



2018

2019

*Annual
Report*

ASPENPOINTE

ASPENPOINTE.ORG | (719) 572-6100

MESSAGE FROM OUR BOARD CHAIR

The past two years have been a time of significant change for AspenPointe. They can be described as a “whitewater” period, filled with change coming from many directions at the same time. Our job has been to navigate through the turbulence and set a new course.

During this time, the State implemented its plan to restructure Health First Colorado, with the objectives of expanding access, coordinating care and improving overall health.

Administrative and financial systems were completely redesigned, and new emphasis was placed on the role of community-based mental health services. These changes posed significant challenges to us.

And at the same time, change was well underway at AspenPointe.

We were reaching out and listening carefully to the communities we serve. We were planning ahead. We reached a high point when our board and staff adopted a new framework for a multi-year strategic plan.

Once this direction was set, we embarked on a nationwide search for a CEO to provide leadership in attaining new goals, expanding services and engaging the communities we serve.

Adam Roberts was selected as the new President and CEO of AspenPointe, joining us in late spring. Together with his staff, he will chart the way toward a new future for AspenPointe.

All through these turbulent times, AspenPointe staff continued to serve the needs of individuals and families every day. We express our deep gratitude for their compassionate care and dedication.

Warm Regards,

SHAWN RAINTREE
BOARD CHAIR

MESSAGE FROM OUR PRESIDENT AND CEO

Dear Community Stakeholder,

This past May, I was welcomed to the AspenPointe team as the new President & CEO. It was with tremendous excitement, gratitude and humility that I accepted this position, and I am eager to capitalize on the opportunities in front of us.

AspenPointe is an organization with a rich history, having operated as a private, independent non-profit organization in El Paso County with a history that dates back over 140 years. So much has evolved over that significant amount of time, but our roots remain in helping others. As we have seen in our communities, both local and across the nation, this help is needed now more than ever. I have had the pleasure of meeting leaders across El Paso, Park and Teller counties and a shared concern for access to behavioral and mental health care is felt by all. Developing stronger access to our system and services will be a top priority in my first year as President & CEO.

When I started at AspenPointe, I was met by a team and Board of Directors who I believe have a sense of vision and purpose and want to bring positive change to the mental health landscape in the communities we serve. I am excited to leverage the potential we have to be creative and innovate. There are a number of challenges in front of us, but through our shared commitment to our mission of providing exceptional behavioral health care to our community one patient at a time, I believe we have a wonderful opportunity to use those challenges as learning experiences to improve and positively impact the lives we serve.

Best,

ADAM C. ROBERTS, MBA
PRESIDENT AND CEO

ABOUT US

■ WHAT WE DO

AspenPointe is a leading provider of behavioral health services in Colorado offering inpatient, outpatient, medication management, substance use disorder treatment, crisis management and case management services. We provide personalized treatment plans to fit each individual's behavioral health goals.

