

2012 ANNUAL REPORT

Tips for Trauma Response in Children and Adults

The most important thing to remember is that people are resilient. Many people will not have any long-term impairment after they experience a trauma. If people have good social supports in place and have ways to take care of themselves that work for them, they will use those methods to recover and will often not need any professional help.

Symptoms in both children and adults

- They may exhibit behavior that is more typical of an earlier developmental stage
- They may have more difficulty concentrating than usual
- They might find themselves feeling overloaded
- They may sometimes feel isolated from friends, and family
- They may experience sleep disturbance or eating problems
- They may become more irritable and may have trouble making decisions
- They may have changes in appetite and might increase the use of alcohol or drugs
- They may experience increased anger, social isolation, or loss of interest in normal activities

If these problems persist for more than a few weeks, it might be a good idea to consult with a mental health professional.

Post-Traumatic Stress Disorder

For anyone who has gone through a traumatic experience, it is normal to feel a lot of emotions, such as distress, fear, helplessness, guilt, shame or anger. Many people start feeling better in a few days or weeks,

but for others these feelings do not go away. If the symptoms last for more than a month, it is possible that they are suffering from Post-Traumatic Stress Disorder or PTSD.

Post-Traumatic Stress Disorder is an anxiety disorder that can occur

following the experience or witnessing of a traumatic event, and can happen at any age. A traumatic event is any event in which a person feels they may experience great harm or one that is life-threatening such as a shooting, combat in a war zone, a terrorist action, or even a natural disaster.

The symptoms of PTSD

- Repeatedly thinking about the trauma, including nightmares, and flashbacks
- Being constantly on alert or on guard, easily startled or angered, irritable or anxious and preoccupied with safety, including feelings of mistrust

- Avoiding reminders of the trauma or, feeling numb and detached even from friends and family

- Feelings of intense fear or panic attacks
- Physical symptoms may include chronic pain, headaches, stomach pain, muscle cramps or back pain

- Problems in daily living; problems functioning on the job, at school, or in intimate relationships
- Substance abuse; using drugs or alcohol to deal with emotional pain
- Depression
- Thoughts of suicide or acts of self-harm

PTSD can be treated successfully. Professional treatment and support are often critical to recovery.

What can you do? Self-care.

Recovering from a traumatic event is an ongoing process. But there are steps one can take to help themselves recover and stay well.

- **Connect with friends and family.**

Talk to family and friends, and get the support they offer. A meaningful social and family relationship helps the healing process.

- **Relax.** Read a book, go fishing, take a walk, meditate; relax in your own way but avoid turning to alcohol or drugs

to relax.

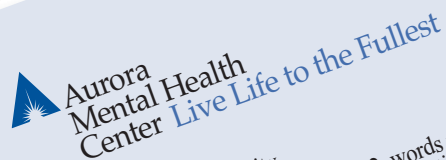
- **The "E" word.** Exercise improves mood and sleep, and provides energy and strength; it also can ease anxiety and depression.
- **Get enough rest.** Sleep can help the mind better cope with problems and it helps the body recover.
- **Keep a journal.** Transferring emotions onto a sheet of paper can help relieve stress.
- **Limit caffeine.** For some people, caffeine can trigger anxiety and disturb sleep.
- **Limit TV watching.** Try to stay away from the news before going to sleep, it stimulates the mind and it might keep you awake.

- **Help somebody else.** Volunteering can help build self-esteem and it can be a channel to social networks.

Remember, the human mind is resilient and is quite capable of healing itself with professional guidance and the love and support of those you care for.

Contributors:

Mara Kailin, Psy.D., Program Director, Child and Family North, School-based Team and Disaster Team, Aurora Mental Health Center
Kirsten Anderson, Psy.D., Disaster Coordinator, Aurora Mental Health Center



To the Aurora Community,
 In light of the events of July 20, 2012, words regarding the year end report from Aurora Mental Health Center do not seem appropriate at a time when so many of our friends and loved ones are trying to heal from such a senseless and violent act.

