

**COMMUNITY BEHAVIORAL HEALTH
2025 ANNUAL REPORT**

C.B.H.

**THE *KEYSTONE* OF PHILADELPHIA'S
BEHAVIORAL HEALTH DELIVERY SYSTEM**

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LETTER FROM THE CEO

To our members, providers, partners, and neighbors,

For nearly three decades, Community Behavioral Health (CBH) has invested in Philadelphia's well-being by integrating care across systems and within communities so our members can access the right supports without barriers. This spirit of innovation continues to guide our work as we adapt to meet today's challenges alongside our primary contractor and partner, the City of Philadelphia's Department of Behavioral Health and Intellectual disAbility Services (DBHIDS).

Over the past several years, together with DBHIDS, we have sharpened our focus on expanding access to substance use disorder (SUD) treatment. Working with providers, community organizations, and city partners, CBH increased access to medication-assisted treatment (MAT), strengthened care coordination, and broadened recovery support services. By breaking down silos and streamlining care authorizations, we are making it easier for members to enter treatment quickly, stay engaged, and find long-term recovery pathways.

We also developed the Philadelphia Model, a groundbreaking program that integrates behavioral and physical health supports for older adults with serious mental illness (SMI) living in nursing homes. This initiative helps maintain our commitment to ensuring older Philadelphians have unencumbered access to behavioral health supports by offering bed-based care in these facilities, allowing patients to receive needed treatment onsite without transfer to a hospital.

CBH's impact goes beyond clinical care. Every dollar CBH spends generates nearly another dollar in broader economic activity, supporting local and state jobs and stabilizing community institutions. In the last fiscal year alone, CBH paid nearly \$1 billion in medical expenses, contributing to a total economic impact of more than \$2 billion through direct, indirect, and induced effects across Philadelphia and Pennsylvania.

At the same time, we face real challenges. Medicaid policy changes under the *One Big Beautiful Bill Act* (OBBBA) are already reshaping eligibility and coverage. As members cycle on and off Medicaid, we anticipate pressure on continuity of care and the financial health of our provider network. Even with careful planning, the community will feel these shifts, and our provider network will likely look different. We are addressing these challenges head-on by coordinating closely with providers, providing outreach and re-enrollment support, and targeting resources to protect access for those most at risk of losing coverage.

Our focus for the year ahead is clear: maintain access, improve care coordination, sustain the network, and keep members at the center. CBH will continue to lead with integrity and compassion to protect and expand access to behavioral health care for our members. This annual report offers a view of our work, our members, our providers, and the challenges we must navigate together. While the road ahead will test us, I am optimistic. Philadelphia is at its strongest when we move as one system in service of our neighbors. We are One Philadelphia!

Sincerely,

Donna E.M. Bailey, MBA, MEd
CBH CHIEF EXECUTIVE OFFICER

Watch Donna's
welcome message.



Our Mission

CBH provides access to high-quality, accountable care to improve the health and mental wellness of our members.

Our Vision

Leading innovation in whole-person care for healthy, thriving communities

Board of Directors

Kehinde ‘Kenny’ Solanke,
MSW, LSW
President

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Vice President

Amanda David, *MSW, DSW*
Secretary-Treasurer

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Cheryl Hill

Keisha Hudson

Nicole Mitchell

Palak Ravel-Nelson, *PhD, MPH*

Tony Watlington, *PhD*

Crystal Yates-Gale

Executive Officers

Donna E.M. Bailey, *MBA, MEd*
Chief Executive Officer

Andrew Devos, *MEd*
Chief Operations Officer

Katie Dunphy, *LSW, MPH, PMP*
Chief of Staff

Alex Gauthier, *MBA*
Chief Financial Officer

Linda Trinh
Deputy Chief Financial Officer

Samuel L. Williams, III, *MD, MBA*
Chief Medical Officer

Our Values

Fueled by a profound passion for service and improving health care delivery and outcomes for our members, CBH remains at the forefront of innovation, shaping the future of the behavioral health landscape. Our unwavering commitment to caring, connecting, and empowering those in need drives us to ensure that our members have access to high-quality, accountable, whole-person care.

We Care

We value and appreciate our staff and service providers, believing that a healthy, happy workforce creates healthy, happy members. We show our appreciation regularly and listen to concerns, caring deeply for the overall health of Philadelphians, knowing that a thriving, resilient city hinges upon healthy citizens.

We Empower

We are here for our employees, members, and partners. We are open and transparent, encouraging dialogue and fostering growth so we can all be our best, healthiest selves.

We Connect

We're updating our processes and technology to better serve our community and communicate more effectively and efficiently. We cultivate two-way communication, sharing appreciation and welcoming feedback from our staff.

We Lead

Behavioral and mental wellness is our passion, and we are experts in the field. We know the industry, having served Philadelphia since 1997. We cultivate close relationships with our partners, also leaders in the field. We are open to change and innovation, ensuring the highest standard of care.

INTRODUCTION

The Keystone of Philadelphia's Behavioral Health Delivery System

Community Behavioral Health (CBH) is one of the country's leading behavioral health managed care organizations (BH-MCOs), operating as a nonprofit 501(c)(3) corporation created and contracted by the City of Philadelphia's Department of Behavioral Health and Intellectual disAbility Services (DBHIDS) to manage the administration of the Commonwealth of Pennsylvania's [Behavioral HealthChoices Program](#).

CBH serves as the keystone of Philadelphia's behavioral health system and is dedicated to ensuring access to whole-person, accountable, high-quality care for our members. We are committed to advancing health equity, ending health disparities, and improving health outcomes for the communities we serve.

CBH covers behavioral health benefits for more than 780,000 Philadelphia residents, more than forty percent of the City's population, who are eligible for Medical Assistance (MA), also known as Medicaid. We coordinate, manage, and create care plans for our members and authorize behavioral health care payments. In 2024, CBH paid for treatment for nearly 100,000 members who utilized Medicaid reimbursable services.

Philadelphia's Behavioral Health Connection

In 1994, Pennsylvania announced plans to integrate state and federally managed health care funding for Medicaid recipients into HealthChoices, Pennsylvania's MA managed care program. In response, leaders from Philadelphia's provider, policy, advocacy, and research communities united with a common mission: establishing a managed care system that prioritizes its members' behavioral health needs. This led to the official establishment of CBH in February 1997, making it one of the first city-operated BH-MCOs in the United States.

The energy and commitment of our first day of operations in 1997 still flow through everything we do. For more than 25 years, CBH has expanded access to mental health and substance use treatment services across Philadelphia. Our local founding and strong connection with the City of Philadelphia help ensure our members have access to the high-quality care they deserve.

