



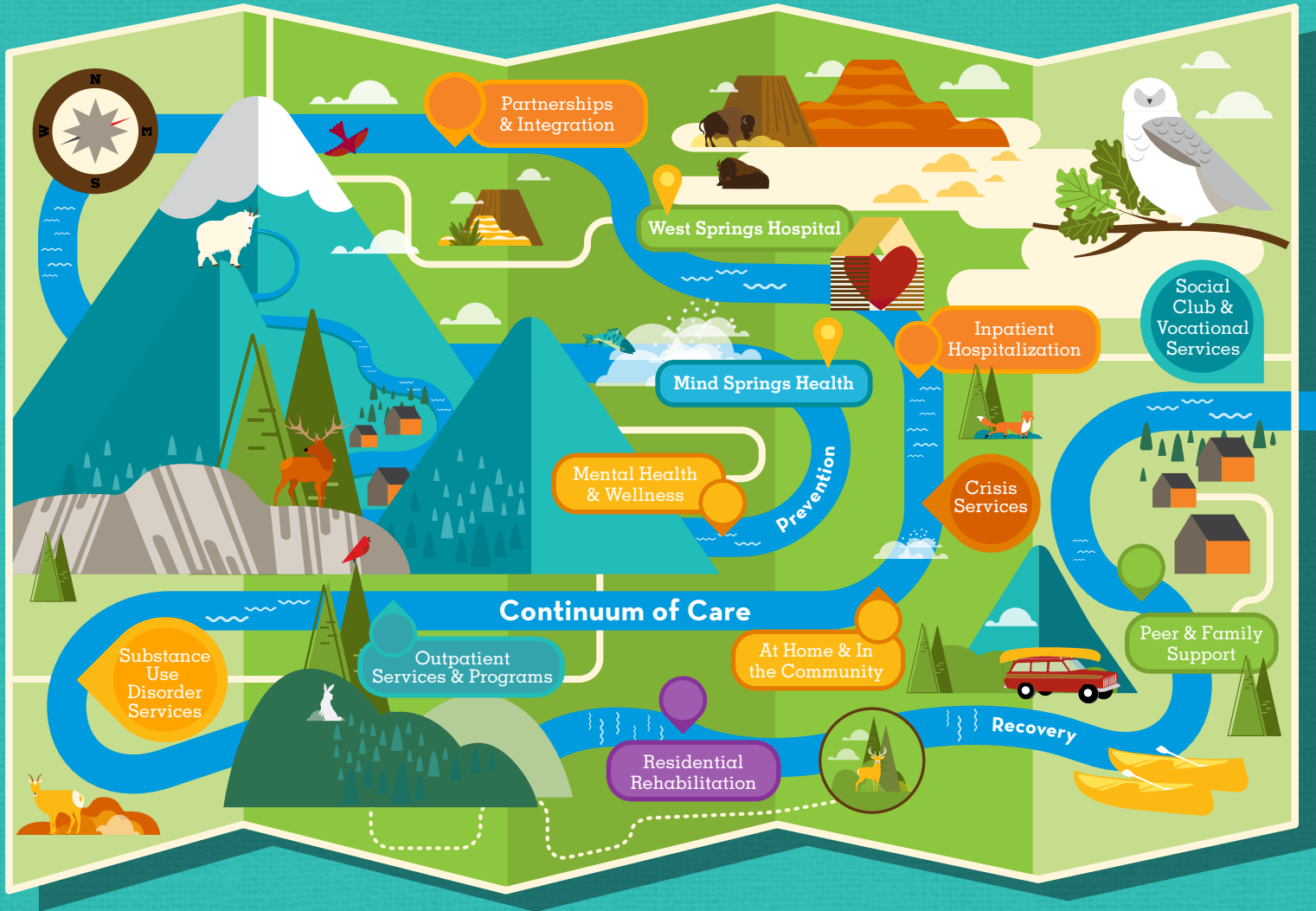
Annual Report

**Fiscal Year 2014**


July 1, 2013 - June 30, 2014

COMMUNITY BENEFITS FROM

Mind Springs Health & West Springs Hospital



Across 23,000+ square miles of urban and rural western slope Colorado, Mind Springs Inc. and its subsidiaries exist for the benefit of our communities. Every day, we live out our mission of providing access to quality mental health and substance abuse services to enhance recovery and resilience in individuals, families and communities. Wherever we are, you'll find a community benefit.

Our logo mark  represents diversity, vitality, energy and the collaborative nature of our organization. It is only fitting that when you see it in the pages to come it signifies community benefits happening throughout our 10-county service area. The many benefits our organization and services offer flow from our *Continuum of Care*.

