How wonderful it is...
...that nobody need wait a single moment before starting to improve the world.

—Anne Frank
As our Fiscal Year 2015 July 1 - June 30 has ended it is very gratifying to see all that has been accomplished across our territory and within our communities. Lives have been saved, people are healing and life has improved for many on the western slope. It has truly been a season of growth and of impact.

A record **21,240** people received therapy and treatments, an increase of **26%** over last year. **Patients improved more quickly this year at West Springs Hospital and stayed healthy longer, with the average length of stay decreasing to **7 days** with only **7%** readmitted (v. 19% nationally).**

**83 new positions were hired to meet increased need, bringing our staff size to 571.**

**Clinical outcomes as measured by the State of Colorado continue to show success in symptom severity reduction for 80% of those treated.**

We are very proud of earning the **Top Colorado Health Care Company Award at the 28th Annual Colorado Biz Top Company Awards as well as the 2015 Colorado American Legion Award for Employing Veterans.**

Residents of Mesa, Garfield, Pitkin and Montrose counties benefitted from growth by our sister organization **Whole Health LLC** and the Community Health Worker program where behavioral health techniques are improving the physical health of residents while at the same time saving communities significant health care costs.

A new **Department of Informatics and expanded IT resources both streamlined and added dimension to our strategic use of big data in improving client care and experience.**

**Coloradans in crisis were able to receive help at Transitions at West Springs our new walk-in stabilization unit and the only one on the western slope. Peer Respite services were also available for the first time throughout our 10-county service area.**

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Dear Friends of Mind Springs Health and West Springs Hospital,

Travelling throughout our 23,000 square miles of service area this year, it was with joy that we heard so many mental health success stories, and it is with appreciation now that we acknowledge dedicated staff, partners and collaborators who make success happen on a daily basis. We are all in this together, and we must express our gratitude for your support of our life-essential mission. Whatever your contribution—whether commitment, advocacy, partnership or valuable financial support—you have helped us make our biggest and best impact ever on individual and western slope quality of life.

Fiscal Year 2015 saw a number of Mind Springs landmarks. Once again, we provided a record number of mental health and substance abuse services for those seeking to rebuild hope in their lives. The opening of Transitions at West Springs allowed us to help more people in crisis, and with peer respite services, our continuum of care offered more benefits. Our Building Sanctuary initiative, remodeling the Grand Junction campus, significantly increased therapy space thereby improving service delivery and client satisfaction.

Clinically we developed standardized clinical care pathway tools to best determine and manage clients’ level of care needs, and Chief Medical Officer Jules Rosen launched treatment teams to extend therapy services while maximizing staff expertise.

Operationally Mind Springs Health turned in another strong financial performance and remains fiscally sound. We are proud to say that we did exceptionally well in all our audits and, thanks to Scott Miller who joined the team as Chief Financial Officer this year, we were applauded by auditors for exemplary management and reporting standards.

Recognizing the need to help more people in the coming year, we are studiously evaluating and developing plans to expand inpatient psychiatric care at West Springs Hospital, and offer a Peer Respite house. As usual, the year ahead looks to be filled with many challenges and as always, one of the hardest challenges is obtaining adequate funding. The State of Colorado, other major funding sources and health care reform are going through a number of changes which will certainly impact our impact. Our ongoing task is to transform these challenges into opportunities.

Success is about working together and Mind Springs Health is committed to continuous improvement. Thank you again for making Fiscal Year 2015 a high point in our organization as we reach for greater achievements in the coming year.

Sincerely,

Sharon Raggio, LPC, LMFT
President & CEO

Carol Skubic
Chairman of the Board
**Numbers Tell Stories Too**

People helped
21,420
+26% from last year
51% Male/49% Female
17% Children & Adolescents
83% Adults

3 Most Common Diagnoses
Post-Traumatic Stress Disorder
Major Depressive Disorder
Alcohol Abuse

**West Springs Hospital Patients +28%**

Admissions per month +32%

Average length of stay = 7 days

144,391 Service Hours
+15%

182,028 Services Provided
+28%

70% Mental Health
30% Substance Abuse

10,663 Crisis Services
+25%

IN LAST 2 YEARS

11 Crisis Stabilization Beds Added
With just 32 beds available for the entire Western Slope, West Springs Hospital continued to operate at virtual capacity in treating a record 1147 individuals in FY2015, with each patient receiving an average of 24 services during their treatment stay.

