

HONORING OUR Healthcare Heroes

2020 ANNUAL REPORT



Mountain Family
HEALTH CENTERS

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Mountain Family is pleased to share this report honoring our local healthcare heroes who have worked tirelessly to address the COVID-19 public health crisis while continuing to provide all persons with integrated medical, behavioral, and dental health care.



OUR MISSION:

We improve the health of our community by providing equitable and affordable medical, behavioral, and dental healthcare for all.

CEO & BOARD CHAIR LETTER

Mountain Family Health Centers improves the health of our community by providing equitable and affordable healthcare for all. This year, we honor our healthcare heroes for their steadfast commitment to providing integrated medical, behavioral, and dental care for our diverse population of 21,000 patients from Garfield, Eagle, and Pitkin Counties. Despite the heavy headwinds of the global COVID-19 pandemic, Mountain Family continues to pursue our mission for the benefit of all in our community.

Three themes have dominated the past year. First, as always, Mountain Family believes that access to affordable healthcare is a human right. We provide culturally responsive care to all persons, regardless of ethnicity, insurance status, or ability to pay.



Second, our heroic providers and staff; our community, government, and foundation partners; and our patients rose to the challenges presented by COVID-19. In mid-March 2020, we shifted to providing safe care in a virtual model to protect our staff's and our patients' health and prevent coronavirus transmission. This included, for the first time, offering telehealth visits via video chat or phone for medical and behavioral health care.

Mountain Family's providers and staff have worked tirelessly during the past year to continue to provide

RAB

Ross Brooks
Chief Executive Officer and Patient



integrated healthcare while also incorporating coronavirus testing and vaccination clinics. During this same period, Mountain Family opened five new school-based health centers in the Roaring Fork Schools to improve access to integrated healthcare for students. National, state, and local funders stepped up with substantial COVID-19 relief funding to help Mountain Family continue to provide safe care and address the impacts of the pandemic on both the organization and our patients. Community partners came together to

ensure families could meet their basic needs while local economies were shut down.

Finally, as the pandemic laid bare the inequities faced by members of our communities, including persons of color and those with low household incomes and lack of insurance, Mountain Family renewed our

commitment to ensuring diversity, equity, and inclusiveness. We are pursuing equity internally with our staff and board while ensuring we provide culturally responsive care to our patients. And we are working with partner organizations to end racism and systemic inequalities in the communities we serve.

In these pages you will see how we strive to provide the best care possible with dignity for all.

Monica Perez-Rhodes

Monica Perez-Rhodes
Board Chair

HOW WE MAKE AN IMPACT We make a major difference in the communities we serve welcoming all patients, no matter the ability to pay, and by contributing to our local economies by saving taxpayer dollars and generating revenues along with employing locals who care deeply about our mission in three different counties.



