



2020 *Annual Report*

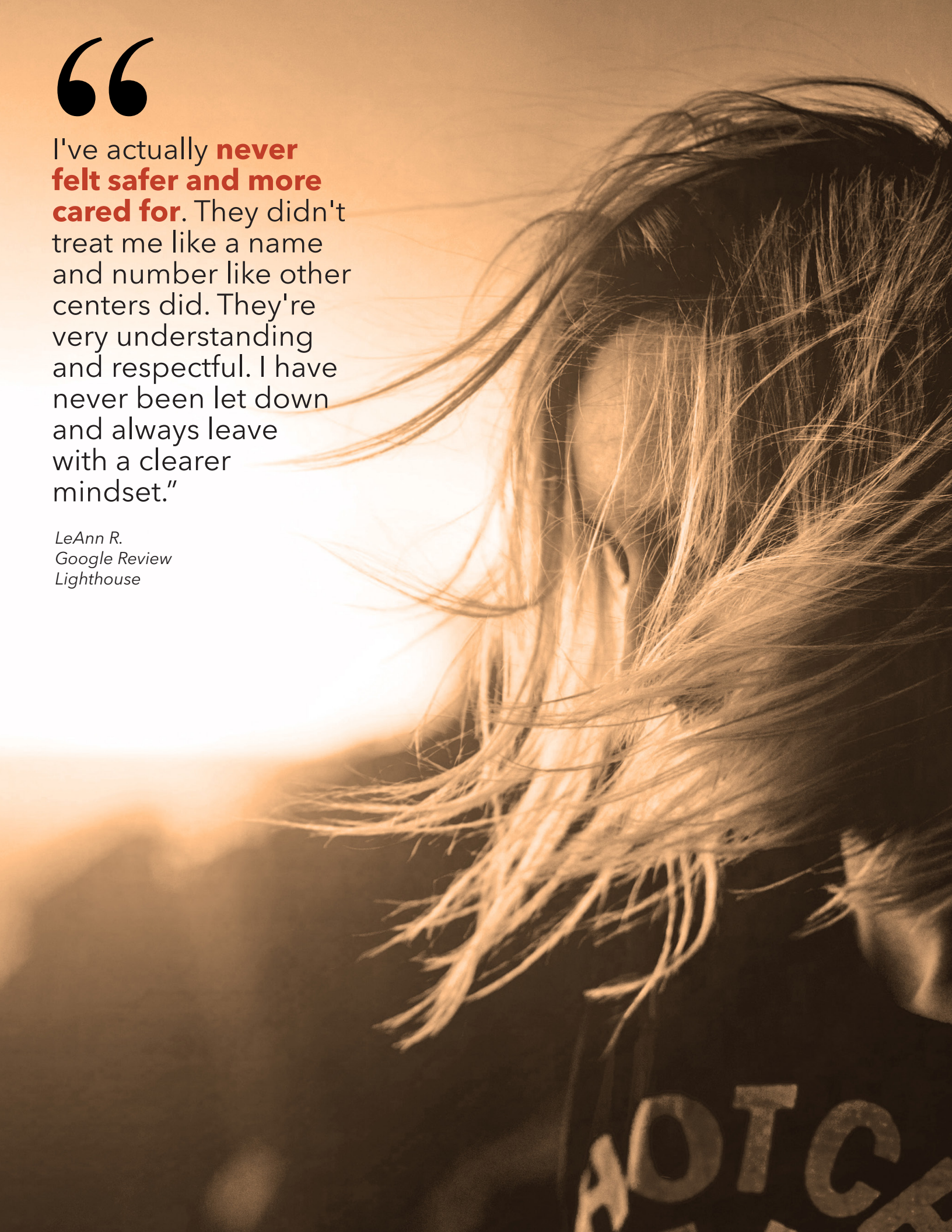
ASPENPOINTE

ASPENPOINTE.ORG | (719) 572-6100

“

I've actually **never felt safer and more cared for**. They didn't treat me like a name and number like other centers did. They're very understanding and respectful. I have never been let down and always leave with a clearer mindset.”

