

RISING TO THE CHALLENGE



Aurora
Mental Health
Center
Live Life
to the
Fullest



ANNUAL
REPORT **2020**





KELLY PHILLIPS-HENRY
PsyD, MBA/CEO



MARK STEPHENSON
Board President



Thank you for taking time to read our 2020 Annual Report for the fiscal year July 1, 2019 - June 30, 2020. We compile this report every year as a statement of good faith to the Aurora community. You entrust us to provide responsive care to people who live here—our neighbors—and we are pleased to share how we fulfill those responsibilities.

The cover of last year's annual report showcased our five values as an organization. We've embraced one of those values, "Rising to the Challenge," as our theme this year. We hope you will appreciate our explanations of this commitment. They include:

Responding to the COVID-19 pandemic that has influenced every aspect of our work and the services we provide for our community. Thanks to our dedicated staff, supportive partners and courageous clients, we never stopped providing care for those in distress and seeking help.

Employing new ways to deliver care effectively while ensuring the safety and health of clients and staff.

Being there alongside our neighbors in demonstrations and gatherings, seated at leadership meeting tables, and present in the privacy of individual therapy sessions as our community seeks to remedy and heal from systemic racism and police violence.

Helping our immigrant neighbors secure the resources to help them thrive as full participants in our community.

Re-envisioning our work with school-age kids to enhance both learning and healing in versatile environments.

Riding along with Aurora police to respond with treatment intervention and care as an alternative to jail when disturbances were prompted by mental health crises.

Receiving designation as a Certified Community Behavioral Health Clinic (CCBHC) and being awarded a significant grant by the federal Substance Abuse and Mental Health Administration (SAMHSA) as a national model of excellence in behavioral health.

Demonstrating fiscal responsibility by maintaining services for clients and employment for staff while developing new sources of revenue.

We invite you to read further in this report for specific details on these and other ways we've risen to the challenges of this past year. More than ever, we understand that the pains and griefs that our neighbors bear—too often in isolation—can be eased and healed when we come together with compassion and caring.

Thank you for joining with us,

Your neighbors, Kelly & Mark

Aurora Mental Health Center BY THE NUMBERS

19,169
CLIENTS
SERVED



69.3%
ADULTS



31.2%
CHILDREN

410,509
SERVICES
PROVIDED

Financials

REVENUE

Insurance/client billing	\$34,155,314	64.5%
Other contracts and donations	\$12,808,428	24.2%
State, City, & County	\$6,029,851	11.4%
	\$52,993,593	

EXPENSES

Salaries and benefits	\$37,164,026	71.8%
Occupancy costs	\$2,435,736	4.7%
Operating and client costs	\$12,195,543	23.5%
	\$51,795,305	

Unaudited financial data.

Demographics

RACE	CLIENTS	%	SERVICES	COST
American Indian/Alaska Native	250	1.4%	8,804	\$1,001,812
Asian	314	1.7%	5,235	\$653,249
Black/African American	2,815	15.7%	83,948	\$8,762,418
Native Hawaiian/Pacific Islander	71	0.4%	2,039	\$253,677
White/Caucasian	9,460	52.7%	248,649	\$30,900,058
Multi-Racial	840	4.7%	23,682	\$2,987,209
Declined	1,176	6.5%	22,277	\$2,980,589
Not Collected	3,039	16.9%	15,875	\$1,765,286
ETHNICITY	CLIENTS	%	SERVICES	COST
Mexican	2,057	11.5%	46,136	\$6,438,128
Cuban	46	0.3%	1,911	\$230,492
Multi-Hispanic Ethnicity	119	0.7%	2,556	\$358,626
Other Hispanic	1,783	9.9%	30,741	\$4,130,042
Not Hispanic	9,479	52.8%	283,736	\$32,683,327
Declined	822	4.6%	16,428	\$1,978,291
Not Collected	3,659	20.4%	29,001	\$3,485,392

Telehealth and COVID

While it has been a trying and difficult time since March with the worsening of the COVID19 pandemic, AuMHC is pleased to report the success of our rapid shift to telehealth. Since that time we have provided 28,128 telehealth services, in comparison to 11 total in the months prior to March.

Our transition to telehealth is a testament to the resilience and commitment of our staff in providing compassionate care to the diverse community we serve. The safety of our staff and clients has been at the forefront of our decision-making process, as we followed state and federal guidelines, and will continue to do so over the coming months.