Colleagues and patients alike are so thankful for DEB SHARPE, who, with energy and enthusiasm, stepped into the Director of Nursing role this year.

“Deb has helped staff morale to reach the highest point it has been in over 3 years. She has led by example and has shown us how to work as a team. She has been in the trenches and because of that she is able to relate to each staff member and show they are appreciated and truly important. Deb has made the investment in each of her staff. She is an amazing leader and a wonderful boss to work with” – Anonymous compliment from staff

The hospital also proudly recognizes Clinician III FRANCES FORESTIER for her competence and compassion in aiding a gentleman with PTSD break through his illness in a way he had never experienced before. Thanks to Frances’ support and guidance, his family says he is doing ‘fantastic’, has remained substance-free and is employed again for the first time in a long time.

Crisis Services & Transitions at West Springs

A record number 10,663 services were provided in FY2015. Added to mobile crisis response this year were Peer Respite services, a program fostering wellness where those in crisis are assisted by those in recovery.

Transitions at West Springs, part of the Colorado Crisis Services network, opened its doors December 8, 2014 after only 3 intense months of planning and preparation. A 24/7/365 11-bed Crisis Stabilization Unit, Transitions accepts walk-ins, voluntary and involuntary admissions, and provides care to all ages in crisis.

Even given the tremendous rewards of the job, crisis management and treatment is hard work. Appreciation and gratitude go to Clinician III MARCI CARRON who embodies the spirit and dedication of our caring crisis team. Combining heart with humor, Marci is commended for consistently and compassionately helping many people, including her teammates, through the rough spots.
Thank you to our entire GRANBY TEAM for their sensitivity and tenderness in responding to a local school tragedy. Working together they provided comfort and support to bereaved family, and first responders as well as middle and high school students and faculty.

Thank you Case Manager JADE COLLINS for your compassionate care. Because of your understanding and support a local resident is successfully dealing with her addictions and mental illness for the first time in 20 years.

Thank you to Certified Addictions Counselor III KENNA CLEMENTS for her quick response and partnering with Jackson County officials to care for a very vulnerable individual inappropriately in jail, enabling him to be released and receive treatment.

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Even amidst crisis services increasing 51% this year in Craig, Crisis Clinician CHERI ADAMS is commended by colleagues and partners for setting a new level of crisis response for local residents.

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Mind Springs Health Outpatient

Thanks to Peer Support Services Manager JANICE CURTIS our peer services program grew from 3 to 30 peers in FY2015. In addition to providing crisis respite services, peers are now valuable members of our Assertive Community Treatment Team (ACT). They also offer a variety of free group sessions for support and education.

Oasis Clubhouse

Gratitude and appreciation go to Clinical Employment Specialists REBECCA DELGADO & JESSICA SALMONSEN. Thanks to Rebecca and Jessica, 36 individuals living with mental illness found meaningful employment in this inaugural program year.

Craig

Thank you to our entire GRANBY TEAM for their sensitivity and tenderness in responding to a local school tragedy. Working together they provided comfort and support to bereaved family, and first responders as well as middle and high school students and faculty.

Craig elementary students are the warm and supportive presence of Community Health Worker. Even amidst crisis services increasing 51% this year in Craig, Crisis Clinician CHERI ADAMS is commended by colleagues and partners for setting a new level of crisis response for local residents.

Women’s Recovery Center

Residents and staff recognize and appreciate Intake Clinician ERIC MOYER and Development Administrator MIA D’ANGELO for their ingenuity, perseverance and kindness. Thanks to Eric, more mothers and children were able to stay together during residential substance abuse treatment this year, and thanks to Mia, a $50,000 grant will benefit future mothers and children.

Oasis Clubhouse

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Granby

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Oasis Clubhouse

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Frisco

Thank you Case Manager JADE COLLINS for your compassionate care. Because of your understanding and support a local resident is successfully dealing with her addictions and mental illness for the first time in 20 years.
Even amidst crisis services increasing 51% this year in Craig, Crisis Clinician CHERI ADAMS is commended by colleagues and partners for setting a new level of crisis response for local residents.

Recognition goes to Clinical Supervisor LOIS MENKE-CASHMAN for her work with the 9th Judicial District in keeping people with mental illness out of incarceration and into effective treatment.

A huge thank you to Business Services Associate APRIL NOEL for literally saving a woman’s life. Combining creativity, ingenuity and perseverance April smartly located a woman contemplating completing suicide in her car and brought her to safety.