2024
by the numbers

\$973M
spent on behavioral health treatment

788,852
Philadelphians (over 40%) eligible for CBH services

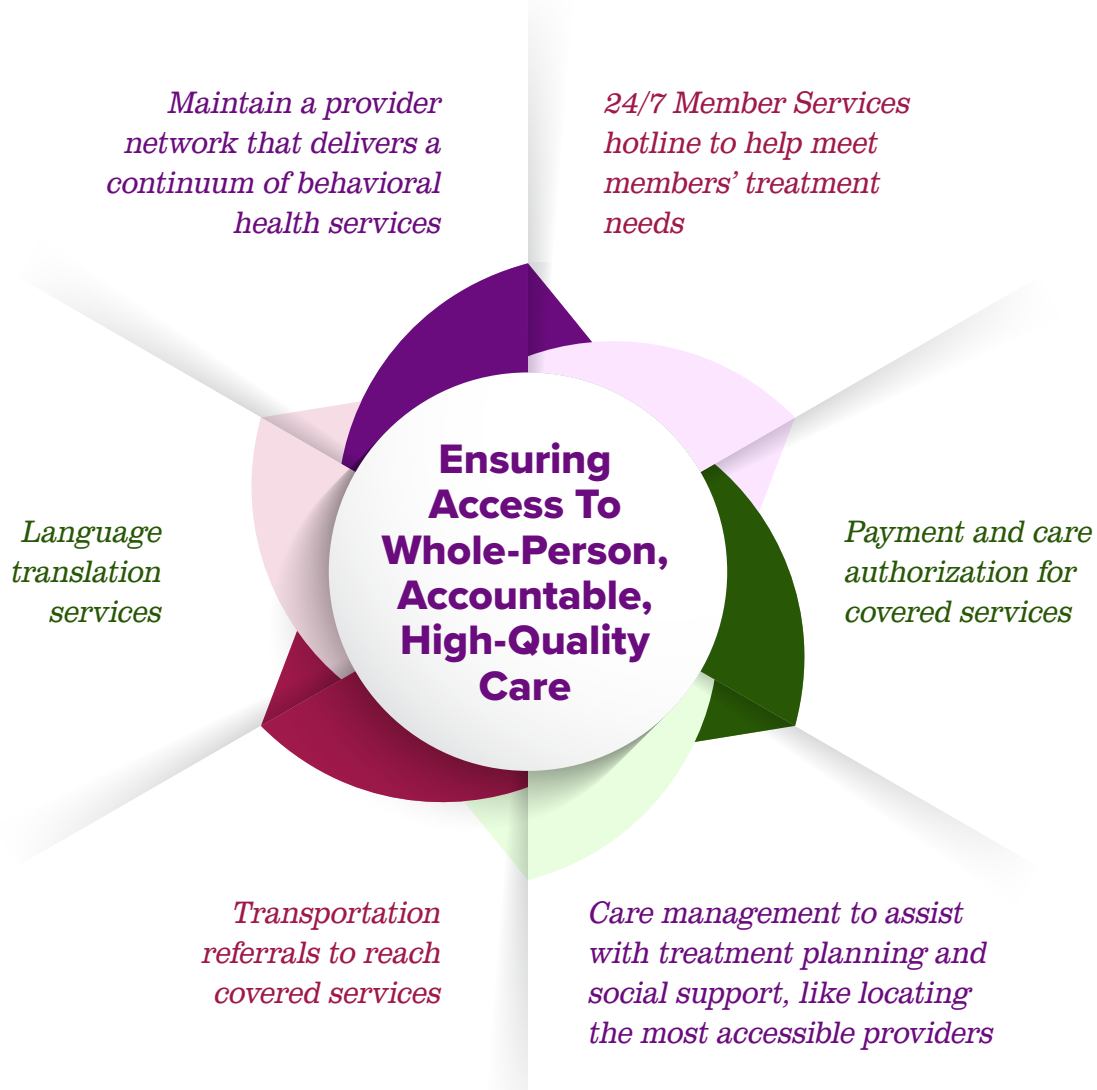
99,752
CBH members utilized services

262
in-network health care providers

What We Do

CBH contracts with more than 260 Medicaid-enrolled and licensed service providers to deliver effective and medically necessary behavioral health services to our members in a culturally competent manner. CBH authorizes payment for a vast continuum of behavioral health services, including outpatient mental health, substance use disorder (SUD), inpatient psychiatric hospital, residential, and telehealth treatments, which are conducted in locations that members can easily access, such as the home, school, or other community settings.

CBH works diligently with community partners and providers to maximize access to services while adhering to the Commonwealth's [Behavioral HealthChoices Program Standards](#). We provide personalized, intensive care management for our members to help them navigate behavioral health services and address social determinants of health (SDOH).



OUR NETWORK

Building a Robust Provider Network to Ensure Care Access

To ensure our members' access to quality behavioral health services, CBH built and maintains a robust network of more than 260 behavioral health care providers who deliver a comprehensive continuum of behavioral health treatment services.

Whether our members need crisis services, inpatient hospitalization, medication management, or community-based treatment, the CBH network provides whole-person, accountable care for various behavioral conditions and needs across all care levels.

Ensuring our members have access to culturally competent providers who understand their needs, backgrounds, and experiences is also a top priority at CBH. We partner and regularly engage with behavioral health providers and provider coalitions dedicated to serving communities of color and other diverse groups.

The CBH Provider Operations team leads our procurement of, credentialing, and contracting with Medicaid-eligible providers to support our provider network's ability to deliver the best care available. Our dynamic Provider Operations team also leads provider development and education, ensuring providers' continual growth and service enhancements.

2024 Providers by the Numbers¹

262

***CBH in-network
providers***

241

***mental health
providers***

187

***adult service
providers***

879

***locations of
care***

51

***substance use
disorder providers***

137

***child service
providers***

1. In-network providers can offer both mental health and substance use disorder treatment services for both children and adults.

OUR CLINICAL TEAM

Ensuring Access to Medically Necessary, Effective, and Integrated Treatment Services

CBH's Clinical and Care Management Team ensures that CBH members receive medically necessary, effective, and integrated high-quality treatment services through care review, authorization, coordination, monitoring, and other care management activities that help support provider agencies in achieving the best health outcomes for CBH members. The team aims to keep members in the community connected to family and other supports by improving members' access to community-based treatment, thus reducing preventable care escalations that can result in inpatient stays and treatment.

Our Clinical Team of licensed and experienced clinicians works “hand in hand” with stakeholders across the healthcare and human services ecosystem to enhance member experience and provider treatment delivery throughout the care continuum.

The Clinical Team leads the development of CBH's Clinical Practice Guidelines and Clinical Performance Standards, guided by our regulatory agencies. Both outline care expectations that guide healthcare providers in designing, delivering, and enhancing culturally competent services to best meet member care needs.

Our trauma-informed Clinical Team addresses the complex medical and social needs of specialty member populations, including those with co-occurring substance use, mental, and physical health conditions, multisystem involvement, and neurodevelopmental disorders. The team works directly with members and their families on personalized care plans and treatment navigation, while engaging in member-provider advocacy.

The CBH Clinical team is a critical component in fulfilling CBH's mission, dedicated to improving our members' health, wellness, and communities. Involved in all aspects of CBH's work, the Clinical team puts our members first.

OUR EMPLOYEES

Fostering Connections

We deeply value our staff, recognizing that a supported and fulfilled workforce is essential to the well-being of the members we serve. Here at CBH, our nearly 600 employees reflect the diverse populations we serve. Many of our employees are located in community-based locations across Philadelphia.

Amplifying the “C” in Community

To advance health equity through reducing barriers to care access, CBH’s Care Management Team operates from several behavioral health treatment clinics, human services organizations, community organizations, and health care facilities throughout Philadelphia. We actively engage with community members to ensure they are connected with whole-person care that improves health outcomes.

