

Community Behavioral Health



UNITED*UNITED
UNITED*UNITED
UNITED*UNITED

1Philly

2024 Annual Report

Letter from the CEO

One Philly, United in Our Approach _____ **3**

Mission & Vision _____ **4**

Board of Directors & Executive Officers _____ **4**

Our Values
Care, Empower, Connect, Lead _____ **5**

Introduction
Philadelphia's Behavioral Health Delivery System _____ **6**

Our Network
Building a Robust Network to Access All Levels of Care _____ **8**

Our Employees
Fostering Connections _____ **9**

Our Member Services
Making a Difference in our Communities _____ **10**

Our Members
Philadelphia's Medicaid Population _____ **11**

Members at a Glance _____ **12**

Our Programs
Building Partnerships in the Communities We Serve _____ **18**

Medical Expenses by Level of Care _____ **21**

Closing Thoughts from the Interim Commissioner _____ **22**

Letter from the CEO

One Philly, United in Our Approach

Dear Stakeholders,

I am pleased to present Community Behavioral Health’s (CBH) 2024 Data Report. As Philadelphia’s Behavioral Health Managed Care Organization (BH-MCO), we are committed to ensuring our members receive high-quality, compassionate, and culturally affirming care.

This report highlights data about our members, providers, and staff and demonstrates CBH’s commitment to addressing the complex challenges in managing behavioral health services within the Medicaid landscape. Our teams confront these challenges with innovation—developing solutions that improve member outcomes.

Our cross-system collaboration with key stakeholders, including the Philadelphia Department of Human Services, the School District of Philadelphia, our provider network, and physical health managed care organizations, embodies “One Philly, a United City.” Together with our primary contractor, the Department of Behavioral Health and Intellectual disAbility Services (DBHIDS), we have built a more integrated system of care that supports whole-person health and ensures our members receive comprehensive, wraparound services.

Looking ahead to 2025, we remain focused on improving access to quality behavioral health services despite persistent challenges. The end of continuous Medicaid coverage following the expiration of the Public Health Emergency in 2023 resulted in more than 100,000 Philadelphians losing Medicaid eligibility. We are seeing fewer members but with higher acuity and complex mental health and substance use needs, leading to higher health care costs.

Fortunately, we were built for this. Our founders created CBH in 1997 to build and strengthen Philadelphia’s then-insufficient behavioral health system. The challenges affirm what we do: ensure that Philadelphia’s most vulnerable residents can access the behavioral health services they need, tailored to their unique circumstances. I am proud to say our providers, staff, and partners are meeting this moment.

I want to extend my heartfelt gratitude to our team of nearly 600 employees and more than 220 providers operating out of hundreds of locations across Philadelphia and the region. Their dedication and expertise make our work possible. Their efforts continue to transform lives and improve health outcomes for Philadelphia’s individuals and families.

Thank you for your ongoing partnership as we advance the delivery of equitable and effective behavioral health care to Medicaid members in our city.



Watch Donna’s welcome message.



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

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

Marquita C. Williams, PhD
President

Tierra M. Pritchett, EdD
Vice President

Amanda David, MSW, DSW
Secretary Treasurer

Kimberly Ali

Cheryl Hill

Keisha Hudson

Nicole Mitchell

Palak Ravel-Nelson, PhD, MPH

Haneefa Richards

Tony Watlington, PhD

Crystal Yates-Gale

Executive Officers

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

Steve Branigan, MBA, MS, CISSP, EMT
Chief Information 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
Deputy 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 800,000 Philadelphia residents, half of the City's population, 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 2023, CBH's team paid for treatment for more than 100,000 members who utilized treatment.

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.

2023 BY THE NUMBERS

\$863 MILLION

spent on behavioral health treatment

833,548

Philadelphians (54%) were eligible for CBH services

100,674

CBH members utilized services

225

in-network health care providers

Introduction

What We Do

CBH contracts with more than 220 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 Access

To ensure our members' access to quality behavioral health services, CBH built and maintains a robust network of 225 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.

2023 PROVIDERS BY THE NUMBERS

225 CBH in-network providers

184 mental health providers

165 adult service providers

744 locations of care

53 SUD providers

168 child service providers

Our Employees

Fostering Connections

We greatly value our staff, believing that a healthy, happy workforce creates healthy, happy members. 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 School District, family and juvenile courts, and community umbrella agencies (CUAs). These community-based organizations help us serve our members “where they are.”