*LeAnn R.
Google Review
Lighthouse*



MESSAGE FROM OUR BOARD CHAIR AND PRESIDENT AND CEO

Dear Community Stakeholder,

Throughout the past year, we have learned with great humility and urgency, the need for providing access to quality mental health services. The global pandemic has spurred unprecedented times across our world, forcing each of us to reflect on ideals like citizenship and community, and reflecting on our daily routines. While these have been times of great challenge, our pride in being a provider of mental health services in El Paso, Park and Teller counties could not be greater.

The majority of our last year saw a necessary shift to providing outpatient services largely through telehealth platforms. We remain proud of our entire staff for their great adaptability in moving to this model and are excited about the possibilities- ties of offering greater access to our services. Additionally, we have spent the last year modernizing our operations and communication systems to provide a more streamlined user experience for our clients and community partners.

As you will see highlighted in the latter part of this report, we also have undertaken an exciting project to modernize our branding system. This will include a new name, logo, tagline, website and brand identity. Diversus Health was developed with the intent of creating an identity that is both distinct and different, rooted in providing every individual an experience that is tailored to their unique needs. Our new tagline, Mental Health and Wellbeing for All, truly captures both who and what we strive to be every day. We are excited for the possibilities this new framework will provide in the pursuit of constant evolution and innovation.

Thank you for your continued support and best wishes in the New Year.

Shawn Raintree
Chairman of the Board of Directors
AspenPointe

Adam C. Roberts, MBA
President & CEO
AspenPointe

ABOUT US

■ WHAT WE DO

AspenPointe is a leading provider of behavioral health services in Colorado offering counseling, psychiatric, crisis, and addiction 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.





“

I came to AspenPointe broken and lost without knowing which way to go, where to start. Then a friend of mine called AspenPointe and I've been talking with the great therapists there and I know that it's going to be a long haul but they have made me feel as **I do matter and they can and will help**. Thank you all at AspenPointe.”

Stacey M.
Google Review
Woodland Park

OUR SERVICES

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 patient's needs. Additionally, our medication-assisted treatment provides a whole-patient approach to sustain recovery.

COUNSELING SERVICES

We provide patient-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 patient recovery and optimum outcomes.

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 patients.



WHO WE SERVE

17,400

PATIENTS SERVED
ANNUALLY

37%

AGES 36-65

37%

AGES 18-35

24%

AGES 0-17

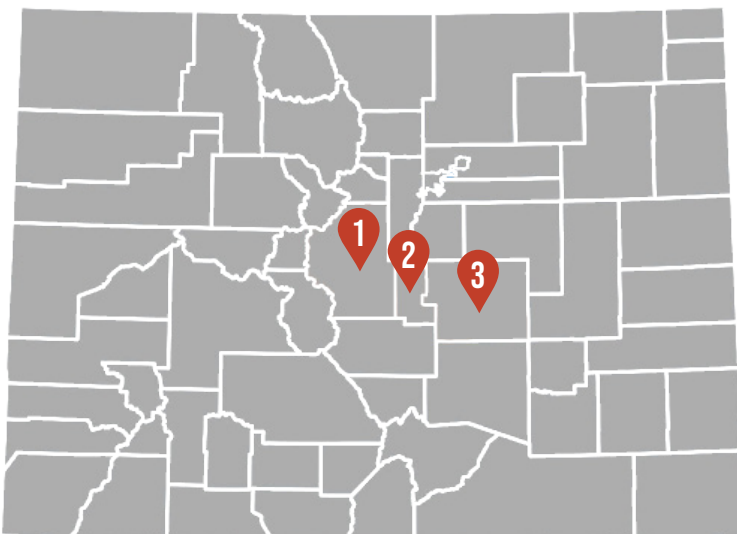
2%

AGES 66+

FIGURES TAKEN FROM FISCAL YEAR 2020 DATA



WHERE WE SERVE



1

PARK COUNTY

BAILEY
FAIRPLAY

2

TELLER COUNTY

CRIPPLE CREEK
WOODLAND PARK

3

EL PASO COUNTY

CALHAN
COLORADO SPRINGS
FOUNTAIN



2020 FINANCIALS

Fiscal Year 2020 was an exciting but also a very challenging year. It was the second year of a contract with our Regional Accountability Entity.

