

Organization Information

Organization Address and Contact Information	
Organization Name:	North Adams Regional Hospital
Address (1):	71 Hospital Avenue
City, State, Zip:	North Adams, Massachusetts 01247
Web Site:	https://www.berkshirehealthsystems.org/
Contact Name:	Miranda Meyers
Contact Title:	Advancement Coordinator
Contact Department:	Not Specified
Telephone Num:	(413) 447-2664
Fax Num:	Not Specified
E-Mail Address:	mmeyers3@bhs1.org
Contact Address (1): (If different from above)	725 North Street
City, State, Zip:	Pittsfield, Massachusetts 01201

Organization Type and Additional Attributes	
Organization Type:	Hospital
For-Profit Status:	Not-For-Profit
Health System:	Berkshire Health Systems
Community Health Network Area (CHNA):	Community Health Network of Berkshire County(CHNA 1),
Regions Served:	Adams, Cheshire, Clarksburg, Florida, Monroe, New Ashford, North Adams, Savoy, Williamstown, Windsor,

CB Mission

Community Benefits Mission Statement

We will advance health and wellness for everyone in our community in a welcoming, inclusive, and personalized environment. At Berkshire Health Systems, we know that overall wellness is the result of healthy families, healthy environments, and healthy communities, not just excellent medical care. Therefore, we support our patients beyond the hospital, clinic, or medical office. We recognize that each of our patients has unique needs and challenges. We strive to make each experience with BHS one that is welcoming, personalized, and convenient for the patient. We make connections and promote community services that give patients the tools to live healthier lives.

Target Populations

Name of Target Population	Basis for Selection
Medically Underserved	Berkshire County has one of the highest populations of underserved residents in the state.
Populations with health disparities	Local health data
Youth at risk	Local healthcare statistics on youth at risk
Economically vulnerable population	Berkshire County has one of the highest unemployment and underemployment rates in the state, and is among the lowest median income.
Geographic population of Northern Berkshire	Northern Berkshire is one of the most rural sections of the state, and is geographically isolated from larger communities. As a result, North Adams Regional Hospital is the primary healthcare provider of healthcare services to that region.
Senior population	North Berkshire has one of the largest senior populations in the state.
Uninsured/Underinsured	Due to its economic and employment status, Northern Berkshire has a significant population of individuals and families that are uninsured or underinsured.

Publication of Target Populations

Marketing Collateral, Website

Hospital/HMO Web Page Publicizing Target Pop.

Not Specified

Key Accomplishments of Reporting Year

FY 2025 was the first full fiscal year North Adams Regional Hospital has been open as an inpatient hospital after previously closing in 2014 due to Northern Berkshire Health System's bankruptcy. The new North Adams Regional Hospital and the health system it is part of, Berkshire Health Systems, are proud to bring back inpatient care to North Berkshire.

In FY 2025, NARH assisted with increasing access to healthcare coverage through its support of the Ecu-Health Care program. The hospital supported programs like Berkshire Bounty, Berkshire North Women, Infants, and Children Nutrition Program, and Operation Better Start to help those facing food insecurity. Through the Berkshire Connections and Berkshire Harm Reduction programs, NARH helped those with Substance Use Disorder access supports and safe use supplies. Members of the community and NARH staff participated in the Berkshire 150 exercise program in the Spring. The hospital's Language Services and Diversity, Equity, and Inclusion programs improved access to healthcare by offering translation services and culturally competent healthcare. Staffing continues to be a challenge, and after opening, NARH continued BHS's work of partnering with Massachusetts College of Liberal Arts and McCann Technical School to provide training and education for the next generation of healthcare providers. North Adams Regional Hospital also partnered with Berkshire Health Systems to hire and retain physicians to provide care across a range of specialties in North Berkshire. The HUB Table, which is a group of community agencies including NARH, met weekly in FY 2025 to assess and assist high-risk community members in the North Berkshire community access care.

Plans for Next Reporting Year

In FY 2026, North Adams Regional Hospital will continue to collaborate with Ecu-Health Care to increase access to healthcare coverage. The hospital will continue to support Berkshire Bounty, Berkshire North Women, Infants, and Children Nutrition Program, and Operation Better Start in their efforts to fight food insecurity. In FY 2026, Berkshire Harm Reduction will continue to provide services to those suffering from Substance Use Disorder and will continue to install boxes for folks to access the life saving medicine of Naloxone/Narcan which can reverse the effects of an overdose caused by opioids. The Berkshire Connections program will serve pregnant and postpartum women with substance use disorder. The Berkshire 150 program will run again in FY 2026, and NARH staff will be encouraged to participate along with staff from across Berkshire Health Systems. In FY 2026, North Adams Regional Hospital will do community outreach on its continuing and evolving Diversity, Equity, and Inclusion efforts. The HUB Table will continue to meet regularly to support North Berkshire community members who are at high-risk for mental health issues. NARH will continue its collaboration with Massachusetts College of Liberal Arts and McCann Technical School to train the next generation of healthcare workers for the North Berkshire Community. Through the Community Health Initiative under the Determination of Need, in FY 2026 NARH will support the project to fund a community coordinator who will work to address the co-occurring crises of substance use disorder and behavioral health that currently exist in the northern region of Berkshire County. This coordinator will support and amplify community-based initiatives to reduce overdoses, decrease stigma, increase collaboration, and support vulnerable populations. In FY 2026, North Adams Regional Hospital will support Images Cinema in Williamstown, a non-profit community theater, and a number of other nonprofits serving North Berkshire.

