



A Year of Innovation

Annual Report
Fiscal Year 2016






Each year offers challenges and successes for Mind Springs Health and West Springs Hospital.

A Year of Innovation

FY2016 again saw record accomplishments in providing access to and offering mental health and addiction treatment, starting with helping **22,811 people** receive life-giving and life-transforming services, **7% more people** than last year.

To better serve all, we collaborated with Quality Health Network to launch the first-ever-in-Colorado whole **HEALTH INFORMATION EXCHANGE** which coordinates health care records and communications across disciplines and redefines connectivity between physical and mental health for patients and providers.

Broadening 'whole health' connectivity, subsidiary **WHOLE HEALTH LLC's** innovative approach to connecting head and body by using behavioral health techniques to improve physical health paid big dividends in community health and health care cost savings.




63,000 square feet of innovation is at the heart of **BUILDING SANCTUARY | REBUILDING LIVES**, a bold program initiated this year with the goal of reducing suffering and helping more people in need of a psychiatric hospital.

Designing more **EFFICIENT and EFFECTIVE GOVERNANCE** for our complex organization, a new structure inspired by the Carver Policy Model was adapted for our Boards of Directors for FY2017 onward.

PEER SERVICES are becoming more of who we are and what we do as the concept revolutionizes mental health and addiction treatment and recovery. From one-on-one listening and mentoring to group therapy support to in-home respite, Peer Services are now available in most Mind Springs Health counties.

Intent on excellence, we are grateful to the Vail Valley Partnership for honoring us as their **NON-PROFIT of the YEAR**, the Grand Junction Chamber of Commerce for their Mesa County **EXPANSION SPECIAL RECOGNITION**, and Colorado Healthcare Communicators for FY2015 Annual Report's **GOLD LEAF AWARD**.



“Peers make me understand that recovery is possible.”

- Mary Salinas, client

FINDING LIGHT IN THE DARKNESS

By Sharline Thompson, Peer Specialist

I have lived a large part of my life in a dark world. As a young child, the most significant people in my life who were supposed to love and protect me instead caused harm and stole my innocence.

Many times throughout my life, I did not want to live. Suicidal ideation would occur often. I finally came to a point in my life when I was done living in darkness. I wanted peace and joy. I decided that I wanted to use my experiences to help others. The training I received, along with being able to support others through their recovery, propelled me in my own recovery. There was a time when I thought I would never see light, but there came a flicker of hope which became brighter and brighter. I have learned that there is light that can lead you out of the darkness. There is hope for healing.

I have overcome so much. I am no longer that little girl who was abused and unwanted. I am now a strong woman who has victory over that abuse, over the darkness. While I do not like what happened to me and wonder how my life would be different if it wouldn't have happened, I wouldn't go back and change it. If I hadn't gone through all of it, I may not be as compassionate or empathetic toward others who deal with similar situations. I am a better parent, wife and friend. My faith, the love of my family and being able to give hope to others helps me to stay on my path of recovery. My world is not so dark anymore and gets brighter all the time.

A valuable component of a client's treatment team, Peer Specialists avert many a crisis and offer support in numerous forms.

One-on-one mentoring over a cup of coffee.

Leading and guiding group therapy.

Companionship for short-term respite.

Celebrating recovery with specialized festivals and events.

Conducting over 24 support groups like Discover Recovery, Family Support, Skills Building and Suicide Survivors.

To find Peer Services in your area or enjoy the bimonthly Peer Newsletter visit [MindspringsHealth.org/Peer-Services](https://www.mindspringshealth.org/peer-services)

Sharline, Peer Support Services Manager Janice Curtis, and their powerful team of colleagues have brought compassion, comradery and the sense that recovery is possible to those struggling with mental illness and we sincerely thank them for their heart and their service.



Building Sanctuary | Rebuilding Lives

The daily wait list for admission to West Springs Hospital has been growing exponentially over the past few years. In FY2016 an average of 8 people in the grasp of a psychiatric emergency were dangerously forced to wait in acute care hospital emergency rooms, or sometimes even jails, before space in the only psychiatric hospital on the western slope became available to them.

Unable to ignore this suffering any longer, BUILDING SANCTUARY | REBUILDING LIVES the campaign for Mind Springs Health and West Springs Hospital, launched in FY2016 with the vision of building a state-of-the-art psychiatric hospital, initially doubling current capacity and scalable to meet community needs through 2030.