■ OUR MISSION

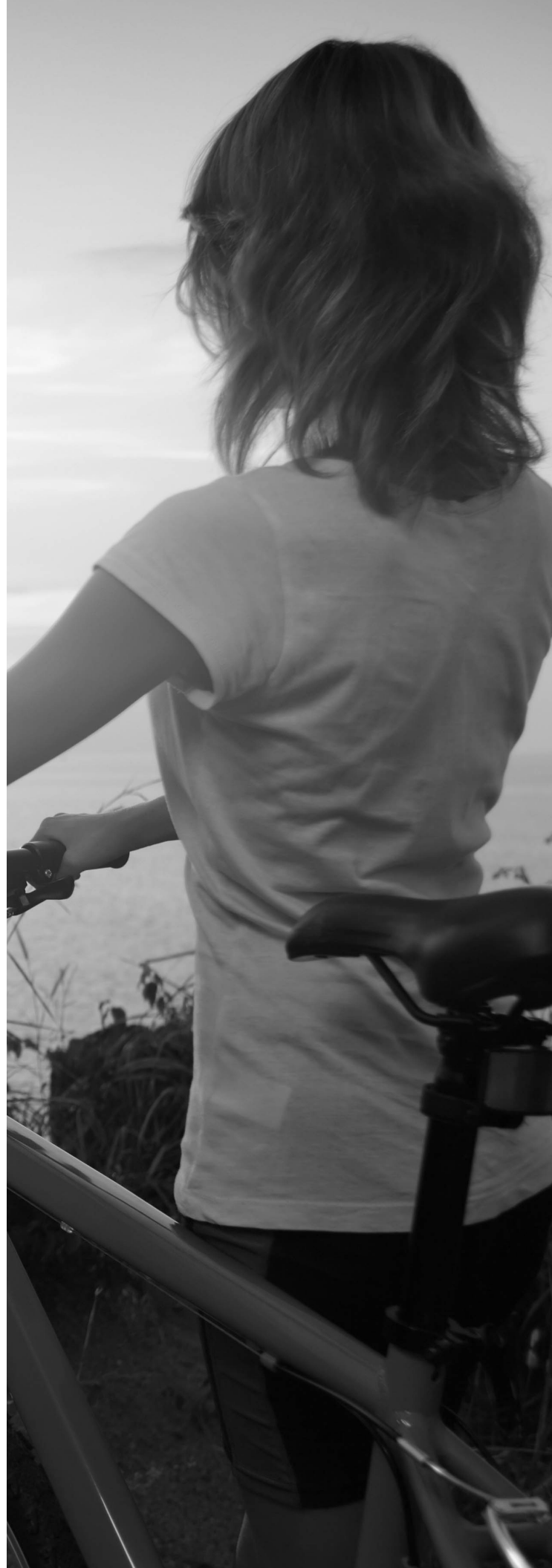
Provide exceptional behavioral health care to our community one patient at a time.

■ OUR VISION

We are trusted partners, improving the behavioral health of our community by eliminating barriers, providing quality care and restoring hope.

■ OUR VALUES

Our most important value is to make a positive difference in the lives of those we serve.



OUR SERVICES

COUNSELING SERVICES

We provide client-focused, goal-driven, and evidence-based treatments to achieve immediate results and long-term recovery. Our counseling services include individual, group, and family therapy as well as many specialized modalities.

AspenPointe's Counseling Services are provided to children, teens, and adults of all ages and are provided in an outpatient setting.

PSYCHIATRIC SERVICES

We have the unique ability to offer counseling services in conjunction with a psychiatrist and/or nurse prescriber, if medications are needed. Our therapists and prescribers provide cohesive, collaborative care in a supportive team environment to assist client recovery and optimum outcomes.

ADDICTION SERVICES

At AspenPointe, we offer addiction services for both adults and teens. Our programs provide trauma-informed comprehensive services to individuals and families through a personalized treatment approach. We match settings, interventions, and services with each client's needs. Additionally, our medication-assisted treatment provides a whole-patient approach to sustain recovery.

CRISIS SERVICES

We offer a 24-hour walk-in Crisis Center that is staffed 365 days of the year. Individuals who are experiencing a mental health crisis can walk-in to our Crisis Center and be seen immediately, providing a less expensive and more behavioral health centric option than an Emergency Department. Attached to our walk-in Crisis Center is a 15-patient Acute Treatment Unit that is a short-term facility for clients



AspenPointe provides an array of behavioral health services to individuals and families of **all ages** through outpatient, inpatient, and walk-in settings.