In FY 2026, North Adams Regional hospital will partner with Berkshire Regional Planning Commission and the Berkshire Overdose Addiction Prevention Collaborative to bring the Into Light exhibition to North Berkshire. This project presents exhibitions that share stories and portraits of individuals who have lost their lives to drug addiction to reduce the stigma of addiction and Substance Use Disorder. We will also expand our partnership with the Massachusetts College of Liberal Arts (MCLA) in North Adams to reduce financial barriers for those who are registered nurses and wish to get their Bachelor's of Science in Nursing. This is part of our commitment to expanding the healthcare workforce in the Berkshires to provide quality care for those in North Berkshire for years to come, and to grow careers for those living in North Berkshire.

Community Benefits Process

Community Benefits Leadership/Team

Not Specified

Community Benefits Team Meetings

Not Specified

Community Partners

Not Specified

Community Health Needs Assessment

Date Last Assesment Completed and Current Status

August 2025

Consultants/Other Organizations

Not Specified

Data Sources

Community Focus Groups, Community Health Network Area, Hospital, Interviews, MA Population Health Information Tool (PHIT),

CHNA Document - PDF format

[NARH CHNA FY2025.PDF](#)

Implementation Strategy (optional)

File Upload (optional)

[NARH CHIP 2026.PDF](#)

Community Benefits Programs

Access to Coverage	
Program Type	Not Specified
Statewide Priority	Not Specified
EOHHS Focus Issue(s) (optional)	Chronic Disease with focus on Cancer, Heart Disease, and Diabetes,
DoN Health Priorities (optional)	Not Specified
Target Population	• Regions Served: Adams, Cheshire, Clarksburg, Florida, New Ashford, North Adams, Savoy, Williamstown, • Health Indicator: Social Determinants of Health-Access to Health Care, • Sex: All, • Age Group: All,

	• Ethnic Group: All, • Language: All,
Goal Description Provide community support for Affordable Care Act enrollments through educational materials and direct assistance in accessing enrollment in state offered programs. Provide education and enrollment support for those who are uninsured or underinsured in North Berkshire. Reduce or eliminate access barriers for accessing health coverage services.	Goal Status Ongoing Ongoing Ongoing
Partners	
Partner Name, Description	Partner Web Address
Ecu Health Care	https://ecuhealthcarena.com/
Berkshire Fallon Health Collaborative	https://fallonhealth.org/en/Berkshires
Centers for Medicare & Medicaid Services	https://www.cms.gov/
Contact Information	Karen Baumbach, Executive Director Ecu-Health Care, 99 Hospital Ave Suite 28, North Adams, MA 413-663-8711
Detailed Description	Ecu-Health Care is a private nonprofit that helps to connect those who are uninsured or underinsured in North Berkshire access affordable health care. This organization is the designated outreach and enrollment site in North Berkshire for all Massachusetts health coverage programs, and they assist with enrollment into all supplemental programs associated with Medicare and Medicaid. Programs they assist with include: the new subsidized and unsubsidized Qualified Health Plans implemented under national health reform, Connector Care, MassHealth, the Health Safety Net, the Children's Medical Security Plan, Medicare Part D, Prescription Advantage for seniors and the disabled, Medicare premium assistance, reduced fee dental care, and all prescription assistance programs. Berkshire Health Systems and North Adams Regional Hospital provide financial assistance, telecommunications and technology infrastructure, and office space for the program located at North Adams Regional Hospital. In FY 2025, Ecu-Health Care had 9,028 total encounters with 2,006 of those assisting with approvals for health plans and 8,839 encounters in other activities which includes but is not limited to: dental program referrals, education on health coverage programs, and eligibility reviews.

Berkshire Bounty	
Program Type	Not Specified
Statewide Priority	Not Specified
EOHHS Focus Issue(s) (optional)	Chronic Disease with focus on Cancer, Heart Disease, and Diabetes,
DoN Health Priorities (optional)	Not Specified
Target Population	• Regions Served: Adams, Cheshire, Clarksburg, Florida, Monroe, New Ashford, North Adams, Savoy, Williamstown, Windsor, • Health Indicator: Social Determinants of Health-Access to Healthy Food, Social Determinants of Health-Income and Poverty, Social Determinants of Health-Nutrition, Social Determinants of Health-Public Safety, • Sex: All, • Age Group: All, • Ethnic Group: All, • Language: All,

