

2021

HEALING

HOPE

RECOVERY



Aurora Mental  
Health Center

ANNUAL  
REPORT

## EXECUTIVE TEAM

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Chief Executive Officer

**Kirsten Anderson**,  
Chief Clinical Officer

**Lori Banks**,  
Chief Administrative Officer

**Cally Cripps**,  
VP of Information Technology

**Anne Garrett-Mills**,  
Chief Medical Officer

**Loretta Buckman**,  
Chief Financial Officer

**Kathie Snell**,  
Chief Strategy & Operations Officer

**Harry Budisidharta**,  
Executive Director,  
Asian Pacific Development Center

**Antonio Olmos**,  
Executive Director, Aurora Research  
Institute

**Colleen Cullen**,  
VP of Human Resources, EEO Officer

**Vicki Rodgers**,  
Corporate Integrity Officer

**Beth Dazey**,  
Executive Assistant & Board Liaison

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**Cathy Wildman**, Chair  
**Tom Ashburn**, Vice President  
**Dan Beyer**, Treasurer  
**Nancy Jackson**, Secretary

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**Tom Ashburn**, Xcel Energy (retired)  
**Marsha Berzins**,  
Past Council Member, City of Aurora  
**Dan Beyer**, Citywide Banks  
**Gigi de Gala**, Nelnet  
**Nils Holum**, Rockwood Equity  
**Tim Huffman**,  
Aurora Police Department (retired)  
**Nancy Jackson**,  
County Commissioner, Arapahoe County  
**Cynthia Koenck**,  
Community College of Aurora  
**Claudine McDonald**,  
Courageous Conversations  
**Amy McLaughry**, ADEM Enterprises, Inc.  
**Patti Moon**, Aurora Public Schools  
**Steve Nederveld**,  
Cherry Creek School District  
**David Patterson**, Falck Rocky Mountain  
**Cathy Wildman**,  
Aurora Public Schools (retired)

## Letter from CEO and Board Chair

Mental health is getting more public attention than ever before and that's good news for all of us. Stigma, lack of understanding and fear have kept far too many people suffering in isolation and loneliness.

The stressors of the COVID-19 pandemic have revealed what we have long known to be true—that mental health and substance use issues can affect anyone, and there is no shame in seeking help and care when difficulties arise.

Our FY2021 which runs from July 1-June 30, began just three months into the pandemic, and as we adjusted with the rest of the world, we kept our mission forefront to ensure that people in our community would continue to receive care safely and responsively:

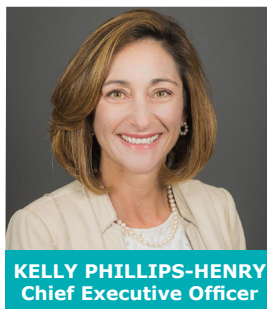
- Our treatment teams immediately shifted to a telehealth model of care delivery via mobile phone and personal computer that we continue to offer to clients, in addition to face-to-face care options.
- We piloted a user-friendly application that enables therapists and clients to share real-time feedback on care interventions and health progress, providing clients more control of their treatment process.
- We established two equity-based clinics to vaccinate nearly 400 clients and community members disproportionately impacted by COVID-19, including refugees and immigrants, racial minorities, people experiencing homelessness, and people with disabilities.

In keeping with our five core values which include "honoring and respecting all people," we held our first Anti-Racist Summit for staff, a six-part series that explored attitudes and perceptions to enhance our awareness and improve our practices in principles of diversity, equity and inclusion.

Finally, in our continuing strategy to improve and consolidate facilities, we completed the sale of three properties and applied those proceeds to support extensive updating and remodeling of our Hampden Youth Campus, Stith Center and Leversee locations. Our intention is that every care environment is safe and welcoming, fosters calm, and facilitates healing.

As we look to this year ahead, the creation of a Crisis and Acute Care Center (described in this Annual Report) represents our continuing commitment to providing readily-accessible expert care and intervention to enhance the health of our community. We invite you to join us in that effort in the months ahead.