Designed to be a healing and serene environment with compassion, comfort, safety, privacy and recovery as guiding principles, this new sanctuary will allow more people to get the help they need during their darkest days

To make this a reality, the support of communities, businesses and individuals is critically required. FY2016 laid the groundwork for this solution, FY2017 will see completion of planning and blueprints and a wide-reaching fundraising program in preparation for groundbreaking and construction.

"When I needed to be in the hospital there was no room, so I was sent to Colorado Springs. It was very traumatic. I had no family near, no support, I felt very alone. It means so much that that situation will no longer occur."

- Rebecca Edwards,
hospital patient





CONNECTING HEAD & BODY

Imagine you are a 40-something year-old woman with 8 children (from infant to adolescent). You have uncontrolled diabetes, suffer from depression and have weakness in your limbs that often confines you to a wheelchair (that is, on the few days when you are able to get out of bed). Your doctor is unaware of these issues, and when a child (or two, or three, or more) gets the sniffles or has a minor ailment, the entire family uses the most costly form of health care, going to the Emergency Department for treatment.

Not good for you. Not good for your family. Not good for the doctor, the hospital, and the rising costs of health care.

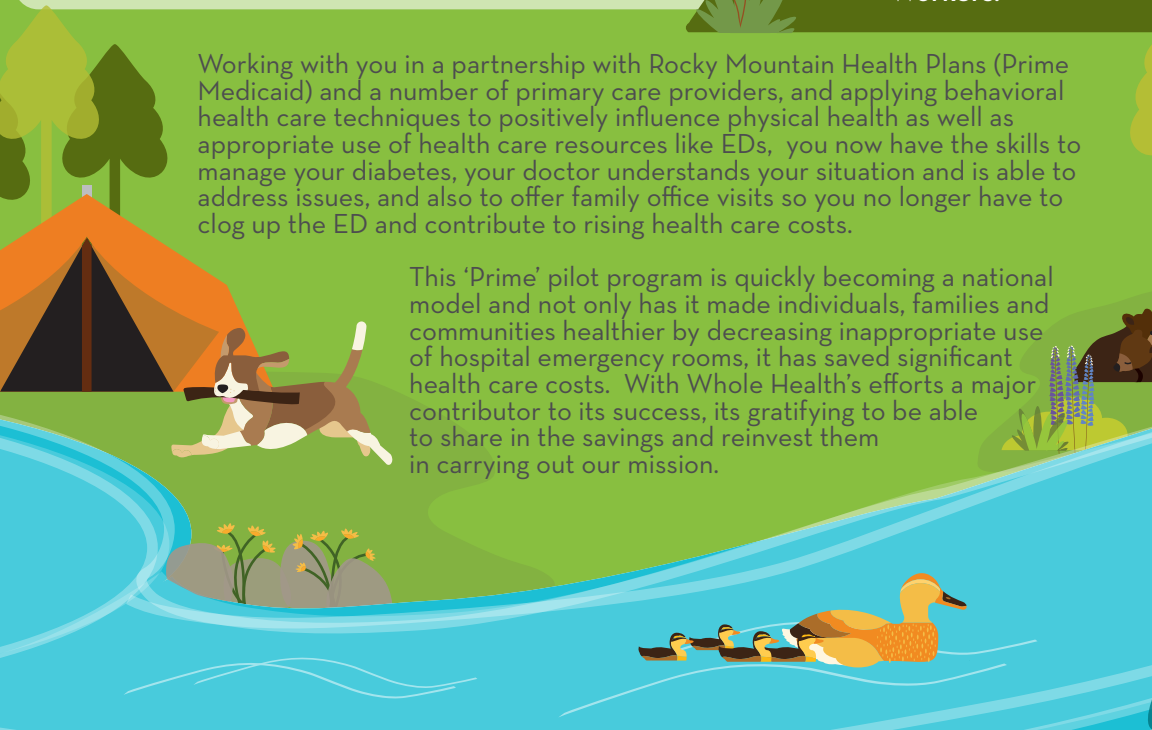


Enter Whole Health
and its team of
Community Health
Workers.



Working with you in a partnership with Rocky Mountain Health Plans (Prime Medicaid) and a number of primary care providers, and applying behavioral health care techniques to positively influence physical health as well as appropriate use of health care resources like EDs, you now have the skills to manage your diabetes, your doctor understands your situation and is able to address issues, and also to offer family office visits so you no longer have to clip up the ED and contribute to rising health care costs.