Goal Description Provide healthy foods to those who may need assistance. Provide convenient and safe storage for healthy and nutritious food for distribution to North Berkshire residents coping with food insecurity.	Goal Status Began April 2024; ongoing. Began April 2024; ongoing.
Partners	
Partner Name, Description	Partner Web Address
Berkshire Bounty	https://berkshirebounty.org/
North Berkshire Food Pantries	Not Specified
Local Farmers Markets	Not Specified
Contact Information	Morgan Ovitsky, Executive Director, Berkshire Bounty, 413-591-2239
Detailed Description	In FY 2025, North Adams Regional Hospital partnered with Berkshire Bounty, a food rescue organization with the mission to collect, purchase and deliver nutritious food to emergency food distribution programs countywide. North Adams Regional Hospital houses a large freezer unit and a cold storage unit on its campus, which Berkshire Bounty used to provide healthy and nutritious food for people across Northern Berkshire who are coping with food insecurity. The goal is for everyone to have access to sufficient nutritious food for themselves and their families. Berkshire Bounty, which operates countywide, uses over 100 registered and active volunteers, and donated food is collected through a network of 14 retailers and delivered to 19 distribution organizations that directly serve the community including food pantries, public schools and senior centers. In FY 2025, the cooler and freezer were used as cold storage for 4 North Berkshire based food distributions with 745 unique individuals served each week. In Summer 2025, the cooler and freezer were used as

cold storage for the Berkshire Mobile Farmers Market which served roughly 4,000 individuals each week. Also in FY 2025, 3 farmers used the cooler and freezer to store crops.

Berkshire Connections	
Program Type	Not Specified
Statewide Priority	Not Specified
EOHHS Focus Issue(s) (optional)	Housing Stability/Homelessness, Mental Illness and Mental Health, Substance Use Disorders,
DoN Health Priorities (optional)	N/A,
Target Population	• Regions Served: Adams, Cheshire, Clarksburg, Florida, Monroe, New Ashford, North Adams, Savoy, Williamstown, Windsor, • Health Indicator: Health Behaviors/Mental Health-Depression, Health Behaviors/Mental Health-Mental Health, Health Behaviors/Mental Health-Stress Management, Maternal/Child Health-Child Care, Maternal/Child Health-Family Planning, Maternal/Child Health-Parenting Skills, Substance Addiction-Alcohol Use, Substance Addiction-Opioid Use, Substance Addiction-Substance Use, • Sex: Female, • Age Group: Adults, Infants, Teenagers, • Ethnic Group: All, • Language: All,

Goal Description	Goal Status
Provide Support to prenatal and postpartum women who are battling substance use disorder.	Ongoing
Aid in the development of safe care plans for expectant and new mothers who are in recovery from Substance Use Disorder.	Ongoing
Provide peer support for pregnant and postpartum women with Substance Use Disorder.	Ongoing

Partners	
Partner Name, Description	Partner Web Address
Berkshire Medical Center	https://www.berkshirehealthsystems.org/
Berkshire OB/GYN	https://www.berkshirehealthsystems.org/
Massachusetts Department of Children and Families	https://www.mass.gov/orgs/massachusetts-department-of-children-families
Massachusetts Bureau of Substance Addiction Services	https://www.mass.gov/orgs/bureau-of-substance-addiction-services
Western Massachusetts Regional Women's Correctional Center	https://hcsoma.org/hcso-facilities/womens-center/

Contact Information	Ann McDonald, Clinical Project Manager Trainer, 609-802-3369, 725 North St, Pittsfield, MA 01201
Detailed Description	Berkshire Connections is a trauma informed comprehensive support program for prenatal or postpartum women with a history of alcohol and/or substance use. Recognizing that transitioning from pregnancy to parenthood can be challenging, this program was created to better meet the needs of women and their babies during pregnancy and up to three years postpartum. Berkshire Connections assists with easing this transition by assigning a personalized care team, including a Recovery Coach with their own lived experience, a Substance Use Counselor and a licensed therapist. This program is voluntary and free of charge. In the North Adams Regional Hospital service area, 20 patients were served by Berkshire Connections in FY 2025.

Berkshire Harm Reduction	
Program Type	Not Specified
Statewide Priority	Not Specified
EOHHS Focus Issue(s) (optional)	Substance Use Disorders,
DoN Health Priorities (optional)	Not Specified
Target Population	• Regions Served: Adams, Cheshire, Clarksburg, Florida, Monroe, New Ashford, North Adams, Savoy, Williamstown, Windsor, • Health Indicator: Health Behaviors/Mental Health-Mental Health, Health Behaviors/Mental Health-Responsible Sexual Behavior, Infectious Disease-Hepatitis, Infectious Disease-HIV/AIDS, Infectious Disease-Sexually Transmitted Diseases, Social Determinants of Health-Public Safety, Substance Addiction-Opioid Use, Substance Addiction-Substance Use, • Sex: All, • Age Group: Adults, • Ethnic Group: All, • Language: All,