We partner with organizations such as the Philadelphia Department of Public Health, Office of Homeless Services, Philadelphia Department of Human Services, Philadelphia School District, family and juvenile courts, and community umbrella agencies (CUAs) to foster whole person care and care coordination activities.

In addition to meeting our members at their homes, parks, and other health care, human services, and community-based locations, our dedicated Care Management Team has served members directly at the following facilities²:

Beacon Point Drug & Alcohol Rehab

Gaudenzia Drug & Alcohol Rehab

**School District of Philadelphia
Main District Office & Philadelphia
Schools** (CBH’s staff can provide support in all Philadelphia public, charter, and private schools as necessary and available.)

**Behavioral Wellness Center at
Girard, Journey of Hope Program
Drug & Alcohol Rehab**

**Kirkbride Center Drug & Alcohol
Rehab**

Broad Street Love

Maria De Los Santos FQHC

Spectrum FQHC

**Community umbrella agencies
(CUAs)** (10 sites throughout Philadelphia)

**Pathways to Recovery Drug &
Alcohol Partial Program**

**St. Christopher’s Hospital for
Children Center for Children and
Youth with Special Health Care
Needs**

**Einstein OB/GYN Clinic – Paley
Location**

**Pennsylvania Hospital of the
University of Pennsylvania Cedar
Emergency Department**

**St. Christopher’s Hospital for
Children Center for the Urban Child**

**Einstein OB/GYN Clinic – Rising Sun
Location**

**Pennsylvania Family Care Clinic –
Market Street Location**

**St. Christopher’s Hospital for
Children Adolescent Medicine Clinic**

**Einstein Obstetrics & Gynecology
Clinic (OB/GYN) Clinic – Mayfair
Location**

**Pennsylvania Hospital OB/GYN
Clinic and Midwifery Practice**

**Temple Comprehensive Health
Center – Episcopal Campus**

**Esperanza Federally Qualified
Health Center (FQHC)**

**Philadelphia Department of Human
Services Main Administrative Office**

**Temple OB/GYN Clinic – Broad
Street Main Campus**

**Fair Hill Community Physicians at
Hunting Park – Adult Medicine**

**Philadelphia Family & Juvenile
Courts**

**Temple OB/GYN Clinic – Episcopal
Campus**

². Facility listing valid as of September 2025.

OUR MEMBER SERVICES

Making a Difference in Our Communities

CBH's Member Services staff can be easily reached through our dedicated Member Services telephone line (1-888-545-2600), available 24 hours a day, 7 days per week, 365 days a year. As the primary point of contact for many of our valued members, the Member Services team handled an average of 270 calls daily in 2024.

Through comprehensive training, our Member Services representatives acquire the necessary skills to conduct member intake assessments. These assessments are crucial parts of the behavioral health care system and help identify the services that best meet our members' specific needs.

Their responsibilities include scheduling doctor appointments, providing referrals for uninsured individuals and non-members, documenting members' care concerns, facilitating connections to transportation and language translation services, and attending community events to educate the public on CBH's benefits and covered treatment, among other important functions.

2024 by the Numbers

88,009
calls to Member Services

270
average daily calls

7,186+
intake calls

73+
crisis calls

7,507
***language
interpretation
requests***

37
***languages
interpreted***

73
***community
events
attended***

OUR MEMBERS

Philadelphia's Medicaid Population

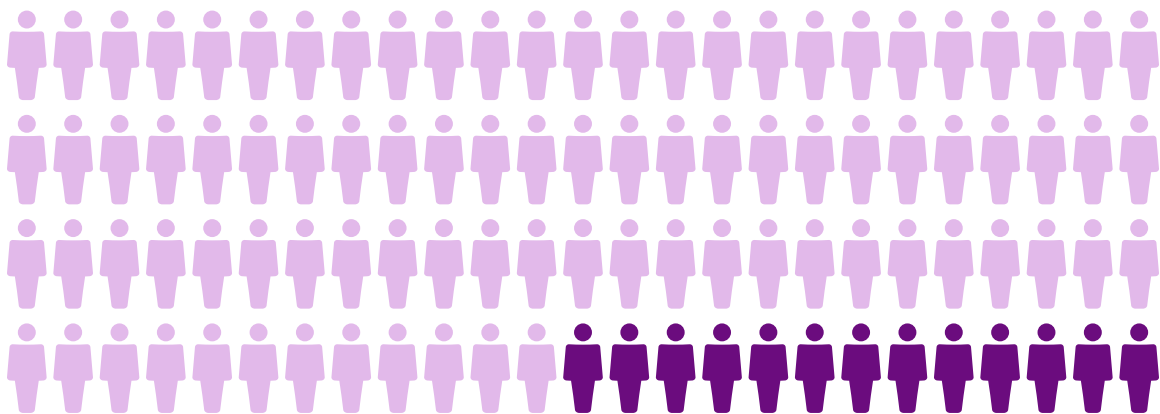
CBH pays for a broad continuum of behavioral health services that support our member's health and wellness. Our members are often from among the most economically challenged neighborhoods in Philadelphia, leaving them highly susceptible to poverty, barriers to accessing quality treatment, and limited support. **In 2024:**

