

FOCUSING ON OUR COMMUNITY  
THROUGH COMMUNITY MENTAL HEALTH

# 2022

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# ANNUAL REPORT



**Aurora Mental  
Health Center**



**KELLY PHILLIPS-HENRY**  
Chief Executive Officer



**CATHY WILDMAN**  
Board Chair

## Letter from CEO and Board Chair

Nearly 60 years ago, the Community Mental Health Centers Act of 1963 was signed into law by President Kennedy, who declared its intention was to provide “the open warmth of community concern and capability” for those experiencing mental illness.

Just over a decade later, local residents organized to establish Aurora Mental Health Center when the city’s population was barely 100,000. Even as the city now approaches 400,000 residents, “the open warmth of community concern and capability” continues to guide our approach to delivering services and care.

Sound clinical research and practical experience reinforce the necessity of community to an individual’s optimal mental health and wellness. All of us need to experience the concern and care of those around us—we need to belong.

This Annual Report for 2022 is intended to illustrate how this spirit of “community” informs our work. Today, one in five community members is foreign-born—more people than the city’s entire population in 1963—and we are home to speakers of at least 160 different languages! Thus, our conceptions of community continue to enlarge and diversify as we identify ever-increasing common ground to share and demonstrate our care and concern for one another.

We hope you will feel a sense of pride and gratitude as you read some of the stories in this report and reflect on this caring community of which you are a part. Thank you for participating.

### EXECUTIVE TEAM

Kelly Phillips-Henry, PsyD, MBA, Chief Executive Officer  
Kirsten Anderson, Chief Clinical Officer  
Lori Banks, Chief Administrative Officer  
Cally Cripps, VP of Information Technology  
Anne Garrett-Mills, MD, Chief Medical Officer  
Loretta Buckman, Chief Financial Officer  
Kathie Snell, Chief Strategy & Operations Officer  
Colleen Cullen, VP of Human Resources, EEO Officer  
Beth Dazey, Executive Assistant & Board Liaison

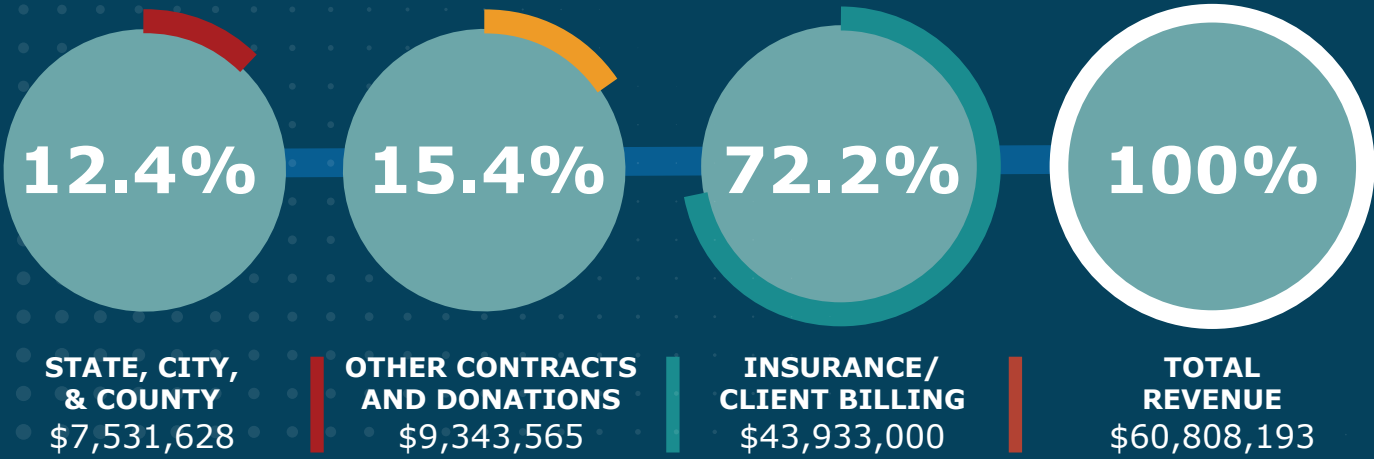
### CURRENT BOARD OFFICERS

Cathy Wildman, Chair  
David Patterson, Vice Chair  
Dan Beyer, Treasurer  
Gigi de Gala, Secretary