Goal Description	Goal Status
Provide safe and free access to supplies needed to enhance safety for those suffering from substance use disorder.	Ongoing
Provide vending machine with safety supplies for access by clients after hours and on weekends.	Ongoing

Partner with community organizations and businesses to establish Nalox boxes across North Berkshire providing free and convenient access to Narcan.	Ongoing
Provide one on one guidance and assistance to clients with substance use disorder and recommendations for remaining safe.	Ongoing
Provide community access to harm reduction supplies and guidance through the use of a mobile unit that can meet clients where they live.	Ongoing
Reduce risk of overdose through counseling and access to Narcan and supplies for safe usage.	Ongoing

Partners	
Partner Name, Description	Partner Web Address
Massachusetts Department of Public Health	https://www.mass.gov/orgs/departement-of-public-health
Area businesses and community organizations	Not Specified
Northern Berkshire Community Coalition	https://nbccoalition.org/
City of North Adams	https://www.northadams-ma.gov/
Contact Information	Sarah DeJesus, Program Manager, 413-398-5603
Detailed Description	Berkshire Harm Reduction’s goal is to reduce the negative consequences associated with drug use, such as the spread of infectious diseases. In addition to free sterile supplies, fentanyl test strips, and Narcan, Berkshire Harm Reduction offers testing (individuals 13 and over) for HIV, Hepatitis C, and other STIs (sexually transmitted infections) as well as basic wound care and abscess prevention. Berkshire Harm Reduction has a North Adams office. Berkshire Harm Reductions aims to mitigate health complications from substance use by providing comprehensive services to people with substance use disorder. In FY 2025, in North Berkshire, Berkshire Harm Reduction served 1,900 unique clients, disposed of 146,506 syringes, distributed 114,411 syringes, 1,228 Narcan devices, 4,233 safe smoking kits, and completed testing for sexually transmitted diseases/infections for 92 clients. In FY 2025, Berkshire Harm Reduction installed five (5) Naloxboxes in the City of North Adams. These new boxes are in addition to the 44 others that were installed in previous years in North Berkshire. These boxes dispense Naloxone, also known as Narcan, which can reverse the effects of a drug overdose from opioids.

Berkshire150	
Program Type	Not Specified
Statewide Priority	Not Specified
EOHHS Focus Issue(s) (optional)	Chronic Disease with focus on Cancer, Heart Disease, and Diabetes,
DoN Health Priorities (optional)	Not Specified
Target Population	• Regions Served: Adams, Cheshire, Clarksburg, Florida, Monroe, New Ashford, North Adams, Savoy, Williamstown, Windsor, • Health Indicator: Chronic Disease-Diabetes, Chronic Disease-Hypertension, Chronic Disease-Overweight and Obesity, Health Behaviors/Mental Health-Physical Activity, • Sex: All, • Age Group: Adults, Children, Teenagers, • Ethnic Group: All, • Language: All,

Goal Description	Goal Status
Provide a community exercise program with the goal of encouraging local residents to walk or exercise for at least 150 minutes a week, the recommended CDC guideline for improving health and wellness.	Ongoing
Give participants the tools they need to track their weekly steps and report them to Berkshire 150.	Ongoing
Help to track chronic disease and improve overall health through a dedicated, free exercise program.	Ongoing

Partners	
Partner Name, Description	Partner Web Address
Berkshire business community	Not Specified
Berkshire area school districts	Not Specified
Berkshire physician practices	Not Specified
City of North Adams	https://www.northadams-ma.gov/
Contact Information	Maureen Daniels, Director of Wellness and Community Health, 725 North St, Pittsfield, MA 01201, 413-445-9241
Detailed Description	Berkshire 150 is a community wellness program run by the Berkshire Health Systems

Wellness team promoting exercise over a 5 week period. The goal is to exercise at least 150 minutes a week which is the number of minutes recommended by the Centers for Disease Control. This amount of exercise along with eating the right foods allows one to maintain a healthy lifestyle. The program ran in April and May of 2025 with nearly 689 community members participating either individually or in teams. In North Berkshire, 265 folks participated in 2025's program. Participants keep track of the number of minutes exercised daily on their phone, a calendar, or by using a fitness tracking app. Each week, participants submitted the total number of minutes they exercised using an online form. This system-wide program will enter its sixth year in FY 2026.

Diversity, Equity, and Inclusion	
Program Type	Not Specified
Statewide Priority	Not Specified
EOHHS Focus Issue(s) (optional)	Chronic Disease with focus on Cancer, Heart Disease, and Diabetes,
DoN Health Priorities (optional)	Not Specified
Target Population	• Regions Served: Adams, Cheshire, Clarksburg, Florida, Monroe, New Ashford, North Adams, Savoy, Williamstown, Windsor, • Health Indicator: Other-Cultural Competency, Social Determinants of Health-Access to Health Care, Social Determinants of Health-Language/Literacy, Social Determinants of Health-Racism and Discrimination, • Sex: All, • Age Group: All, • Ethnic Group: All, • Language: All,