*Gratefully,*



**KELLY PHILLIPS-HENRY**  
Chief Executive Officer



**CATHY WILDMAN**  
Board Chair

### Stacie B.



*"What brought me to AuMHC was desperation and complete hopelessness. I was suicidal and had attempted suicide three times and couldn't get past things that had happened to me in my life, and most of all those who inflicted the pain on me. I later had three back surgeries in 2014, 2016 and 2018. In 2016 I had a full spinal fusion that left me with debilitating chronic pain and I lost everything...my career in the medical field and myself. Who was I? I wondered...."*

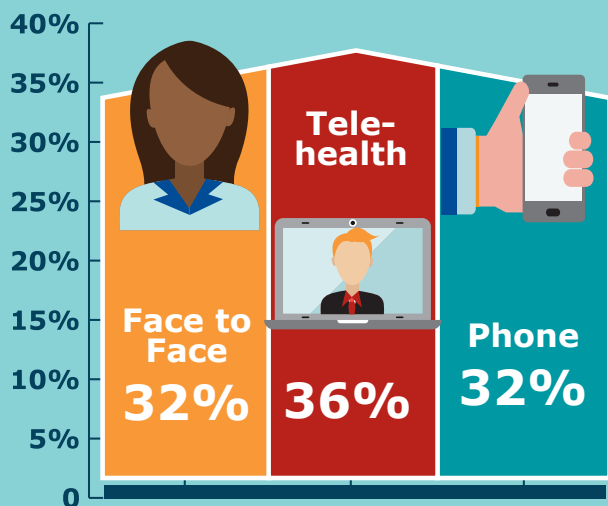
*AuMHC staff helped me tremendously. I am still in therapy and I have more work to do, but I am no longer suicidal and I am learning how to live with the chronic pain. I am utilizing the tools I've been given towards my purpose and success. I think success is finding peace on the inside and balance, then helping others. I have to add, without my faith in GOD, none of this would work!!!!!!!!!!!!!! It takes all of these combined. "*

# BY THE NUMBERS

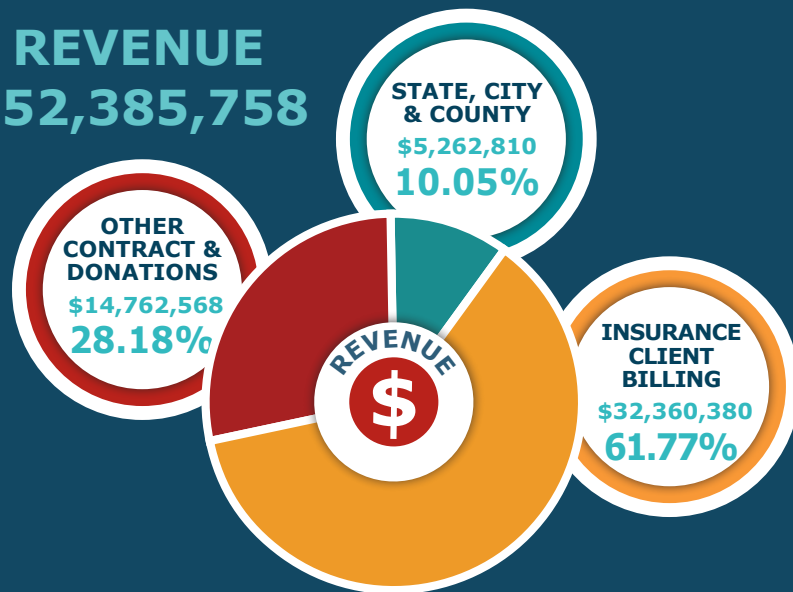
## Expansion of telehealth and stigma reduction seen as silver linings of the pandemic

Throughout the pandemic, it seems that many people have been struggling to identify the silver linings brought on by our new reality. For us at Aurora Mental Health Center, that silver lining rests in the fact that the stigma around mental health issues has decreased dramatically. So many people have experienced depression, anxiety, loneliness and a host of other emotions while the world has shifted to isolation in an effort to see us safe. The need for mental health care has risen to the top of nearly everyone's minds.

