



Aurora
Mental Health & Recovery



2023 Annual Report

Crafting a Bold Vision for Future Care





Aurora

Mental Health & Recovery

Letter from CEO and Board Chair

We began 2023 by announcing a new name for ourselves that more assertively states our commitment to treating addictions—Aurora Mental Health & Recovery.

Throughout the year, our communications and advertising presence via social and news media, community events, and public venues (like DIA) have helped our rebranding efforts reach new people in new ways with some new expectations.

The purpose behind our rebrand and all these efforts is to ensure that people know that they can come to Aurora Mental Health & Recovery for help with any mental, emotional or substance use issue—and receive expert and helpful care.

Indications that our rebrand is succeeding may be found in the increasing numbers of people contacting us for care—nearly 18,000.

2023 is also the year we fully integrated our subsidiary Asian Pacific Development Center with Aurora Mental Health & Recovery. This integration, along with the alignment of other related programs, has enabled us to establish our first Center of Excellence—the Cultural Development & Wellness Center—to enhance and extend our tradition serving the Asian American, immigrant and refugee communities in and around Aurora.

Thanks to the responses and perceptions of our employees, Aurora Mental Health & Recovery was named a “Top Work Place” by the Denver Post for the second straight year in 2023, helping validate our success in being regarded as “an employer of choice.”

As we continued to recover from the impacts of the pandemic, we began 2023 with more than 100 open staff positions. We are now maintaining a balance of about 30 open positions—less than 5 percent of our workforce—thanks in no small part to our current employees who help recruit other caring professionals to our clinical, medical, operational and administrative teams.

There's more good news to be shared in this Annual Report and more evidence of our commitment to “Inspiring Courage. Building Hope.”

Thank you for joining in our work through your interest and support.



KELLY PHILLIPS-HENRY
Chief Executive Officer

CATHY WILDMAN
Board Chair, 2023



EXECUTIVE TEAM

Kelly Phillips-Henry, PsyD, MBA, Chief Executive Officer
Kirsten Anderson, PsyD., 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

AMHR BOARD OF DIRECTORS 2024

CURRENT OFFICERS

- Chair – Dan Beyer
- Vice Chair – Gigi De Gala
- Treasurer – Cynthia Koenck
- Secretary – Patti Moon

CURRENT DIRECTORS WITH AFFILIATIONS

- Marsha Berzins, former Aurora City Council Member (term limited)
- Dan Beyer, Citywide Banks
- Mordecai Brownlee, Community College of Aurora
- Harrison Cochran, Sentinel Newspaper Publisher (retired)
- Monica Colbert, 76 Group, APS Foundation
- Gigi de Gala, Nelnet
- Nils Holum, Rockwood Equity
- Tim Huffman, Aurora Police Department (retired)
- Nancy Jackson, County Commissioner, Arapahoe County (retired)
- Cynthia Koenck, Arapahoe Community College
- Patti Moon, Aurora Public Schools
- Steve Nederveld, Cherry Creek School District
- David Patterson, Falck Rocky Mountain
- Cathy Wildman, Aurora Public Schools (retired)

REVENUES
\$74,214,229

EXPENSES
\$69,878,502

**Total
Services**

291,995

**Total Clients
Served**

17,885

71.8%
\$53,251,458
Insurance/
Client Revenue

76.2%
53,228,727
Salaries
& Benefits

16.2%
\$11,998,106
Other Contracts
& Donations

12.1%
\$8,964
State, City & County

20.0%
\$13,958,461
Operating &
Client Costs

3.9% 2,691,314 Occupancy

SERVICES BY COUNTY

9.0%
1,612

ADAMS

70.6%
12,624

ARAPAHOE

9.1%
1,634

DENVER

1.1%
205

DOUGLAS

2.4%
430

OTHER

7.7%
1,380

NOT COLLECTED

BY AGE



0-17 YRS 35%/6,330
18-21 YRS 17%/1,270
22-25 YRS 6%/995
26-64 YRS 47%/8,400
65+ YRS 3%/609

FEDERAL POVERTY LEVEL

Below 100%	59%	9,205
100-150%	7.80%	1,223
151-200%	5%	783
201-250%	2.60%	403
251-299%	1.70%	263
Above 300%	3.70%	571
Not collected	20.20%	3,156