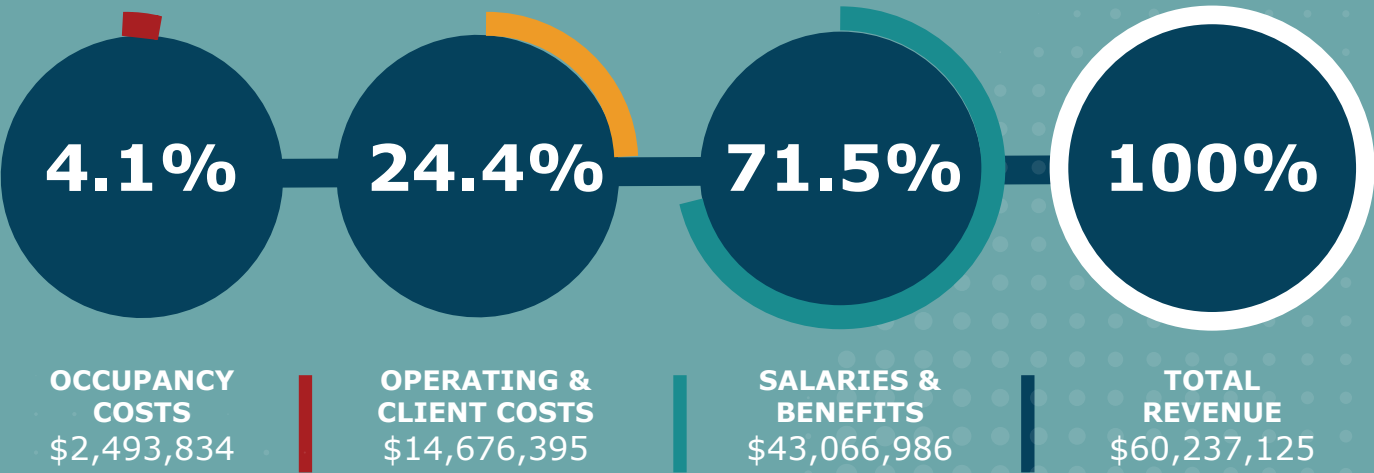
### CURRENT BOARD DIRECTORS WITH AFFILIATIONS

Marsha Berzins, Past Council Member, City of Aurora  
Dan Beyer, Citywide Banks  
Mordecai Brownlee, Community College of Aurora  
Gigi de Gala, Nelnet  
Nils Holum, Rockwood Equity  
Tim Huffman, Aurora Police Department (retired)  
Nancy Jackson, County Commissioner, Arapahoe County  
Cynthia Koenck, Arapahoe Community College  
Claudine McDonald, Courageous Conversation  
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)

# REVENUE

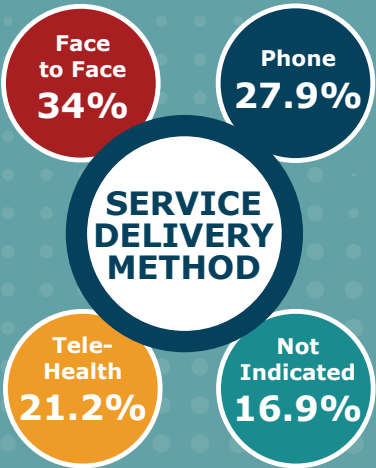


# EXPENSES

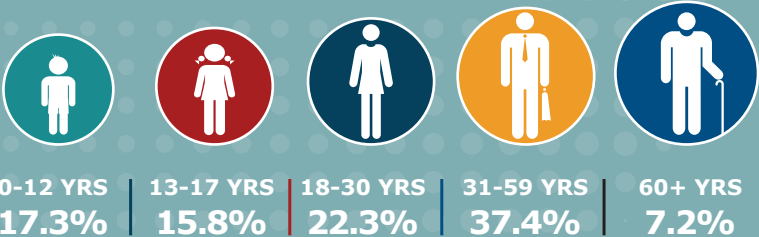


## FUNCTIONAL EXPENSES

- Mental Health Programs**  
\$ 45,734,086
- Other Programs**  
\$930,387
- Fundraising**  
\$151,771
- Administration**  
\$11,182,055



## SERVICES PROVIDED BY AGE



## DEMOGRAPHICS


RACE	SERVICES
American Indian/Alaska Native	6,807
Asian	29,647
Black/African American	57,965
Native Hawaiian/Pacific Islander	1,797
White/Caucasian	148,726
Multi-Racial	18,529
Declined	28,327
Not Collected	8,704

ETHNICITY	SERVICES
Mexican	36,548
Cuban	377
Multi-Hispanic Ethnicity	1,829
Other Hispanic	21,963
Not Hispanic	197,672
Declined	20,751
Not Collected	21,362



# AURORA SUSTAINED

## AuMHC Partners With City, Creating Better Outcomes



Aurora Sustained is a new program that identifies and serves vulnerable people in our community—people in police custody waiting to appear before a judge in Municipal Court.