Words cannot begin to ease the overwhelming grief and sorrow the families and friends of the victims must endure, but our hearts are with them. We cannot thank our community enough; the outpouring of support from you has been nothing short of remarkable. Once more we come together to heal one another and show that our lives will be defined by the best of us, and not by the random act of one person.

Aurora Mental Health Center is a community mental health center comprised of dedicated professionals. We know that, for some people, the affects of this tragedy may not be immediately apparent. We are poised to continue to respond to those affected by this event, because we realize that symptoms resulting from trauma may not show up for days, weeks, or even months after such a tragedy.

We have compiled and published information on this page that may help you, your family, your friends and your neighbors become more aware of the possible affects of trauma. The Board of Directors of Aurora Mental Health Center has established a policy that there will be no out-of-pocket charges for our services to anyone who was in the theater complex the night of July 19th and the morning of July 20th, and their immediate family members. This also includes all first responders to the tragedy and their immediate families.

In addition, for the remainder of 2012, there will be no out-of-pocket charges for any Aurora resident under 21 years of age and their immediate family members. We are relying on the generosity of our donors and caring people everywhere to help provide the funds we need that will enable us to sustain this effort.

Sincerely,

Randy Smith
 Randy Smith, Ph.D., CEO and Executive Director.



ART CONTEST & SHOW

Aurora Mental Health Center's 37th Annual "Living Life to the Fullest" Celebration & 6th Annual Art Contest & Show

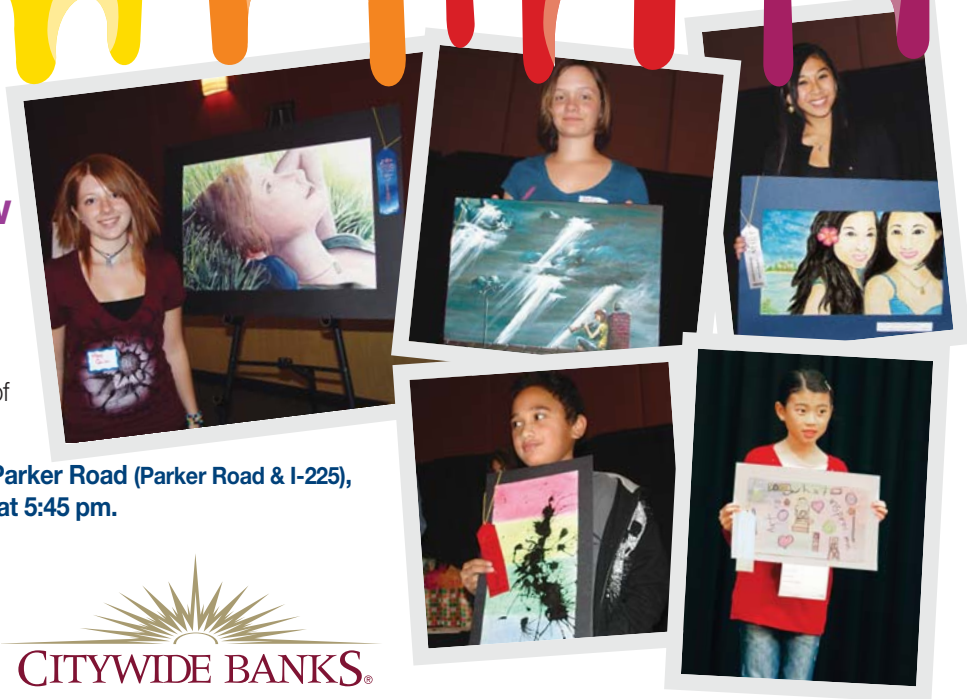
Every year Aurora Mental Health Center holds an Annual Meeting of its Board of Directors. Our center was founded by community leaders, and it is for that reason this annual meeting has always been more than just another meeting – it is an Annual Celebration open to all of our citizens. As part of that Celebration, six years ago we created a Student Art Contest and Show as a way to showcase the talent of young artists throughout our community.

Wednesday, October 24th • Red Lion Hotel Denver Southeast, 3200 South Parker Road (Parker Road & I-225), in Aurora, Colorado 80014. Reception begins at 5:00 pm with the Program at 5:45 pm.