SCHOOL BASED SERVICES

While the pandemic upended schools and in-person learning for students, our School Based services team quickly pivoted to provide care virtually. As schools began reopening this fall, our team has been transitioning back to a hybrid model to meet the needs of all students, regardless of the school's decision to head back into the classroom or continue with remote learning.

Our staff has shown incredible resiliency in meeting the unique needs of schools and individual clients. They have set flexible hours and become adept at many virtual therapeutic techniques. While the pandemic created new barriers to accessing treatment, our team has shown creativity and compassion in helping clients get the care they need.

CONNECTAURORA

Aurora Mental Health Center is proud of the many ways in which we touch the entire community. We are living in an unprecedented time, causing many people to be without insurance. Now, more than ever, Aurora Mental Health Center's Connect Aurora program stands ready to provide free assistance to community members enrolling with Connect for Health Colorado Marketplace Insurance, Medicaid and the Child Health Plan Plus (CHP+).

This past year, ConnectAurora assisted 1,760 local households and enrolled 2,540 people in health insurance. In addition to enrollment assistance, ConnectAurora provides instruction in health insurance literacy, referrals for Medicare and other assistance programs, and assists community members with appeals and other navigation of the health insurance landscape, while also connecting them to behavioral health services through Aurora Mental Health Center.



Aurora Mental Health RECEIVES \$4 MILLION GRANT from the Substance Abuse and Mental Health Administration

Aurora Mental Health Center is one of only two Colorado agencies recently awarded a prestigious \$4 million grant from the Substance Abuse and Mental Health Administration (SAMHSA). The grant will allow AuMHC to become a designated Certified Community Behavioral Health Clinic (CCBHC).

CCBHC is a national model of excellence in behavioral health, providing community access to services – focusing on person-centered, recovery-oriented care for people who have serious mental illness or substance use disorders. This grant, which runs through April 2022, will allow Aurora Mental Health to further develop and implement best practices and elevate the standard of care across all areas of operation.

CCBHCs provide person- and family-centered, integrated services. The CCBHC Expansion grant program must provide community access to services – including 24/7 crisis intervention services for people who have serious mental illness (SMI) or Substance Use Disorder (SUD), including opioid use disorders; for children and adolescents with serious emotional disturbance (SED); and for people who have co-occurring mental and substance disorders (COD). SAMHSA expects that this program will provide comprehensive, 24/7 access to community-based mental and SUD services; treatment of COD; and physical health care in a single location.

"Community-based hubs for behavioral health care are critical to both an individual's and a community's quality of life, and the current pandemic has significantly increased the need for these types of comprehensive services," said Dr. Kelly Phillips-Henry, CEO for Aurora Mental Health Center. "As we continue to meet the needs of people with mental and substance use disorders, this grant will allow us to improve access to care, enhance our services with investments in technology, training, data-driven performance monitoring and create an overall improved client experience."

Aurora Mental Health Center

PARTNERING WITH AURORA POLICE IN CRISIS RESPONSE

Individuals in mental health crises can be easily overwhelmed by law enforcement responses. That's why we are proud to be part of the Crisis Response Team (CRT), a collaborative effort between Aurora Mental Health Center and the Aurora Police Department. Our mission is to provide trauma-informed, compassionate care to individuals experiencing a mental health crisis. Our crisis clinicians and case managers act as a liaison between front-line police work and the community. The officers on the team are Crisis Intervention Team trained through Aurora Mental Health Center and are skilled in effectively dealing with situations involving a person experiencing a mental health crisis.

SERVICES PROVIDED

**Immediate
crisis
therapy**

**Care
coordination
between
agencies**

**Helping individuals
in crisis navigate
the behavioral
health system**



GOALS OF THE CRT

- Prevent the unnecessary incarceration and/or hospitalization of mentally ill individuals.
- Provide care in the least restrictive environment through a coordinated and comprehensive system-wide approach.
- Prevent the duplication of mental health services.
- Expedite the return of patrol units to patrol activities

This year, the Crisis Response Team answered 1,907 calls for service in the Aurora community – an average of more than five per day. In every situation, the subject received treatment in place without use of force, and many agreed to engage in follow-up treatment or were admitted to our Walk-in Crisis Center for further care. We are proud of the partnership we have formed with public safety providers and look forward to continuing our support in the community.