## Continuum of Care

# WHAT DOES IT MEAN **Continuum of Care**

For Mind Springs, it is a comprehensive array of mental health and substance use disorder services spanning all levels of intensity of care, a framework that guides day-to-day decision making and offers a leadership vision for the future.

It means no matter who you are - where you live on the western slope, how old or young, rich or poor - there are services, treatments and levels of care available for all mental health and substance use disorder concerns, from mild to severe and persistent.

So, grab a paddle and journey with us on this Continuum of Care.

# Partnerships & Integration

## River of Prevention

Primary Care Practices

Hospital ERs

Community Therapists

Law Enforcement

Local Governments

Judicial System

Elder Care

Social Services

## River of Prevention

• ASSISTED LIVING & NURSING HOME RESIDENTS AND ADMINISTRATORS BENEFIT FROM SPECIALIZED PROGRAMS AND CASE MANAGEMENT CONSULTATIONS.

• THROUGH PARTNERING WITH LOCAL, REGIONAL & STATE ORGANIZATIONS, INDIVIDUALS AND FAMILIES ARE CONNECTED WITH A WIDE ARRAY OF CRITICAL SUPPORT.

• WESTERN SLOPE RESIDENTS ARE SUPPORTED IN DRUG & MENTAL HEALTH COURTS AND THROUGH JAIL-BASED SERVICES.

Whole Health LLC begins its work

Community health workers go to people in their homes and the community to provide behavioral change assistance and therapy in decreasing inappropriate ER visits.

300+

Individuals were certified in **Mental Health & Youth Mental Health First Aid**, giving them the skills to recognize and respond to mental health crises.

Training & Education

• PRESENTATIONS AND CLASSES IN MENTAL HEALTH FIRST AID, HOW TO DEAL WITH ANGRY EMPLOYEES, ELDERLY & DEPRESSION AND MANY MORE TOPICS.

• **\$150,000** SAVINGS IN HEALTH CARE COSTS

Rapid Response Treatment Teams (R2T2)

Community Care Management Teams

Homeless Veterans Outreach

Assertive Community Treatment (ACT) Teams

• THIS MULTI-DISCIPLINARY TEAM APPROACH HAS BEEN SHOWN TO REDUCE DAYS IN HOSPITALS AND/OR JAILS AND THE NEED FOR A HIGHER LEVEL OF CARE FOR THOSE WITH SERIOUS AND PERSISTENT MENTAL ILLNESS.

In 60+ Schools

• STUDENTS IN ELEMENTARY, MIDDLE, HIGH SCHOOL & COLLEGES HAVE A THERAPIST IN SCHOOL TO TALK WITH.

At Home & In the Community

# Crisis Services

24/7

Mobile Response

Residents in all our 10 Counties are able to connect with a therapist anytime day or night.

10,200

Crisis Services Delivered, An Increase of 14%.

24/7

Mental Health Hotline  
1.888.207.4004

River of Care

NEW EMERGENT REFERRAL SYSTEM  
EXPEDITES CARE TO THOSE IN NEED.



FISCAL YEAR 2015 WILL BRING 11 CRISIS STABILIZATION BEDS IN GRAND JUNCTION AND RESPITE SERVICES TO ALL MIND SPRINGS COUNTIES.

Dear Friends,

What a great year FY2014 was for us in facilitating new mental health partnerships, services and programs for individuals, families and communities on the western slope!

During this past fiscal year, together we launched several new programs adding value and benefits, working hard to keep people mentally healthy and diverted from psychiatric hospitalization. The sole psychiatric hospital serving the western slope, West Springs Hospital, achieved a 30-day readmission rate of 7% compared to a national average of 19%! This means that people are not only getting better, they are staying better longer. Working closely with our outpatient services, our hospital team ensures a smooth transition upon discharge, seamlessly connecting people to continuing outpatient care. New, intensive outpatient services contribute to our low readmission rate while adding value to our community. Pressure is taken off of social services and law enforcement, who are often relied upon to provide transportation to the hospital.

In Grand Junction we have strengthened our focus on the homeless, partnering with local teen shelter "The House" as well as with the Mesa County Homeless Outreach Team (HOT). Adding staff to specifically support and treat the homeless population adds value to all community life.

We have also deepened relationships with primary care and have created a new workforce called Whole Health Community Health Workers who function as "boots on the ground" for primary health care teams. These staff go to patients' homes and foster behavioral change as a means to improve physical health. A primary goal is the reduction of unnecessary hospital emergency room use by these patients, and data indicates the program is working incredibly well. Not only are we seeing health care cost savings, people are getting healthier too.

Health care reform continues to develop across the country and our state, and we at Mind Springs Health and West Springs Hospital continue to see many opportunities to grow community value through deepened relationships. We are appreciative of the many partners we have and look forward to many new opportunities in the coming year as we ride the wave of health care change and community wellness together!