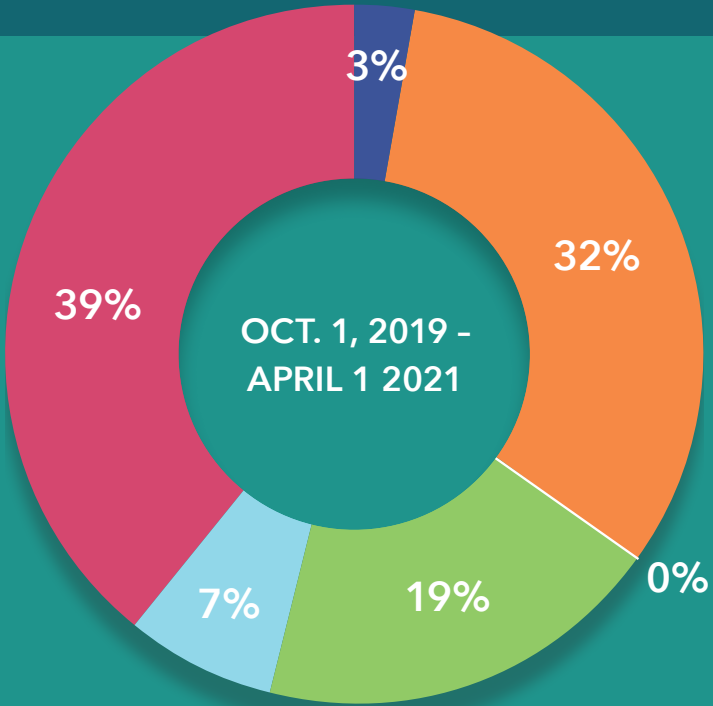
SAVINGS TO HEALTH CARE SYSTEM



EMPLOYMENT

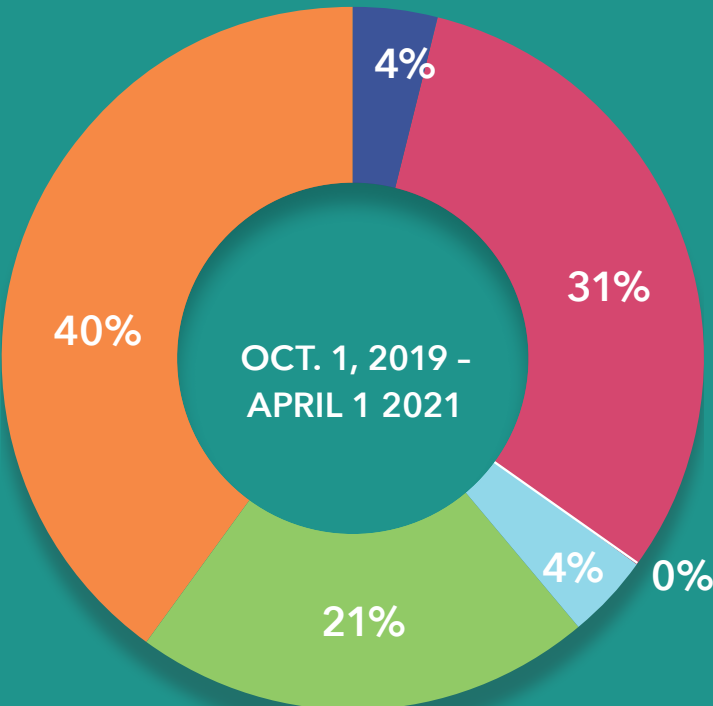


STATE & LOCAL TAX REVENUES



Patient Visits – 100,523

- CHP
- MEDICAID
- MEDICARE
- PRIVATE INSURANCE
- UNINSURED
- OTHER 3RD PARTY PAYERS



Number of Patients – 21,339

- CHP
- MEDICAID
- MEDICARE
- PRIVATE INSURANCE
- UNINSURED
- OTHER 3RD PARTY PAYERS

FINANCIALS : AT A GLANCE

Thanks to the generous donations by federal, state, and local partners, along with individuals, the financial impact of the pandemic was minimized for Mountain Family Health Centers in the 2020 fiscal year.

