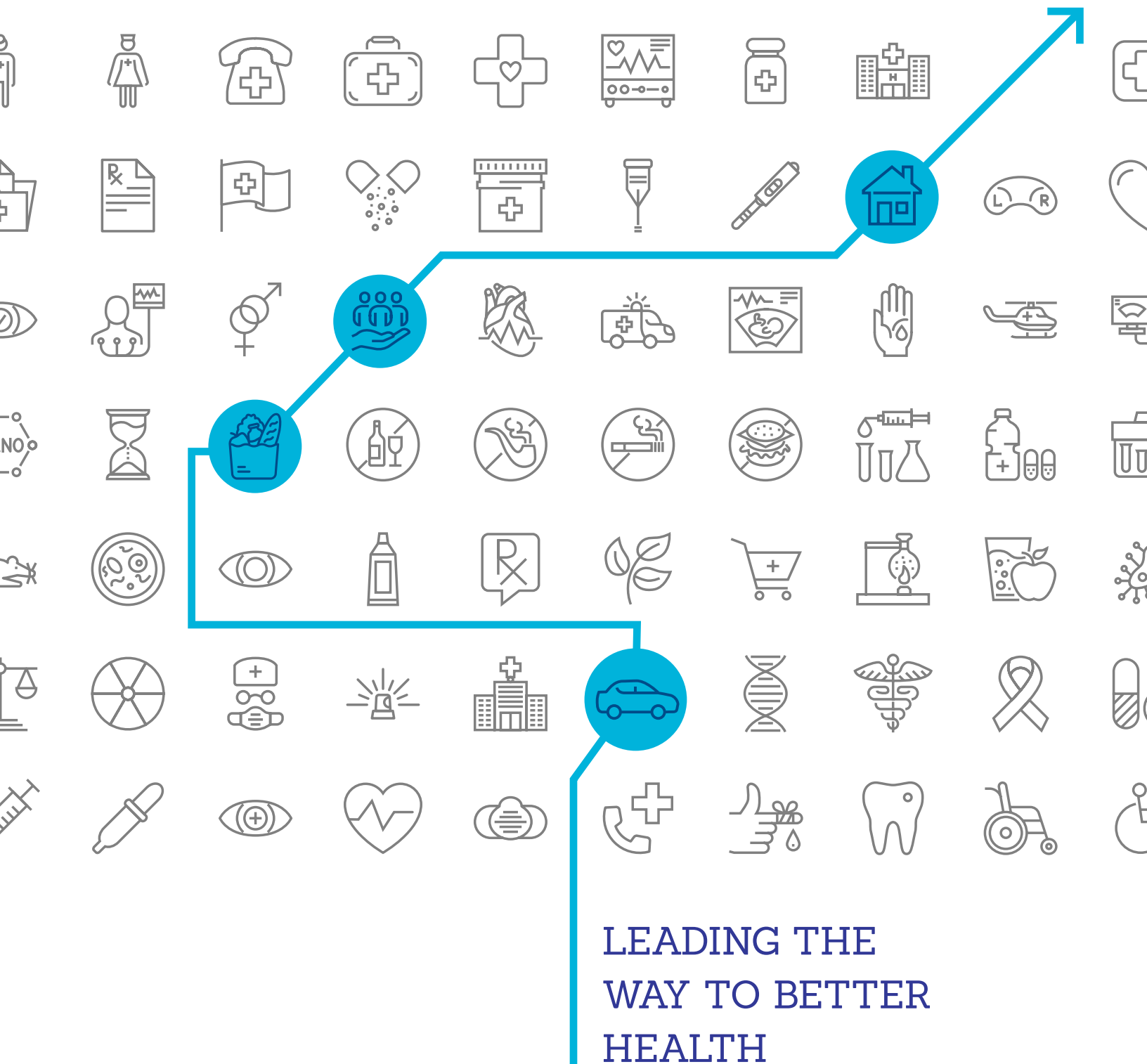




LEADING THE
WAY TO BETTER
HEALTH

A Message from Value Network

The Value Network (VN) team and Board of Directors were busy throughout 2023 working on our mission to improve healthcare outcomes in the WNY community through an integrated network that advances health equity, innovation, and transformational strategies.

We have worked with our diverse network of Partners to expand our reach in the community through value-based payment contracts, innovative grant opportunities, trainings for our Partners’ staff, and through the expansion of our health-related social needs tool; The Value Network Community Connector (VNCC).

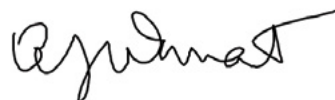
One highlight from 2023 includes the creation of our Social Determinants of Health Advisory Board. This group has been essential in expanding our progress with the VNCC and assisting VN in improving how our Network addresses the health of the “whole person,” including focusing on their health-related social needs.