788,852

Philadelphians eligible for Medicaid in a given month

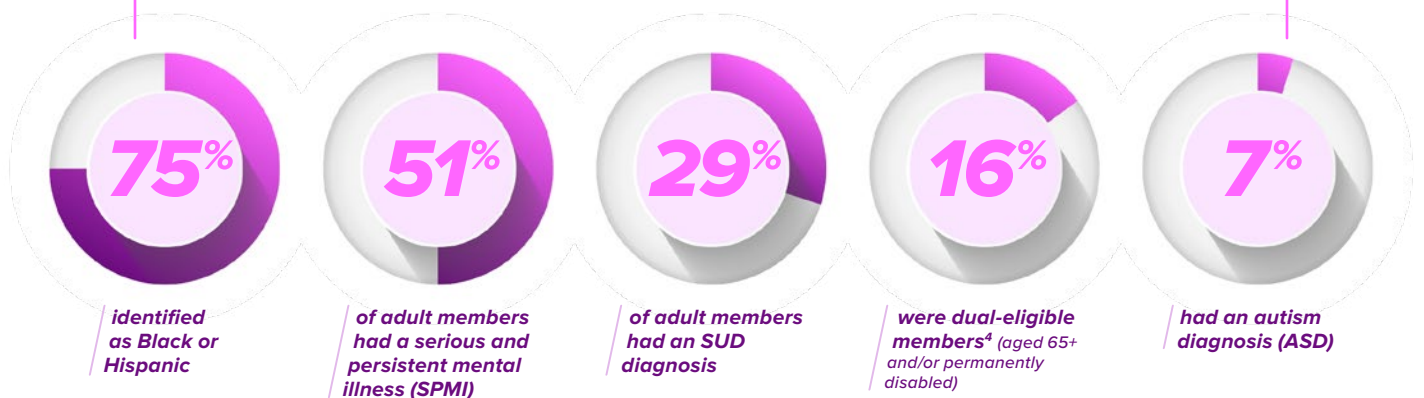
99,752

Philadelphians utilized services through CBH



73,355 *adult members³*

child/adolescent members³ **27,187**

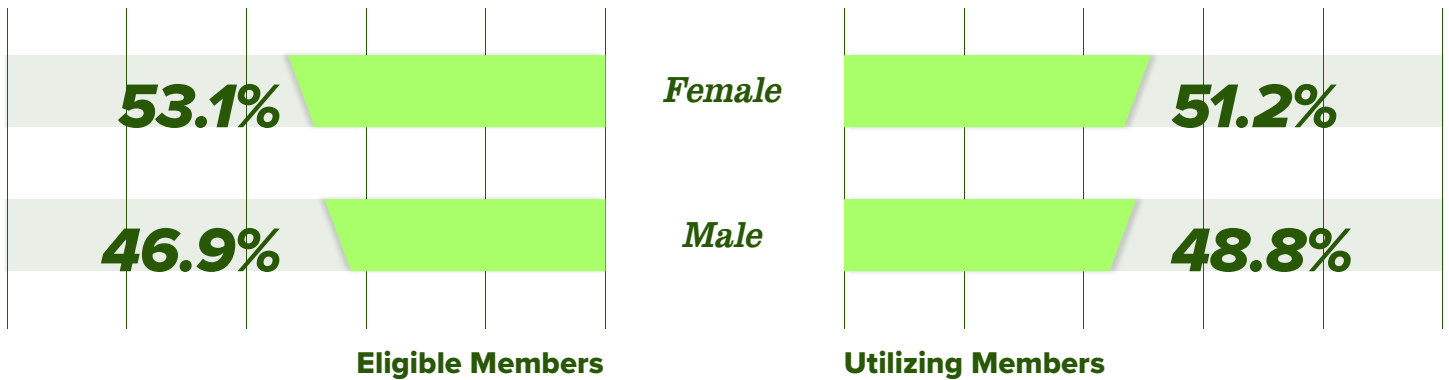


3. The total unique count is not the sum of the adult (18+) and child (0-17) members utilizing services because some members changed age groups within the year.

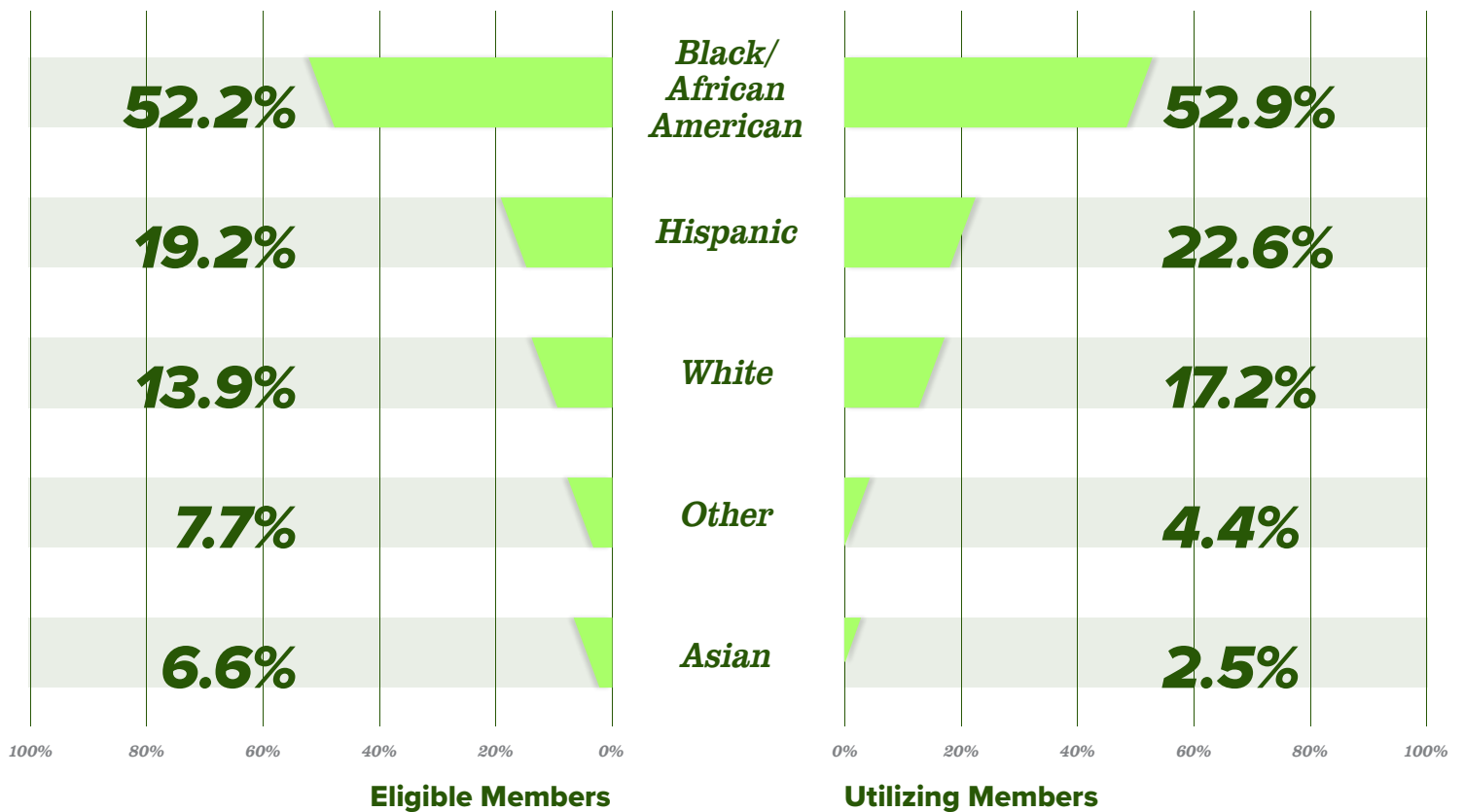
4. Dual eligible members include those covered by Medicare and Medicaid under the Commonwealth of Pennsylvania's Community HealthChoices Program.

MEMBERS AT A GLANCE

Genders of CBH Members



Races/Ethnicities of CBH Members⁵



5. Native American Indian/Alaskan Native comprises 0.2% of eligible members and 0.3% of utilizing members. Pacific Islander/Native Hawaiian comprises 0.2% of eligible members and 0.1% of utilizing members.

Utilization Trends

Level of Care	% Utilizing Members
Outpatient Psychiatric	73,906
Outpatient Substance Use Disorder (SUD)	14,825
Ancillary Support	12,167
Community Support ⁶	12,223
Other ⁷	12,311
Inpatient Psychiatric	9,477
Intensive Behavioral Health Services	10,257
Non-Hospital SUD ⁸	8,320
Inpatient SUD	1,049
Residential Treatment Facility (RTF) Accredited	104
RTF Non-Accredited	11
Total Unique Count⁹	99,752

Members with Complex Needs

Our members have complex needs due to their serious behavioral and other health conditions, multiple systems involvement, and high medical and social services use.