WHO WE SERVE

20,859

CLIENTS SERVED
ANNUALLY

34%

AGES 36-64

32%

AGES 18-35

29%

AGES 0-17

5%

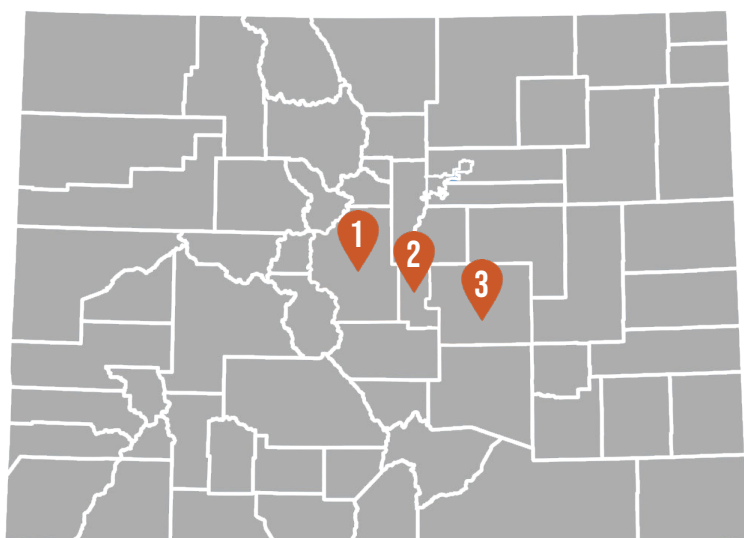
AGES 65+



FIGURES TAKEN FROM FISCAL YEAR 2019 DATA



WHERE WE SERVE



1

PARK COUNTY

BAILEY
FAIRPLAY

2

TELLER COUNTY

CRIPPLE CREEK
WOODLAND PARK

3

EL PASO COUNTY

CALHAN
COLORADO SPRINGS
FOUNTAIN

2019 ACCOMPLISHMENTS



FIRST EPISODE PSYCHOSIS PROGRAM IMPLEMENTED

First Episode Psychosis is an early intervention program that provides an increased level of care for clients with recent onset of psychosis (serving ages 15-29). This program includes individual and group therapy as well as our wrap-around services to support client well-being. We have seen a significant decrease in suicide attempts and days hospitalized for clients participating in this program.



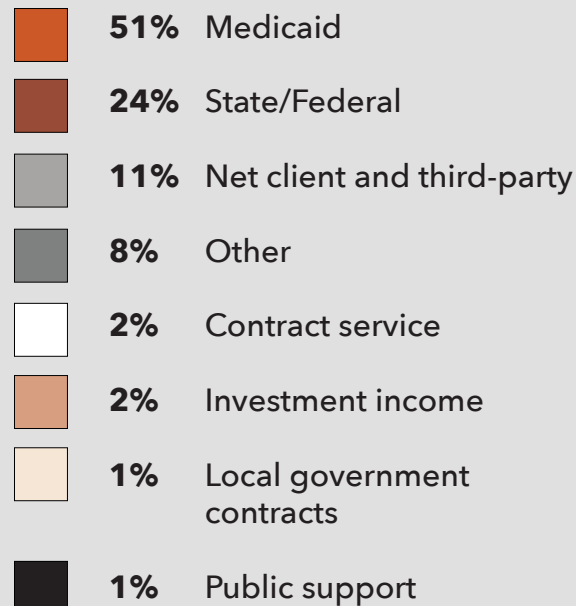
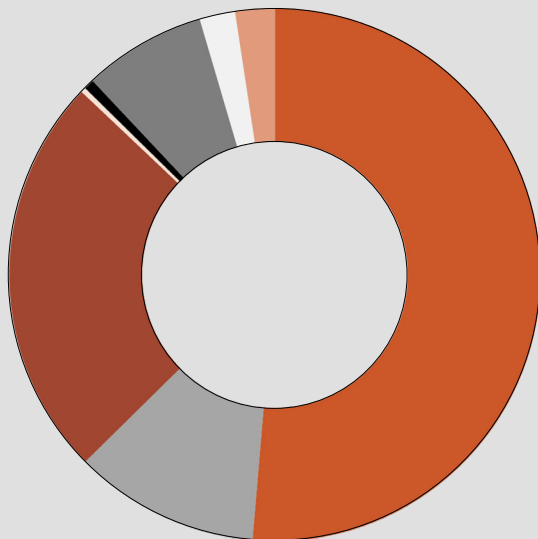
STATE CERTIFIED DUI CLASSES LAUNCHED

Level II Education and DUI Therapy classes offer education around the effects of alcohol and how it relates to society. These classes are typically part of suspended sentencing agreements or a condition of probation for judge ordered DUI offenders.