Additionally, over the past year, VN has continued to offer our Partners quality training opportunities to help address leadership and clinical development; two areas identified as the most important areas of focus through Partner surveys and feedback.

Looking ahead to 2024, we are excited to continue providing our Partners with tools for clinical best practices and data analytics, and are eager to expand on local collaborations with our Primary Care Partners in the region.

Transformation of the healthcare system is on the horizon! We are excited to work together with you to improve the health outcomes for the members of our community.

Sincerely,



Andrea J. Wanat
Chief Executive Officer
Value Network



Value Network Team

Jeff Bowen
Director of Data Analytics and Infrastructure

Chelsea DelGiorno
SDoH Project Coordinator

LaTonya Diggs
Director of Clinical/
Quality Transformation

Megan Dumpleton
Network Manager

Matthew Fioravanti
Data Engineer

Erica Kreutzer
Population Health Project Director

Words from our Board President

As the healthcare landscape continues to change in WNY and throughout the country, the Value Network Board of Directors and team members are focused on the future, and the impact we can accomplish using our strong collaborative community ties.

Value Network continues to work together to further improve healthcare outcomes with a focus on providing data analytics, clinical best practice strategies, data-driven support, and the tools and training needed to support our Partners as they link individuals to vital social services in the community. In 2023, we strategically collaborated with other organizations to further our mission. Our core principle is grounded in the conviction that our foundation becomes more robust through collaborative efforts with our Partners in the pursuit of improved health outcomes.

The Value Network Board of Directors and founding members extend their gratitude to the Value Network team for their vision and dedication. Additionally, we express appreciation to our stakeholders, business partners, and members for their ongoing engagement and dedication to our collective mission.

Sincerely,



Elizabeth Woike-Ganga
Board President
President/CEO of BestSelf
Behavioral Health



Erin DiGirolamo
Board Vice Chair
President and CEO of
Horizon Corporations



Elizabeth Mauro
Board Secretary
CEO of Endeavor
Health Services



Cindy Voelker
Board Treasurer
President and CEO of
Spectrum Health & Human
Services

Social Determinants of Health Advisory Board

Frank Cerny
Executive Director,
The Rural Outreach Center

Bobbie Hangen
Executive Director,
SNAPCAP

Erica Kreutzer
Population Health Project Director,
Value Network

Brett Lawton
CEO Universal Primary Care/Southern Tier
Community Health Center Network

Robin Mann
Executive Director,
The Prevention Council of Erie County

William Penman
Executive Director, Allegany Council
on Alcoholism and Substance Abuse

Chandra Redfern
CEO, Buffalo Federation of
Neighborhood Centers

Andrea Wanat
CEO, Value Network

Advisory Board

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President/CEO, Horizon
Corporations

Michelle Curto
Vice President,
Administrative Operations
of Horizon Health Services

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COO, Behavioral Health &
Preventative Services at
Gateway-Longview

Andy Davis
COO, Erie County
Medical Center

Raymond Ganoe
President/CEO,
Evergreen Health Services

Bobbie Hangen
Executive Director,
SNAPCAP

Sheila Kee
Executive Vice President
& COO, Niagara Falls
Memorial Medical Center

Elizabeth Mauro
CEO, Endeavor Health
Services

Scott Morton
COO, Endeavor Health
Services

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Nancy Singh
CEO, Restoration Society

Barry Stelmach
CFO, Catholic Medical
Partners

Chris Syracuse
Executive Director/
Vice President, Living
Opportunities of DePaul

Cindy Voelker
President and CEO,
Spectrum Health &
Human Services

Elizabeth Woike-Ganga
President/CEO,
BestSelf Behavioral Health

Grants

We are thankful to our generous supporters who believe in the work of Value Network and our Partners

→ Patrick P. Lee Foundation training grant

5 Trainings

111 People Trained

→ OASAS State Opioid Response III grant

\$3.7 million Received

14 Partner Organizations Funded

30+ Programs and Services Funded

Workforce Forum

Value Network prides itself on bringing our Partners together to address issues and challenges our Partner organizations are facing.

In November 2023 VN held a network-wide Workforce Forum to discuss the ongoing workforce challenges in the behavioral healthcare and social care fields.

With funding provided by the Health Foundation of Western and Central NY, Value Network convened over 100 individuals from our Partner organizations to learn from keynote speaker, Dr. James Lemoine, Associate Professor of Organization and Human Resources from the University at Buffalo. Attendees listened to research findings and recommendations on servant leadership and strategies on how to best hire and retain staff.