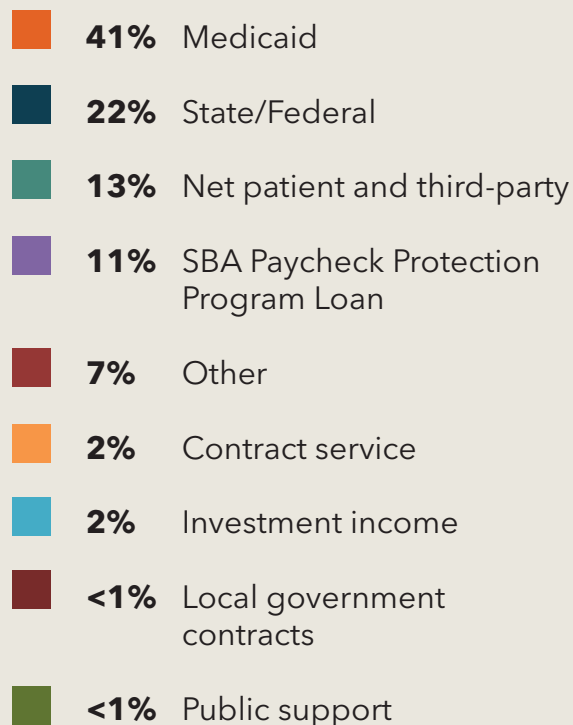
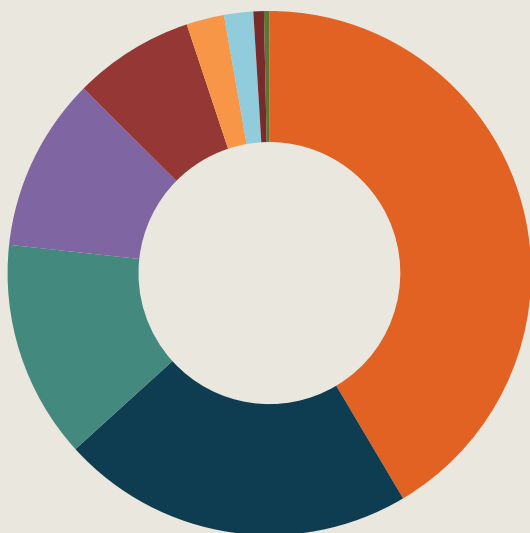
COVID-19 and stay at home requirements posed many operational challenges for the team. In a matter of two weeks in March, we were able to adjust schedules and processes to accommodate operational and financial needs of the organization. The team did a wonderful job in challenging times with minimal impact to customers, staff and vendors.

In April, we applied for and were awarded a U.S. Small Business Administration (SBA) loan. The loan was designed to provide a direct financial incentive for small businesses to keep their workforce on the payroll during the COVID pandemic. The SBA will forgive loans if all employee retention criteria are met, and the funds are used for eligible expenses. Furthermore, this loan allowed us to keep all of our staff on the payroll and continue to provide services to the community, and this loan helped offset the financial loss we experienced during an unprecedented and volatile year.

2020 FINANCIALS

REVENUES AND SUPPORT

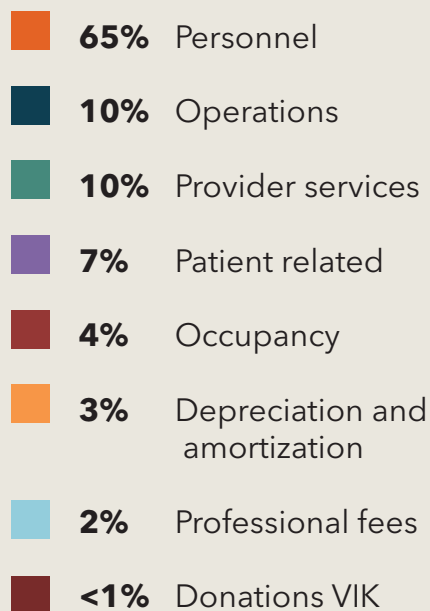
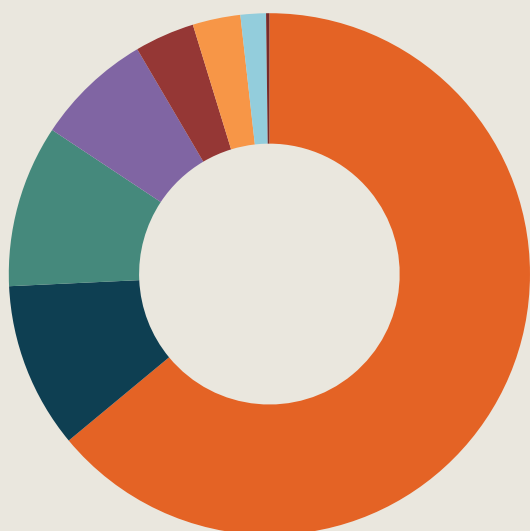
TOTAL REVENUES: **\$57.9 M**