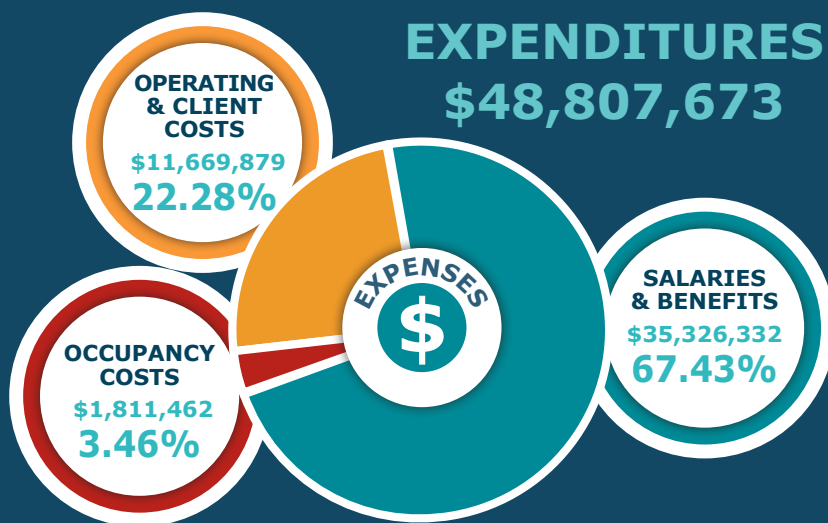
Along with that need, perhaps the second silver lining we have experienced, is our ability to provide increased access to care through telehealth. The pandemic forced us to quickly adjust our operations and begin offering services for many of our clients via phone and video, and the results have been encouraging. This new form of care allows greater access to needed mental health services, providing flexibility for all involved. Clients and clinicians have expressed high satisfaction rates, and AuMHC has seen a significant decline in client no-show rates. AuMHC looks forward to the continued use of telehealth for those clients where it makes the most sense, and is desired, and further expansion of access to services.



## REVENUE \$52,385,758



## EXPENDITURES \$48,807,673



## DEMOGRAPHICS



69.7%  
ADULTS

30.3%  
CHILDREN

RACE	SERVICES	COST
American Indian/Alaska Native	6,342	\$709,694
Asian	6,274	\$799,351
Black/African American	53,772	\$6,712,638
Native Hawaiian/Pacific Islander	2,387	\$254,535
White/Caucasia	174,182	\$23,890,964
Multi-Racial	18,478	\$2,615,154
Decline	24,913	\$3,334,054
Not Collected	8,311	\$937,259

ETHNICITY	SERVICES	COST
Mexican	36,793	\$5,086,360
Cuban	496	\$63,773
Multi-Hispanic Ethnicity	1,342	\$222,466
Other Hispanic	24,443	\$3,509,134
Not Hispanic	192,625	\$25,039,748
Decline	17,630	\$2,442,184
Not Collected	21,330	\$2,889,984





# CRISIS AND ACUTE CARE CENTER

We are growing to provide  
**ONE-STOP** care in Aurora

**COMING  
SOON**

## CRISIS AND ACUTE CARE IN A HEALING ENVIRONMENT

In creating new crisis and acute care environments, we will incorporate state-of-the-art architecture, design and furnishings that reduce stress, foster calm, and facilitate healing for the diverse community we serve. Identified and recognized as "trauma-informed" throughout the healthcare industry, such designs of health care spaces are proven to enhance client experience and produce better health outcomes.

## OUR COMMUNITY'S CHALLENGE

The social isolation, stress and disruptions to daily life provoked by the COVID pandemic has increased the prevalence of mental health and substance use problems in Aurora as it has across the country and around the globe.

- Depression and anxiety are on the rise, especially among school-age youth.
- Overdoses, suicides and opioid deaths continue to increase, as do psychiatric emergencies.
- Stresses on those experiencing homelessness have intensified as social isolation and shelter insecurity increase.

First responders and community members know where to go and how to access hospital emergency departments and urgent care centers when someone experiences a physical health emergency.

Options are not as obvious for someone experiencing a mental health crisis or an acute reaction from intoxication or other substance use.

Many times each day, police and other first responders encounter persons experiencing these health crises where a hospital emergency room may not be the best option for accessing care. For the person seeking care alone, or perhaps accompanied by friend or family member, the dilemma can be even more challenging.

## OUR ENVISIONED CRISIS AND ACUTE CARE CENTER

AuMHC purchased a 7.3 acre property at 1290 S. Potomac in mid-2020. Currently, the site includes a facility where we provide all-hours substance use intervention and withdrawal management (detox) services.

The location is adjacent to the Medical Center of Aurora and several other medical service providers, is visible from I-225 just southwest of the E. Mississippi Ave. exit, and affords easy-to-locate and convenient access for first responders and people seeking care.

Our objective is to provide "one stop" access for mental health and substance use crisis and acute care in Aurora.