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 facilities¹:

Beacon Point Drug & Alcohol Rehab	Gaudenzia Drug & Alcohol Rehab	Philadelphia Family & Juvenile Courts
Behavioral Wellness Center at Girard, Journey of Hope Program Drug & Alcohol Rehab	Kirkbride Center Drug & Alcohol Rehab	School District of Philadelphia Main District Office & Philadelphia Schools ³
Broad Street Love	Maria De Los Santos FQHC	Spectrum FQHC
Community umbrella agencies (CUAs) across Philadelphia ²	Pathways to Recovery Drug & Alcohol Partial Program	St. Christopher’s Hospital for Children Center for Children and Youth with Special Health Care Needs
Einstein Community Practice Center	Penn – Hospital of the University of Pennsylvania Cedar Emergency Department	St. Christopher’s Hospital for Children Center for the Urban Child
Einstein OB/GYN Clinic – Paley Location	Penn Family Care Clinic – Market Street Location	Temple Comprehensive Health Center – Episcopal Campus
Einstein OB/GYN Clinic – Rising Sun Location	Penn Medicine Pennsylvania Hospital OB/GYN Clinic	Temple Multi-Visit Patient Clinic
Einstein Obstetrics & Gynecology Clinic (OB/GYN) Clinic – Mayfair Location	Penn Pearlman Center for Advanced Medicine Infectious Diseases Clinic	Temple OB/GYN Clinic – Broad Street Main Campus
Esperanza Federally Qualified Health Center (FQHC)	Penn Presbyterian Medical Center Infectious Diseases Clinic	Temple OB/GYN Clinic – Episcopal Campus
Fair Hill Community Physicians at Hunting Park – Adult Medicine	Philadelphia Department of Human Services Main Administrative Office	¹ Facility listing valid as of September 2024 ² Includes 10 CUA site locations throughout Philadelphia ³ CBH’s staff can provide support in all Philadelphia public, charter, and private schools as necessary and available.

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 177 calls daily in 2023.



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.

2023 MEMBERS SERVICES BY THE NUMBERS

64,716
calls to
Member
Services

177 average
daily
calls

8,400+
intake
calls

230+
crisis
calls

2,105 language
interpretation
requests

115 languages
interpreted

84 community
events
attended

Our Members

Philadelphia's Medicaid Population

CBH has a diverse member population that relies on our programs and supports to access essential care. CBH pays for a broad continuum of behavioral health services that help treat the many behavioral health conditions our members are diagnosed with. 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.



OF THOSE MEMBERS UTILIZING SERVICES IN 2023:



Identified as Black or Hispanic



of adult members had a serious and persistent mental illness (SPMI)



of adult members had an SUD diagnosis



were dual-eligible members⁵ (aged 65+ and/or permanently disabled)



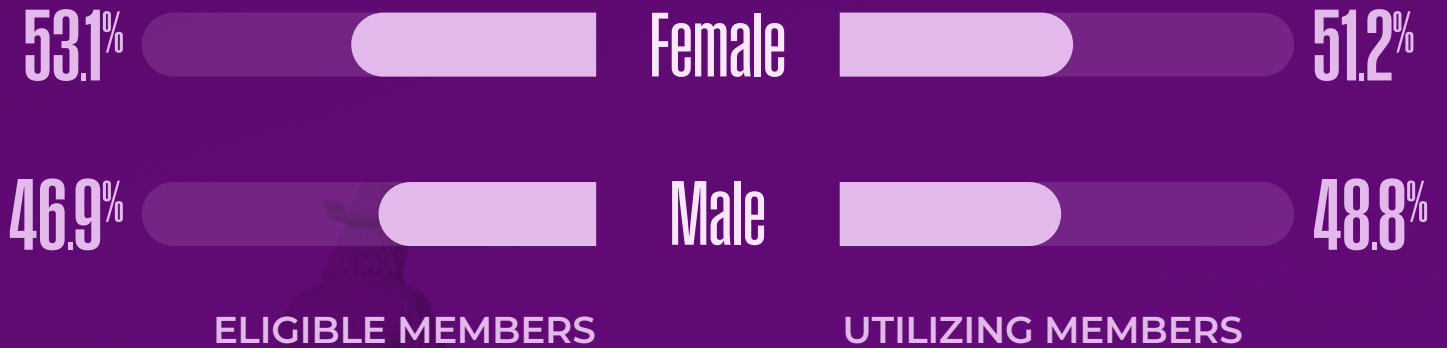
had an autism diagnosis (ASD)

⁴ 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.