Goal Description	Goal Status
Build community relationships in order to build a stronger partnership between the community and North Adams Regional Hospital.	Ongoing
Build a more diverse workforce by supporting opportunities to advance through education and mentorship.	Ongoing
Support educating and training the workforce on how to care for a growing diverse population.	Ongoing
Recognizing the health challenges of our community and working with the many community organizations to address the health issues that affect all the different groups and populations in North Berkshire.	Ongoing
Attain Joint Commission Health Equity Certification by 2027.	Ongoing

Partners	
Partner Name, Description	Partner Web Address
NAACP Berkshires	https://www.naacpberkshires.org/
Blackshires	https://blackshires.net/
Northern Berkshire Community Coalition	https://nbcccoalition.org/
Berkshire Alliance to Support Immigrant Community	https://basicberkshires.org/
Berkshire Black Economic Council	https://berkshirebec.org/
Berkshire Regional Planning Commission	https://berkshireplanning.org/
Berkshire United Way	https://www.berkshireunitedway.org/
HEALing Communities Coalition	Not Specified
Berkshire County District Attorney's Office	https://www.mass.gov/orgs/berkshire-district-attorneys-office
Local police departments	Not Specified
LGBTQ+ Health Collaborative	Not Specified

Contact Information	Charles Redd, RN, Director of Diversity, Equity, and Inclusion, 725 North St, Pittsfield, MA 01201, 413-447-2023
Detailed Description	Berkshire Health Systems implemented a Diversity, Equity, and Inclusion (DEI) program in August 2022, and also created the new position of Diversity, Equity, and Inclusion Officer. Charles Redd, RN assumed that role with the goal of furthering the organization's, including North Adams Regional Hospital's, mission of advancing the health and wellness of everyone in our community in a welcoming, inclusive, and personalized environment. The Diversity, Equity, and Inclusion Officer reports directly to the President and CEO of the organization and works closely with leaders across the health system, including at North Adams Regional Hospital to advance the organization's mission, identify and reduce health disparities, create welcoming environments for patients, and support a diverse workforce. In FY 2025, North Adams Regional Hospital joined Berkshire Medical Center and Fairview Hospital as part of the Hospital Quality and Equity Incentive Program which works to address health disparities throughout Berkshire County. The hospital's strategic plan is driven by the Four Pillars of DEI: Data collection, Community Relationships, Education, and Action. Through its data analysis and relationship building, the hospital has partnered with organizations such as Northern Berkshire Community Coalition to address the challenges faced by many in North

Berkshire from educating the community about the signs and symptoms of stroke to attending community lunch and learn events. North Adams Regional Hospital continues work to earn the Joint Commission Excellent Outcomes for All Certification to improve health outcomes in North Berkshire.

Education and Training	
Program Type	Not Specified
Statewide Priority	Not Specified
EOHHS Focus Issue(s) (optional)	Chronic Disease with focus on Cancer, Heart Disease, and Diabetes,
DoN Health Priorities (optional)	Not Specified
Target Population	• Regions Served: Adams, Cheshire, Clarksburg, Florida, Monroe, New Ashford, North Adams, Savoy, Williamstown, Windsor, • Health Indicator: Social Determinants of Health-Access to Health Care, Social Determinants of Health-Education/Learning, • Sex: All, • Age Group: Adults, • Ethnic Group: All, • Language: All,

Goal Description	Goal Status
Provide opportunities for careers in healthcare.	Ongoing
Train future healthcare providers and staff to enhance care in North Berkshire.	Ongoing

Partners	
Partner Name, Description	Partner Web Address
Massachusetts College of Liberal Arts	https://www.mcla.edu/
Berkshire Health Systems Human Resource Department	Not Specified
McCann Technical School	https://www.mccanntech.org/

Contact Information	Kelli Milne, 413-445-9226, 165 Tor Ct, Pittsfield, MA 01201
Detailed Description	North Adams Regional Hospital began a partnership with Massachusetts College of Liberal Arts (MCLA) in FY 2024 to train the next generation of healthcare workers that will care for residents of North Berkshire. North Adams Regional Hospital provided space in the hospital and on the campus for weekly classes and labs, simulations, and study areas for the health sciences students at MCLA as well as continued a 5-year financial partnership that supports the start-up costs of the region's first 4-year nursing degree program (BSN). In FY 2025, Licensed Practical Nursing (LPN) students from McCann Technical School, a vocational high school in North Adams, participated in hands-on education in North Adams Regional Hospital's inpatient unit, the Operating Room, and in Berkshire Health Systems' Williamstown Medical primary care practice which is located inside the hospital.