BY GENDER

46%
8,179
MALE

53%
9,180
FEMALE

1%
255
OTHER

BY RACE

American Indian/ Alaska Native	1.9%	335
Asian	2.5%	442
Black/African American	17.0%	3,032
Native Hawaiian/ Pacific Islander	0.5%	83
White/Caucasian	47.7%	8,525
Multi-Racial	5.1%	919
Declined	12.9%	2,313
Not Collected	12.5%	2,236

BY ETHNICITY

Mexican	15.2%	2,718
Cuban	0.3%	61
Multi-Hispanic Ethnicity	0.6%	110
Other Hispanic	7.7%	1,382
Not Hispanic	51.5%	9,203
Declined	8.4%	1,500
Not Collected	16.3%	2,911

Colorado Behavioral Health Administration Information

Colorado's Behavioral Health Administration (BHA) is a new cabinet member-led agency within the state of Colorado, housed within the department of human services, and is designed to be the single entity responsible for driving coordination and collaboration across state agencies to address behavioral health needs.

The BHA completed a rewrite of the 22 chapters of regulations that govern behavioral health services. Additional information concerning its sequencing can be found on the BHA laws and rules webpage. These new rules go into effect in 2024.



AMHR's Measurement-Based Care With Owl Reduces Behavioral Health Adverse Events, Slashes Costs

Owl, a behavioral health technology company, today announced the results of a measurement-based care (MBC) impact study in collaboration with Colorado Access, the largest public sector health plan in Colorado, and Aurora Mental Health & Recovery, a certified community behavioral health clinic.

The findings from this innovative behavioral health study underscore the transformative power of measurement-based care in delivering enhanced patient care and clinical outcomes while concurrently delivering substantial cost savings.

AMHR implemented measurement-based care in 2021 through a Partnership with Owl Health. Measurement-based care is the practice of using standardized measurements to assess behavioral health clients to inform treatment decisions. MBC improves client outcomes, enhances clinical decision making and quality of care, enriches communication between patient and provider, and demonstrates the value of treatment. Owl Health offers technology to successfully implement MBC, enabling us to quickly onboard new patients, assess their needs, and triage them to the right clinician and treatment. Our clients complete evidence-based measures at their convenience on any device, and Owl scores, norms, and graphs patients' progress allowing clinicians to track client progress throughout treatment to optimize care.

Through the implementation of measurement-based care, for clients actively using Owl technology, the following outcomes have been reported:

- Clinically significant improvement is reached in 6 weeks for:
 - 29% of clients who initially had severe symptoms
 - 45% of clients who initially had moderate symptoms
- Clients reach remission 56% faster
- We can provide 30% more capacity for new and existing client appointments based on quicker treatment response
- No-shows for client appointments is reduced by 26%
- Clinicians have regular and timely information about client risk:
 - 99% of suicide risk alerts result in a rapid clinician response
 - 90% of client appointments are rescheduled to occur sooner to address the risk

But that's not where the results end. By analyzing comprehensive claims data from Colorado Access and combining it with patient-reported outcomes data from Aurora Mental Health & Recovery, the study uncovered groundbreaking results. Patients who consistently used Owl for MBC achieved the following:

- A 75% reduction in psychiatric in-patient admissions, while the control group showed no significant change.

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- A 63% reduction in psychiatric emergency room visits, again with no significant change in the control group.
- A 28% per member per month savings compared to the control group.
- A net estimated annual savings of \$25 million for patients participating in measurement-based care with Owl.

"The results from this measurement-based care impact study are astounding," said Lindsay Cowee, senior director of behavioral health network performance at Colorado Access. "Not only are our members getting better, faster, we also see substantial cost-saving benefits."

Aurora Mental Health & Recovery is a certified community behavioral health clinic on a mission to elevate the standards of behavioral health care. Their unwavering commitment to implementing MBC and using Owl as a transformative tool has yielded remarkable results. The more than 3,700 clients now using Owl experience a 56% faster time to remission.