Sincerely,

Jerome Evans, PhD  
Chairman, Board of Directors

Sharon Raggio, LPC LMFT MBA  
President and CEO

# Inpatient Hospitalization



## West Springs Hospital

For those who need inpatient psychiatric hospitalization, either voluntarily or involuntarily, due to being gravely disabled or an imminent danger to themselves or others.

896 Record number of patients treated

12% Under the age 18

13% Decrease in average length of stay

12% Increase in admissions per day

7% 30-day readmission rate

280% Improved over national rate

\$770,400 Health care costs saved by readmission reduction

### River of Care

### Case Management

USED TO ASSURE ENGAGEMENT & CONNECTION TO SERVICES

"West Springs Hospital has helped me to get stable by helping me learn to breathe right...step back and just listen. You taught me to focus on something other than the problem. You taught me to draw and color to help my mind think of something else. Go outside to get fresh air, refocus, refocus, refocus, focus on (me) right now." - West Springs Patient



## Strangers | by a 2014 West Springs Hospital patient

Remembering when I walked through these doors, I was done with life...never knew a stranger could offer so much kindness and the only thing in return want(ed) is for me to get better. I thought only family could care or love me like that. They opened my eyes and showed me that there is more out there. I said I was weak, they said no. I said I can't do this anymore, they said I can. I don't like to cry, they said let it out—it's not good to hold in. I did not want to trust them, they said we're here for you. Never knew a human I never met could care about me. I thought to myself how lucky I am. I may not be fixed by the time I leave but at least I know I have a fighting chance if I just believe. They said it's going to be hard but if I want it, it will happen. I have a new chapter in life thanks to some strangers I thought I would never meet. When they say there are angels on earth I did not believe until they took care of me for a week. Thank you for showing me to believe I am worth fighting for.



### River of Care

### Case Management

PSYCHIATRY, CASE MANAGEMENT AND PEER SUPPORT PROVIDE SMOOTH TRANSITIONS TO OUTPATIENT SERVICES



### BRIDGE BETWEEN INPATIENT AND OUTPATIENT

#### Most Common Inpatient Diagnoses

1. Major Depressive Disorder (#1 in FY13)
2. Post-Traumatic Stress Disorder (#5)
3. Schizoaffective Disorder (#6)



## Bridge Clinic

# Outpatient Services & Programs

## Mind Springs Health

- SAME-DAY, WALK-IN ACCESS
- INDIVIDUAL, GROUP AND FAMILY THERAPY
- CHILD & ADOLESCENT-SPECIFIC PROGRAMS
- GERIATRIC PROGRAMS
- PSYCHIATRY
- MEDICATION MANAGEMENT
- TELEHEALTH NETWORK
- 25 EVIDENCE-BASED PRACTICES



Medical Neighborhood

River of Care

Case Management

ASSURES ENGAGEMENT & CONNECTION TO SERVICES

### Most Common Outpatient Diagnoses

1. Alcohol Abuse (#1 in FY13)
2. Post-Traumatic Stress Disorder (#3)
3. Major Depressive Disorder (#2)

- Aspen • Free mental health checkups during Valentine's week
- Craig • Chairing the interdisciplinary Collaborative Management Program ensures Moffat County children receive the full spectrum of available support services
- Eagle • Total Health Alliance participation increases awareness of prevention, care & recovery services, and collaboration among partners
- Frisco • Monthly lunchtime learning collaboratives for the community
- Glenwood Springs • Families receive support navigating the system of care collaboration from our Family Peer Specialist
- Granby • Relocating the office downtown improves ease of access to services
- Grand Junction • The 6th annual Walk for Recovery highlighted recovery and peer creativity with art & musical performances
- Meeker • Mental Health First Aid classes were underwritten for the community by multiple grants
- Rangely • Middle and high schoolers receive onsite mental health support
- Rifle • Community magic shows & karate classes increase adolescents' discipline and focus
- Steamboat Springs • 12 new hours per week of onsite psychiatry expands access and availability
- Vail • Wayfinders collaboration helps at-risk youth improve truancy rates and grade point averages
- Walden • Partnerships with all county services and conveniently co-located within the county medical & social services building

OUR VIDEO TELEHEALTH NETWORK CONNECTS CLIENTS TO ACCESSIBLE PSYCHIATRIC SERVICES, REGARDLESS OF LOCATION OF EITHER CLIENT OR PSYCHIATRIST

# Substance Use Disorder Services



Intensive & Extended Outpatient Therapy programs (IOP & EOP) allow patients the opportunity to live at home and work in the community while attending treatment.



Social Detox

In 5 Locations

- Aspen
- Frisco
- Grand Junction
- Steamboat Springs
- Vail

Depending upon location, between **20-30%** of detox clients enter treatment, besting the State of Colorado's expectation by 800%.