HUB Table	
Program Type	Not Specified
Statewide Priority	Not Specified
EOHHS Focus Issue(s) (optional)	Mental Illness and Mental Health, Substance Use Disorders,
DoN Health Priorities (optional)	Not Specified
Target Population	• Regions Served: Adams, Cheshire, Clarksburg, Florida, Monroe, New Ashford, North Adams, Savoy, Williamstown, Windsor, • Health Indicator: Health Behaviors/Mental Health-Depression, Health Behaviors/Mental Health-Mental Health, Social Determinants of Health-Access to Health Care, Substance Addiction-Opioid Use, Substance Addiction-Substance Use, • Sex: All, • Age Group: Adults, Teenagers, • Ethnic Group: All, • Language: All,

Goal Description	Goal Status
Assist individuals who may be at high risk for a number of health and social issues who may need extra support with accessing care.	Ongoing
Collaborate with police and social service agencies who may come into regular contact with those who need assistance with accessing and utilizing healthcare.	Ongoing

Partners	
Partner Name, Description	Partner Web Address
Local police departments	Not Specified
Northern Berkshire Community Coalition	https://nbccoalition.org/
Berkshire Medical Center's Behavioral Health Department	https://www.berkshirehealthsystems.org/
Berkshire County District Attorney's	https://www.mass.gov/orgs/berkshire-district-attorneys-office

Contact Information	Nicholas Gale, Behavioral Health Associate, 725 North St, Pittsfield, MA 01201, 413-447-2474
Detailed Description	The HUB Table is a group that meets weekly to assess and discuss those in the community who are considered to be at high risk for substance use disorder, truancy, suicide, mental health, criminal involvement and others. The group includes representatives from North Berkshire police departments, community organizations, and Berkshire Health Systems/North Adams Regional Hospital. The HUB Table's goal is to assist those in the community access and utilize health care that they would not do otherwise. In FY 2025, on average, 1-3 individuals were discussed at weekly HUB Table meetings.

Language Services	
Program Type	Not Specified
Statewide Priority	Not Specified
EOHHS Focus Issue(s) (optional)	Chronic Disease with focus on Cancer, Heart Disease, and Diabetes,
DoN Health Priorities (optional)	Not Specified
Target Population	• Regions Served: Adams, Cheshire, Clarksburg, Florida, Monroe, New Ashford, North Adams, Savoy, Williamstown, Windsor, • Health Indicator: Other-Cultural Competency, Social Determinants of Health-Language/Literacy, • Sex: All, • Age Group: All, • Ethnic Group: All, • Language: All,

Goal Description	Goal Status
To provide access to over 140 languages for patients in need of interpretation services.	Ongoing
To provide access to those who are Deaf/deaf or hard of hearing with easy access to medical interpretation services.	Ongoing
To provide free medical interpretation services to immigrants living and working in the Berkshires.	Ongoing

Partners	
Partner Name, Description	Partner Web Address
Local immigrant social organizations	Not Specified
Massachusetts Commission for the Deaf and hard of hearing	https://www.mass.gov/orgs/massachusetts-commission-for-the-deaf-and-hard-of-hearing
BHS Diversity, Equity, and Inclusion program	Not Specified
BHS Nurse Line	https://www.berkshirehealthsystems.org/programs-and-services/nurse-line/
Northern Berkshire Community Coalition	https://nbccoalition.org/

Contact Information	Veronica Torres Martin, Director, Language & Translation Services and Spiritual Care Director, BHS, 725 North St, Pittsfield, MA 01201, 413-881-5489
Detailed Description	The North Adams Regional Hospital Language & Translation department provides language assistance to all patients who have Limited English Proficiency (LEP) around the clock, 365 days a year. These services are provided at no cost for all patients and their families. The department provides services through its different modalities: the remote video system VRI, telephonic, and in-person with in-house interpreters. Also available are interpreting services for the Deaf through the Massachusetts Commission for the Deaf and Hard of Hearing, and through VRI. For FY 2025, the department had 455 encounters at North Adams Regional Hospital. This included 359 video interpreting calls, 95 in-person encounters, and one request to translate a document.

Operation Better Start	
Program Type	Not Specified
Statewide Priority	Not Specified
EOHHS Focus Issue(s) (optional)	Chronic Disease with focus on Cancer, Heart Disease, and Diabetes,
DoN Health Priorities (optional)	Not Specified
Target Population	• Regions Served: Adams, Cheshire, Clarksburg, Florida, Monroe, New Ashford, North Adams, Savoy, Williamstown, Windsor, • Health Indicator: Chronic Disease-Diabetes, Chronic Disease-Overweight and Obesity, Health Behaviors/Mental Health-Physical Activity, Social Determinants of Health-Access to Health Care, Social Determinants of Health-Access to Healthy Food, Social Determinants of Health-Income and Poverty, Social Determinants of Health-Nutrition, Social Determinants of Health-Uninsured/Underinsured, • Sex: All, • Age Group: Adults, Children, Infants, Teenagers, • Ethnic Group: All, • Language: All,