Kathie Snell, chief strategy and operations officer at Aurora Mental Health & Recovery, elaborated, "Infusing measurement-based care into our practice allows our clinicians to use real-time data to directly impact treatment outcomes, resulting in better care for our clients."

Owl and Colorado Access recently announced a partnership to provide the measurement-based care platform to more providers within the Colorado Access network. This partnership marks a significant stride in aligning providers and payers through data-driven insights, underscoring the power of measurement-based care in shaping the future of behavioral health care.

Cowee explained, "By having outcomes data in addition to HEDIS and other state measures, we can directly incentivize the quality of services our providers are offering to our members. It's powerful to understand what's happening at the point of care, and we don't get this information with other measure sets."

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AMHR To Offer Hope For Stubborn Depression With TMS In 2024



Aurora Mental Health & Recovery (AMHR) will soon be launching a new service line called transcranial magnetic stimulation (TMS), a procedure that uses magnetic fields to stimulate nerve cells in the brain to improve symptoms of major depression. AMHR will be the first and only community behavioral health center in the entire metro-area. Approved by the U.S. Food and Drug Administration (FDA), TMS usually is used only when other depression treatments haven't been effective.

During a TMS session for depression, an electromagnetic coil is placed against the scalp of an individual's head. This coil delivers magnetic pulses that stimulate nerve cells in the region

of the brain involved in mood control and depression. It's thought to activate regions of the brain that have decreased activity during depression.

Depression is the leading cause of disability in the United States among people ages 15 to 44. While there are many effective treatments for depression, first-line approaches such as antidepressants and psychotherapy do not work for everyone. In fact, approximately two-thirds of people with depression don't get adequate relief from the first antidepressant they try. After two months of treatment, at least some symptoms will remain for these individuals, and each subsequent medication tried is actually less likely to help than the one prior. Repetitive TMS may be used when standard treatments such as medicines, and talk therapy don't work.

Approximately 50% to 60% of people with depression who have tried and failed to receive benefit from medications experience a clinically meaningful response with TMS. About one-third of these individuals experience a full remission, meaning that their symptoms go away completely.

A

AMHR providing critical services and outcomes as a Certified Community Behavioral Health Clinic (CCBHC)

Phil Y.

Phil's symptoms for bipolar disorder started during high school, but he wasn't diagnosed until his early 30s. After working to find the right medication and therapist, Phil's life is on a more even keel.

Aurora Mental Health & Recovery is proud to be a Certified Community Behavioral Health Clinic (CCBHC). This model is designed to ensure access to coordinated comprehensive behavioral health care. CCBHCs are required to serve anyone who requests care for mental health or substance use, regardless of their ability to pay, place of residence, or age - including developmentally appropriate care for children and youth. CCBHC is a client-centered, whole-health national model of excellence that delivers innovative evidence-based care to clients at the right place, at the right time, regardless of their ability to pay, diagnosis, place of residence, or age.

CCBHCs must meet standards for the range of services they provide and they are required to get people into care quickly. An important feature of the CCBHC model is that it requires crisis services that are available 24 hours a day, 7 days a week. CCBHCs are required to provide a comprehensive array of behavioral health services so that people who need care don't have to piece together the behavioral health support they need across multiple providers. In addition, CCBHCs must provide care coordination to help people navigate behavioral health care, physical health care, social services, and the other systems they are involved in.

The Impact of CCBHC at AMHR

- Improve Technology
- Expand Workforce
- Enhance Staff Development
- Implement Measurement-Based Care and Population Health Management
- Improve the Client Experience of Care
- Increase Efficiency Through Centralized Scheduling
- Grow Dedicated Care Coordination
- Improve Client Experience
- Expand Trauma-Focused Learning and Practices
- Enhance Population Health Management
- Increase Health Equity
- Grow Care Coordination

AMHR is proud to be on the leading edge of providing quality behavioral health care to our community, and will continue to provide numerous enhancements as a CCBHC.

Martha F.

During that time, it was probably the darkest time in my life. I was sad and miserable all the time. Before when I was going through depression, I felt hopeless. Since TMS, my perspective on life has been so positive that I know there is hope.