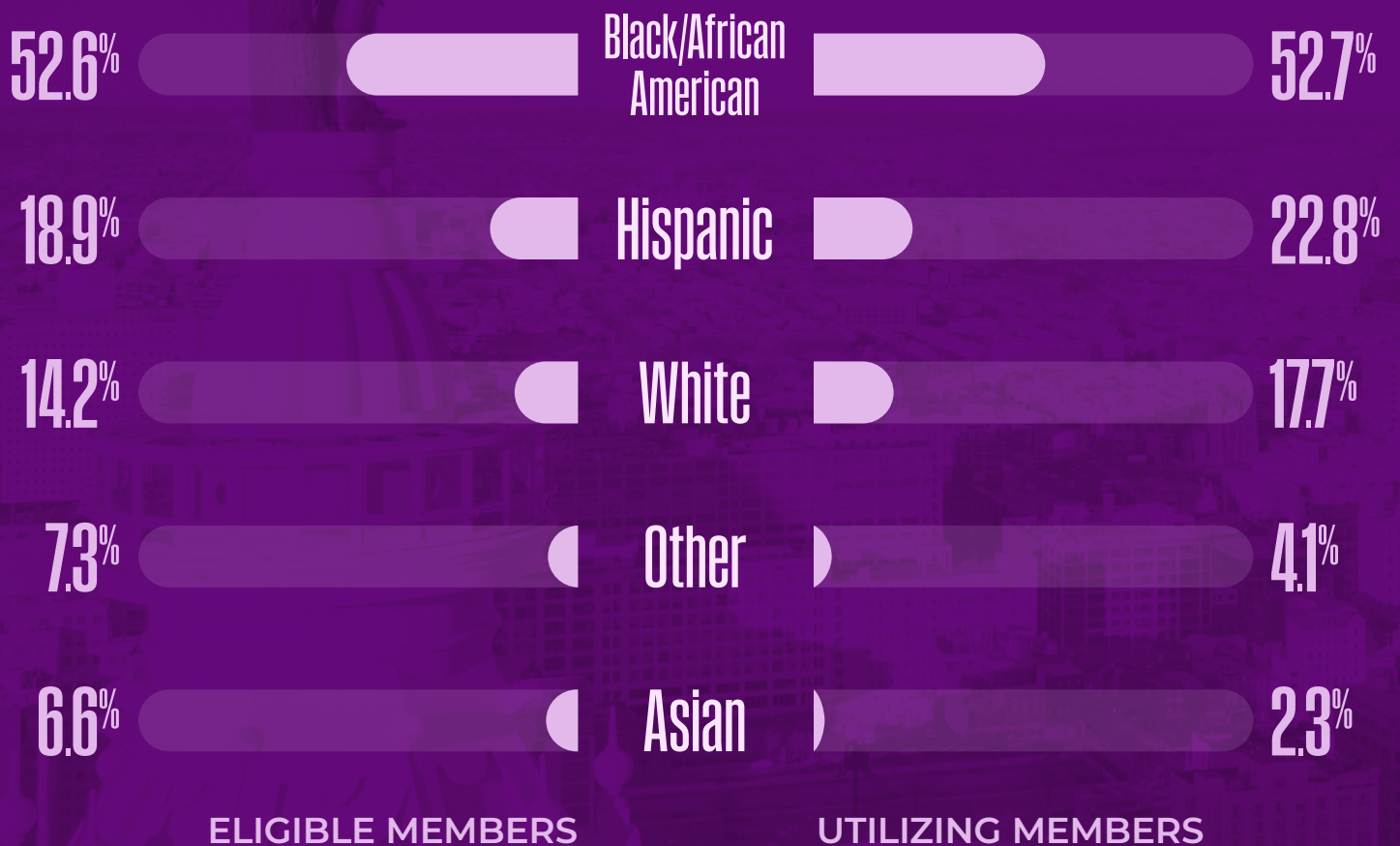
⁵ Dual eligible members include those covered by Medicare and Medicaid under the Commonwealth of Pennsylvania's Community HealthChoices Program.

Members at a Glance

Genders of CBH Members



Races/Ethnicities of CBH Members⁶



⁶ 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.

Members at a Glance

Utilization Trends

Level of Care	Unique Members Served
Outpatient Psychiatric	73,906
Outpatient Substance Use Disorder (SUD)	14,825
Ancillary Support	13,223
Community Support ⁷	11,983
Other ⁸	10,514
Inpatient Psychiatric	10,065
Behavioral Health Rehabilitation Services (BHRS) for Children ⁹	10,136
Non-Hospital SUD ¹⁰	8,240
Inpatient SUD	726
Residential Treatment Facility (RTF) Accredited	93
RTF Non-Accredited	30
Total Unique Count ¹¹	100,674

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 ¹²
Under Care of Department of Human Services (DHS)	3,279	468	0	3,633
Autism Diagnosis (ASD)	5,237	1,041	10	6190
Serious and Persistent Mental Illness (SPMI) ¹³	256	38,749	634	39,208
Substance Use Disorder (SUD) Diagnosis ¹⁴	230	20,624	897	21,613
High Utilizer of Services ¹⁵	0	382	14	395

⁷ Community Support includes Crisis Intervention, Family-Based Services, and Targeted Mental Health Case Management.

⁸ 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).

⁹ Behavioral Health Rehabilitation Services (BHRS) for children are also known as Intensive Behavioral Health Services (IBHS) in CBH's continuum of covered services for members.

¹⁰ Non-Hospital SUD includes all withdrawal management, rehabilitation, and residential services excluding inpatient SUD.

¹¹ The total unique count is not the sum of the listed data due to members utilizing more than one service within a year.

¹² The total unique count is not the sum of the listed data due to members having multiple diagnoses, systems involvement, and/or utilization levels.