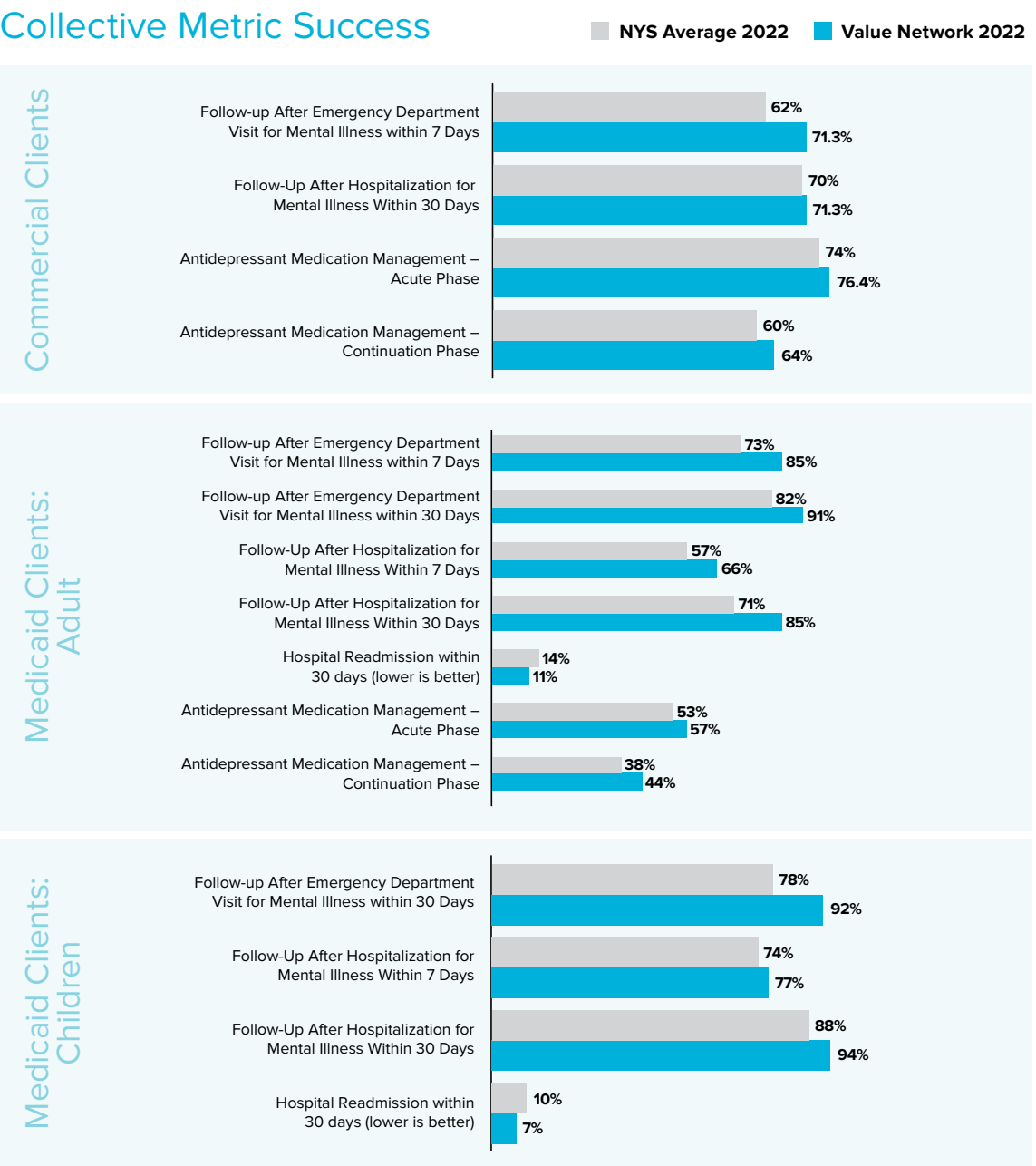
Contract Highlights

In 2023, Value Network continued to excel in our value-based payment arrangements by utilizing best-practice strategies to improve upon metrics identified by our managed-care organization (MCO) partners, and to increase the overall health outcomes for our WNY community.

We continued to work with Highmark BlueCross BlueShield of WNY to focus on improving the health of our shared commercial and Medicare members. **Through coordinated efforts, Value Network Partners decreased emergency department (ED) visits compared to our peer groups throughout New York State.** In alignment with our MCO partner goals, VN strives to reduce the cost of care for the population we serve. We have demonstrated success through cost savings of more than 10% as compared to our peer groups.

Additionally, our continued work with Medicaid members within both Amerigroup and Molina healthcare (through a subcontract with Monroe Plan IPA) continued to demonstrate positive results.