River of Care

Case Management

**FOUNDATIONS FOR LIFE-LONG SOBRIETY ARE ESTABLISHED THROUGH SPECIFIC EVIDENCE-BASED PRACTICES**



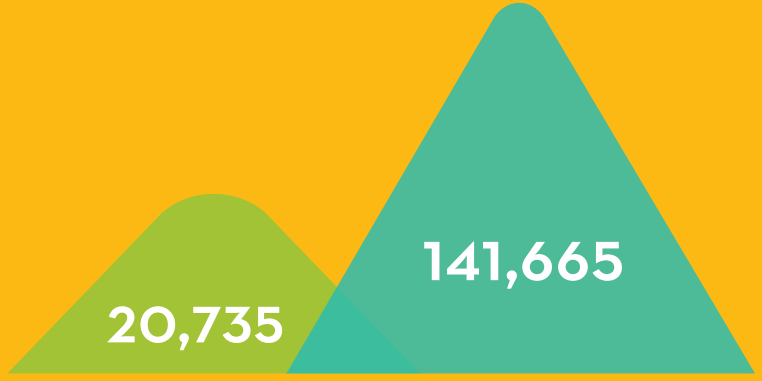
River of Care

Case Management

# CARE BY THE NUMBERS



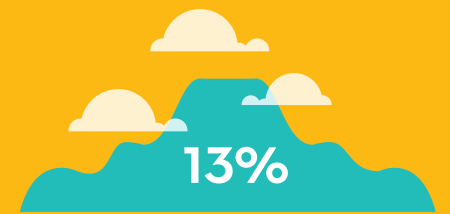
Individuals Treated  
An Increase of 6%



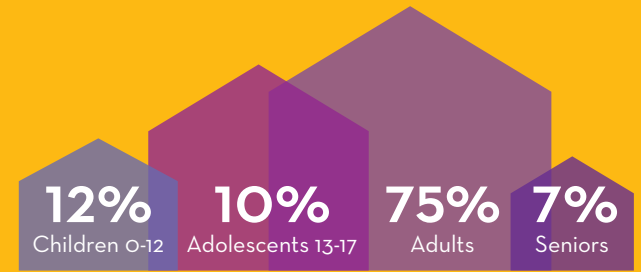
**BILLED SERVICES**  
Inpatient: An Increase of 4%  
Outpatient: An Increase of 10%



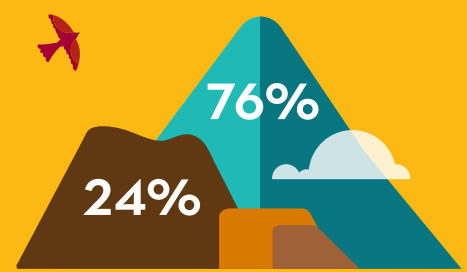
Crisis Services  
An Increase of 14%



Average Length of Hospital Stay Decrease



Clients Served



Substance Use Disorder Services: 24%  
Mental Health Services: 76%

# Residential Rehabilitation

## Women's Recovery Center

A 90-DAY INTENSIVE DRUG AND ALCOHOL REHABILITATION PROGRAM AND THE ONLY ONE IN THE STATE THAT IS WOMEN-ONLY AND ALLOWS CLIENTS' YOUNG CHILDREN TO STAY WITH THEM DURING TREATMENT

## River of Recovery

Case Management

## River of Recovery

# Peer & Family Support

## Peer Services

PEER SUPPORT PROGRAMS PROVIDE OPPORTUNITY FOR CONSUMERS WHO HAVE ACHIEVED SIGNIFICANT RECOVERY TO ASSIST OTHERS IN THEIR RECOVERY JOURNEYS.  
  
PEER SPECIALISTS MODEL RECOVERY, TEACH SKILLS AND SUPPORT THOSE EXPERIENCING MENTAL HEALTH CHALLENGES LEAD MEANINGFUL LIVES IN THE COMMUNITY.

## Family Services

EDUCATION, UNDERSTANDING, ENCOURAGEMENT. SUPPORT GROUPS AVAILABLE FOR CHILDREN, ADOLESCENTS AND/OR ADULT FAMILY MEMBERS OF WEST SPRINGS HOSPITAL PATIENTS DURING HOSPITALIZATION OR ON-GOING.

## River of Recovery

Case Management

## Vocational Rehabilitation

THE CLUBHOUSE PROGRAM PROVIDES INDIVIDUALS WITH SKILLS NECESSARY TO REENTER THE COMPETITIVE WORKFORCE AT THEIR OWN PACE AND COMFORT LEVEL.