Complex Needs	Ages 0-17	Ages 18-64	Ages 65+	Total Unique Count ¹⁰
Under Care of Department of Human Services (DHS)	3,179	348	0	3,527
Autism Diagnosis (ASD)	6,074	1,141	13	7,137
Serious and Persistent Mental Illness (SPMI) ¹¹	369	36,987	251	37,607
Substance Use Disorder (SUD) Diagnosis ¹²	203	20,053	903	21,069
High Utilizer of Services ¹³	1	101	1	102

6. Community Support includes Crisis Intervention, Family-Based Services, and Targeted Mental Health Case Management.

7. Other includes Assertive Community Treatment (ACT), Certified Community Behavioral Health Clinics (CCBHCs), Community Integrated Recovery Centers (CIRCs), Substance Use Disorder (SUD) Intensive Case Management (ICM), Long Term Structured Residence (LTSR)/Adult Outpatient Programs, Mental Health Services (not otherwise specified), Mobile Psychiatric Rehabilitation, Other, Peer Support, and Adult Residential Treatment Facility (RTF-A).

8. Non-Hospital SUD includes all withdrawal management, rehabilitation, and residential services excluding inpatient SUD.

9. The total unique count is not the sum of the listed data due to members utilizing more than one service within a year.

10. The total unique count is not the sum of the listed data due to members having multiple diagnoses, systems involvement, and/or utilization levels.

11. Defined as any diagnosis of schizophrenic disorders, mood disorders, other nonorganic psychoses, or borderline personality disorder.

12. Defined as a primary diagnosis of alcohol, opioid, cannabis, sedative, hypnotic (or anxiolytic), cocaine (or other stimulant), hallucinogen, inhalant, or other psychoactive substance-related disorder.

13. Refers to members who have at least six inpatient admissions within a rolling six-month period and did not have case management services.

Top 5 Primary Diagnoses of Utilizing Members by Age

Diagnosis	All Age Groups	% Utilizing Members
<i>Reaction to Severe Stress/Adjustment Disorder</i>	22,796	22.9%
<i>Major Depressive Disorder, Recurrent</i>	16,958	17.0%
<i>Anxiety Disorders, Other</i>	13,200	13.2%
<i>Opioid-Related Disorders</i>	12,640	12.7%
<i>Attention-deficit hyperactivity disorders</i>	10,954	11.0%

Diagnosis	Ages 0-17	% Utilizing Members
<i>Attention-Deficit Hyperactivity Disorder (ADHD)</i>	8,469	31.2%
<i>Reaction to Severe Stress/Adjustment Disorder</i>	8,313	30.6%
<i>Pervasive Developmental Disorders</i>	6,074	22.3%
<i>Conduct Disorders</i>	2,753	10.1%
<i>Depressive Episode</i>	1,936	7.1%

Diagnosis	Ages 18-64	% Utilizing Members
<i>Major Depressive Disorder, Recurrent</i>	14,490	20.9%
<i>Reaction to Severe Stress/Adjustment Disorder</i>	14,299	20.6%
<i>Opioid-Related Disorders</i>	12,171	17.5%
<i>Anxiety Disorders, Other</i>	11,000	15.8%
<i>Depressive Episode</i>	8,363	12.0%

Diagnosis	Ages 65+	% Utilizing Members
<i>Major Depressive Disorder, Recurrent</i>	1,001	23.1%
<i>Schizophrenia</i>	732	16.9%
<i>Anxiety Disorders, Other</i>	528	12.2%
<i>Opioid-Related Disorders</i>	489	11.3%
<i>Depressive Episode</i>	456	10.5%

Member ZIP Codes and Neighborhoods

Below are the top 15 ZIP codes where more than two-thirds of our eligible and utilizing members resided in 2024.

These ZIP codes largely overlay with the North Philadelphia–East, North Philadelphia–West, Northwest, Riverwards, Far North, Lower Northeast, Southwest, and West Philadelphia communities identified in the [2025 Southeastern Pennsylvania Regional Community Health Needs Assessment](#) (rCHNA) done in collaboration with the Philadelphia Department of Public Health, the Health Care Improvement Foundation and Philadelphia Association of Community Development Corporations.

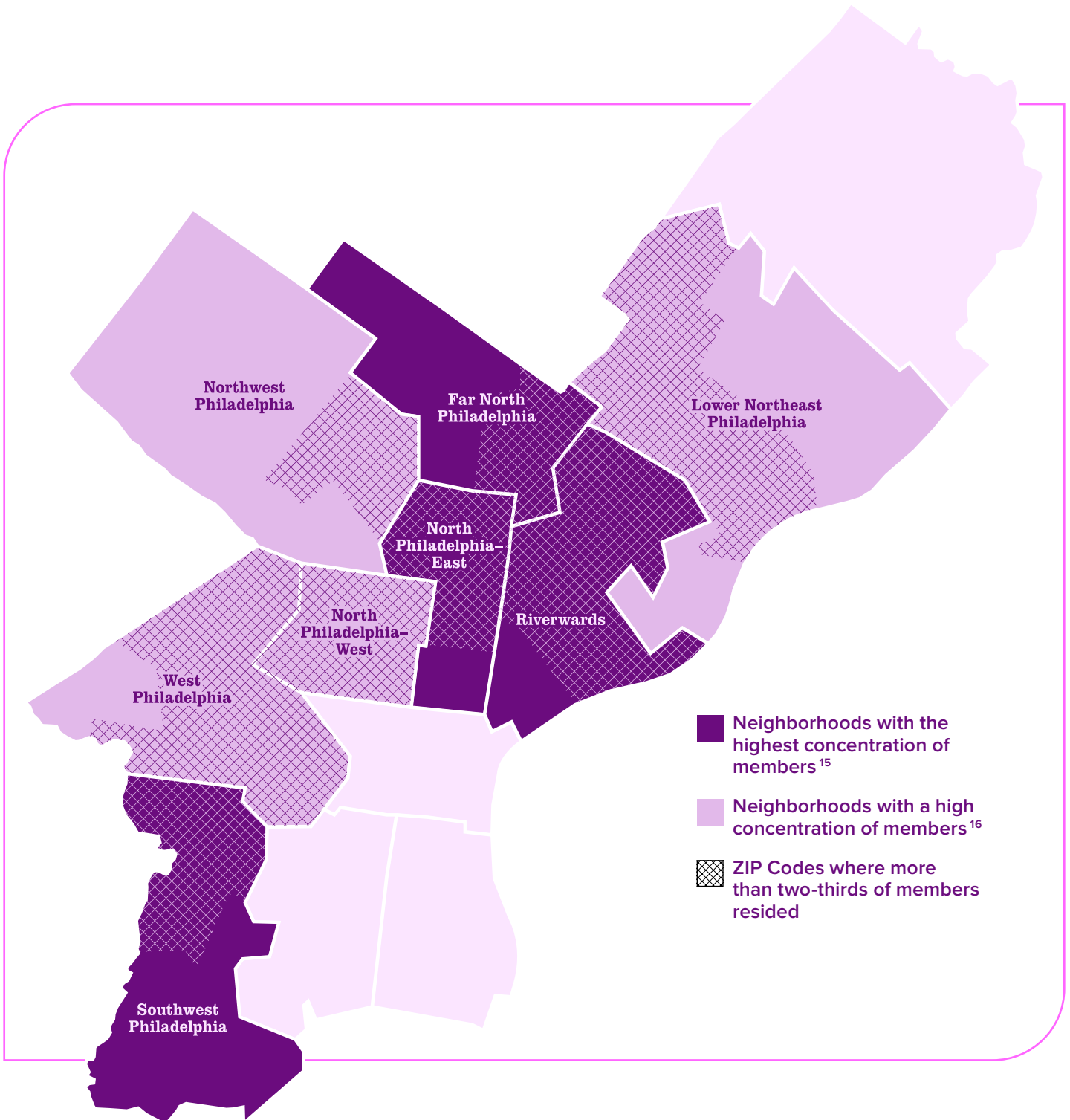
Our services are critical in meeting the behavioral health needs of these communities, which experience many health, social, and economic disparities because of the inequalities they face. These communities have the lowest life expectancy and highest rates of poverty, homicide, infant mortality, drug overdose mortality, emergency department use, Supplemental Assistance Nutrition Program (SNAP) use, opioid-related hospitalization, and reported poor mental health in Philadelphia.¹⁴