Our Art Contest theme this year: "What Excites or Inspires You?"

All artwork entered will be displayed at the art show.

This is a free event, we only asked that if you wish to attend, please **RSVP by Friday, October 19th by calling 303.617.2300 or email annualcelebration@aumhc.org.**



Mental Health First Aid...it's about time!



Mental Health First Aid courses are offered as a service to the community by Aurora Mental Health Center.

Fact: You are more likely to encounter a person in an emotional or mental crisis than someone having a heart attack. Mental disorders are more common than heart disease and cancer combined.

Fact: An estimated one in four Americans have a diagnosable mental illness. Mental health crises occur frequently in your workplace, church, family, school, and community.

The 12-hour course will teach you:

- How to provide help to someone showing signs of mental illness or mental health crisis.
- A 5-step action plan to help an individual in crisis connect to professional care.
- The potential warning signs and risk factors for depression, anxiety disorders, trauma, psychotic disorders, eating disorders and substance abuse.

"Mental Health First Aid is a very worthwhile program. The fire department has become the first responder to more than fires and physical trauma. We're getting more and more people knocking on our doors asking for help with all sorts of needs, not just physical. Our Fire Academy will start incorporating the Mental Health First Aid instruction into its training program...it's that valuable. I believe this is essential training for anyone who comes in contact with the public on a regular basis."

Fire Chief Mike Garcia, City of Aurora

Who should attend:

Friends and family of individuals with mental illness or addiction, community leaders including police officers, firefighters, first responders, human resource directors and primary care workers, teachers, college faculty and clergy.

For complete listing of course dates and registration information go online to our website at: www.aumhc.org/Events.





“I spent 15 years doing meth. My main drug was meth, but I did a little of everything. I did meth for a very long time and would wind up in trouble. I went to a program then that I wasn’t serious about and really didn’t care. It was something I did to basically stay out of jail. A few years later, I decided that meth wasn’t the answer for me. I figured I got everything handled. I went to school and ended up graduating from Wyoming Tech, first in my class. I ended up getting picked up by a major European manufacturer and they sent me to their training. I was at the top of the world. I was doing great. My wife and I were going through some problems, and I started dealing with it more and more just by drinking. Near the end that’s all I did was drink. I would go to work and drink. In one night I was so manic, and so drunk, I completely lost my mind. It turned into a very bad scene at my house. I ended up having to face the SWAT team for the second time in my life. That was a real harsh reality, especially since I’d been there once before, all I could think about was how did I end up here again? And I had no clue...really!! I just knew that I did what I thought I had to do to deal with my situation and I wasn’t dealing with it. Here I am again, doing the same things. I knew I needed help but I didn’t know what it was, and I didn’t know how receptive I would be to it, and to be honest, I wasn’t at first. I figured; I sobered up...and I’m good! Yea, right...that couldn’t be further from the truth. I had a huge ego. I knew everything, no insecurities, and I’m not afraid of anything. Come to find out, I was afraid of pretty much everything. I’d just cover it up with machismo, ego, and arrogance. Before I got into the program, I was probably one of the most arrogant people you would ever have met. I was given the option of either going to the ADMIT Program at Aurora Mental Health Center, or going to jail. I was accepted, fortunately, by the ADMIT Program and I got there to help me straighten out my life. It couldn’t have come at a better time in my life. It’s a wonderful program. It helps you see things in a different light, and look at things in a different way. It helps you understand your addiction and your mental illness. You begin to accept what’s going on with you and how to fix it. It gives you the tools to deal with things everyday. Deal with life on life’s terms instead of running to your addiction, or letting your mind run away with itself. I was about three months along before it clicked in my head. It’s often referred to as the ‘aha moment.’ I can’t tell you the exact moment, or the exact day, I just know all of a sudden things just seemed better. It was odd, this was a place I had never been in my life, at least not since it was a small child. Don’t be afraid of the help. Just do it! Don’t be afraid, there is a whole world out there for you. You can’t let fear rule your life, and for most of us who go through these programs, that’s what we do...fear rules our life! We’re all different and we come from different places...it’s how you deal with things that makes you who you are.” Kai

Mission Statement

Aurora Mental Health Center is committed to creating healthy and secure communities by providing the least restrictive service that ensures quality, appropriate, and efficient care.