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Excerpt from letter to Crisis Clinician DANIEL KAIL.

“Thank you for your assistance and genuine concern in the wake of the tragedy at Maroon Bells. I can’t imagine the work you do each and every day as a grief counselor and I truly have the utmost respect for your profession after going through Wednesday’s events. On behalf of the young man impacted and his family, I thank you for all you did to care for him. I hope his family will never have to see how you sacrificed in his greatest need but I achieve that you did all you could for him throughout the night. I know his family would be extremely grateful for your help, your presence and your quiet courage. Thank you for the way you handled this tragedy. Thank you each and every day. Your work is truly admired and appreciated.” —K. Hoyt, New York

Last year an intern, this year a Clinician II thanks go to TIANA EGLOFF for developing and running the first in 10 years local wilderness therapy program for at-risk youth.

Recognition and appreciation go to former client and current Peer Specialist HOLLY Fioresi who makes life better for clients by starting a very popular and active support group.

Excerpt from letter to Crisis Clinician DARA BREAL.

“Over the past year, you’ve shown a true dedication to your clients. From helping them to start their day with a positive outlook to encouraging them through difficult times, you’ve always been there for them. Your unwavering support and kind-hearted nature have truly made a difference in their lives. You’re an incredible asset to the team and we’re grateful to have you on board.” —Mr. Martinez, New York

Recognition goes to Community Health Worker CHRISTINE STEPHENS for her consistent encouragement of a client. It took almost a year, but with Christine’s direction, support and collaboration with primary care doctors, the gentleman broke his cycle of addiction, resumed full time to his job and exchanged your (the client) negative habits for eating well and exercising. He stays in touch regularly with Christine, letting her know how appreciative he is of her help getting him back to being a productive member of society.

Exception goes to Clinical Supervisor LOSI MENKE-CASHMAN for her work with the 9th Judicial District in keeping people with mental illness out of incarceration and into effective treatment.

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Our Financial Picture

**FY2015 Expenses**
$39,638,109
- Personnel: $30,348,572
- Operating: $4,861,624
- Occupancy: $1,627,996
- Client Related: $1,516,451
- Depreciation: $924,904
- Professional Fees: $302,835
- Financing: $55,727

**FY2015 Revenue**
$44,891,174
- Medicaid: $24,868,315
- Client Fees & Insurance: $8,063,999
- State Mental Health Contract: $3,567,250
- Other Government Contract: $2,387,342
- Charity Care Given: ($2,048,446)
- State Substance Abuse Contract: $1,619,206
- Bad Debt Expense: ($1,450,458)
- Public Support and Other Income: $886,158
Mind Springs Health and West Springs Hospital deeply appreciate every contribution and we sincerely appreciate the generous organizations, agencies, foundations, corporations and individuals whose meaningful support allow all our success stories to happen in Fiscal Year 2015: July 1, 2014 - June 30, 2015.

**Corporations**
Bechtel & Santo, LLP  
Chamberlin Architects  
EIS Solutions  
eMed Colorado Inc.  
Family Health West  
FCI Constructors Inc  
Hilltop Community Resources  
Mesa County Medical Society Alliance  
North Park Hospital District  
Odyssey Software  
Peczuh Printing Co  
ProSpace Interiors  
Rocky Mountain Health Plans  
Third Sector Innovations Inc.  
Turning Point Healthcare Advisors  
US Bank of Grand Junction  
Vanderhoof Family Fund at Western Colorado Community Foundation  
ZG-CHICKS Advised Fund at Aspen Community Foundation

**Foundations**
Berenice Gates Hopper Foundation  
Community First Foundation  
Dorset Charitable Trust  
Emily Johnson Memorial Fund  
Indiana Gump Foundation  
Laurie Michaels Advised Fund at Aspen Community Foundation  
McKinney-Geib Foundation, Inc.  
Mesa County United Way  
Moffat County United Way  
Pitkin County Healthy Community Fund  
Richard & Holly Glasier Advised Fund at Aspen Community Foundation  
Routt County Human Resource Coalition  
The American Foundation  
The Summit Foundation  
United Way Battlement to the Bells