At CBH, we are committed to advancing health equity and ensuring access to behavioral health services for our members in these communities and throughout Philadelphia.

ZIP Code	Unique Eligible Members	rCHNA Neighborhood	ZIP Code	Unique Utilizing Members	rCHNA Neighborhood
19124	54,201	Riverwards	19134	8,841	Riverwards
19134	48,171	Riverwards	19124	7,520	Riverwards
19120	46,150	Far North Philadelphia	19140	6,937	North Philadelphia-East
19140	45,951	North Philadelphia–East	19143	5,113	Southwest Philadelphia
19143	41,976	Southwest Philadelphia	19120	4,730	Far North Philadelphia
19149	36,824	Lower Northeast Philadelphia	19139	4,543	West Philadelphia
19139	33,562	West Philadelphia	19132	4,494	North Philadelphia-West
19132	33,183	North Philadelphia–West	19144	3,962	Northwest Philadelphia
19111	32,499	Lower Northeast Philadelphia	19121	3,896	North Philadelphia-West
19144	28,199	Northwest Philadelphia	19133	3,817	North Philadelphia-East
19121	27,915	North Philadelphia–West	19131	3,320	West Philadelphia
19131	25,137	West Philadelphia	19149	3,094	Lower Northeast Philadelphia
19135	22,958	Lower Northeast Philadelphia	19135	2,774	Lower Northeast Philadelphia
19133	22,953	North Philadelphia-East	19111	2,758	Lower Northeast Philadelphia
19142	23,012	Southwest Philadelphia	19104	2,638	West Philadelphia

14. 2025 rCHNA public health data for North Philadelphia-East, North Philadelphia-West, South Philadelphia-West, Riverwards, Northwest, Far North, Lower Northeast, Southwest, and West Philadelphia communities as compared to data for all 12 Philadelphia neighborhoods included in the [2025 rCHNA – Appendix: Quantitative Data](#).

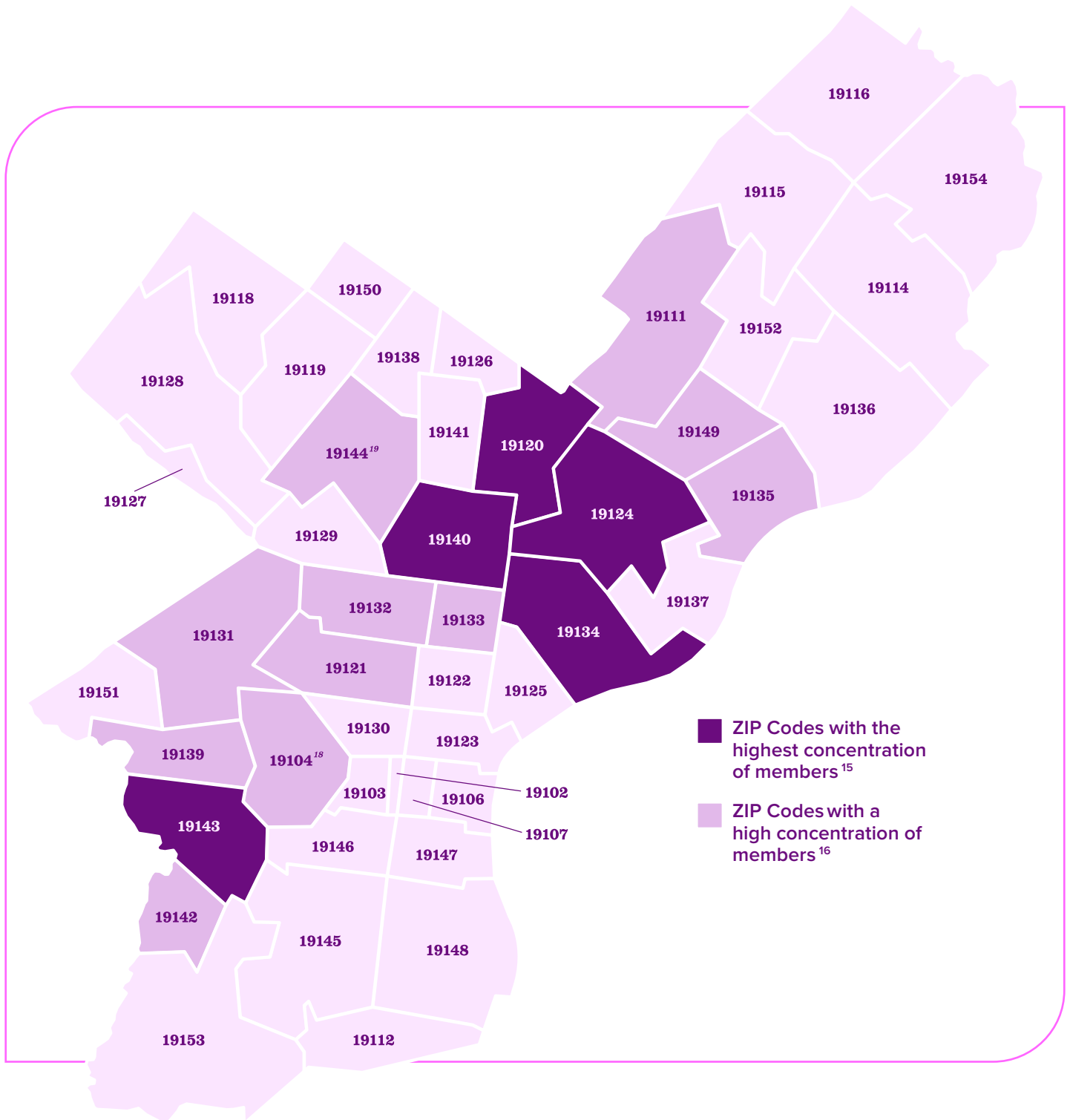
Concentration of Eligible and Utilizing Members in Philadelphia by Neighborhood



15. "Highest concentration" includes neighborhoods with 7 of the top 15 ZIP codes where more than one-third of all eligible and utilizing members resided in 2024.