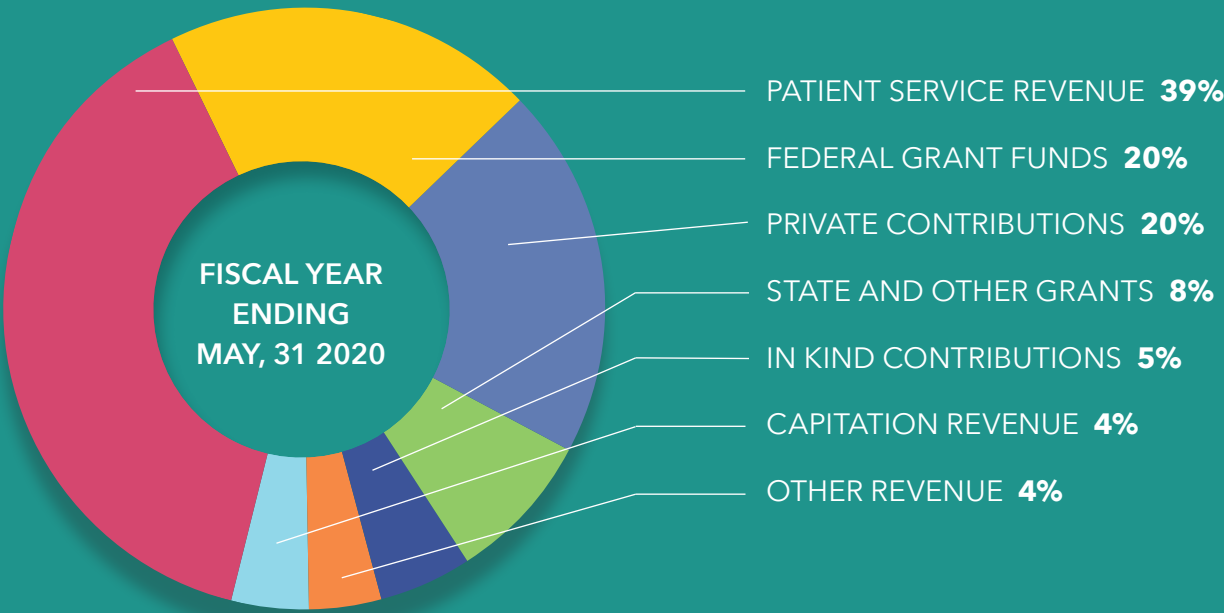
REVENUE

Patient Service Revenue	\$7,714,473
Federal Grant Funds	\$3,977,259
State and Other Grants	\$1,514,387
In-Kind Contributions	\$991,201
Private Contributions	\$3,894,940
Capitation Revenue	\$867,189
Other Revenue	\$791,138
TOTAL REVENUE	\$19,750,587