MENTAL HEALTH FIRST AID---PROVIDES TOOLS TO THE COMMUNITY



Our Mental Health First Aid program is part of an international network of trainers who empower individuals to identify, understand, and respond to those who are experiencing a mental, emotional, or substance abuse crisis. To date, more than 75,000 Colorado residents have received the eight-hour training, many of them teachers, first responders, and healthcare providers, as well as employers, faith leaders, business persons, and people of all walks.

The COVID pandemic significantly curtailed our delivery of the MHFA program this year, though we were able to conduct six trainings and certify 148 community members with this potentially life-saving experience.

SUBSTANCE RECOVERY AND DETOX SERVICES

Poised to Expand and Provide Greater Services to the Community

We are facing a national crisis and the need for Substance Use Disorder (SUD) services is huge. A recent Centers for Disease Control and Prevention (CDC) study finds that excessive alcohol use is responsible for more than 255 deaths each day in the U.S., or over 93,000 deaths per year. And despite a 30-year decline in drug overdose deaths since 1990 in the U.S., the pandemic may have ushered in even greater spikes.

There's expected to be a continuing rise in substance abuse throughout the pandemic, and increased rates of addiction afterward, due to the stress of isolation, boredom, decreased access to recovery resources and unemployment. NPR reported that "new data from around the U.S. confirms that drug overdoses are spiking during the coronavirus pandemic, rising by roughly 18 percent."

**CDC study finds that
excessive alcohol use is
responsible for more than**

255 deaths
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or over 93,000
DEATHS PER YEAR

With the recent purchase of the East Metro Detox & Recovery Services building located at 1290 S. Potomac St., and the ever-increasing demand for SUD services, AuMHC is poised to significantly expand services and generate a significant increase in clients. The plan is for this 50,384 sq. ft. property to serve as a hub for all 24/7 services and access. Once that is all up and running, the size of the building could potentially lead to residential SUD treatment, in line with Medicaid funding that goes into effect January 2021, and additional hospital step-down beds. A team is currently working on a business plan for area, and details will be shared as they develop.



AURORA YOUTH OPTIONS

Provides Mentorship and Life Long Connections

Success can be measured in many ways. For our Aurora Youth Options (AYO) program, it is about lives touched through the work of staff and volunteers.

We are honored to share the story of volunteer mentor Cybele Antonow and her mentee Katelyn Todd. When the two met, Katelyn was 15. Years later, they are still friends, and Todd is attending college and pursuing a double major.

Antonow was one of the first adults in Todd's life who listened profoundly and tried to understand where she was coming from, even though her experience was different. Over the years, the two talked and shared, while Antonow provided positive mentorship, helping with goal setting, relationships, school, self-confidence, and coping with stress.



For Antonow, the relationship with Todd has been mutually satisfying and uplifting, giving each the space to explore who they were in new ways and growing due to the interactive dynamic.

AYO works with Aurora middle and high-school-aged youth and their families, helping young people gain life skills and confidence for personal success and happiness. Our AYO staff is committed to providing services to youth and families from mentoring to homework, along with many other opportunities, while shifting to a virtual space.



MEETING PEOPLE where they are through homeless services

Our Homeless Services, Pathways to Home, has risen to the occasion, taking on the pandemic's challenges to help those in need. We have partnered with Aurora Warms the Night and the Salvation Army, providing mobile drop-in services, allowing us to do street outreach along the Colfax Corridor. We provide food and hygiene kits, masks, and hand sanitizer, along with information and education about COVID19.

Additionally, we have provided mobile phones, giving people the means to stay connected to case managers and speak to therapists for ongoing and long-term help and mental health needs. With the increase in people who have never faced homeless before, our efforts are crucial during this trying time. We are thankful to our staff and partners, who have made our continuing work possible.



EXECUTIVE TEAM

CHIEF EXECUTIVE OFFICER Kelly Phillips-Henry

CHIEF EXPERIENCE OFFICER Lori Banks

CHIEF FINANCIAL OFFICER Loretta Buckman,
effective 12/1/2020

CHIEF MEDICAL OFFICER Anne Garrett-Mills

CHIEF FINANCIAL OFFICER Deanna Graves

CHIEF CLINICAL OFFICER Mara Kalin

INTERIM CHIEF INFORMATION OFFICER Doug Reynolds

CHIEF STRATEGY AND OPERATIONS OFFICER Kathie Snell

CHIEF CORPORATE INTEGRITY OFFICER Victoria Rodgers

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