CLIENTS RECEIVED AN AVERAGE OF 264 HOURS PERSONAL SUPPORT AND DIRECTION.

## The Oasis Clubhouse

A PLACE FOR RECOVERY, EMPOWERMENT, FUN AND FRIENDSHIP, A PLACE TO HANG OUT, RECEIVE SUPPORT & REASSURANCE AND ENGAGE IN MEANINGFUL WORK. MEMBERSHIP IS FREE AND OPEN TO ANYONE WITH MENTAL HEALTH ISSUES.

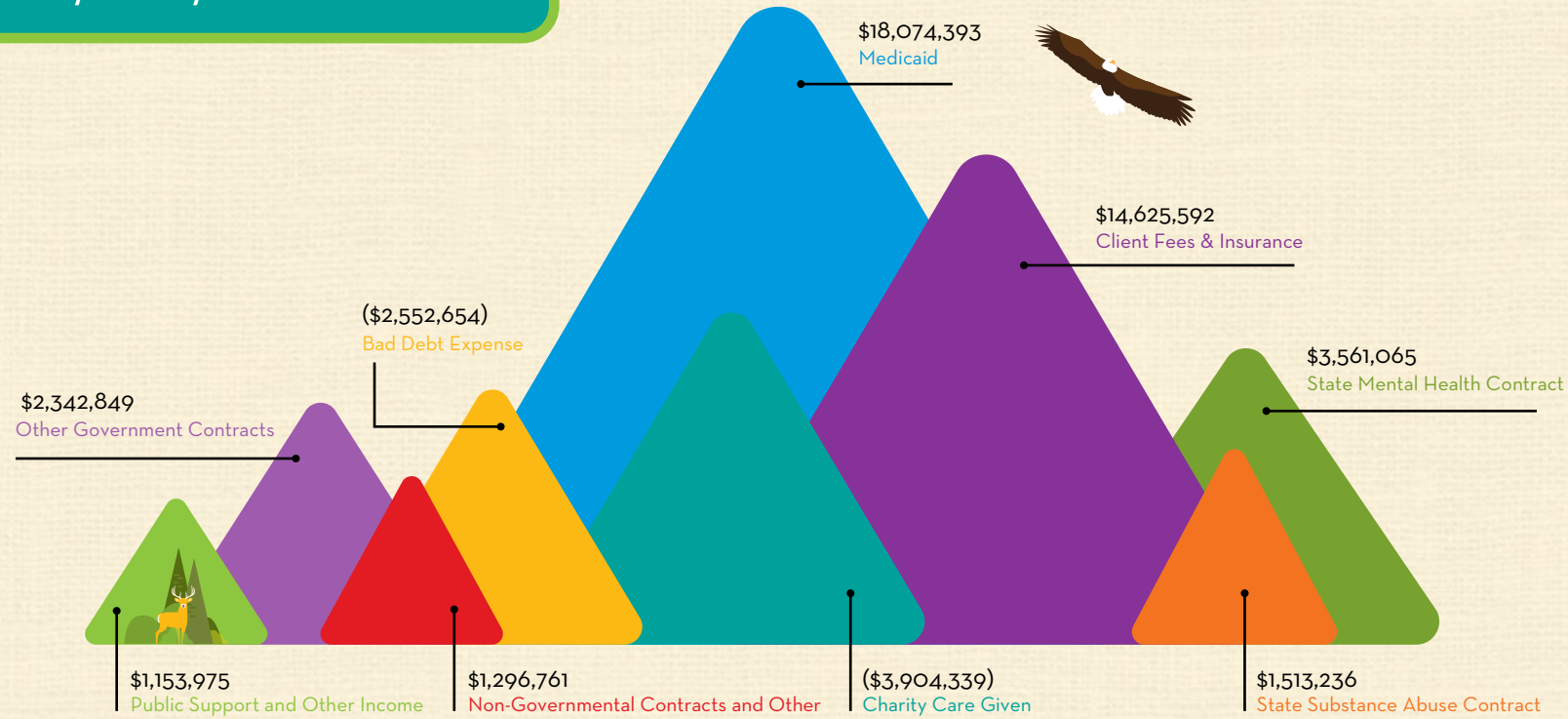
MEMBER ENJOYED OVER 10,200 HOURS DURING FY14.