**SBA Loan awarded in April 2020 and to be forgiven in FY2021.*

EXPENSES

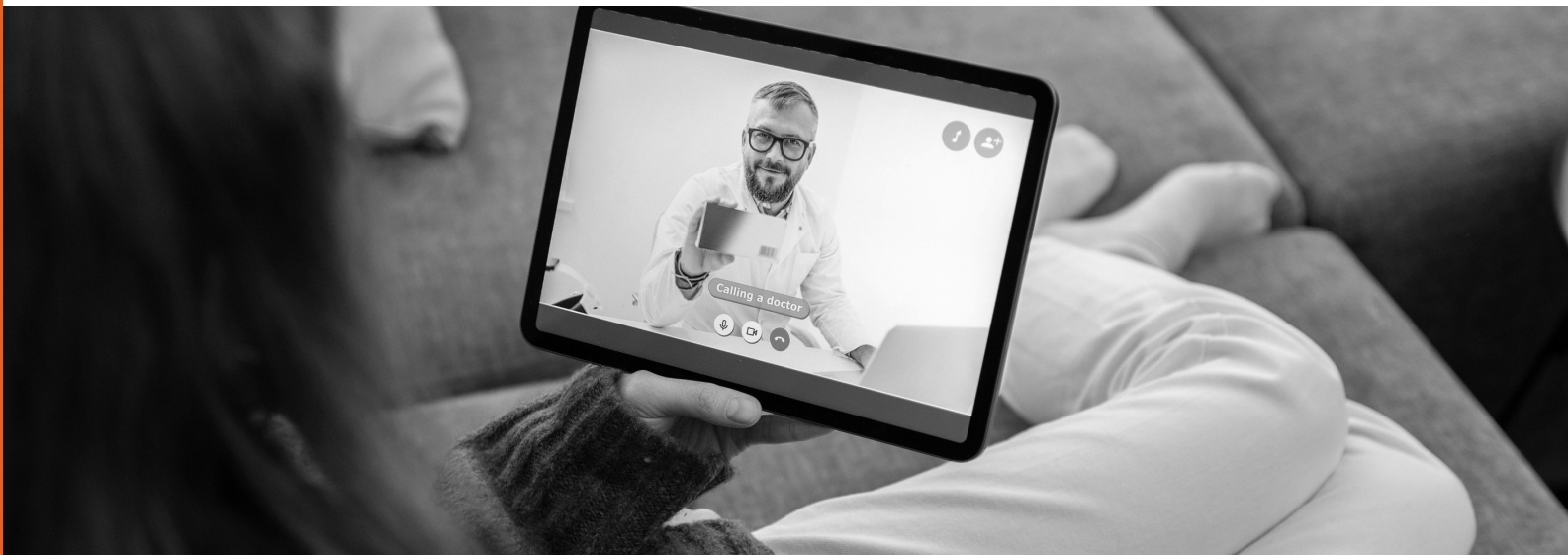
TOTAL EXPENSES: **\$57.9 M**



2020 HIGHLIGHTS AND ACCOMPLISHMENTS

COVID-19 RESPONSE

Our mission guides the decisions we make, and amidst the concerns around COVID-19, our team worked across the system to leverage technology in order to continue to provide services to patients, while accommodating staff that need to telecommute or provide telehealth services from home.



TELEHEALTH

AspenPointe made a 48-hour transition to a telehealth/telecommuting model to continue providing services to our communities during a time of great need. COVID-19 has truly been a catalyst for unprecedented times. Being agile and efficient during these times is essential to sustainability and success.