Goal Description	Goal Status
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Improve the health of women and children through education, nutrition guidance, behavior modification, and lifestyle changes.	Began April 2024; ongoing.
Promote good health for children and families through videos on the Operation Better Start website.	Began April 2024; ongoing.
Provide hands-on service to young people who are obese, or who are at risk for obesity, through individual and family counseling on nutrition and exercise.	Began April 2024; ongoing.
Partners	
Partner Name, Description	Partner Web Address
Berkshire County Farmers' Markets	Not Specified
Berkshire North Women, Infants, and Children Nutrition Program	https://www.berkshirehealthsystems.org/community-wellness/women-infants-children-wic/
Berkshire OB/GYN	https://www.berkshirehealthsystems.org/
Massachusetts Department of Public Health	https://www.mass.gov/orgs/departement-of-public-health
National Institutes of Health We CAN Program	https://newsinhealth.nih.gov/2010/03/we-can
U.S. Department of Education	https://www.ed.gov/
Berkshire County Head Start Program	https://berkhs.org/
Berkshire Fallon Health Collaborative	https://fallonhealth.org/en/Berkshires
Contact Information	Catherine Marchetto, Clinical Coordinator, Operation Better Start Programs, 510 North St, Ste 6, Pittsfield, MA 01201, 413-445-9554
Detailed Description	Operation Better Start (OBS) is nationally recognized for its nutrition services as well as health and fitness programs serving young people from Berkshire County and surrounding areas. OBS provides the services of registered nurses and registered licensed dietitians with advanced certifications in adolescent and adult weight management. OBS staff work with clients and families, with no out of pocket costs, to address health issues including obesity, failure to thrive, eating disorders, hypertension, food allergies, gastrointestinal disorders, high cholesterol, pre-diabetes, diabetes, and sports nutrition. For each client, the OBS nurse practitioner works directly with the registered dietitian and the family to generate a comprehensive treatment plan with individualized, achievable goals. In FY 2025, Operation Better Start in North Berkshire saw 80 unique patients for 503 total encounters.

Physician Recruitment and Retention	
Program Type	Not Specified
Statewide Priority	Not Specified
EOHHS Focus Issue(s) (optional)	Chronic Disease with focus on Cancer, Heart Disease, and Diabetes, Mental Illness and Mental Health,
DoN Health Priorities (optional)	N/A,
Target Population	• Regions Served: Adams, Cheshire, Clarksburg, Florida, Monroe, New Ashford, North Adams, Savoy, Williamstown, Windsor, • Health Indicator: Social Determinants of Health-Access to Health Care, Social Determinants of Health-Racism and Discrimination, • Sex: All, • Age Group: All, • Ethnic Group: All, • Language: All,

Goal Description	Goal Status
Provide care in specialty medical fields and primary care to all in North Berkshire.	Ongoing
Recruit and retain highly trained and thoughtful, caring providers to care for patients.	Ongoing
Work with community organizations and medical practices to coordinate care where there may be gaps.	Ongoing

Partners	
Partner Name, Description	Partner Web Address
Berkshire Medical Center	https://www.berkshirehealthsystems.org/
Fairview Hospital	https://www.berkshirehealthsystems.org/
Community Health Programs	https://chpberkshires.org/
The Brien Center	https://www.briencenter.org/
Berkshire Orthopaedic Associates	https://berkshireorthopaedics.com/
Contact Information	Laurie Lamarre, Chief Operating Officer, North Adams Regional Hospital, 71 Hospital Ave, North Adams, MA 01247
Detailed Description	Access to primary and specialty care is a challenge in the rural area of Northern Berkshire County. North Adams Regional Hospital partners with Berkshire Medical Center, Fairview Hospital, and Community Health Programs, and it leverages the resources of Berkshire

Health Systems, the system it's part of, to provide outpatient primary and specialty care to its patients. North Adams Regional Hospital hosts locations of several provider practices to provide easy access to care. These practices provide care in several specialties including Pain Management, Urology, Obstetrics and Gynecology, Orthopedics, Gastroenterology, Cardiology, and Primary Care.

Supporting Community Collaboration	
Program Type	Not Specified
Statewide Priority	Not Specified
EOHHS Focus Issue(s) (optional)	Chronic Disease with focus on Cancer, Heart Disease, and Diabetes, Mental Illness and Mental Health, Substance Use Disorders,
DoN Health Priorities (optional)	Not Specified
Target Population	• Regions Served: Adams, Cheshire, Clarksburg, Florida, Monroe, New Ashford, North Adams, Savoy, Williamstown, Windsor, • Health Indicator: Social Determinants of Health-Access to Health Care, Social Determinants of Health-Access to Transportation, Social Determinants of Health-Income and Poverty, Social Determinants of Health-Uninsured/Underinsured, Substance Addiction-Alcohol Use, Substance Addiction-Opioid Use, Substance Addiction-Substance Use, • Sex: All, • Age Group: All, • Ethnic Group: All, • Language: All,

Goal Description	Goal Status
Collaborate with and support local non-profit organizations to ensure all in North Berkshire are able to receive the healthcare they need when they need it.	Ongoing
Serve as a key stakeholder for initiatives that improve the overall quality of life for North Berkshire.	Ongoing