Collective Metric Success



WHERE HEALTHCARE IS GOING

The healthcare system is finally starting to transition to meeting the needs of the “whole person.”

Physical health, behavioral health, and health-related social needs must be addressed in unison in order to ensure optimal health of an individual.

Why Behavioral Health Providers are Unique

As a Behavioral Health Care Collaborative (BHCC), our behavioral health Partners are in a unique position to assess and address more than just mental health conditions and/or substance use disorders with their clients.

Many behavioral health clients see their practitioners frequently, making them a trusted provider and source of information.

How Value Network is Working Towards Change

In 2020, VN was recognized for our diverse network of behavioral health, physical health, and community-based organizations, and was awarded a grant to address health-related social needs in our eight-county region of Western New York.

With the grant funding, VN purchased an electronic solution that included a closed-loop referral system. This system has allowed VN to advance the work we do by having social care data included in the overall client record.

Additionally, over the past two years, our ongoing partnership with our regional health information organization HEALTHeLINK, has allowed VN to partner on efforts to create a whole person record, combining physical health, behavioral health, and social care data into a clients’ health record. This type of cutting-edge work has been foundational to the future success of healthcare transformation efforts in our region, statewide, and nationally.

Continuing Our Efforts

Value Network is preparing to apply to lead the Social Care Network in collaboration with our partners, SNAPCAP, for the Medicaid Transformation Health Equity Reform project.

We are confident in the work Value Network and our Partners have been doing to prepare for this next step in healthcare reform.

2020

- CPWNY (DSRIP entity) recruits VN to lead regional SDoH effort
- CPWNY Funds VN to lead regional SDoH project
- VN engages Partners in focus groups, planning, and exploration of SDoH tools and best practices

2021

- VNCC (findhelp) was purchased for the Network and a pilot project began
- Entered partnership with regional health information organization, HEALTHeLINK to create a more comprehensive client chart

2022

- VNCC Pilot Project concludes
- VN begins working with all interested Partners to on-board to use SDoH tool

2023

- SDoH Advisory Board created to guide strategy
- VN leadership team participates in 1115 Waiver discussions and begins working with consultant group

2024

- VN collaborating with key community partners (SNAPCAP) on Social Care Network (SCN) application

Value Network Community Connector (VNCC) by the Numbers

31
VN Partner
Organizations
Trained

340%
Increase
in Referrals

Compared to 2022

225+
Partner
Programs
On-boarded

85%
Referral
Response
Rate

725+
Partner
Staff Using
the VNCC

61%
Closed
Loop
Referrals



findhelp was named #1 for social determinants of health (SDoH) networks in the 2024 Best in KLAS Awards – Software and Services report.

We Are Fortunate to Have a Diverse Set of Partners

Together, we are leaders in the behavioral healthcare field and beyond. As a Network, our reach is vast and serves clients along the full continuum of care.

2023 Network Partners



2023 Affiliate Partners

Buffalo City Mission	Crisis Services	Margaret Stutzman Addiction Treatment Center	The Prevention Council of Erie County
Buffalo Prenatal-Perinatal Network, Inc.	Envision Wellness WNY	Mental Health Advocates of WNY	The Primary Care IPA
Buffalo Psychiatric Center	Erie Niagara County AHEC Behavioral Health	Monroe Plan Medical Care	The Resource Center
CASA-Trinity	Erie County Medical Center	Native American Community Services of Erie & Niagara Counties, Inc.	SNAPCAP IPA
Catholic Charities of Buffalo	Every Person Influences Children (EPIC)	Niagara Falls Memorial Medical Center	UB MD Physician Group
Catholic Medical Partners IPA	Feed More	Northpointe Council, Inc.	West Side Community Services
Cazenovia Recovery Systems, Inc.	Great Lakes Integrated Network	Oak Orchard Health	WNY Mobile Overdose Prevention Services
Children’s Health Home of Update New York (CHHUNY) CIPA Western NY	HealtheLink RHIO	Person Centered Services	WNY United Against Drugs & Alcohol Abuse, Inc.
CINQ-CARE	Jewish Family Services of Western New York	PreventionFocus, Inc.	YMCA Buffalo Niagara
Community Services for Every1	Kaleida Health & Children’s Psychiatry Clinic	Prevention Works	



Our Mission at Value Network is Simple

To improve healthcare outcomes in the WNY community through an integrated network that advances health equity, innovation, and transformational strategies

Our Values

Value Network operates according to a number of key values. These values are foundational to everything that we do.

- Collaboration
- Community
- Communication
- Data driven
- Decisiveness
- Diversity
- Engaging for impact
- Hope and belief in recovery
- Improved outcomes
- Improved health
- Partnership
- Respect
- Vision