**Individuals**
Anonymous  
Bill & Theresa Anuszewski  
Nancy Beckwith  
Jeremy Bernstein  
Jane Bingham  
Karen Birmingham  
Stephen Bovbjerg  
George & Linda Brodin  
Landen Brolien  
Annie Cooke  
Carol Craig  
Elizabeth Elliott  
Roy & Susan Erb  
Andrew Finley  
Kevin & Junelle Fitzgerald  
Chriss Flynn  
Nora Fryklund  
Amy Gallagher  
Tom Gangel  
James & Helen Gebhard  
Gavin Goodson  
Kristin Grems  
Barbara Hartshorn  
Julie Hartshorn  
David & Brooke Hayden  
Steven & Robin Heil  
Dwight Henninger  
Casady Henry  
Kristen Henry  
Jill Hilty
Kate Holmes
Michelle Hoy
Leta Hughes
Lesley Janusz
Robert Jenkins
Marilyn Jones
David & Rebecca Kast
Julie Kiddoo
Michael & Andeeya Krieves
Ruth Kruger
Kimberly Langston
Carl & Eileen Lepisto
James & Susan MaClean
Sally Matchett
Krista McClinton
Dylan McKee
Jonathan Meer & Laurel Bartholomay
Joan Napolilli
Bill & Connie Noel
Patrick Page
Lisa Pelchat
Raymond Petersen
Tony & Sally Prinster
Wanda Putnam
Sharon Raggio & Tim Landis
Carol Raley
Amy Rogers
Jules Rosen
Al Saliman
Tom & Lois Sando
Adam Savage
William & Carol Scott
Holly & Florian Seeberger
Stella Shanks
Rita Shenkel
Jackie Skramstad
Carol Skubic
Suzanne Sloan
Clinton Smith
Ronald & Christine Smith
Gene & Tish Starbuck
Stanley & Dephane Swaney
Troy Tate
Charles & Pearl Taylor
Kathleen Titus
Gina Toothaker
Carol Viner
Magda Vossler
Carl Walker
Frederic & Grace Walker
Joseph & Patricia Wataha
Jay & Patti Webster
David & Laura West
Adel Williams
Andrew & Sheila Winnefeld
Karen Wyatt

**Organizations & Agencies**

Grand County
- Board of Commissioners

Grand Junction Lion's Club

Jackson County
- Board of Commissioners

Mesa County
- Victim Assistance Law Enforcement Board

**In-Kind Donations**

Sue Bloss
Louis Brozina
Community Hospital
Chriss Flynn
Mental Health First Aid Colorado
James Varnell

**Memorial & Honorary Gifts**

In Honor of Kathryn Davis
- Donald Parsons

In Honor of Nanda Reamy
- Mary Awalt

In Appreciation of Beverly Schulman
- Sharon Raggio

In Memory of Eric Johnson
- Eagle Crest Nursery

In Memory of Virginia & Joseph Miller
- Beverly Schulman

In Memory of Scott Needens
- Home Care of the Grand Valley

In Memory of Laura Jane Wingate
- Clark Wingate
Boards of Directors

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

Mind Springs Health
Bill Anuszewski, Chairman
Magda Vossler, Vice-Chairman
Jeff Kuhr, Treasurer
Sharon Raggio
Jerome Evans PhD
Karen Wyatt MD
Nora Fryklund
Carl Walker
Jeanette Darnauer

Mind Springs Inc.
Carol Skubic, Chairman
Jon Peacock, Vice-Chairman
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Shelley Peterson, Secretary
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Jerome Evans PhD
Al Saliman
Bill Anuszewski
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West Springs Hospital
Bill Noel, Chairman
Jill Hilty MD, Vice-Chairman
Mike Stahl, Secretary & Treasurer
Sharon Raggio
Carol Skubic
Jon Gordon
Timothy Grimsby
Joan Napolilli
Patrick Page MD

Management Team

Sharon Raggio  LPC LMFT
President & CEO

Scott Miller
Chief Financial Officer

Kim Boe  ACHE HRM
Vice President, West Springs Hospital

Michelle Hoy  LPC CACIII
Vice President, Mind Springs Health

Jules Rosen  MD
Chief Medical Officer

Krista McClinton  LPC
Director of Informatics

Chriiss Flynn
Director of Marketing

Lynda Wonders
Director of Psychiatry Practice

Amy Gallagher  PsyD
Director of Integrated Care

Shaun Charles
Director of Information Technology

David Hayden  LPC CAC III
Director of Quality & Compliance

Karen Birmingham
Director of Human Resources

Tom Gangel
Regional Director

Jackie Skramstad  LCSW
Regional Director

Kathy Capps  LPC LAC
Regional Director
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