Aurora Mental Health & Recovery Announces NEW Cultural Development & Wellness Center

Earlier this year, the boards of the Asian Pacific Development Center (APDC) and Aurora Mental Health & Recovery announced a full integration of the two organizations. As such, all APDC staff joined forces with AMHR's Refugee Clinic and Health Navigation Teams.

The primary driver for this decision was the fact that AMHR recently established a Center of Excellence for Refugees and Immigrants designed to focus and maximize the organization's operations and resources in a manner that will enhance the care experience for people to achieve the most healthful outcomes.

AMHR is proud to announce that the Cultural Development & Wellness Center is the new name for the combined division.

The aspirations behind the Center of Excellence are bolstered by an exceptionally high concentration of expertise among our multilingual and multicultural staff centered on refugee and immigrant behavioral health. The Cultural Development & Wellness Center has combined key resources in providing critical services to the international community of Aurora, as well as the state of Colorado, operating as one solid and sustainable organization.

Current clients will enjoy the same great staff with the same great services, and the addition of combined strengths. These strengths will serve the members of our immigrant community well. Together, we will provide culturally appropriate mental health services, language translation services, and citizenship classes to our immigrant community."

Operating as one organization, AMHR will continue to serve the growing immigrant and refugee population, providing services to Aurora, as well as the entire state. The goal is to improve access to services by continuing to enlarge our network of collaborative organizations that assist refugees and immigrants. AMHR will also continue to develop and implement "best practice" models of care for refugee and immigrant communities and individuals, as well as formalize and strengthen our role as a referral resource and training resource for other nonprofits state-wide.

In addition to the expansion of services that collaboration enables, we anticipate that this Center of Excellence will enable us to secure further resources in the form of grants and contracts that will enhance the care available for these members of our community. Together, the combined teams will continue to make Aurora a leader among the most diverse and culturally-enriched communities in America.



Dan L.

Dan experienced his first major depressive episode at age 40, and it affected every aspect of his life—from family relationships to his career. Through a combination of peer support, therapy, medication, and healthy lifestyle habits, Dan is living successfully.



Aurora

Mental Health & Recovery



OUR LOCATIONS

- 1 ALAMEDA**
10782 E. Alameda Ave., Aurora, CO 80012
 - Substance Use Disorder - Outpatient Services
 - Community Transitions Counseling Center
- 2 CULTURAL DEVELOPMENT & WELLNESS CENTER**
1537 Alton St., Aurora, CO 80010
- 3 CRISIS WALK-IN CLINIC (24/7)**
2206 Victor St., Aurora, CO 80045
 - Crisis Stabilization Unit
 - Walk-In Clinic
 - Withdrawal Management (Detox and Recovery)
- 4 GALENA COUNSELING CENTER**
1504 Galena St., Aurora, CO 80010
 - Refugee Clinic
 - Elmira Counseling Center
- 5 HAMPDEN CENTER**
14301 E. Hampden Ave., Aurora, CO 80014
 - Child and Family South
 - Intensive In-Home Team
 - Intercept Center
 - Southeast Counseling Center
 - Older Adults
- 6 HOMELESS SERVICES/PATHWAYS TO HOME**
1544 Elmira St., Aurora CO 80010
- 7 LEVERSEE**
1290 N. Chambers Rd., Aurora, CO 80011
 - Early Childhood and Family Center
 - Child and Family North
 - Aurora Youth Options
 - School-Based Services
- 8 MRACHEK HOUSE**
(Residential Housing)
- 9 STITH CENTER & INTENSIVE SERVICES MEDICAL**
791 Chambers Rd., Aurora, CO 80011
 - Administration Offices
 - Ascent
 - Assertive Community Treatment
 - Aurora Center For Living Skills
 - Aurora Research Institute
 - Clinical Records
 - Connect to Care
 - Community Living Program
 - Genoa Pharmacy (non-subsidiary of AMHR)
 - Housing
 - Information Technology
 - Medication Assisted Treatment
 - Psychiatric Access Clinic
- 10 THOMAS HOUSE**
(Residential Housing)
 - One-third of services continue to be delivered via phone and virtual meetings.



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@auroramentalhealth3685

GET IN TOUCH
(303) 617-2300
AuroraMHR.org