This 'Prime' pilot program is quickly becoming a national model and not only has it made individuals, families and communities healthier by decreasing inappropriate use of hospital emergency rooms, it has saved significant health care costs. With Whole Health's efforts a major contributor to its success, its gratifying to be able to share in the savings and reinvest them in carrying out our mission.





WE DON'T DO IT ALONE

Partnerships and alliances drive our success. As a community mental health continuum of care organization, we are woven into the fabric of our communities. We continually seek to collaborate and are gratified to be known as a strong partner fortifying the vitality of the western slope.

We reach people where they are through...

26

Children,
Youth &
Family
Partners

47

Community
Organizations

57

Law Enforcement
& Criminal Justice
Entities

61

Interdisciplinary
Alliances

7

Seniors
Organizations

97

K-12
through
Collegiate
Schools

29

Government
Entities

58

Health
Care
Organizations



Thank You for Your Investment in Innovation

A NEW MISSION STATEMENT

We rebuild lives and inspire hope by providing exceptional mental health and addiction recovery care, strengthening the health and vitality of our 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



Boards of Directors

Mind Springs Health

West Springs Hospital

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Retired Pastor
Vail Valley

JON PEACOCK

Manager
Pitkin County

SCOTT VARGO

Manager
Summit County

MAGDA VOSSLER

Retired
Advanced Psychiatric
Nurse Practitioner
Vail Valley

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Vice President, Wells Fargo Bank
Grand Junction

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Roaring Fork Valley

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Chief Operating Officer
Grand River Health

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St. Mary's Medical Center

AL SALIMAN, MD

Chief Medical Officer
Montrose Memorial Hospital

SHARON RAGGIO

President & CEO
Mind Springs Health
West Springs Hospital

FRANK WHIDDEN

Administrator
Mesa County

JOAN NAPOLILLI


Chief Nursing Officer
Montrose Memorial Hospital

PATRICK PAGE, MD


Physician
Grand Junction

TIMOTHY GRIMSBY

Commander
City of Grand Junction
Police Department



Adopted in FY2016 and effective starting FY2017, a core 7-member group serve both the Mind Springs Health Board and the West Springs Hospital Board, with 4 additional members unique to each Board.



The Boards also restated our corporate mission to better capture the realities of today's marketplace and our organization's role within it. Time and insight were invested into clearly articulating the why of who we are and what we do.



Management Team

SHARON RAGGIO LPC LMFT
President & CEO

JULES ROSEN MD
Chief Medical Officer

JOHN RATTLE
Chief Financial Officer

KIM BOE ACHE HRM
Executive VP, West Springs Hospital

MICHELLE HOY LPC CAC III
Executive VP, Mind Springs Health

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KAREN BIRMINGHAM
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ROGER SHEFFIELD
VP, Development

LYNDA WONDERS
Director, Psychiatry Practice

BRANDI KROESE CAC III
Director, Hospital Operations

TOM GANGEL
Regional Director, Mind Springs Health

JACKIE SKRAMSTAD LCSW
Regional Director, Mind Springs Health

KATHY CAPPS LPC LAC
Regional Director, Mind Springs Health

CONNECT

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search: Mind Springs Health 

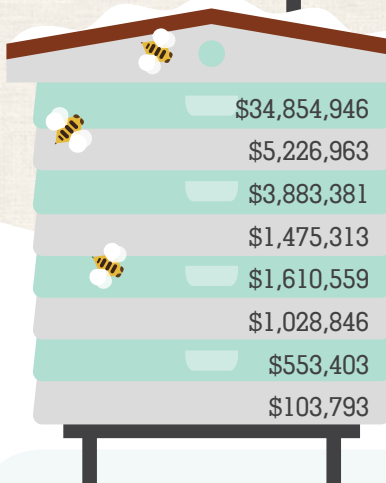
[/company/mind-springs-health](#) 

Financials

Revenue \$48,737,204



\$26,267,329	Medicaid
\$17,230,988	Client Fees & Insurance
\$4,808,643	State Mental Health Contract
\$2,483,094	Other Government Contracts
\$1,536,926	State Substance Abuse Contract
\$1,630,763	Public Support and Other Income
(\$5,220,539)	Discounts, Adjustments and Charity Care Given