To achieve this, we plan to relocate our walk-in crisis services (WIC) and crisis stabilization unit (CSU), both currently located

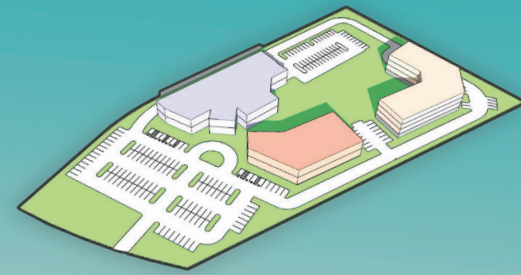
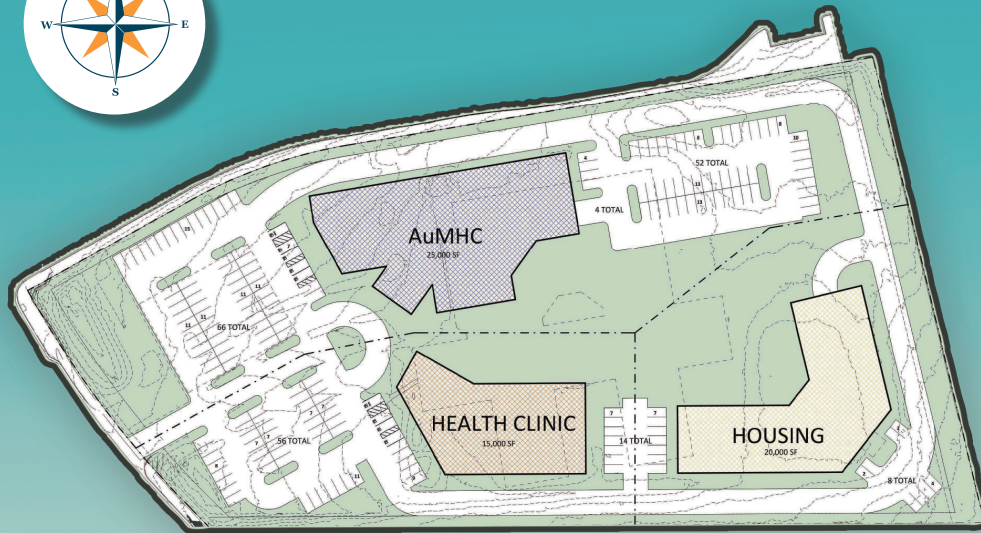
at 2206 Victor Street on the Anschutz Medical Campus, as well as our Connect to Care (same day services), currently at 791 Chambers Road, in co-location with our withdrawal management (Detox) on this property. This will require construction of a new facility on the property to fully accommodate these co-locations.

Given our service history, current service trends with increases in the demand for care, and projected improvements in care-access and care-coordination on this "one-stop" crisis and acute care campus, we anticipate serving more than 10,000 community members at this location in its first year of operation.

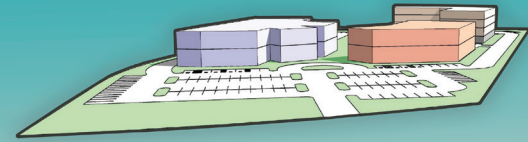
## PARTNERS AND STAKEHOLDERS

We are collaborating with the city of Aurora, Arapahoe County, Adams County, and the state of Colorado. We have the support of Signal Behavioral Health Network which manages our state of Colorado Medicaid contract and the federal funds designated for crisis and substance use services.

Our partner-stakeholders include all relevant first responder and law enforcement entities in Aurora and the southern metro area to ensure that our "one stop" intentions and plans are practical and adaptable to their officers and responders.



Aerial View of building currently on site of proposed campus.



Rendering of complete campus looking east from Potomac.

## PROJECT WILL BE COMPLETED IN 3 PHASES

- AuMHC Acute Care Facility
- Physical and Oral Health Clinic
- Potential Multi-Family Affordable Housing

## PROJECT COSTS AND TIMELINE

Our envisioned crisis and acute care facility represents a significant undertaking.