¹³ Defined as a primary or secondary diagnosis of schizophrenia, schizoaffective disorder, bipolar depression, major depression, psychotic disorder, or borderline personality disorder

¹⁴ Defined as a primary diagnosis of alcohol, opioid, cannabis, sedative, hypnotic (or anxiolytic), cocaine (or other stimulant), hallucinogen, nicotine, inhalant or other psychoactive substance-related disorder

¹⁵ Refers to members who have at least six inpatient admissions within a rolling six-month period and did not have case management services

Members at a Glance

Top 5 Primary Diagnoses of Utilizing Members by Age

Diagnosis	All Age Groups	% Utilizing Members
Reaction to Severe Stress/Adjustment Disorder	22,599	22.4%
Major Depressive Disorder, Recurrent	18,369	18.2%
Opioid-Related Disorders	13,129	13.0%
Anxiety Disorders, Other	12,889	12.8%
Depressive Episode	11,137	11.1%
Diagnosis	Ages 0-17	% Utilizing Members
Reaction to Severe Stress/Adjustment Disorder	8,687	31.7%
Attention-Deficit Hyperactivity Disorder (ADHD)	8,490	31.0%
Pervasive Developmental Disorders	5,264	19.2%
Conduct Disorders	2,924	10.7%
Depressive Episode	2,109	7.7%
Diagnosis	Ages 18-64	% Utilizing Members
Major Depressive Disorder, Recurrent	15,740	22.4%
Reaction to Severe Stress/Adjustment Disorder	13,724	19.5%
Opioid-Related Disorders	12,654	18.0%
Anxiety Disorders, Other	10,884	15.5%
Depressive Episode	8,725	12.4%
Diagnosis	Ages 65+	% Utilizing Members
Major Depressive Disorder, Recurrent	1,050	24.8%
Schizophrenia	726	17.1%
Opioid-Related Disorders	515	12.2%
Anxiety Disorders, Other	461	10.9%
Depressive Episode	426	10.1%

Members at a Glance

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 2023.

These ZIP codes largely overlay with the North Philadelphia–East, North Philadelphia–West, South Philadelphia–West, Riverwards, Far North, Lower Northeast, Southwest, and West Philadelphia communities identified in the [2022 Southeastern Pennsylvania Regional Community Health Needs Assessment](#) (rCHNA) done in collaboration with the Philadelphia Department of Public Health and the Health Care Improvement Foundation.

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.¹⁶

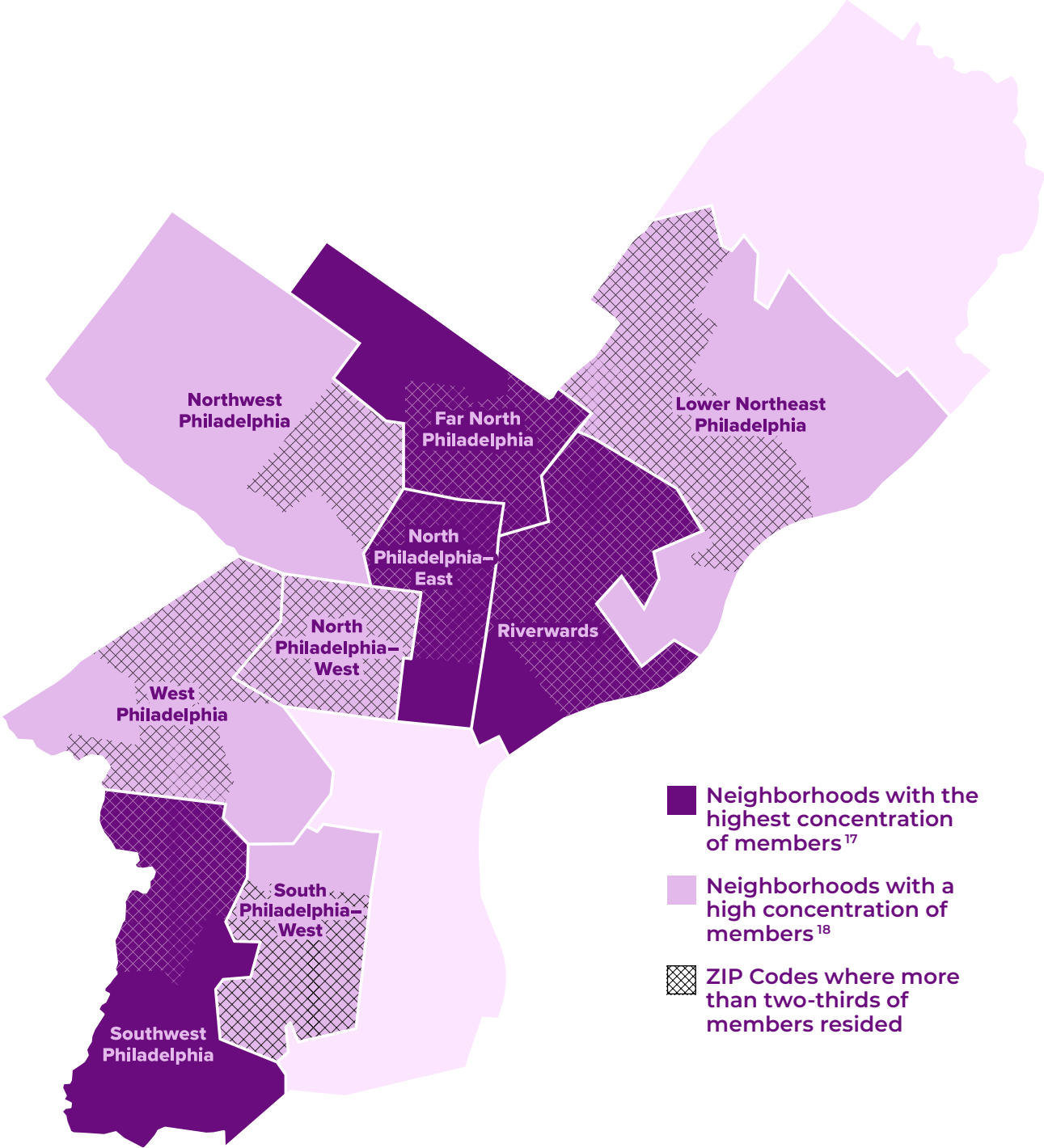
At CBH, we are committed to advancing health equity and ensuring access to behavioral health services for our members living in these communities and across all of Philadelphia.