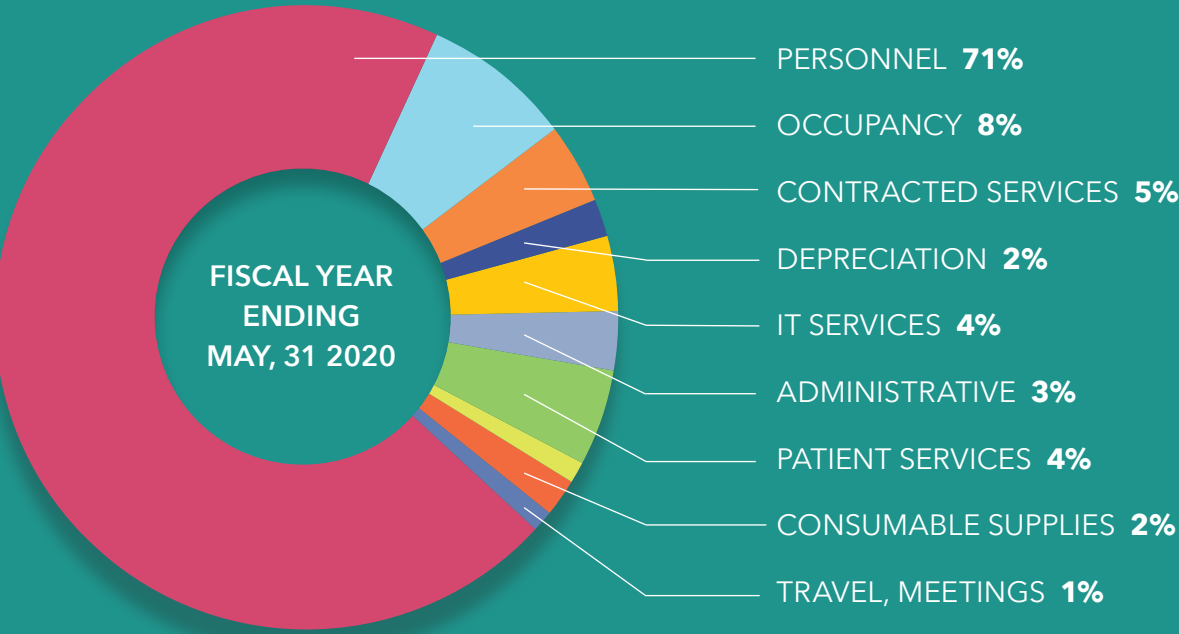
EXPENSES

Personnel Costs	\$13,560,836
Consultants & Contracted Services	\$985,587
Consumable Supplies	\$400,048
Patient Services	\$791,115
Occupancy	\$1,569,643
Travel, Conferences & Meetings	\$154,054
Information Technology	\$755,927
Other Administrative	\$588,414
Depreciation	\$453,217
TOTAL EXPENSES	\$19,258,842
NET INCOME AFTER ALLOCATIONS	\$491,745

Total Revenue



Total Expenses



None of us could have expected what we all faced in 2020.

The world as we knew it stopped, as the coronavirus circled the globe, causing economic shutdowns, severe unemployment, social isolation, and the need to change the way we do business, especially in healthcare. At Mountain Family, 2020 was a year of change, resilience, new endeavors, and results. In fact, this is a hallmark of our nation's 1400 community health centers who are often required to be flexible and rapidly adapt to changing community needs. From the development of new care modalities such as telehealth and curbside screening and care to

implementing large-scale coronavirus testing and no-cost COVID-19 vaccination distribution clinics for the entire community, our healthcare heroes made these changes rapidly and successfully. Through it all, they have continued to ensure the health and safety of our patients and staff, while maintaining our high quality of team-based care. Listen to what our medical and program directors have to say about how our healthcare heroes faced these challenges with grit, determination, and resilience.



Anneliese Heckert, DO
Basalt Integrated Health Center

"It is hard to sum up a year of so much change. The one constant has been the dedication and hard work of our Basalt health center team as we moved from panic mode with the fall and winter surges, to widespread testing and assessment of our sickest patients in the parking lot, to our current vaccination clinics running like a well-oiled machine. We have had some bright spots, with three staff members having babies since the start of the pandemic and three more on the way. I will always remember staff and I listening to Christmas carols as we swabbed people in the snow on Christmas Eve. And did I mention the onesies and roller skates sported at vaccine clinics?"



Zackary Kent, MD
Edwards Integrated Health Center

"Our Edwards team was resilient and flexible, working together to continue delivering safe and quality care for our patients and the community despite the impacts of the COVID pandemic, including continuous provision of prenatal care. In addition to their full clinic duties, our nursing staff also worked on weekends for COVID result call-backs and volunteered with Eagle County Public Health for COVID vaccinations."





Jenny Lang, FNP
Glenwood Springs Integrated Health Center

"The Glenwood Springs staff adapted and changed as needed—this was the commonality throughout the year. They recognized a barrier, developed a workflow, and quickly adapted to the new change.

Another thing our healthcare heroes did was connect. People were scared. Many did not leave their house for anything besides food and the doctor's for months. I witnessed staff connecting with scared patients who felt so alone and really needed more than a medication at their visit, listening to stories of grandkids they had not seen in months or the latest TV series they started."



Matt Percy, MD
Rifle Integrated Health Center

"Our Rifle care teams took on an entirely new medical challenge with the pandemic. I have been in awe of how all stepped up to do the extra work required, while still providing our typical primary care. They quickly figured out how to deliver care via telehealth and provide parking lot patient assessments and testing. They spent countless weekend hours calling patients with test results. They scaled up vaccination clinics and figured out how to address social barriers. I am very proud to say our care heroes have risen well to this challenge. I have never heard more appreciative comments and feedback from patients and community members than in the past year. I think this is because people recognize the extra work our staff has put in to keep our community as safe as possible."

Thank
you!



You are heroes.



Risa Turetsky, FNP
School-Based Health Centers

"Mountain Family continues to serve the pediatric community in Eagle County by offering integrated health services at our Avon School-Based Health Center. We also opened five new school-based health centers serving Roaring Fork Schools."