As a collaboration among the Public Defender's Office, Municipal Court, the Detention Facility, the Marshall's Office and our organization, Aurora Sustained provides mental health screenings and assessments that can inform judicial decisions on individual cases, as well as provide therapeutic support for individuals who are experiencing mental health issues.

Preventing incarceration in local jails from becoming the de facto repository for persons whose violations stem from their experiences of mental illness is an increasingly complex challenge.

Aurora Sustained is a small step—a community-created and community-involved step—to address some aspects of this complex problem at the local level.

People served by Aurora Sustained share some of the following vulnerabilities:

- 83% are people of color, a disproportionate number when compared with a local population of approximately 42% people of color
- 74% are uninsured or receiving Medicaid, suggesting economic vulnerability and compromised access to care

- 58% report a history of mental health issues
- 42% are unemployed which suggests economic vulnerability that may also impact housing, transportation, and access to care.

The Aurora Sustained program provides an initial screening to identify those persons with mental health issues. In the Aurora jail, 30% of those assessed have a moderately severe mental illness and 30% are moderately at-risk for suicide.

Thus far, 90% of those persons offered treatment for their mental health issues agree to engage and participate.

While it is too soon to determine long-term results, a reduction in court proceedings and court costs has been noted, a reduction in recidivism is occurring among those receiving care, and a greater degree of success is being experienced in connecting individuals with other sources of support in the community for housing, employment, and Medicaid benefits.

We are deeply grateful to our local collaborating partners. Together we are caring for some of our most vulnerable community members through Aurora Sustained.

## MENTAL HEALTH FIRST AID TRAINING

### Offering Community Training To Support People Experiencing Mental Health Or Substance Use Crisis

Mental Health First Aid (MHFA) is a tool that empowers individuals to identify, understand, and respond to those who are experiencing a mental, emotional, or substance use crisis. Aurora Mental Health is proud to provide this training to the Aurora community.

MHFA has two components. One is a core program tailored for adults called Adult Mental Health First Aid. The other is designed for adults who work with youth called Youth Mental Health First Aid. Each is available as an interactive 8-hour course. They can also be conducted as seminars, in one day or across multiple days to accommodate busy schedules.

#### FIVE GOALS OF THE PROGRAM:

1. Reduce stigma
2. Create a common language around mental health
3. Preserve life when a person may be a danger to self or others
4. Help others identify, prevent, or intervene early when mental or emotional challenges occur
5. Promote and enhance recovery

#### PARTICIPANTS CAN EXPECT TO LEARN:

- How to identify and understand the most common disorders
- Typical vs. atypical youth development (Youth MHFA)
- Signs and symptoms of mental health and substance use emergencies
- A five-step action plan to connect people in crisis to support systems
- Myth-busting and fact sharing about mental and emotional challenges
- Non-judgmental communication and listening skills
- Local, state, and national behavioral health resources

Anyone, anywhere can be the one to make a difference in the life of someone with a mental health or substance use challenge. Through our Mental Health First Aid training, we can help you know what to say and do.



# PROVIDING SERVICES FOR IMMIGRANTS AND REFUGEES

## Strengthens Our Richly Diverse Community



With more than 160 languages spoken by local residents, one in five of whom is foreign-born, Aurora is perennially identified as one of most diverse cities in America.

Individual experiences can vary greatly, but it is not uncommon for a person who is an immigrant or refugee to encounter adjustment difficulties related to language, culture, finances, employment, housing, and food security, if not the cumulative effects of trauma, especially if they have come from an environment of intense civil unrest or war.

We developed our Colorado Refugee Wellness Center to decrease obstacles to mental health care and wellness for immigrants and refugees by ensuring that our services are culturally and linguistically tailored to those persons seeking care. Staff speak 17 languages including Nepali, Burmese, Karen, Arabic, Swahili, Russian, Urdu, Hindi, Lingala, Lugisu, and Luganda.

Many of our Health Navigators come from refugee countries of origin and can provide live interpretation as they offer linguistic and cultural expertise to facilitate communication.

Our behavioral health providers address mental health and social service needs - coordinating care with medical and other service providers to ensure well-integrated care.

Our subsidiary **Asian Pacific Development Center** (APDC) serves the Asian American, Native Hawaiian, and Pacific Islander communities. APDC provides behavioral and medical health, adult education, youth programming, victim assistance, and health policy advocacy. Staff are bilingual and bicultural, and many of them also hail from the countries of origin of those we serve.

Most recently, APDC has been a healing resource for those who have experienced or witnessed hate crimes, and their advocacy at the local, state, and national levels has helped to affirm our role as a trusted partner and provider of care services.

