and Steve Hahn, President/CEO of NFI Massachusetts, Inc., often serve as rotating co-chairs and help to advance Transcom's initiatives and to coordinate efforts with the provider community.

ABH Committees

Our committees are essential to setting ABH's agenda and participation on almost all committees is open to our full membership. Our committees, which fall into three categories: Policy and Systems, Mental Health Services, and Substance Use Disorder Services, identify pertinent policies and programmatic issues to be discussed or addressed by ABH.

Over the past year, we've made some exciting changes to our committees. Our Children's Policy Committee made the transition from an ad hoc committee to one that meets on a regular basis and led the Association in formulating ABH's positions on implementation of the Children's Behavioral Health Initiative, the Department of Mental Health/Department of Children and Families' Joint Residential procurement, and the Department of Mental Health's Flexible Supports procurement. We also created a Community Based Flexible Supports (CBFS) Policy Committee to focus on CBFS implementation issues including funding, outcome measurement, and data collection, among others, and engaged a consultant to work with our e-Health Committee. Finally, we've instituted an annual evaluation process for all committees in an effort to better meet the interests and needs of our member organizations.

Policy and Systems

Billing, Rules, Regulations and Policy Committee
 Corporate Compliance Committee
 e-Health Committee
 Human Resources Committee
 Managed Care Committee
 Quality and Outcomes Committee
 Uniform Financial Reporting Committee

ABH'S EXECUTIVE TEAMS

- The ABH Department of Mental Health (DMH) Executive Team regularly meets with DMH Commissioner Barbara Leadholm and her senior staff to discuss the importance of community-based providers in serving DMH clients.
- ABH also has a very strong working relationship with the Department of Public Health/Bureau of Substance Abuse Services (DPH/BSAS). The ABH/BSAS Executive Team works closely with Commissioner John Auerbach and BSAS Director Michael Botticelli.
- The ABH/MassHealth Executive Team meets regularly with the Director of Behavioral Health for MassHealth, Chris Counihan.
- ABH meets quarterly with the state's Medicaid Managed Care Organizations to discuss issues of mutual interest.

Mental Health Services

Children's Policy Committee
Children's Services Committee
Emergency Service Programs Committee
In-Home Therapy Committee
Community Based Flexible Supports Committee
Program of Assertive Community Treatment (PACT) Providers Committee
Psychiatric Day Treatment/Partial Hospitalization Committee

Substance Use Disorder Services

Acute Treatment Services (ATS) Committee
Clinical Stabilization Services (CSS) Committee
Driver Alcohol Education/Second Offender Aftercare Committee
Opioid Treatment Providers Committee
Substance Abuse Residential Committee
Structured Outpatient Addiction Program (SOAP) Committee

Member Services:

- ✓ Monthly E-Update
- ✓ Regular operational issues updates
- ✓ Annual Provider Celebration
- ✓ Association meetings
- ✓ Trainings
- ✓ Committee meetings
- ✓ Legislative updates
- ✓ State budget tracking
- ✓ Action alerts
- ✓ Legislative and budget testimony
- ✓ Regulatory testimony
- ✓ Updates on regulation changes
- ✓ Essential Learning Discounts

ABH Board of Directors

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Joan Wallace Benjamin, *The Home for Little Wanderers*

Barry Walsh, *The Bridge of Central Massachusetts*

Kathy Wilson, *Behavioral Health Network, Inc.*

ABH Members

AdCare Educational Institute
 Addiction Treatment Center of New England
 Advocates, Inc.
 Amesbury Psychological Center, Inc.
 Bay Cove Human Services
 Bay State Community Services
 Behavioral Health Network
 Boston ASAP
 Boston Health Care for the Homeless
 Boston Public Health Commission
 The Bridge of Central MA
 Brien Center for Mental Health & Substance Abuse Services
 Brightside
 Brookline Community Mental Health Center
 CAB Health & Recovery Services
 Cape Cod Healthcare
 The Carson Center for Human Services, Inc.
 CASPAR
 Catholic Charities
 Center for Human Development
 Child and Family Services, Inc.
 Children's Friend, Inc.
 Children's Friend and Family Services, Inc.
 Children's Services of Roxbury
 Clinical & Support Options, Inc.
 Community Care Services
 Community Counseling of Bristol County
 Community Health Care, Inc.
 Community Healthlink
 Community Services Institute
 Cutchins Programs for Children and Families, Inc.
 Dimock Community Health Center
 The Edinburg Center, Inc.
 Eliot Community Human Services
 The Family Center
 Family and Community Solutions

Family Service of Greater Boston
 Fenway Community Health Center
 Gandara Mental Health Center
 George B. Wells Human Service Center
 Gosnold on Cape Cod
 Habit OPCO
 Harbor Counseling Center
 Hawthorne Services
 Health & Education Services, Inc.
 Henry Lee Willis Community Center, Inc.
 High Point Treatment Center, Inc.
 The Home for Little Wanderers
 hopeFound
 Institute for Health and Recovery
 Jewish Family & Children's Services
 Judge Baker Children's Center
 Justice Resource Institute
 Key Program, Inc.
 Lowell Community Health Center
 Luk Crisis Center
 Mass General Hospital, Addiction Services
 Mental Health Assoc of Greater Lowell
 MSPCC
 New Bedford Child and Family Services
 NFI Massachusetts, Inc.
 North Charles, Inc.
 North Shore Counseling Center
 North Suffolk Mental Health Association
 Old Colony Y Mental Health Clinic
 Phoenix Houses of New England
 Pine Street Inn
 Project Cope
 The Psychological Center
 River Valley Counseling Center
 Riverside Community Care
 ServiceNet

SMOC
 Somerville Mental Health Association
 South Bay Mental Health Center
 South End Community Health Center
 South Shore Mental Health Center
 Spectrum Health Systems, Inc.
 SSTAR
 Steppingstone, Inc,
 TEAM Coordinating Agency
 Valley Psychiatric Service, Inc.
 Victory Programs, Inc.
 Vinfen Corporation, Inc.
 Wayside Youth & Family Support Network
 Youth Opportunities Upheld, Inc.

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ASSOCIATION
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