Stephen Glass, DDS, Dental Health

"The Mountain Family dental team maintained emergency care hours during the entire pandemic. We experimented with teledentistry for triage of acute dental needs. We implemented new protocols and practices so we could return to providing in-clinic services while ensuring the safety of our patients and staff."



Gary Schreiner, PhD, Behavioral Health

"Our behavioral health team handled a record number of counseling, psychiatry, and consult visits each month during this time, while working to maintain their own mental and physical health. They had to address all kinds of psychological issues, including relationship matters, school-related concerns, and parenting struggles. They faced a surge of anxiety related disorders exacerbated by the pandemic. They remained consummate professionals, doing all this while dealing with their own children and family members who were sick or needed attention at home."

Our patients respond.



“

Thank you for the COVID-19 vaccine clinic in Basalt. It was so well organized and friendly, and I appreciated the safety of staying in my car to receive my vaccine. You can't get any easier than drive through! Big kudos to the staff for vaccinating in all weather conditions!

As a senior citizen, I really appreciated how you executed that immunization service. Hopefully as more people are vaccinated, we can get back to normal!

A friend of mine said 'Don't cry when you get the shot.' I almost cried when I got the appointment, as I was so relieved. Thank you also for taking care of so many people. The work you do taking care of low-income families and so many more allows our valley to prosper and thrive.

On Wednesday, I received my first COVID vaccine. I just wanted to thank everyone who was involved in making the appointment, handling the cars, administrating the vaccines, and, most especially, the kind nurses. It was a pleasurable experience.

The Mountain Family Glenwood team is compassionate and kind and helps me manage my mental health. They've helped me find shelter and clothing, and I'm glad to be vaccinated today.

Thank you for vaccinating me and my husband. I haven't seen my grandchildren in almost a year and I'm so close to being able to hug them again. We are grateful for Mountain Family.

”

What is integrated healthcare?

Mountain Family has embraced this national trend designed to improve quality of care and population health and decrease total costs of care. While there is not a nationally recognized definition, at Mountain Family, integrated health care means we offer primary medical, behavioral (mental health and substance use disorders) and dental services in one healthcare home. Our integration of these three types of services produces better health outcomes and is the most effective way to care for persons with multiple health care needs. Patients save time and money by accessing care for their body, mouth, and mind in one location. Providers work in concert to treat all a patient's health needs and help them achieve and maintain wellness.

PATIENT-CENTERED CARE

Our patients are at the center of our care. Mountain Family's health centers are recognized by the National Committee on Quality Assurance as Level III Patient Centered Medical Homes (PCMH),

the highest national recognition a primary care practice can receive. Aligned with the National Academy of Medicine's definition, our patient-centered care is "respectful of, and responsive to, individual patient preferences, needs and values," and we ensure "patient values guide all clinical decisions."



TEAM-BASED CARE

We match each of our patients with a core medical team which includes their medical, behavioral, and dental health providers along with support staff.

We also offer care coordinator(s) to our high-risk patients. These team members provide health education, navigation, and social health advocacy. Our support staff provides outreach and enrollment assistance for insurance and financial assistance programs, a centralized call center for making appointments, and prescription and billing assistance. This entire team works collaboratively with patients to accomplish their health goals through the provision of high-quality care.

How it works.

Dr. Casey Aguirre saw a new patient who was a young girl for a medical exam. He found she was very much in need of dental care. Fortunately, the dental hygienist on site had a cancellation, so the girl had her first dental appointment right after her medical appointment. She had multiple cavities, so she was scheduled for an appointment with Dr. Rivers.

Dr. Aguirre had concerns about some family issues, so he had the on-site behavioral health provider speak with the girl's father before they left. The provider came to the dental operatory and spoke with the father while his daughter had her teeth cleaned.

The medical assistant took care of the paperwork and explained the treatment plan to the father in Spanish. He could not write, so she took the time to help him fill out the forms. She also helped the father schedule same-day medical and dental appointments for his other child.