During the COVID-19 outbreak, we are seeing patients through televideo and telephone services. We can connect patients with a Licensed Therapist to talk through issues relating to stress, anxiety, social isolation, financial difficulties or dealing with uncertain times. Patients connect with us through the comfort of their own home using a computer, smartphone, or regular telephone.



CENTRALIZED SCHEDULING INITIATIVE

AspenPointe improved access to clinical and medical services through centralized scheduling. This initiative rebuilt trust with patients and other community partners, while new workflows reduced administrative burdens on clinical staff. Patient treatment plans are more accessible, and patients can be scheduled for reoccurring appointments. This process increased the average daily service counts by 12.46%.

TRAUMA INFORMED CARE

The Trauma Informed Care Learning Community launched successfully and is actively supporting culture change and system improvements with this model's wisdom as a guide.

UPDATED TREATMENT MODELS

Several updated treatment models were implemented and made sustainable by in-house trainers who can support our ability to offer our patients highly competitive standards of care. This also strengthened our ability to retain and attract expert staff.

SUPERVISION TRAINING

AspenPointe initiated and expanded clinical supervision training to improve the skill sets of our leadership and increase the quality of supervision across our clinical system. We implemented "supervision for supervisors" to provide an opportunity to grow in the role of providing clinical supervision. Clinical supervisors are provided structure and training on facilitating peer supervision cohorts.

A person with long hair, seen from behind, is sitting on a wooden dock. They are looking out over a calm body of water towards a range of mountains. The sun is low on the horizon, creating a warm, golden glow and long, soft shadows. The person is wearing a dark-colored shirt. In the foreground, some small plants with pinkish flowers are visible near the dock.

“

The services here are great,
even with the pandemic we
have continued to receive
treatment via video and it
has been wonderful.”

*Amber M.
Google Review
Parkside*

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 patients, 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 be positioned as a key partner for the State and CCHA as behavioral health needs and options are further identified over the next five years.

We will maximize positive impacts of our resources and align our delivery model with our vision, goals, overall strategy and brand identity to best meet community needs.

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, fostering a data-driven and value-based measurement culture.

BRANDING & IDENTITY

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

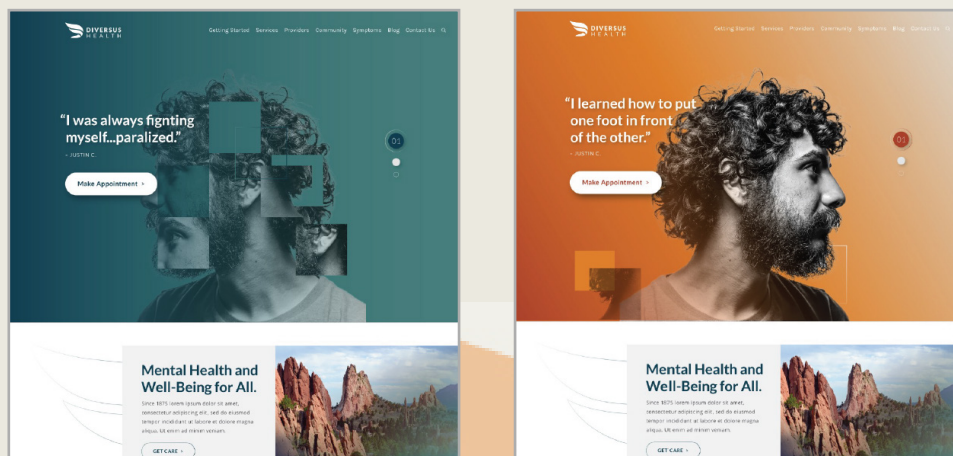




MENTAL HEALTH AND WELL-BEING FOR ALL

AspenPointe is shifting its brand identity and changing its name to Diversus Health. An organization fundamentally driven to do things differently requires a truly unique and ownable brand. This mark is an abstract interpretation of a Phoenix, bringing strength through originality. The wing shape represents heroic aspiration, the suggestion of flame representing hope and regeneration. The subtle “D” shape present in the logo adds further significance and own ability to the Diversus Health brand.

Sample webpage (animated)



Sample business card



The Diversus Health brand will support our vision and strategy, and transform from a behavioral health organization to a cutting-edge service delivery provider that all others aspire to be.

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



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