2019 FINANCIALS

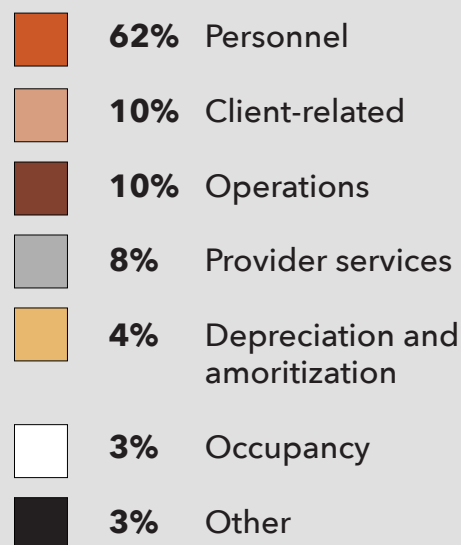
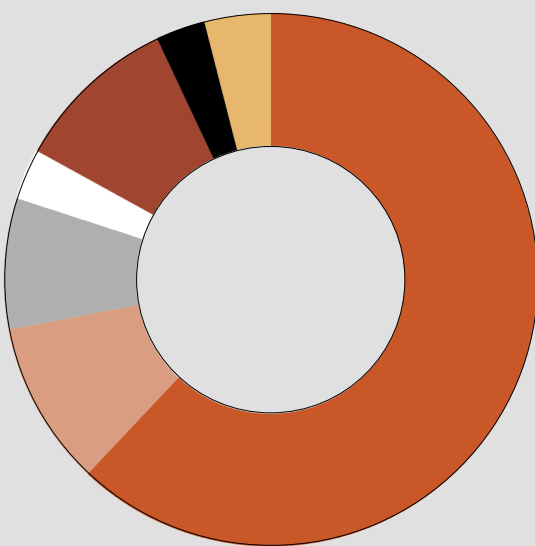
REVENUES AND SUPPORT

TOTAL REVENUES: **\$61,195,981**



EXPENSES

TOTAL EXPENSES: **\$58,959,108**



TOTAL REINVESTMENT IN OUR MISSION:
\$2,236,873

2018 HIGHLIGHTS

NEW PRACTICES IMPLEMENTED

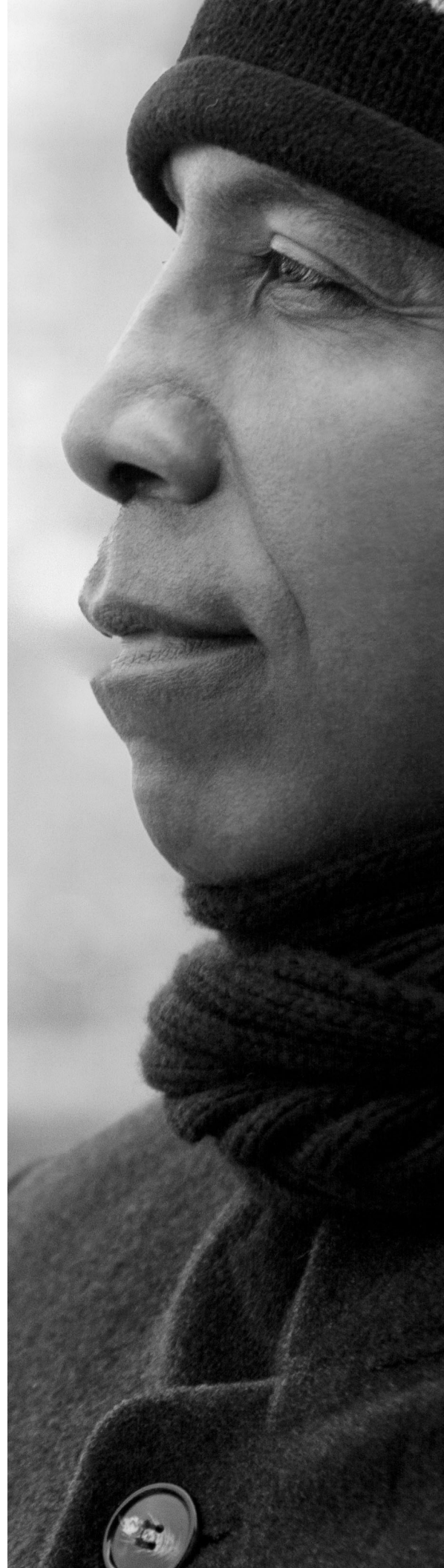
Three child and family services evidence-based practices were implemented: Trauma Systems Therapy, Parent/Child Interaction Therapy, and Parent/Child Psychotherapy.