**TOTAL ESTIMATED  
PROJECT COST**  
**\$31,850,000**

**PLANNED OPENING  
LATE FALL OF 2023**



**LAND  
ACQUISITION**  
**\$7,300,000**



**CONSTRUCTION**  
**\$17,050,000**



**INTERIOR FINISHING**  
**\$7,500,000**

For questions  
and to contribute  
with your  
tax-deductible donation  
please contact:

**Lori MacKenzie,**  
**Marketing Director**  
LoriMacKenzie@aumhc.org  
303-552-6291

YOU  
CAN HELP

## HOW YOU CAN HELP

We've begun an initiative to secure \$31.8 million in funding necessary to bring this vision to fruition and thereby improve the health, safety and wellbeing of our community. We are seeking a combination of public funding and private philanthropic contributions over the next 12 months as we prepare to open the new facility in late fall of 2023.



## GRANTS ARE A VITAL FUNDING SOURCE

Grants and philanthropic funding provide essential financial support to develop and maintain many of our programs. New initiatives included strengthening our Peer Support Team, participating as a pilot site in the Child First model to provide early childhood services to our most vulnerable families, developing bi-directional referral partnerships with oral health providers, and advancing our Trauma Resilience Youth Program for refugee and immigrant youth and their families.

### AURORA MENTAL HEALTH CENTER ANNUAL GRANT REPORT FY21

GRANT TYPE	AWARDS	AWARD VALUE
Federal Grants	1	\$1,959,933
State Government	9	\$874,903
Local Government	7	\$914,826
Private Foundation	8	\$874,494
Total	25	\$4,624,156

#### Kevin F.

*"I came to Aurora Mental Health Center because I lived nearby, and had previously worked for the center, and thought I should get counseling. I had gone from being a college English teacher to working in a car wash, so I needed some help with that. My bipolar habits were no longer 'charming.' I struggled with keeping jobs and being in relationships. Performing for others had always been a great source of creativity, but the way I imagined myself was too different from who I really was. And I was also meeting people who were clearly crazy, and this made me feel vulnerable. They reminded me of myself, but not the way I wanted to be. Believed I could be. I knew if I didn't talk with someone, I could become a lot worse.*

*I asked for a counselor who had a lot of experience with bipolar disorder, and through most of our conversations, I was treated as someone with insights of my own. I was guided, but also consulted. The important thing for me was, I certainly benefited from her clinical experience, but took her advice more so because it came from a real person. Revealing myself to her became a great foundation for changes I wanted to make. What she told me about herself, her own struggles with suffering, made me trust her judgment. I like who I've become, but I couldn't have done it without her."*

## AURORA MENTAL HEALTH CENTER CARES FOR DIVERSE COMMUNITY THROUGH FEMA GRANT

**2262**  
In Person  
Contacts

**371**  
Support Line Calls

**5780**  
Group Sessions  
# of Attendees

**2346**  
Telephone  
Engagement

The Aurora Mental Health Center FEMA CCP Team (FEMA Grant Community Crisis Program for COVID-19 Mental Health Impacts) has been active from August 2020 to the present. The team has focused on Refugee, invisible and disenfranchised communities in Aurora, and speaks: Amharic, Arabic, Burmese, English, French, Karen, Nepali, Spanish, Swahili, Tigrinya, and Urdu. Since the inception of the program in August 2020 to present, our team has had 4332 direct contacts with individuals in our community. They have helped many families with COVID information, mental health access and support, a Crisis phone line, Vaccine Clinics, job, housing, food and legal resources. They have helped support

many families who have had COVID or lost a loved one to COVID.

The team also supports local food banks. This has enabled them to leave ethnically appropriate foods on the porch for many families testing positive for COVID. They have added resources and a support phone number in the food box. Some of our staff reported that they have provided resource support while leaving a way to have phone contact when someone is ill, does not speak English and is in quarantine and recovery. This is one way that our FEMA Team has been able to creatively support so many trying to cope with the on-going challenges of the Pandemic. Our greatest message is, "You Are Not Alone!"



# ELEVATING CARE AS A CERTIFIED COMMUNITY BEHAVIORAL HEALTH CLINIC



## Shauna E.

*Dealing with a past of pain and trauma, Shauna is glad she sought help more than 10 years ago and has focused on her mental health. When she came to AuMHC she didn't take her medications on a regular basis and determined to have bipolar II, depression, anxiety, and PTSD. Shauna has been stable on medications for years now and has this to say. "Go get help. Mental health is amazing. I couldn't do it without Aurora Mental Health Center."*



Last year we announced we were awarded a prestigious \$4 million grant from the Substance Abuse and Mental Health Administration (SAMHSA). By meeting over 100 requirements of the grant, AuMHC is now a designated Certified Community Behavioral Health Clinic (CCBHC), elevating our standard of care as we implement best practices.