# Social Club & Vocational Services

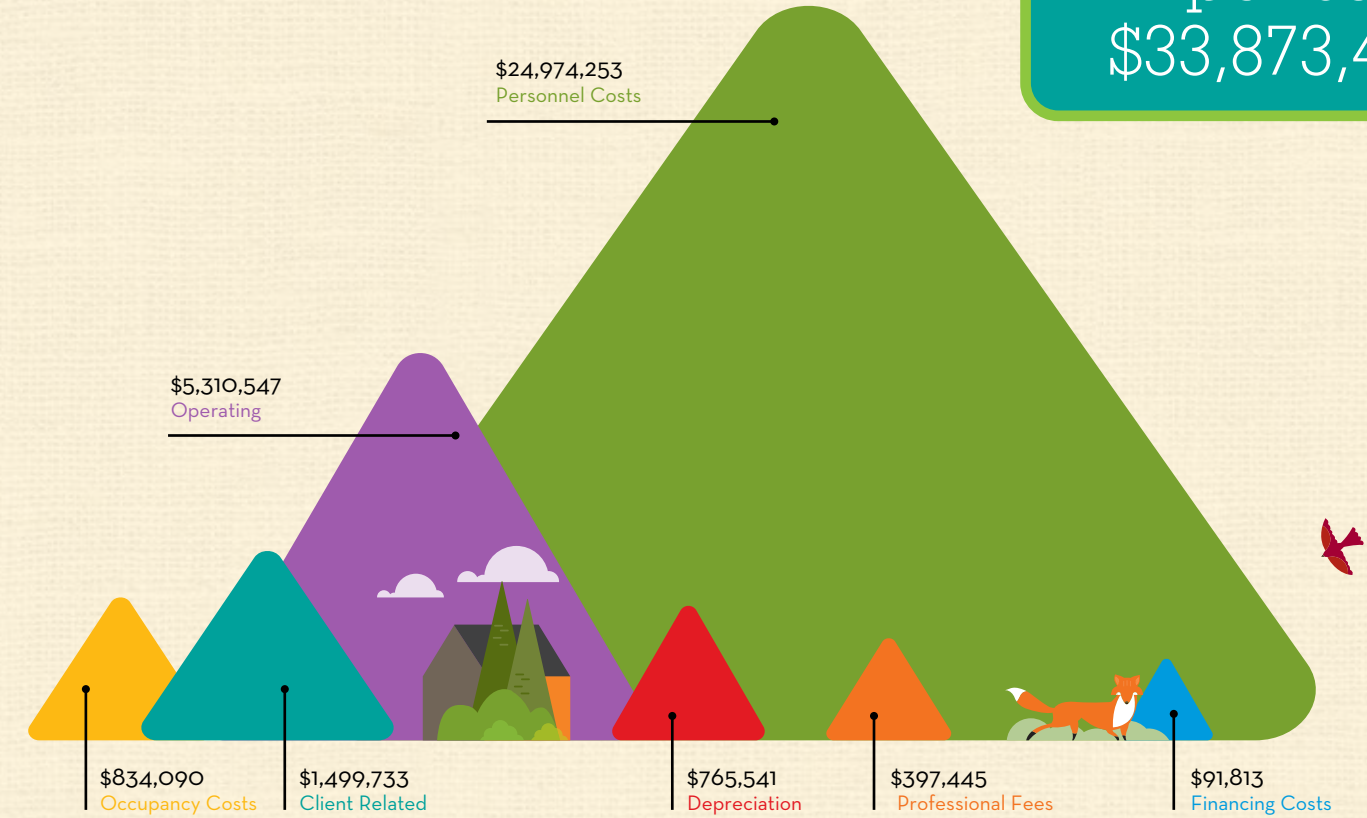




Revenue  
\$36,110,878



Expenses  
\$33,873,422



# BOARDS OF DIRECTORS

We are guided by 3 boards, with the separate governance for outpatient offices and the hospital reporting to the Mind Springs Inc. Board of Directors

## Mind Springs Inc.

JEROME EVANS, CHAIR  
JON PEACOCK, VICE-CHAIR  
STAN HILKEY, SECRETARY  
SHARON RAGGIO  
TRACEY SAMDAHL  
BRAD McCLOUD  
CAROL SKUBIC  
JASON McCORMICK

## Mind Springs Health

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MAGDA VOSSLER, VICE-CHAIR  
MARK McCABE, SECRETARY & TREASURER  
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## West Springs Hospital

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JON GORDON  
TIM GRIMSBY  
TOM FISHER  
BILL NOEL  
SARAH PLACE  
JILL HILTY, MD  
JOAN NAPOLILLI

## Management Team

SHARON RAGGIO, LPC LMFT MBA  
President & CEO

BONNIE WASLI  
Chief Financial Officer

KIM BOE, ACHE MM HRM  
Vice President, West Springs Hospital

TISH STARBUCK, RN MHA ACHE  
Vice President, Mind Springs Health

JULES ROSEN, MD  
Chief Medical Officer

SUZANNE SLOAN  
Director of Development

CHRISS FLYNN  
Director of Marketing

SHAUN CHARLES  
Director of Information Technology

DAVID HAYDEN, MBA LPC CAC III  
Director of Quality & Compliance

KAREN BIRMINGHAM  
Director of Human Resources

TOM GANGEL  
Regional Director

KRISTA McCLINTON, MS LPC  
Regional Director

MICHELLE HOY, MA LPC CAC III  
Regional Director



## None Are More Talented or Dedicated Than Our Amazing Staff

486 Total Full Time & Part Time Employees

6% Increased in Staff size. All salary levels were competitively analyzed and many job titles received market adjustments in FY14