So, in one visit, this family received medical, dental, and behavioral health care and was scheduled with follow-up visits for the entire family.

This is integrated care at Mountain Family Health Centers.





Health equity.

Mountain Family remains committed to our guiding principle—access to affordable healthcare is a human right. We strive to provide health care to all persons, regardless of income, insurance status or ability to pay. Health equity is essential to population health. This means ensuring persons of diverse races and ethnicity, language and literacy capability, and sexual orientation and gender identification must have their needs recognized and met. Mountain Family embraces diversity and is doing our utmost to ensure we are providing culturally responsive, sensitive, and equitable care to all.

Sixty percent of our patients are Hispanic/Latino, so we prioritize hiring bilingual, bicultural staff. Patient education materials are produced in English and Spanish, at appropriate literacy levels. Mountain Family's designation as a Hispanic Advocacy Center of Excellence is a testament to our efforts.

More than 7,500 Mountain Family patients lack health insurance—a troubling statistic after ten years of the

Affordable Care Act and Colorado's Medicaid expansion. We are working with our partners and elected officials to increase access to affordable health insurance for all persons in Colorado.

Our Board of Directors is representative of the communities we serve. Sixty percent are patients of Mountain Family and 40% are Hispanic/Latino. For staff, we provide professional development opportunities at all levels and promote from within when possible.

In response to the events of 2020, Mountain Family formed a task force of staff, board, and community members to address diversity, equity, and inclusion internally and in our community. We are working hard to increase access to affordable health insurance for all persons in Colorado and are addressing systemic inequities in our region through collaboration. As always, Mountain Family will continue to place equal access to person-centered, integrated healthcare at the forefront of all we do.

Caring for students.

SCHOOL-BASED HEALTH CENTERS

Building on the success of our Avon School-Based Health Center located at Avon Elementary School and serving Eagle County pediatric patients, we opened five new school-based health centers this this school year in partnership with Roaring Fork Schools. They are located at Basalt Elementary, Middle, and High Schools; Roaring Fork High School; and Glenwood Springs High School (opening soon). At each school-based health center, students can access fully integrated medical, behavioral, and dental health services, along with care coordination and assistance enrolling in insurance or financial assistance programs, in one healthcare home. Services are provided to all, regardless of insurance status or ability to pay.

Superintendent Rob Stein says, "Offering health services in school where our students spend most of their time is a convenient and safe means of removing barriers to access and ensuring our students receive the care they need to be healthy and successful in school and life."

BOARD OF DIRECTORS

Monica Perez Rhodes - Chair

Occupation: Controller,
Colorado Rocky Mountain School

Jon Fox-Rubin - Treasurer

Occupation: Principal,
FoxRubin Limited

Rob Stein, PhD - Secretary

Occupation: Superintendent,
Roaring Fork Schools

Karyn ReNae Anderson

Occupation: Enrichment Leader,
Vail Valley Foundation

Trish Kramer

Occupation: Retired Nurse/
Healthcare Administrator

Victor Mamlin

Occupation: Financial Advisor

Betty Lucas

Occupation: Family Liaison,
Family Resource Center of
Roaring Fork Schools

Paz Escobar

Occupation: Human Resources
Manager, Hotel Jerome

Marisol Palomo

Occupation: Lead Community
Organizer, Valley Settlement

Sydney Schalit

Occupation: Executive Director,
MANAUS

Their own words.



"My husband Cavanaugh and I became Founding Members of Mountain Family Health Centers' Health For All Fund because we know so many folks are struggling paycheck to paycheck with no health insurance. We want to help organizations providing affordable quality healthcare to all. Cavanaugh and I really want to help families, so we give to Mountain Family."

- Blanca Uzeta O'Leary,
Donor and Founding Member

Thank you donors.

We would like to thank our donors who made generous gifts from June 2019 – December 31, 2020. The individuals, donor advised funds, foundations, corporations, and government entities listed in these pages are critical partners whose support makes our work possible.