PERFORMANCE ACHIEVEMENTS

- The Substance Use Disorder Team decreased the **no-show rate to 16% or below** and served approximately **350 patients each month** (1466 over the year).
- Initiated revenue cycle management team for our new fee-for-service environment.
- Referrals for FY 2018 were managed 100% internally by the Intensive Home-Based team.

PROGRAM HIGHLIGHTS

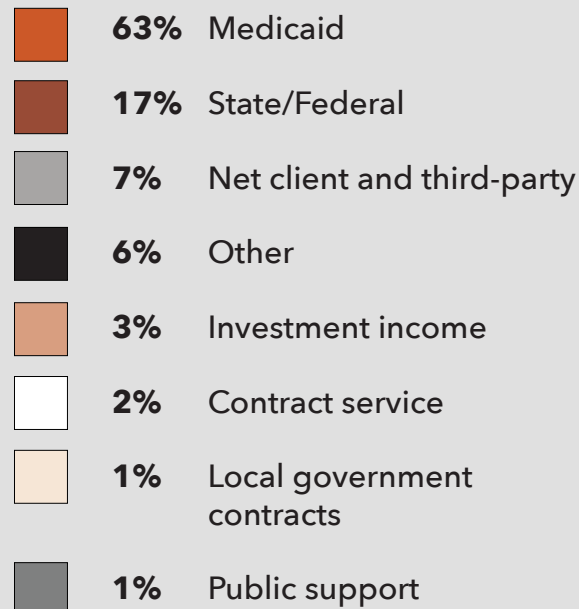
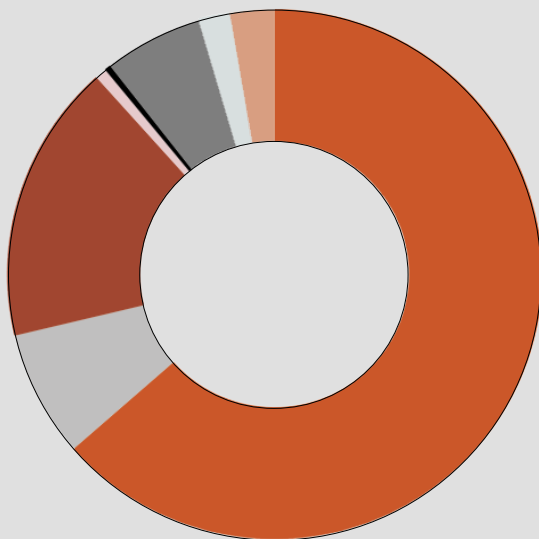
- Successful implementation of the State Targeted Response grant with large volume distribution of Narcan in the community.
14 LIVES WERE SAVED.
- The Assertive Community Treatment Program resulted in an **82% decrease** in the number of hospital bed days.
- **45 families** with complex needs, high risk of out-of-home placement and multiple-system involvement were served by our REACH team.