ZIP Code	Unique Eligible Members	rCHNA Neighborhoods	ZIP Code	Unique Utilizing Members	rCHNA Neighborhoods
19124	57,583	Riverwards	19134	8,967	Riverwards
19134	51,533	Riverwards	19124	7,665	Riverwards
19140	48,931	North Philadelphia–East	19140	7,193	North Philadelphia–East
19120	48,607	Far North Philadelphia	19143	5,267	Southwest Philadelphia
19143	46,114	Southwest Philadelphia	19120	4,973	Far North Philadelphia
19149	39,028	Lower Northeast Philadelphia	19139	4,575	West Philadelphia
19139	35,866	West Philadelphia	19132	4,424	North Philadelphia–West
19132	34,837	North Philadelphia–West	19133	4,082	North Philadelphia–East
19111	34,091	Lower Northeast Philadelphia	19144	3,977	Northwest Philadelphia
19144	29,709	Northwest Philadelphia	19121	3,664	North Philadelphia–West
19121	27,983	North Philadelphia–West	19131	3,162	West Philadelphia
19131	26,471	West Philadelphia	19149	3,038	Lower Northeast Philadelphia
19142	24,932	Southwest Philadelphia	19135	2,840	Lower Northeast Philadelphia
19135	24,584	Lower Northeast Philadelphia	19111	2,819	Lower Northeast Philadelphia
19133	24,569	North Philadelphia–East	19145	2,676	South Philadelphia–West

¹⁶ 2022 rCHNA public health data for North Philadelphia–East, North Philadelphia–West, South Philadelphia–West, Riverwards, Far North, Lower Northeast, Southwest, and West Philadelphia communities as compared to data for all 12 Philadelphia neighborhoods included in the [2022 rCHNA – Appendix: Quantitative Data](#).