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Financial Report 2011-2012

Total clients served 14,489

Gender:	# Of People	Percentage
Male:	6,440	44.4%
Female:	8,049	56.6%

Ethnicity of Clients:

American Indian/Alaskan	161	1.1%
Asian	211	1.5%
Black/African American	3,153	21.8%
Hispanic/Latino (all races)	3,837	26.5%
Multi-Racial	1,140	7.9%
Native Hawaiian/Pacific Islander	36	0.2%
White/Caucasian	9,495	65.5%
Other	292	2.0%

Revenue:

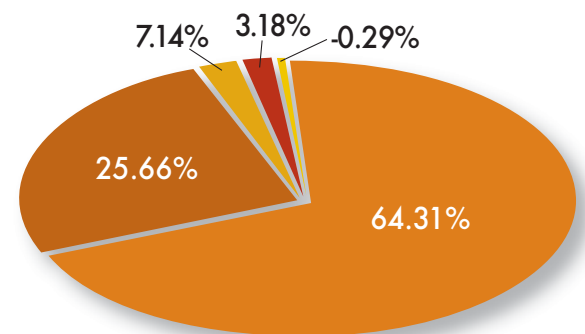
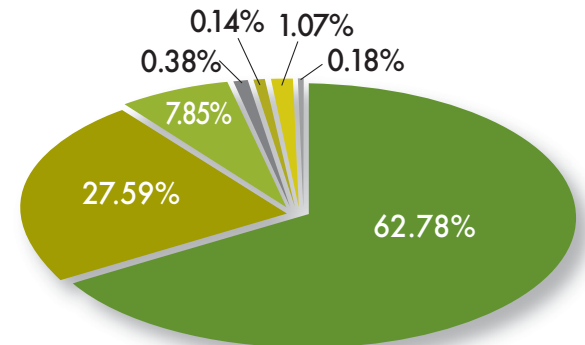
▲ Insurance/Client Billing	\$ 22,117,000	62.78%
▲ Other Contracts & Donated	\$ 9,721,000	27.59%
▲ State of Colorado	\$ 2,765,000	7.85%
▲ Federal Block Grant	\$ 135,000	0.38%
▲ Adams County	\$ 50,000	0.14%
▲ Arapahoe County	\$ 378,000	1.07%
▲ City of Aurora	\$ 64,000	0.18%
TOTAL REVENUE	\$ 35,230,000	100.00%

Expenditures:

▲ Salaries/Benefits	\$ 22,656,000	64.31%
▲ Operating	\$ 9,040,000	25.66%
▲ Hospital/Client	\$ 2,515,000	7.14%
▲ Occupancy	\$ 1,120,000	3.18%
▲ Capital Reserves Added (used)	\$ (101,000)	-0.29%
TOTAL EXPENDITURES	\$ 35,230,000	100.00%

Age of Clients:	# Of People	Percentage
0-3 years old	632	4.4%
4-11 years old	2,962	20.4%
12-17 years old	2,703	18.7%
18-59 years old	7,456	51.4%
60+ years old	736	5.1%

- **73% of our clients have a household annual income below the federal poverty guidelines.**
- **27% of our clients have no payor source.**



Thank you for taking action!

Donations are the lifeblood of our center. We could not serve the needs of the more than 14,000 people we care for each year without your generosity. Mental illness doesn’t discriminate; it affects every age, gender, race, religion and income level. In fact one out of every two people in our community will have a diagnosable mental illness in their lifetime.

Please, give what you can! Every dollar makes a difference!

Aurora Mental Health Center is an organization that you can select this year as the beneficiary of your companies’ workplace giving campaign. This means that if your office offers a workplace giving campaign, Aurora Mental Health Center may be selected to receive tax-deductible cash donations automatically from your paycheck. Below is a listing of Aurora Mental Health Center (AUMHC) codes for each campaign. If your workplace offers another campaign, for example United Way, you can write-in “Aurora Mental Health Center.” You can also give directly online by going to: www.aumhc.org/Donations.