- INDIVIDUAL DONORS**
- \$50,000 and Up**
Rob Pew & Susan Taylor
- \$15,000 to \$49,999**
Sandra & Cliff Deveny
- \$5,000 to \$14,999**
Ross & Lindsey Brooks
Meredith Long Family Office
- \$1000 to \$4,999**
Maria Armstrong
Roger Behler
Terri & Tony Caine
Laurel Catto
Chuck Frias
Carolyn & Dan Hardin
Nancy & Ray Nunn
Blanca & Cavanaugh O'Leary
Matt & Becca Percy
Kent & Martha Petrie
Rob Stein & Mariah Dickson
- \$500 to \$999**
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Camille Cook
Jon, Julie & Oliver Fox-Rubin
Andy Franklin
Roberta Hodge
Blair Jamison
Trish & Scott Kramer
Lang-Burns Family
Marc & Nicole Lassaux
Gail E. Mizner

- Clara Moore
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Randy Rush
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Bruce Strasinger
- \$100 to \$249**
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Rachel Gonzales-Hanson
Elaine Grossman
Anneliese Heckert
Katherine Hoey
Jan Jennings & Michael Mount
Sandra Johnson
Michael Kinsley

- Tom Kowal**
Philip Krichbaum
Dave Leety
Deborah Lepo
Jonathan & Lisa Lowsky
Victor & Kseniya Mamlin
Maureen Maxwell
Rebekah Nesbitt
Chris Percy
Rosalba Renteria López
Joe Rubio
Gary Schreiner
Sharon Stedmana
Risa Turetsky
Katherine Weeden
Joe & Casey White
- \$1 to \$99**
Karen ReNae Anderson
Christine Ackley
Laura Ayers
Carol Boschert
Elbert Chilson
Dwight Cook
Barb Corcoran
Joseph (JK) Costello
Carol Dickson
Gutierrez De Medina
Christine Doyon
Judith Elingza
Jim Elliot
Paz Escobar
Kenneth Friedman
Patricia Gates
Robert Grantham
Maria Hernandez Galvez
Christopher Janusz
Shiela Kendall
James Leonard
Xinqiang Li
Betty Lucas

- Ivan Marin Soriano
Jackie Marshall
Ramon Medina
Gaston Metzger
Karen Miller
Abel Montanez
Donald Moore
Pamela Olson
Scott Owens
Jessica & Matthew Owings
Marisol Palomo
Nancy Peterson
Diane Purse
Bonnie Reiff
Marlin Rhodes
Sydney Schalit
Paula Stepp
Lynn Urban
Alex Vincent
Marija Weeden
Christine Yoest
Stephanie Zaza

Names in **bold** are Founding Members of the **Health For All Fund**. Please consider becoming a Founding Member. We need your help to achieve our mission. **See page 23 for more information.**

Thank you from all of us.



To our donors.

FOUNDATIONS, CORPORATIONS,
AND GOVERNMENT DONATIONS

\$3,000,000+

Bureau of Primary Health Care-Health Resources
and Services Administration

\$500,000 - \$2,999,999

Colorado Department of Healthcare Policy and Financing
Rocky Mountain Health Plans

\$100,000 - \$499,999

2020 Rescue Fund*

Alpenglow Foundation

Aspen Valley Hospital
Caring for Colorado
Colorado Department of Public Health and Environment
The Colorado Health Foundation
Connect for Health Colorado
Delta Dental
Eagle Valley Behavioral Health
Katz Amsterdam Foundation
Rocky Mountain Health Plans
Pitkin County
US Department of Health and Human Services
Vail Health
Valley View Hospital

\$50,000 - \$99,999

Marx Family Advised Fund*
City of Glenwood Springs

\$25,000 - \$49,999

Colorado Mountain College
Colorado COVID Relief Fund
Delta Dental
Direct Relief
Eagle County
Garfield County
Gates Family Foundation
United Health Foundation

\$10,000 - \$24,999

Aspen Skiing Company Family Fund*
Colorado Community Health Network
Coyer Family Fund
El Pomar
Holy Cross Energy
Rose Community Foundation