Members at a Glance

Concentration of Eligible and Utilizing Members in Philadelphia by Neighborhood

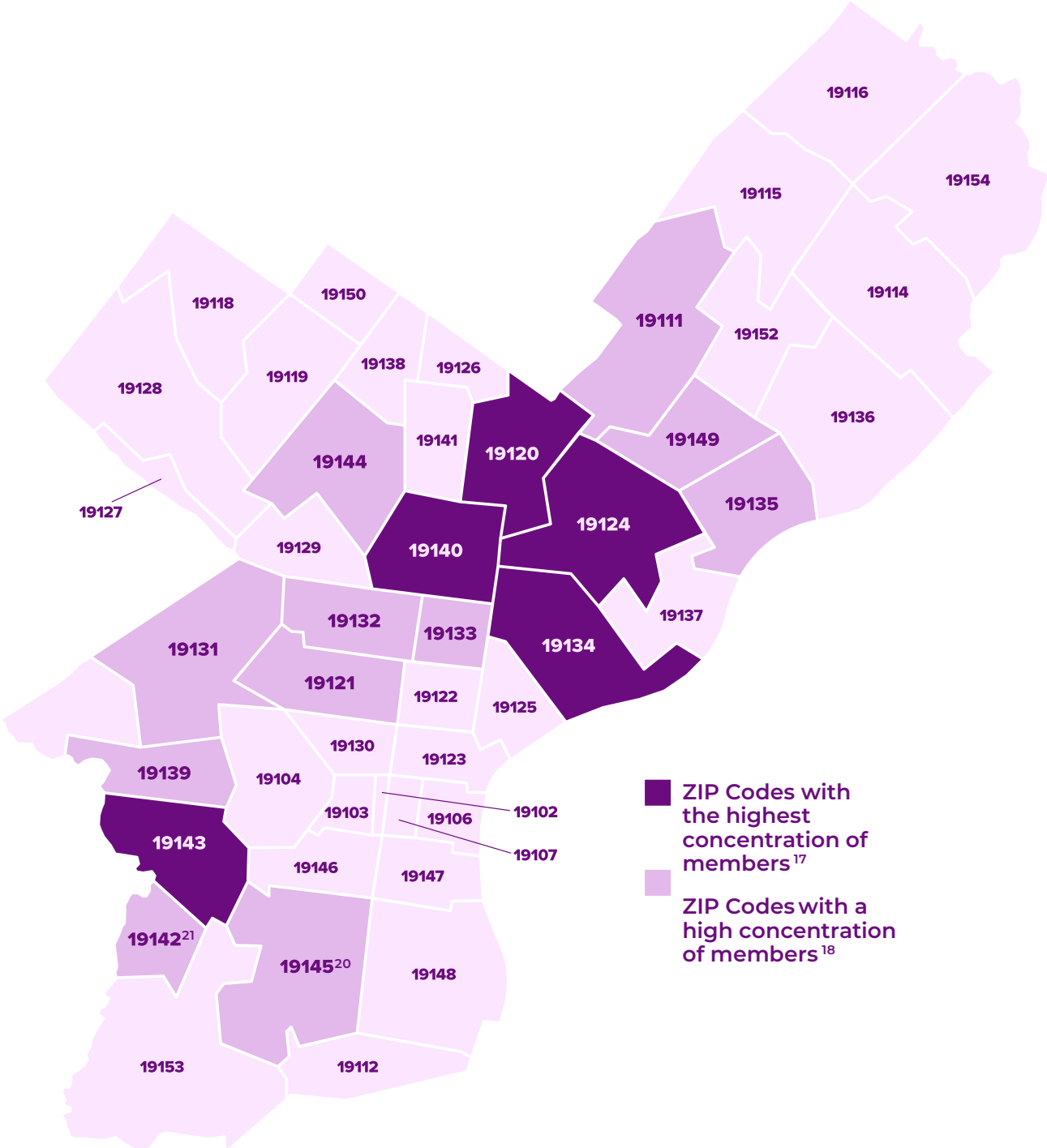


¹⁷ "Highest concentration" includes neighborhoods with 7 of the top 15 ZIP codes where more than one-third of all eligible and utilizing members resided in 2023.

¹⁸ "High concentration" includes neighborhoods with ZIP codes where remaining eligible and utilizing members resided among the top 15 ZIP codes in 2023.

Members at a Glance

Concentration of Eligible and Utilizing Members in Philadelphia by ZIP Code¹⁹



¹⁹ Eligible and utilizing members share 13 out of 15 of the top 15 ZIP codes where more than 60% of these members resided in 2023.

²⁰ 19145 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.

²¹ 19142 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 Partnerships to Meet the Needs of the Communities We Serve

At CBH, we believe in forging strong partnerships and building meaningful connections with our members, providers, and the community to create a healthier, more equitable Philadelphia. Through our groundbreaking care management programs and strategic partnerships, we're not just transforming health care—we're breaking down barriers and expanding access to vital integrated care.

Mommy's Helping Hands

Leading the Way in Whole-Person SUD Maternal Health Care

Amid the challenges of recovery, CBH's Complex Care Team empowers birthing individuals with SUD to reclaim their health, offering hope, support, and the necessary tools to overcome treatment barriers and other obstacles and prioritize the mother-child relationship.



We Care

about our senior citizens by
serving them with compassion.

Launched in 2018, Mommy's Helping Hands (MHH) serves pregnant and postpartum Medicaid-eligible individuals aged 18 and older with a history of substance misuse or SUD. Through MHH, a registered nurse and CBH Clinical Care Manager are paired with a CBH member to create a comprehensive care plan that includes care coordination with treatment teams, collaboration with PH-MCOs and education on behavioral health conditions and treatments.

Since its inception, MHH has referred more than 170 individuals to behavioral health treatment services and various community resources, demonstrating CBH's unwavering commitment to ensuring access to top-quality maternity and SUD care and reducing behavioral health disparities.



Mommy's Helping Hands connects pregnant and postpartum individuals to essential resources that address the social and environmental factors influencing their unique behavioral health needs.

— **DONNA E.M. BAILEY**, MBA, MEd
CEO, COMMUNITY BEHAVIORAL HEALTH

Our Programs

Intensive Behavioral Health Services

Partnering with Schools for a Brighter Tomorrow

CBH is dedicated to broadening access, advancing health equity, and improving health outcomes for students and families within the School District of Philadelphia.



We Connect

students in need to an equitable educational landscape.

To address the behavioral health needs of Medicaid-eligible students, CBH partnered with the School District of Philadelphia and the City's Managing Director's Office (MDO) to establish a regional network of 23 intensive behavioral health services (IBHS) providers. These providers serve children across 242 public district schools