16. "High concentration" includes neighborhoods with ZIP codes where remaining eligible and utilizing members resided among the top 15 ZIP codes in 2024.

Concentration of Eligible and Utilizing Members in Philadelphia by ZIP Code ¹⁷



17. Eligible and utilizing members share 14 out of 15 of the top 15 ZIP codes where more than 60% of these members resided in 2024.

18. 19104 was in the top 15 ZIP codes for utilizing members with less than a 1% difference compared to eligible members' percentage for this ZIP code.

19. 19144 was in the top 15 ZIP codes for eligible members with less than a 1% difference compared to utilizing members percentage for this ZIP code.

OUR PROGRAMS

Building Bridges to Better Health

CBH is committed to developing programs that address the complex behavioral health needs of people of all ages, backgrounds, and socio-economic levels. While barriers to care exist, CBH serves as the bridge to connect and support individuals through coordinated, person-centered services that strengthen communities.

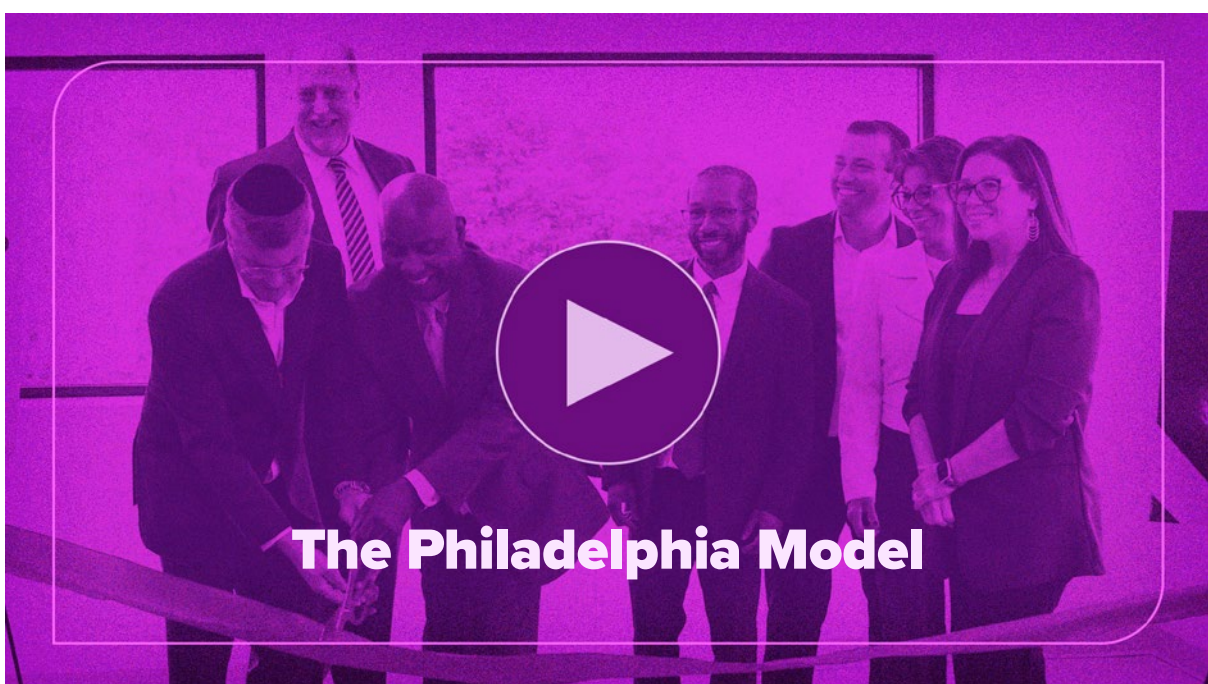
The Philadelphia Model: Transforming Care for Philadelphia's Aging Population

With Philadelphia's senior population continuing to grow, the demand for specialized behavioral health care tailored to their unique challenges has never been greater. To address this need, CBH developed the *Philadelphia Model*, currently the only program of its kind. This groundbreaking model combines behavioral and physical health services within nursing homes to better serve adults aged 65 and older living with serious mental illness (SMI).

At the heart of the Philadelphia Model is a new level of care that offers comprehensive, around-the-clock treatment in nursing home settings. By coordinating mental and physical health care in one setting, the program aims to reduce unnecessary hospitalizations and helps to improve our members' overall quality of life.

Since its launch in late 2023, the Philadelphia Model has expanded its capacity and shown promising outcomes in helping members remain stable in their communities. CBH is committed to growing this program to meet the rising demand and aims to establish it as a statewide standard of care.

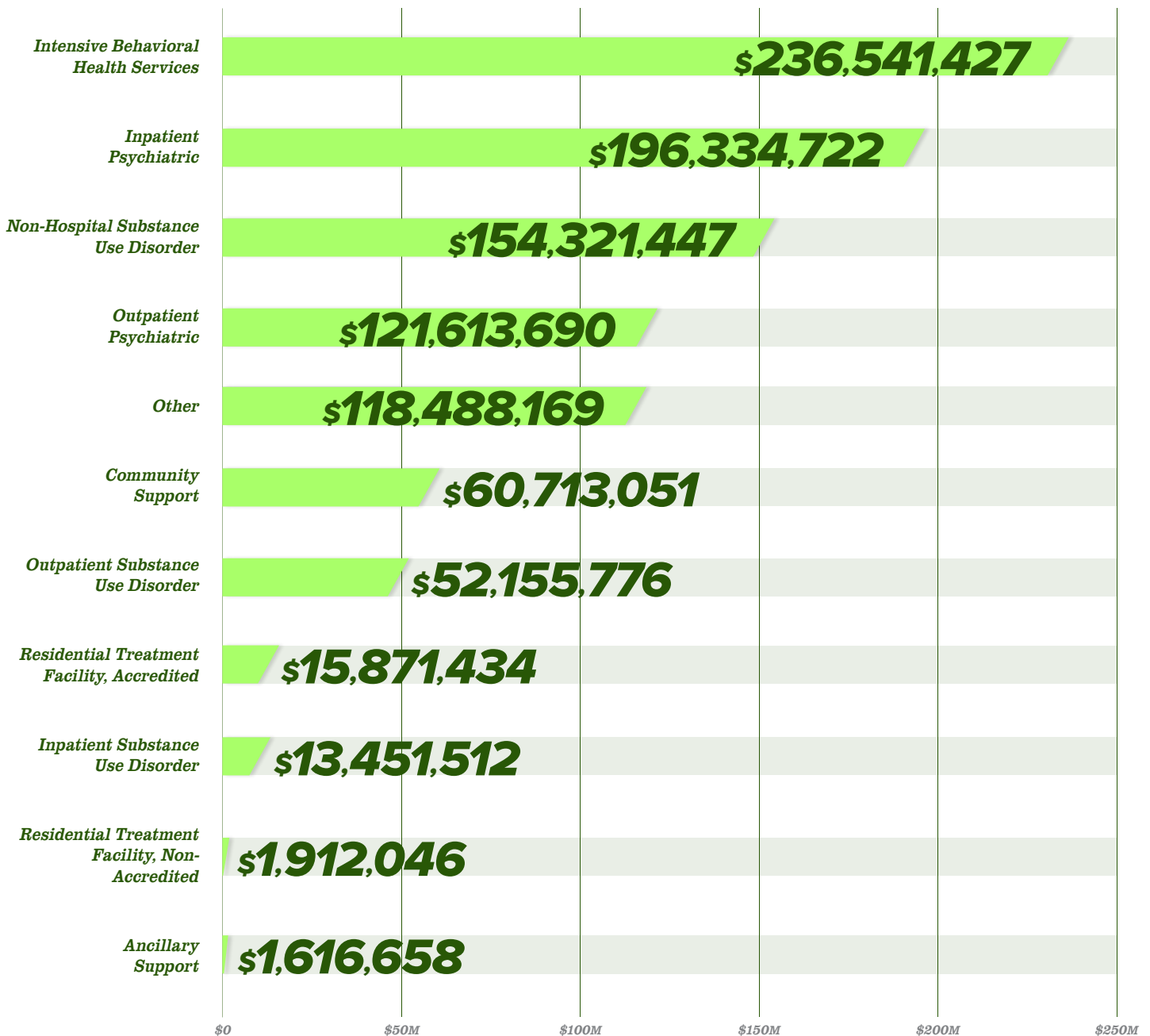
[Read more on cbhphilly.org](https://www.cbhphilly.org) about how the Philadelphia Model is reshaping care for older adults.