If you have any questions, please contact Heather Jackson at 303.617.2313, or heatherjackson@aumhc.org.

Caring Connection/Partnership for Colorado – AUMHC 1028 • Combined Federal Campaign – AUMHC 2413
 Colorado Combined Campaign – AUMHC 1822 • Denver Employees’ Combined Campaign – AUMHC 0528

Thank You to Our Community Support

Over the past year, we received contributions and grants from 400 individuals, corporations, and foundations. The Aurora Mental Health Center is grateful for this support and to those who have entrusted us with their charitable giving. We are pleased to honor the following individuals, foundations and corporations that have provided this support. Their gifts and partnership demonstrate a commitment to keeping people mentally healthy through innovative programs and services. We also wish to acknowledge the tireless efforts of the 230 volunteers and interns that have contributed 14,507 hours of their time to our Center. Without this support, our continued goals could not be achieved.



Platinum Plus Contributors, \$2,001 - \$10,000

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Up to \$100

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Colorado Department of Human Services
Gay & Lesbian Fund of Colorado
Living Through His Word Foundation
State of Colorado
Temple Hoyne Buell Foundation
US Department of Health & Human Services
US Department of Justice
US Department of Veteran Affairs

All Aurora Mental Health Centers can be reached at 303.617.2300

1 Viewpoint Plaza Counseling Center

11059 East Bethany Drive
Aurora, CO 80014
▲ Administration
▲ Adult Services
▲ Services for Older Adults
▲ Early Childhood and Family Center

2 North Aurora Counseling Center

1646 Elmira Street
Aurora, CO 80010
▲ Adult Services
▲ Offenders Services
▲ Children & Family Outpatient-North

3 Hampden Center

14301 East Hampden Avenue
Aurora, CO 80014
▲ Hampden Academy
▲ Children & Family Outpatient-South

4 Alameda Center

10782 East Alameda Avenue
Aurora, CO 80012
▲ Metro Children's Center
▲ Children & Family Intensive Services

5 Leverage Center

1290 Chambers Road
Aurora, CO 80011
▲ Community Living Program
▲ Dual Disabilities Services
▲ Intensive Services
▲ Residential Services
▲ Vocational Services
▲ Substance Abuse Services

6 Community Transitions Program

1390 Chambers Road
Aurora, CO 80011
▲ Adult Community Re-entry Services

7 Substance Abuse Treatment Services

1400 Chambers Road
Aurora, CO 80011

8 Intercept Center

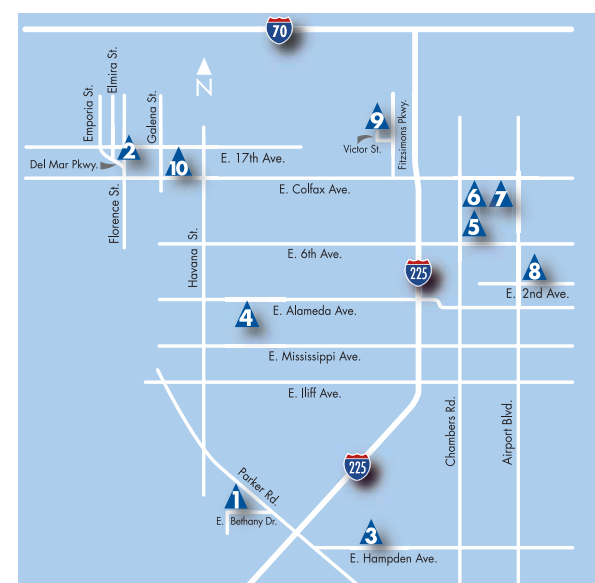
16905 East 2nd Avenue
Aurora, CO 80011

9 Fitzsimons Center

2206 Victor Street
Aurora, CO 80010
▲ Intake/Emergency Services

10 Galena Center

1504 Galena Street
Aurora, CO 80010
▲ Child & Family Services North



Aurora Mental Health Center Administrative Office • 11059 East Bethany Drive, Suite 200 • Aurora, Colorado 80014
303.617.2300 • Fax: 303.617.2397 • www.aumhc.org

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