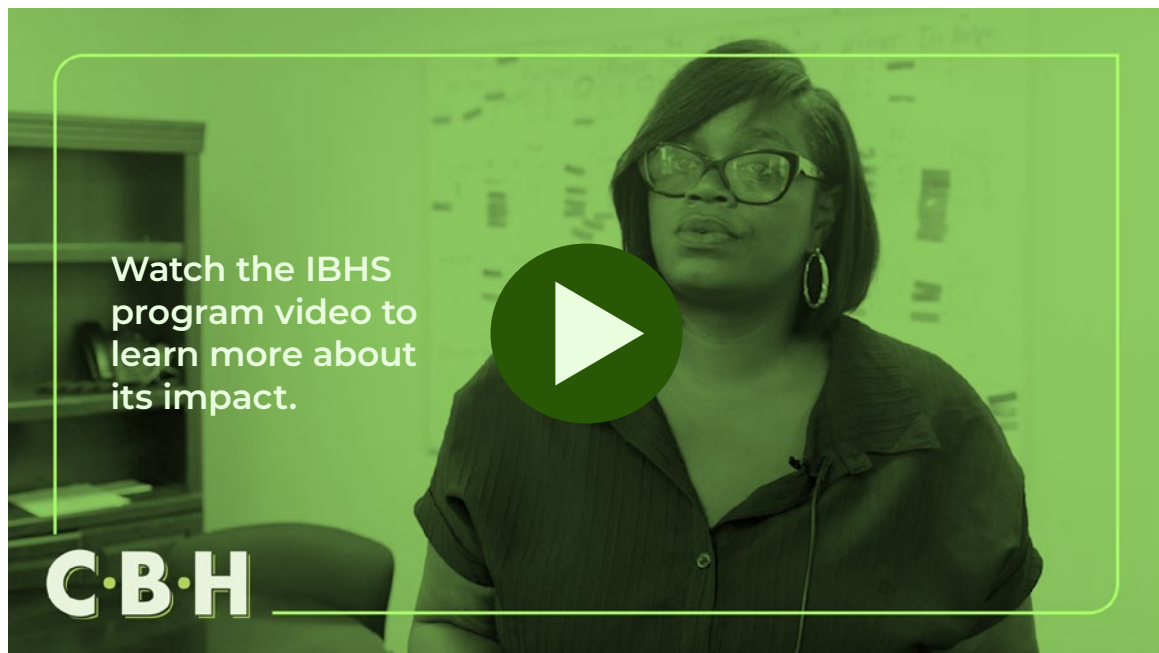
and 255 public charter or private schools.

CBH covers the cost of IBHS, a system of services designed to meet the therapeutic needs of students as outlined in their Individual Treatment Plan (ITP), developed by a team of behavioral health professionals. IBHS offers individual, group, and family therapy, level-of-care assessments, in-classroom behavioral support, teacher consultations, and other services in members' schools, homes, and communities.

When we're all working together and on the same page, it really makes for a successful end story for our students.

— LINDSAY NEMEC

COUNSELOR, MAYFAIR ELEMENTARY SCHOOL



Our Programs

Evidence-Based Practice and Innovation Center

Offering Innovative Solutions for Better Care

Established in 2013, the **Evidence-Based Practice and Innovation Center (EPIC)** was created to advance system-wide strategies that support the implementation, sustainability, and accessibility of behavioral health evidence-based practices (EBPs) in Philadelphia.



innovation in integrated, whole-person care for thriving communities.

The EPIC program promotes community engagement by offering education, resources, and free training on behavioral health EBPs proven to improve outcomes. The EPIC EBP program designation, established in 2018 to further support these efforts, recognizes providers implementing and sustaining comprehensive EBPs. To qualify, programs must meet rigorous training,

consultation, service delivery, and quality assurance standards, ensuring ongoing excellence through documentation, supervision, and outcome measures.

In 2023, CBH's EPIC team partnered with the Eagles Autism Foundation to enhance support for children with autism through innovative programming and resources. As part of this collaboration, the Eagles Autism Foundation provided a \$15,000 contribution to EPIC to support the **LENA**® (Language *EN*vironment Analysis) program and sensory needs proposal. This funding will be used to purchase LENA talk pedometer devices—interactive sensory technology designed for individuals with autism—and to equip three Parent-Child Interaction Therapy (PCIT) rooms with sensory equipment. The contribution will help local PCIT providers enhance their support for children with autism.