Over the past year, as a CCBHC, we have embarked on 25 projects defining AuMHC as a center of excellence. One of these is embedding three distinct philosophies of care from CCBHC, Person-Centered Care, Trauma-Informed Care, and Recovery-Orientated Care, in our work to provide the best services to the community.

Choice in providers is the core of Person-Centered care. When clients choose to receive care from us, they decide which services work for them and how long those services will last. We recognize our clients are experts in their own lives and experiences.

We focus on our clients' strengths, meeting them where they are in understanding their mental health. Everyone's story and journey are different. While there may be similarities for some people, we know that our client's experiences are unique to

them, which is why Trauma-Informed Care is so important.

Our goal is to minimize triggers, understanding that anyone can experience trauma affecting all aspects of life—emotional, physical, racial, cultural, societal, financial, vocational, and more. In recognizing these factors, we make sure that our services consider trauma and its effects, helping clients feel safe and understood.

While recovery looks different for everyone, we believe it is attainable by all, emphasizing Recovery-Orientated care. Our clinicians work to understand what it means for clients to regain a meaningful, constructive sense of membership in their communities, helping them use their strengths and competencies to manage mental health conditions.

Our work in this space goes beyond the clinical side. Our entire organization embraces it, from how we answer the phone and greet those who enter our buildings to how our administrative and executive staff provide support across the organization.

Believing that every person has the potential to live their lives to the fullest is at the core of everything we do.

## MEETING OUR STRATEGIC GOALS WITH OWL INSIGHTS

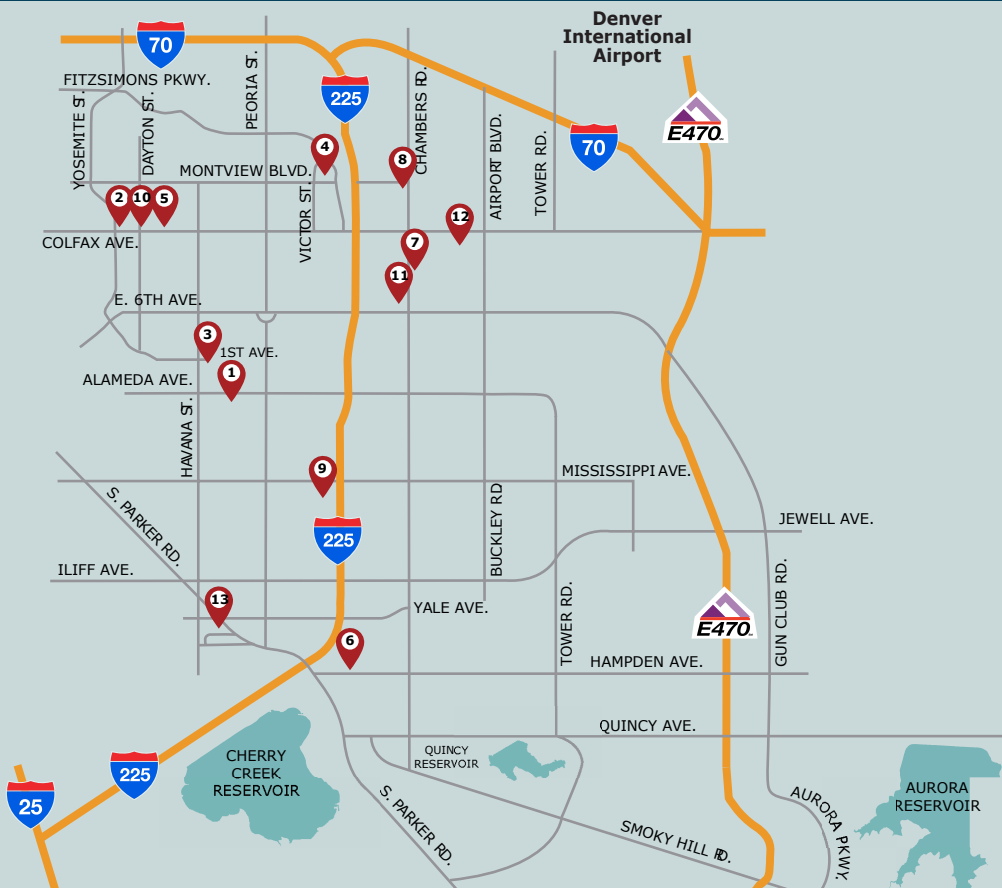
We are excited to announce that AuMHC has taken another step toward our strategic goal of being a data-driven organization introducing Owl Insights to facilitate measurement-based care, benefiting clients and staff. We are using Owl to administer and analyze client outcomes through screening and assessments.