MEDICAL EXPENSES BY LEVEL OF CARE

Total 2024 Expenses:

\$973,019,938



Please Note: The footnotes for the Utilization Trends table (footnotes 6-9) also apply to this chart.

CLOSING THOUGHTS FROM THE COMMISSIONER

At the City of Philadelphia Department of Behavioral Health and Intellectual disAbility Services (DBHIDS), we are entrusted with ensuring that all Philadelphians, particularly the most vulnerable among us, have ongoing access to effective and compassionate behavioral health supports and services. The DBHIDS Division of Community Behavioral Health (CBH) plays a pivotal role in fulfilling that mission.

Aligned with DBHIDS' strategic direction, CBH manages the delivery of Medicaid-funded behavioral health services for more than 100,000 Philadelphia residents. This work reflects our shared commitment to advancing equity, expanding access, and providing person-centered care across the city. Together, we take this responsibility seriously and remain focused on building a system that meets the diverse needs of every community we serve.

Amid ongoing challenges, including changes in Medicaid eligibility, increasing behavioral health needs, and workforce shortages, CBH continues to operate with focus and integrity. It has expanded access to substance use disorder treatment, strengthened care coordination, and deepened partnerships with City agencies and community-based organizations.

Looking ahead, we will continue working closely with CBH to advance DBHIDS' C.A.R.E. framework: strengthening Connectedness across systems, expanding Access to services, embedding Resilience in service delivery, and promoting Equity for all. These guiding principles will shape our collective efforts as we navigate an evolving and often complex landscape.

Philadelphia's behavioral health system succeeds when all parts move in concert. DBHIDS will continue to lead with clear expectations, thoughtful planning, and an unwavering focus on outcomes. I extend my gratitude to the CBH team, our providers, and our partners across the City for their continued dedication to this work.

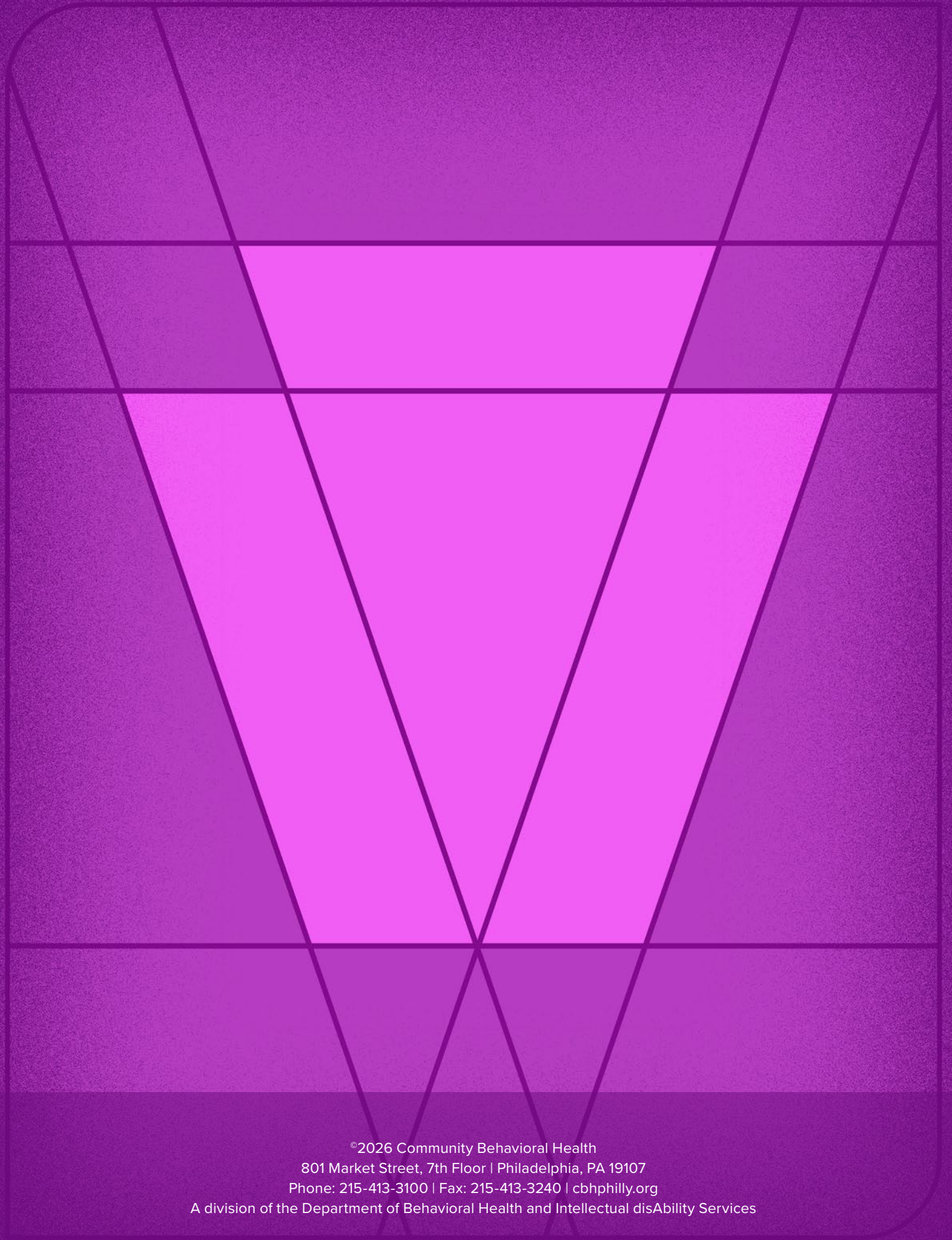
Together, we will build a stronger and healthier Philadelphia where every individual can thrive.

Thank you,

Kenny Solanke, MSW, LSW

*PRESIDENT, CBH BOARD OF DIRECTORS
COMMISSIONER, DBHIDS*





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A division of the Department of Behavioral Health and Intellectual disAbility Services