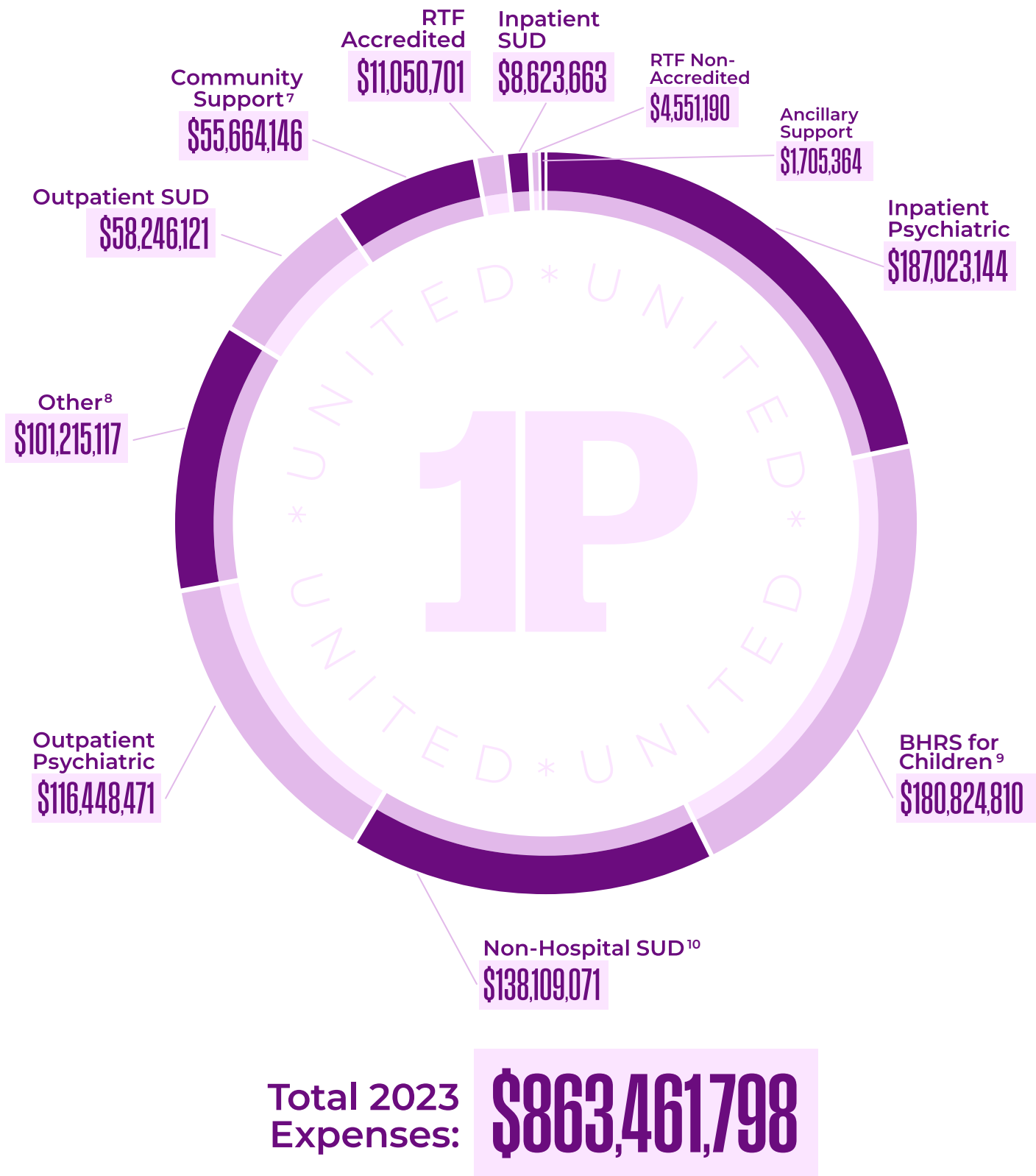
We have providers doing so many creative things. Technology is here to stay, and we've really been working diligently with our providers on how they can best include it in their work.

— **NATALIE, L. DALLARD, MA**
DIRECTOR, EPIC



Medical Expenses by Level of Care

Please Note: The footnotes for the Utilization Trends table (page 13) also apply to this chart.



Closing Thoughts from the Interim Commissioner



As the City of Philadelphia Department of Behavioral Health and Intellectual disAbility Services and the DBHIDS Division of Community Behavioral Health move toward a new and evolving behavioral health landscape in 2025 and beyond, I take heart in the knowledge that the foundation laid across the past 25-plus years by CBH—its staff members, provider network, affiliates, and infrastructure—remains rock solid and ready to serve the needs of Philadelphia’s most vulnerable residents.

In an ever-changing environment, it is especially important that CBH and DBHIDS have made efficiency, accountability, and sustainability the driving forces behind our decision-making. We focus on building meaningful ongoing initiatives intended to evolve and improve as we strive for a Philadelphia where every individual can achieve health, well-being, and self-determination.

CBH remains a model—within Philadelphia and beyond—for its unique work developing a truly integrated system of care that encompasses the City’s Department of Human Services, the School District of Philadelphia, the CBH provider network, physical health managed care organizations, and more to ensure members have ongoing access to comprehensive services that support whole-person health.

Community Behavioral Health is proud that our work saves lives and supports Philadelphia’s efforts to be a city where everyone can thrive. None of our accomplishments would be possible without the tireless dedication and invaluable contributions of our partners working on the front lines. Their dedication, expertise, and compassion are the foundation of our shared success, driving meaningful change and ensuring that we can continue to meet the needs of the communities we serve. Together, we create a force for progress, change, and hope.

While the future remains uncertain, we will always stand ready—prepared, resilient, and unwavering in our commitment to meet challenges head-on and continue to drive impactful change for our communities.

Thank you,

Marquita C. Williams, PhD
PRESIDENT, *CBH BOARD OF DIRECTORS*
INTERIM COMMISSIONER, *DBHIDS*



©2024 Community Behavioral Health
801 Market Street, 7th Floor | Philadelphia, PA 19107
Phone: 215-413-3100 | Fax: 215-413-3240 | cbhphilly.org
A division of the Department of Behavioral Health and Intellectual disAbility Services