\$5,000 - \$9,999

Aspen Thrift Store
Connect for Health Colorado
FirstBank
Valley of the Sun United Way

\$1 - \$4,999

AmazonSmile
Aspen Skiing Company Community Cares Fund
Coldwell Banker Mason Morse
Caring for Community Fund at Aspen Skiing Company
Colorado Community Health Provider Alliance
Chiefs for Change
Facebook
Insight Coaching & Consulting
John Snow Institute
Kahn Marker Family Advised Fund*
Mike and Laura Kaplan Advised Fund*
Morris Family Giving Fund
Network for Good
Peter and Mary Delany Charitable Fund
Pueblo Community Health Center
RA Nelson, LLC
Ruthie Brown Foundation
Wings Consulting

IN-KIND DONATIONS

Direct Relief for PPE, supplies
Sandy's Office Supply for masks

*Donor Advised Fund at the Aspen Community Foundation

Names in **bold** are Founding Members of the **Health For All Fund**.
Please consider becoming a Founding Member. We need your help to
achieve our mission. **See page 23 for more information.**



You can make a difference.

Mountain Family's Health For All Fund provides essential general support to fund our full-service primary care along with COVID testing and vaccinations.

Each donation to the Health For All Fund also helps to ensure we care for our most vulnerable populations, as over 75% of our patients are uninsured or are enrolled in Medicaid.

BECOME A FOUNDING MEMBER

Founding Members agree to a three-year commitment to the Health For All Fund, with their first gift made before May 31, 2021. That is, a Founding Member will make gifts over three years to Mountain Family, often in equal installments. Gifts of any size are welcome. Founding Members will receive special recognition in the Mountain Family Annual Impact Report and HEALTHbeat Newsletter, along with other benefits.

WHY DONATE?

Each and every gift makes a difference to save the lives of our patients and ensure their well-being. Your gift is an investment in our community, as our healthcare heroes help to treat everyone, regardless of ability to pay. Since our valleys are dependent on so many services provided by individuals who have low incomes or are uninsured, your gift ensures our community can remain vibrant and prosper.

IT IS EASY TO MAKE A GIFT

Here are 3 options:

Learn more about Mountain Family and make your gift on our website.

www.mountainfamily.org

If you are ready to donate, please send a check to:

Ross Brooks, Mountain Family Health Centers

2700 Gilstrap Court, #100, Glenwood Springs, CO 81601

If you have questions, please contact:

Jan Jennings, Director of Development

(970) 989-1134 or jjennings@mountainfamily.org



MOUNTAIN FAMILY
HEALTH FOR ALL FUND

Locations



Mountain Family
HEALTH CENTERS

INTEGRATED HEALTH CENTERS

BASALT
123 Emma Road, Basalt, CO 81621

EDWARDS
320 Beard Creek Road, Edwards, CO 81632

GLENWOOD SPRINGS
1905 Blake Avenue, Suite 101, Glenwood Springs, CO 81601

RIFLE
195 W. 14th Street, Bldg. C, Rifle, CO 81650

BUSINESS OFFICE

2700 Gilstrap Court, Suite 100
Glenwood Springs, CO 81601
Phone: 970-945-2840
Email: contact@mountainfamily.org
Web: mountainfamily.org

SCHOOL-BASED HEALTH CENTERS

AVON ELEMENTARY SCHOOL
850 West Beaver Creek Boulevard, Avon, CO 81620

BASALT ELEMENTARY SCHOOL
151 Cottonwood Dr., Basalt, CO 81621

BASALT MIDDLE SCHOOL
51 School St., Room E114, Basalt, CO 81621

BASALT HIGH SCHOOL
600 Southside Dr., Room 156, Basalt, CO 81621

GLENWOOD SPRINGS HIGH SCHOOL
1521 Grand Ave., Room 1008, Glenwood Springs, CO 81601

ROARING FORK HIGH SCHOOL
2270 Highway 133, Room 14, Carbondale, CO 81623