2018 FINANCIALS

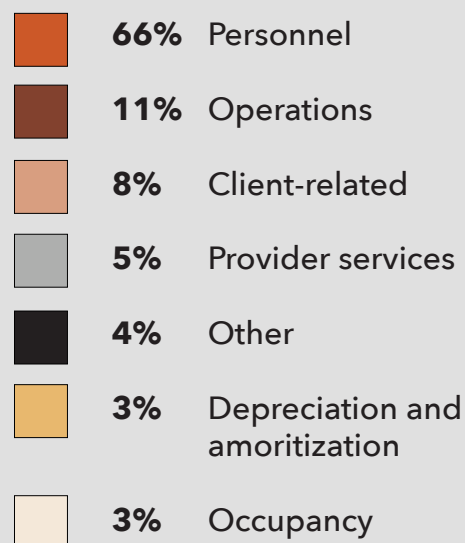
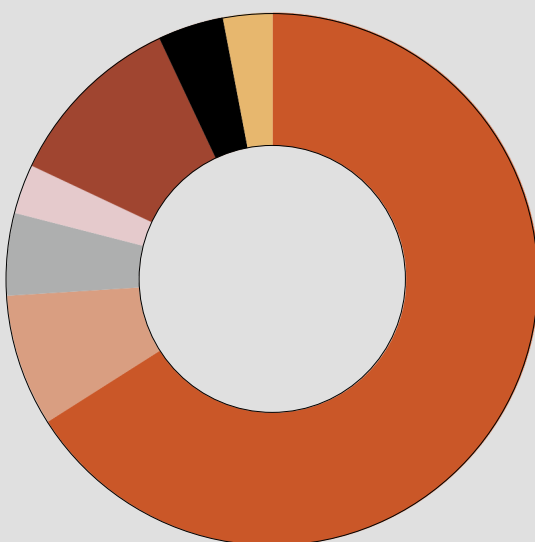
REVENUES AND SUPPORT

TOTAL REVENUES: **\$71,413,648**



EXPENSES

TOTAL EXPENSES: **\$67,710,385**



TOTAL REINVESTMENT IN OUR MISSION:
\$3,703,263

“

They're so willing and ready to serve, and that was really important to me. They just were

accepting.”



MOVING FORWARD

As we move forward, a Strategic Plan was developed and designed to focus on five key areas. These focus areas will position us to enhance the experience of all AspenPointe stakeholders. This includes our clients, employees, and community partners. The five focus areas combine to form a comprehensive plan that addresses key priorities that impact stakeholder experience.

SERVICE & PROGRAM DEVELOPMENT

AspenPointe will achieve/exceed expectations in meeting the needs of the patients, payers and communities we serve.

FINANCIAL MANAGEMENT

AspenPointe will effectively manage its financial resources to support its long-term mission of meeting the community's behavioral health needs.

OUR PEOPLE

AspenPointe will recognize and support its people as the most critical ingredient for the organization to achieve its mission and vision.

QUALITY OUTCOMES & VALUES

AspenPointe will provide superior behavioral health care services and provide value to our payers and the communities we serve.

BRANDING & IDENTITY

AspenPointe will develop a clear, consistent identity with its internal and external stakeholders.



OUR BOARD OF DIRECTORS

The work of the Board is to serve as trustees for the people of El Paso, Park and Teller Counties in guiding organizational performance. The Board will govern with a style that emphasizes outward vision rather than an internal preoccupation, encouragement of diversity in viewpoints, strategic leadership more than administrative detail, clear distinction of Board and CEO roles, collective rather than individual decisions, future rather than past or present, and being proactive rather than reactive.

CURRENT BOARD MEMBERS



ADAM ROBERTS
PRESIDENT & CEO



SHAWN RAINTREE
BOARD CHAIR



STEVE EVERSON
VICE CHAIR &
SECRETARY



CATHY SKILES
TREASURER



DEBBIE COONTS
MEMBER



DEBBIE SAGEN
MEMBER



VALERIE SIEVERS
MEMBER



RICHARD SULLIVAN
MEMBER

ASPENPOINTE



COLORADO
CRISIS SERVICES

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OR TEXT TALK TO 38255



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