100+ Clinicians  
Many also Certified Addiction Counselors

61 Medical Team

36 Registered Nurses

3 Family Practice Nurses

13 Psychiatrists

1 Physician Assistant

8 Advanced Practice Psychiatric Nurses

53 Detox Workers

### LONGEVITY WITH ONE ORGANIZATION

is rarely heard of these days, especially in behavioral health care. We appreciate and thank these employees who celebrated milestones with us this past fiscal year.

25 Years  
DON PENNINGTON | IT MANAGER

20 Years  
DON MATTINGLY | MAINTENANCE TECHNICIAN  
MAIJA MAKI | DATA COORDINATOR

15 Years  
KRISTA McCLINTON | REGIONAL DIRECTOR FOR PITKIN, EAGLE & GARFIELD COUNTIES  
TOM GANGEL | REGIONAL DIRECTOR FOR ROUTT, MOFFAT, SUMMIT, GRAND, JACKSON & RIO BLANCO COUNTIES

25 Crisis & Emergency Response Clinicians

Tough work, the work of on-call crisis. You have to be dedicated, compassionate and flexible to be on crisis call. Our crisis clinicians are unbelievably smart and creative too. Take this instance--- one FY14 night, a call came in from an extremely remote area. The gentleman was already deep in the forest, considering which tree he wanted to complete suicide from. Through quick wits and collaboration, our crisis team actually was able to identify his specific location, find him as he was literally taking the final steps towards suicide and save his life that night. In saving his life, it changed it and gave him new hope for the future.

1 Patient Advocate

Everyone deserves an ombudsman like Jenni Stansberry. She is the wonderwoman responsible for listening to, really hearing and, most importantly, responding to clients' and patients' feedback on their experiences with our treatment, organization and individual staff--whether positive or not. Recognized this past fiscal year by our Boards of Directors for her superlative customer service and results, her grievance resolution rate was 85%. Also accentuating the positive, she publishes and promotes the hundreds of accolades our staff received by name every year.



# HONOR ROLL OF DONORS

Our donors played a vital role in the expansion of our many community benefits.

They have recognized the importance of the work we do and it is equally important that we acknowledge their thoughtful contributions. We sincerely thank the generous individuals, businesses, foundations and organizations who made contributions to us this past fiscal year July 1, 2013 to June 30, 2014.



## HEROS

\$25,000 and above

City of Aspen  
City of Grand Junction  
Colorado DHS Office of Behavioral Health  
DOLA Division of Housing  
Eagle County Government  
Garfield County Human Service Commission  
Pitkin County Healthy Community Fund  
Routt County Human Resource Coalition  
Routt County United Way  
The Colorado Health Foundation  
The Summit Foundation  
Vail Valley Cares  
Vail Valley Medical Center

## CHAMPIONS

\$10,000 - \$24,999

Board of Commissioners  
Rio Blanco County  
FCI Constructors Inc  
Moffat County United Way

## GUARDIANS

\$5,000 - \$9,999

Craig-Scheckman Family Foundation  
Laurie Michaels Advised Fund at Aspen Community Foundation  
Moffat County Human Resource Council  
River Rock Cafe  
Tom & Lois Sando  
The American Foundation  
Town of Breckenridge

## LEADERS

\$1,000 - \$4,999

Anonymous Endowment Fund Western Colorado Community Foundation  
Bill Anuszewski  
Herb & Laura May Bacon  
Brownson Memorial Fund at Western Colorado Community Foundation  
Gary & Carolyn Cage  
City of Glenwood Springs  
Linda Cofield

Dorset Charitable Trust  
Ernst & Wilma Martens Foundation  
Chriss Flynn  
Garfield County United Way  
Mesa County United Way  
Bill Noel  
North Park Hospital District  
Sharon Raggio  
Richard & Holly Glasier Advised Fund at Aspen Community Foundation  
Lynn Russell  
Jackie Skramstad  
Slifer Smith & Frampton  
Town of Basalt  
Town of Frisco  
Matthew Tulin  
Wilson Family Foundation

## ADVOCATES

\$500 - \$999

Dennis Bruens  
Community First Foundation  
Kelvin Edmondson  
Enstrom Candies Inc