Similarly, our **Trauma Resilience Youth Program** (TRYP) serves first- and second-generation refugee and immigrant children from all over the world. TRYP provides trauma screenings and treatment for children and families in various settings including schools, outpatient clinics, and integrated primary care clinics.

We partnered with the City of Aurora in the development of the 10-year Immigrant Integration Plan. We also partner with the Denver Regional Office of Governments, Colorado Department of Public Health and Environment, Colorado Refugee Services Program, Colorado Access, and FEMA on refugee elder health, English skills, health disparities, cultural navigation, and employment opportunities.

As our community continues to grow and diversify, we are determined to serve all community members with culturally sensitive care provided by staff who reflect that rich diversity.

*"Work with the Aurora Mental Health Center (through its Colorado Refugee Wellness Center)... addressing the mental health needs of immigrants and refugees, particularly immigrant and refugee women."*  
- City of Aurora, **Immigrant Integration Plan, 2020-2030**



# COMPLETION OF 3-YEAR STRATEGIC PLAN

## Keeps AuMHC Moving Forward

A little more than three years ago, we began implementing Aurora Mental Health's strategic plan, developed by our Board of Directors, staff and leadership across the organization, and community partners.

However, in July 2019, no one anticipated that we would experience a global pandemic that would disrupt every aspect of our practice of providing care (not to mention our personal lives!).

Thankfully, our strategic plan provided structure that enabled us to maintain focus on this longer-term vision, even as we responded to the crises unfolding with agility and creativity—thanks to our talented staff, resilient clients, and collaborative partners throughout the community.

Our 3-Year Strategic Plan defined the following aims (with selected accomplishments noted):

- **Be the Provider of Choice for Behavioral Health Care**  
Becoming a federally-designated Certified Community Behavioral Health Clinic (CCBHC) defines actions we are taking that will enable us to serve more people with better care in a manner that maintains financial viability. We are only the second provider in Colorado to achieve

this certification and earn this distinction.

- **Be the Employer of Choice**

We were named a 2022 "Top Workplaces" in Colorado winner in the annual Energage/Denver Post-sponsored program. The designation is based solely on an anonymous employee survey that invites employees to assess pay and benefits, leadership, and culture.

- **Be a Data-Driven Decision-Making Organization**

Implemented a treatment progress tracking program (Owl) that empowers clients to use personal mobile devices to report on symptoms, effects of medications, behavioral changes, and other aspects of treatment that affect health outcomes.

- **Pursue Strategic Business Development and Growth**

Our ability to pivot almost entirely to telehealth care delivery in the first two weeks of the pandemic was made possible by the technology improvements driving this strategy.

- **Achieve Facilities Consolidation and Modernization**

Launched initiative to establish a new Crisis and Acute Care Center that will serve as "one-stop" access for mental health and substance use crisis and acute care in Aurora (see update in this report for more information).



## UPDATE: Crisis and Acute Care Center Coming Soon!



Aurora Mental Health purchased a 7.3 acre property located at 1290 S. Potomac in 2020. 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 Avenue exit, and affords easy-to-locate and convenient access for first responders and people seeking care. Our objective to provide "one-stop" access for mental health and substance use crisis and acute care in Aurora continues to progress through the planning and design phases for what will be our Crisis and Acute Care Center.

As construction and materials costs continue to rise, we are pursuing means to secure the \$38.4 million

necessary to complete the 25,000 square foot facility. To date, we have:

- Engaged more than 30 meetings/tours with elected representatives and decision-makers at local, county, state, and federal levels
- Submitted 13 funding requests totaling \$55.8 million
- Secured nearly **\$15 million**, the majority in American Recovery Plan Act (ARPA) funding from local, county, state, and federal sources

We continue to work with Aurora Housing and local health providers to identify community partners interested in the broader vision for this campus—establishing a physical health clinic and multi-family affordable housing.

## Homeless Services Offers Help and Hope

Our compassionate Pathways to Home team provided 1,700 people in need with mental health care, improving their chances for long-term housing security. We make this happen with a community-based approach to serve people who are often distrustful of bureaucratic systems.

Our Street Outreach team is in the community, engaging people where they live and congregate under the most challenging circumstances. We focus on people's immediate needs and safety, building relationships and trust. This enables us to provide clinical case management and individual therapy as we assist them with accessing other community resources to improve housing stability.

We operate a drop-in center where people can come to access food, clothing, hygiene, medical, and other supplies. An essential component of the drop-in program is access and availability to information and referrals, individual therapy, case management, limited community-based services, and coordination with medical and employment services.