The proven benefit from measurement-based care for clients is greater engagement, better outcomes, and faster improvement. Through the use of Owl screening and assessment tools, clinicians can better determine client needs, monitor progress, plan treatment and evaluate the effectiveness of interventions.

Our use of data from Owl will inform not only organizational decisions but also treatment efficacy, clinical practices, program development, and impact on our community. Clients have a choice, and this decision further allows us to provide the best care while better understanding the needs of those who choose AuMHC to help them live their lives to the fullest.



# OUR LOCATIONS



**1 ALAMEDA**  
10782 E. Alameda Avenue, Aurora, CO 80012  
Substance Use Disorder

**2 ALTON**  
1537 Alton Street, Aurora, CO 80010  
Asian Pacific Development Center

**3 AURORA VETERANS HOME**

**4 CRISIS WALK-IN CLINIC**  
2206 Victor Street, Aurora, CO 80045  
Crisis Stabilization Unit  
Walk-In Clinic-Crisis

**5 GALENA COUNSELING CENTER**  
1504 Galena Street, Aurora, CO 80010  
Child and Family North  
Colorado Refugee Wellness Center  
Elmira Counseling Center  
Trauma Resilience Youth Program

**6 HAMPDEN YOUTH CAMPUS**  
14301 E. Hampden Avenue, Aurora, CO 80014  
Hampden Academy  
Intensive In-Home Team  
Intercept Center  
Metro Children's Center

**7 LEVERSEE**  
1290 N. Chambers Road, Aurora, CO 80011  
Early Childhood and Family Center  
Aurora Youth Options,  
School-Based Services

**8 MRACHEK HOUSE**

**9 POTOMAC**  
1290 S. Potomac Street, Aurora, CO 80012  
Detox and Recovery

**10 PROJECTS TO ASSIST TRANSITION FROM HOMELESSNESS**  
1544 Elmira Street, Aurora CO 80010

**11 STITH CENTER, ELMIRA COUNSELING CENTER & INTENSIVE SERVICES MEDICAL**  
791 Chambers Road, Aurora, CO 80011  
Administration  
Assertive Community Treatment  
Aurora Coverage Assistance Network  
Aurora Center For Life Skills  
Aurora Research Institute

Connect to Care  
Community Living Program  
Clinical Records  
Elmira Outpatient Therapy  
Genoa Pharmacy  
Housing  
Information Technology  
Med Team  
Ascent

**12 THOMAS HOUSE**

**13 VIEWPOINT**  
11059 E. Bethany Drive, Aurora, CO 80014  
Southeast Adult  
Child and Family South  
Older Adult,  
ACAN  
Facility will be moving in 2022 to the new address on Bethany, which will not be called Viewpoint.



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@Aurora Mental Health Center



Look for our messages.



@Aurora Mental Health Center



## Why We Serve

*Our school-based therapy team, child and family outpatient teams, AYO, CSRs, and care coordinators have stepped up (as they always do!) to provide direct care and support to victims of the shootings, their families, the schools, and our community as a whole. This work is HARD and comes with some serious risks like secondary trauma and burnout. I'm proud to work with these teams who put themselves on the line for our community - that is why I serve."*

**-Amber Olson, Clinical Director**

*"I serve because I have a moral and social responsibility to support youth. I had adult mentors that helped me weave my way during difficult times. I would like to, in some small way, do the same for other young people."*

**-Vicki Scott, Aurora Youth Options Program Manager**

*I love the vision and direction that we are moving forward, to have the heart of our community, to meet people at their point of pain, to provide tools and resources for people to live their best life and to be an employer of choice with state-of-the-art behavioral health care. I love our purpose!"*

**-Debbie Stafford, Legislative/Community Director**

**For more information call 303-617-2300 or visit [aumhc.org](http://aumhc.org)**