Michelle Hoy  
Robert Jenkins  
Jay Leavitt  
Krista McClinton  
Teri Rawlins-Cardell  
Jules Rosen  
Barb Seed  
Tish Starbuck  
Town of Silverthorne  
United Methodist Church Foundation  
United Methodist Women  
Vail Resorts Scan Department  
Vanderhoof Family Fund at Western Colorado Community Foundation  
Michael Visconti  
Carl Walker  
Bonita L Wasli

## SUPPORTERS

\$250 - \$499

A Way Out  
Kim Boe  
Corey Burrus  
Kathy Capps

Janice Curtis  
Tom Gangel  
George Hermalink  
Cherie Rodowsky  
Carol Skubic  
Suzanne Sloan  
Mike Stahl  
Deborah Stetler  
Third Sector Innovations Inc  
John E Waller  
Kevin Wight  
Adel Williams  
ZG-CHICKS Advised Fund  
at Aspen Community  
Foundation

### MESSENGERS

\$100 - \$249

Margaret Bass Berglund  
Jane Bingham  
Karen Birmingham  
David & Gwendolyn Bottger  
Linda Brodin  
Andrea Celayeta  
Mark Cervantes  
Chamberlin Architects

Anne S Cooke  
James & Barbara Corson  
Kathryn Davis  
Kevin & Meredith Davis  
Tim Dyer & Sherrill Stone  
Daniel & Katharine Ellison  
Nora Fryklund  
Amy Gallagher  
Glenwood Springs Art Guild  
Jon W Gordon  
Dwight Henninger  
Casady Henry  
Kristen Henry  
Leta Hughes  
Jeanette Kintz  
Lisa Kornelson  
Donald Mattingly  
Barbara Milburn  
Lisa Pelchat  
Kathryn Petefish  
Raymond Petersen  
Anita Reynoso  
Tracey Samdahl  
Jenni Stansberry  
Frank Steuart

Fred & Connie Strothman  
Gina Toothaker  
Turning Point  
Healthcare Advisors  
Carol Viner  
Gloria Zech

### FRIENDS

Up to \$99

Anonymous  
Ned Becker  
Amy Becktell  
Jeremy Bernstein  
Kelly Bowen  
Pamela Brandstoettner  
Landen Brolien  
Tiffany Brunk  
Randy Burris  
Peter Cantwell  
Georgia Chamberlain  
Robert Chancellor  
Shaun Charles  
Helen Chrena  
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Christina Tinker  
Deborah Tittle  
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Melva Willbanks  
Schelly Young  
Colette Zolg Rosquist

### IN-KIND DONATIONS

Alma del Sol  
American Zen Martial Arts  
Antonelli's Advanced  
Automotive  
Dax Atwood  
Avalanche Ranch  
Bin 707 Food Bar  
Brown Cycles  
City Market - Carbondale  
Coco Body Works  
Eagle Ranch Golf Club

Jerome Evans  
Five 60 Salon  
Nora Fryklund  
Jon W Gordon  
Grand Dental  
Stan Hilkey  
Aspen Square Condo Hotel  
Lifestyle Studio Booth  
Mark McCabe  
Brad McCloud  
Park Avenue True Value  
Annick Pruett  
Suzanne Sloan  
SunShine Painting  
Corporation  
Sherry Thompson  
Magda Vossler  
Carl Walker  
Western Colorado  
Specialty Pharmacy  
Karen Wyatt

### MEMORIAL GIFTS

**In Honor of Barb Scott**  
Marti Peterson  
**In Honor of Michael Engs**  
Mark McCabe

### In Memory of Helen Klanderud

Mardell & Craton Burkholder  
Bob & Rhonda Kay Diack  
Doster Construction  
Company  
Elford Inc  
Ruth Harrison  
Nina McLemore Inc Aspen

### In Memory of Kevin Meacham

Carol Dreher  
Clifford & Marian Wanebo

### In Memory of Laura Jane Wingate

Clark Wingate

### In Memory of Thomas Allen III

Thomas Allen

We strive to recognize our donors accurately and in accordance with individual preferences. Please inform us of any errors and accept our apologies for any oversight.



**MIND SPRINGS** *health*

Prevention. Care. Recovery.



**WEST SPRINGS** *hospital*

Psychiatric Care & Recovery

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## Connect



/mindspringshealth



@mindspringsheal



search: Mind Springs Health



/company/mind-springs-health

## Mission

To provide access to quality mental health and substance abuse services, enhancing recovery and resilience in individuals, families and communities.

## Vision

We envision health and wellness in our communities.

## Values

- Strength created through local Partnerships, with Collaboration and Education
- Integrity and Accountability in all we do
- Outcomes-Driven
- Responsible Financial Stewardship
- Leadership in Physical & Behavioral Health Care
- Culture of Trauma Informed Care
- Focus on exceptional Customer Service