Bringing everything together, we also operate a fixed-location drop-in center at 1544 Elmira Street in Aurora, along with our Mobile Drop-In van that operates twice a week, providing basic needs, info and referrals, and connecting people to our phone services.

## Crisis Services Team

### Offers 24-Hour Care and Comprehensive Services

This past year, our crisis services programs provided three types of services to more than 2,300 individuals.

The Crisis Stabilization Unit (CSU) is a 16-bed residential unit that is up to five days and provides intensive therapy, groups, medication assessments, case management, and peer supports

Our Walk-In Clinic (WIC) is a crisis clinic open 24 hours a day, 7 days per week - where individuals can come in for support during a "self-defined crisis". Staff includes therapists, peers, and case managers.

The Mobile Crisis Team provides supports in the community evaluations for risk and level of care determinations in close partnership with the Aurora Police Department.

The programs serve a variety of clients with a wide range of presenting concerns and diagnoses, including substance use issues. Staff in all areas provide therapy, assessment (including risk assessment), crisis intervention, supportive services, case management, and referral to outpatient providers or other types of care.

## Aurora Youth Options

### Lets Kids Know They Are Not Alone In Their Journey Through Life.



Referrals include mentoring, existing community resources, pro-social activities, and enhancing life skill-building.

Nearly half the population of young people between the ages of 10 and 18 live in challenging situations that put them at risk of not living up to their potential. They need a listening ear and gentle guidance that can turn a negative situation into a life lesson.

Our staff, volunteers, and mentors nurture and help young people grow their personal and professional skills leading to greater happiness and a better outlook as they come into adulthood.

#### HOW WE DO OUR WORK

##### **Life Skills Development Aurora Youth Options (AYO)**

All mentors, volunteers, and staff are trained to understand the principles of **Positive Youth Development (PYD)**, giving us tools to identify what helps youth thrive and the challenges they may face.

**Positive Experiences**  
**+ Positive Relationships**  
**+ Positive Environments**  
**= POSITIVE YOUTH DEVELOPMENT**

**Youth.gov**, a collaboration of federal departments and agencies supporting youth, defines Positive Youth Development (PYD) as:

"An intentional, prosocial approach that engages youth within their communities, schools, organizations, peer groups, and families in a manner that is productive and constructive; recognizes, utilizes, and enhances young people's strengths; and promotes positive outcomes for young people by providing opportunities, fostering positive relationships, and furnishing the support needed to build on their leadership strengths."

We are proud to utilize these principles in working with and supporting youth in everything we do.

#### **Partnering For Youth with Disabilities**

Additionally, we work with Partnering for Youth with Disabilities to help "create a world where young people with disabilities will be able to live with dignity and pride in who they are, and to lead self-determined lives filled with purpose."

Aurora Youth Options (AYO) worked with 323 Aurora middle- and high-school-aged youth and their families, helping young people gain life skills and confidence for personal success and happiness. AYO assesses each individual youth to determine what resources would be best, offer support and make the connection.



# Aurora Mental Health Center

## OUR LOCATIONS



@AumhcAurora



@AumhcAurora



@AuroraMentalHealth



@Aurora Mental  
Health Center



Look for  
our messages.



@auroramentalth3685

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



### 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 CRISIS WALK-IN CLINIC

- 2206 Victor Street, Aurora, CO 80045
- Crisis Stabilization Unit
- Walk-In Clinic (Immediate Care)
- Detox and Recovery

### 4 GALENA COUNSELING CENTER

- 1504 Galena Street, Aurora, CO 80010
- Colorado Refugee Wellness Center
- Elmira Outpatient Therapy
- Elmira Counseling Center
- Trauma Resilience Youth Program

### 5 HAMPDEN CENTER

- 14301 E. Hampden Avenue, Aurora, CO 80014
- Intensive In-Home Team
- Intercept Center
- Metro Children's Center

### 6 LEVERSEE

- 1290 N. Chambers Road, Aurora, CO 80011
- Early Childhood and Family Center
- Child and Family North

- Aurora Youth Options,
- School-Based Services

### 7 MRACHEK HOUSE

### 8 HOMELESS SERVICES/PATHWAYS TO HOME

- 1544 Elmira Street, Aurora CO 80010

### 9 STITH CENTER & INTENSIVE SERVICES MEDICAL

- 791 Chambers Road, Aurora, CO 80011
- Administration
- Assertive Community Treatment
- Aurora Coverage Assistance Network
- Aurora Center For Living Skills
- Aurora Research Institute
- Connect to Care
- Community Living Program
- Clinical Records
- Genoa Pharmacy
- Housing
- Information Technology
- Med Team
- Ascent

### 10 THOMAS HOUSE