Partners	
Partner Name, Description	Partner Web Address
Berkshire Medical Center	https://www.berkshirehealthsystems.org/
Berkshire Overdose Addiction Prevention Collaborative	https://boapc.org/
Northern Berkshire Community Coalition	https://nbccoalition.org/
City of North Adams	https://www.northadams-ma.gov/
Massachusetts College of Liberal Arts	https://www.mcla.edu/
McCann Technical School	https://www.mccanntech.org/

Contact Information	Laurie Lamarre, Chief Operating Officer, North Adams Regional Hospital, 71 Hospital Ave, North Adams, MA 01247
Detailed Description	North Adams Regional Hospital aims to work with community partners in North Berkshire to improve health outcomes of all in the communities we serve. Our planning and efforts show a commitment to partnerships and engagement throughout this region of Berkshire County. We serve as a key stakeholder in many difficult conversations, and are proud to be part of this work to improve the quality of life for an underserved area. Berkshire Health Systems' Community Benefit Advisory Committee includes members who live and work in North Berkshire, and their input has been invaluable to our plan and goals for supporting the North Berkshire Community.

Women, Infants and Children Nutrition Program	
Program Type	Not Specified
Statewide Priority	Not Specified
EOHHS Focus Issue(s) (optional)	Chronic Disease with focus on Cancer, Heart Disease, and Diabetes,
DoN Health Priorities (optional)	Not Specified
Target Population	• Regions Served: Adams, Cheshire, Clarksburg, Florida, Monroe, North Adams, Savoy, Williamstown, Windsor, • Health Indicator: Chronic Disease-Overweight and Obesity, Maternal/Child Health-Child Care, Maternal/Child Health-Reproductive and Maternal Health, Social Determinants of Health-Access to Healthy Food, Social Determinants of Health-Nutrition, Social Determinants of Health-Uninsured/Underinsured, • Sex: All, • Age Group: Adults, Children, Infants, • Ethnic Group: All, • Language: All,

Goal Description	Goal Status
To safeguard the health of low-income women, infants, and children up to age 5 by providing nutritious foods and vouchers for healthy foods from grocery stores and farmer's markets.	Ongoing
To support women who are breastfeeding their infant children by	Ongoing

providing information and answering questions on the process.

To provide nutrition education on healthy eating, and meal planning. This information is provided by nutritionists, dietitians, nurses, and other skilled staff.

Assist with connection to other community and health resources like medical, dental, and mental health care services.

Partners

Partner Name, Description	Partner Web Address
Operation Better Start	https://www.berkshirehealthsystems.org/
Berkshire Food Project	https://berkshirefoodproject.org/
Toys for Tots	https://www.toysfortots.org/
Berkshire Diaper Project	https://berskshirecommunitydiaperproject.org/
Local Physician Practices	Not Specified
Berkshire County Mobile Farmer's Market	https://www.berkshiremobilefarmersmarket.org/

Contact Information	Melissa King, WIC Program Director, 413-445-9419, 510 North St, Pittsfield, MA 01201
Detailed Description	The WIC program aims to safeguard the health of low-income women, infants, and children up to age 5 who are at nutrition risk by providing nutritious foods to supplement diets, information on healthy eating, and referrals to health care. WIC also offers immunization screenings and referrals, breastfeeding support and nutrition and health workshops on a variety of topics including meal planning, maintaining a healthy weight, picky eaters, caring for a new baby, and shopping on a budget. In FY 2025, Berkshire North WIC had 6,021 encounters in the North Adams Regional Hospital service area. This includes 1,138 infant encounters, 3,720 with children, and 1,163 with women.

Expenditures

Community Benefits Programs

Expenditures	Amount
Direct Expenses	Not Specified
Associated Expenses	Not Specified
Determination of Need Expenditures	Not Specified
Employee Volunteerism	Not Specified
Other Leveraged Resources	Not Specified

Net Charity Care

Expenditures	Amount
HSN Assessment	Not Specified
HSN Denied Claims	\$3,310.00
Free/Discount Care	\$61,809.00
Total Net Charity Care	\$65,119.00

Corporate Sponsorships	Not Specified
Total Expenditures	\$216,205.89
Total Revenue for 2025	\$0.00
Total Patient Care-related expenses for 2025	Not Specified
Approved Program Budget for 2026	\$250,000.00

(*Excluding expenditures that cannot be projected at the time of the report.)

Comments: Many of the programs located in/at North Adams Regional Hospital are funded through Berkshire Medical Center, the anchor to Berkshire Health Systems. The expenditure total listed as "Other Leveraged Resources" third parties: Berkshire Medical Center (BMC) and Berkshire Health Systems Management Services (BMS).

Optional Information

Community Service Programs

Expenditures	Amount
Direct Expenses	Not Specified
Associated Expenses	Not Specified
Determination of Need Expenditures	Not Specified
Employee Volunteerism	Not Specified

Other Leveraged Resources	Not Specified	
Total Community Service Programs	Not Specified	
Link to Hospital Formatted PDF Community Benefits Report:	Not Specified	
Bad Debt:	Not Specified	Not Specified
Optional Supplement:	Not Specified	