\$34,854,946	Personnel
\$5,226,963	Reserves for Future Expansion
\$3,883,381	Operating
\$1,475,313	Occupancy
\$1,610,559	Client-related
\$1,028,846	Depreciation
\$553,403	Professional Fees
\$103,793	Financing

Expenses \$48,737,204



Access to Care by the #s

778 People treated at Transitions at West Springs, our Crisis Stabilization Unit

1,096 People treated at West Springs Hospital

20,937 People treated at Mind Springs Health Outpatient Offices or in the community by Whole Health LLC

22,811 People Receiving Services

50% Male / 50% Female

8% Children
10% Adolescents
75% Adults
7% Seniors

7% saw their doctor or therapist via TeleHealth

74% of clients saw their symptom severity reduced

95% of clients saw a reduction in drug and/or alcohol use

11,480
Crisis Services
+8% in last year

163,407
Service Hours
+13% in last year

At the Women's Recovery Center
77 Women
21 Children
4 Babies Born

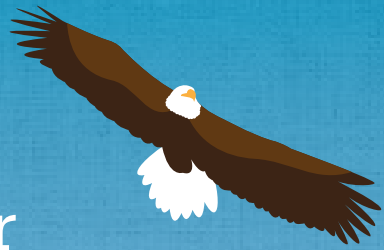
Top 3 Diagnoses

Post-Traumatic Stress Disorder
Alcohol Dependence
Major Depressive Disorder

32 Psychiatric Hospital Beds 11 Crisis Stabilization Beds
13 Outpatient Offices 10 Counties 23,000 Square Miles

Aspen Craig Eagle Frisco Glenwood Springs Granby
Grand Junction Meeker Rangely Rifle Steamboat Springs Vail Walden

Thank You for
Your Investment
in Innovation



FY2016 Donors

Thank You

It is an honor and a privilege to acknowledge and say thank you to the people who generously invested in us during the previous fiscal year. In FY2016, through your support, we expanded and increased access to services, the Peer Services program, outreach in each of our communities and, most importantly, reached nearly 23,000 people needing help in rebuilding their lives. Each year Mind Springs Health inspires hope by providing an exceptional mental health continuum of care. Each year, through your investments, lives are saved.

Corporations

2 Rivers Community Foundation
Advantage Assisted Living
Bank of the San Juans
Bechtel & Santo, LLP
Bret Strickland Insurance Company
Chamberlin Architects
Enstrom Candies Inc
Mountain and Desert Racing
National Christian Foundation
North Park Hospital District

Russ Vacuum
Seven Cedars Live & Online Training
Third Sector Innovations Inc.
Timberline Bank
Trapper Mining Inc
Turning Point Healthcare Advisors
Twice Upon a Time Bookshop
Vail Valley Medical Center
Yampa Valley Medical Center

Foundations

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Aspen Community Foundation
Berenice Gates Hopper Family Fund
Community First Foundation
Craig-Scheckman Family Foundation
Daniels Fund
Dorset Charitable Trust
Ernst & Wilma Martens Foundation

Lattner Family Foundation
Mesa County United Way
The Summit Foundation
United Way Battlement to the Bells
Western Colorado Community Foundation
Wilson Family Foundation
Yampa Valley Community Foundation

Organizations & Agencies

Garfield County Human Services Commission
Grand County Board of Commissioners
Pitkin County Healthy Community Fund

Individuals A-Stan

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Jacquelyn Bernat
Michele Bertholf
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Terry Clark
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Ted Warnica
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Otis Wheeler
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Pearl Wilcox
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Sally Williams
Shawn Williamson
Ondine Sidwell Wilson
Liz Wingerter
Andrea Wright
Janet Zacher
Sheryl Zulian

Memorial & Honorary Gifts

In Honor of Thomas Allen III
Thomas Allen
In Honor of Nanda De Lay
Mary Awalt
In Honor of Marty & Ruth Haedtler
Lynn Dunlop
In Memory of Drew Knickerbocker
Jon H Knickerbocker

In Memory of Joseph & Virginia Miller
Beverly Schulman
In Honor of Marny Nedlin
Jay Webster
In Honor of Daniel Wooten
Adel Williams
In Memory of Robert Wonders
Lynda Wonders

MIND SPRINGS health

Prevention. Care. Recovery.



WEST SPRINGS hospital

Psychiatric Care & Recovery