

CARING

FOR OUR

COMMUNITY

2021 ANNUAL REPORT



Mountain Family
HEALTH CENTERS

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Our Mission

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



"Mountain Family is a place where ALL patients feel welcome, and we are grateful to be able to deliver care to a wide variety of populations. This is the biggest point of pride among our staff."

– Anneliese Heckert, DO

Co-Chief Medical Officer, Glenwood Springs Integrated Health Center

WELCOME FROM OUR BOARD CHAIR & CEO

At Mountain Family, we believe healthcare is a human right. We are honored to provide access to affordable, culturally responsive healthcare to all members of our community, regardless of insurance status or ability to pay. We serve 22,000 diverse persons from Garfield, Eagle, and Pitkin Counties on Colorado's rural Western Slope. Our patient-centered, team-based, integrated care model allows patients to access coordinated medical, behavioral, dental, and now pharmacy services in one healthcare home.

Over the past five years, Mountain Family has expanded services and locations to better care for our community. We now operate four health center hubs in Basalt, Glenwood Springs, Rifle, and Edwards. Our six school-based health centers are located at Avon Elementary School, Glenwood Springs High School, Roaring Fork High School, and Basalt Elementary, Middle, and High Schools. In the past year, we've added pharmacy services so our patients can access low-cost prescriptions during their appointments. We appreciate our supporters whose investments have made these important expansions possible.

In spite of these expansions of care, many in our community lack access to affordable health insurance and care. Today, more than 9,000 of MFHC's patients remain uninsured. Mountain Family is leading efforts in the region and state to secure funding to provide affordable care to this population. Many individuals and partner organizations have stepped up to con-

tribute to caring for our neighbors. Ongoing support is needed, which you can provide by donating to our Health For All Fund.

Mountain Family's providers and staff, our healthcare heroes, continue to work tirelessly to help our community deal with the continuing impacts of the COVID-19 pandemic. This includes offering testing, treatment, and vaccinations for coronavirus. We have expanded our behavioral health department to meet the increased mental health need related the pandemic and its effects. We honor our healthcare heroes, our staff and community partners, for their continued dedication to serving our community.

Mountain Family is committed to ensuring equal access to COVID-related and behavioral health services for persons of color and those with low incomes in our community. Not only have these populations been disproportionately impacted by COVID; the pandemic has illuminated vast inequities within

the healthcare system. In response, we have strengthened our commitment to ensuring justice, equity, diversity, and inclusion for all, internally with our patients, staff, and board of directors and externally with our community partners, with whom we are working to address systemic racism and inequities.

Thank you for your partnership and support, allowing us to provide the best care possible with dignity and respect for our community.



Monica Perez-Rhodes
Board Chair and Patient

Ross Brooks
Chief Executive Officer and Patient

Providing our Community with Integrated Healthcare



Mountain Family Health Centers cares for the whole person. This means we offer integrated medical, behavioral, and dental health services to our community in one healthcare home.

Integrating these three types of primary care services has been shown to keep patients healthier. Patient and provider satisfaction with care is higher. Patients save time and money by accessing care for their body, mouth, and mind in one location.

Our care is patient-centered to ensure each person's values, needs, and goals are respected. This is why we are recognized by the National Committee on Quality Assurance as a patient centered medical home (PCMH), the highest national recognition a primary care practice can receive. Patients may schedule a medical exam or dental cleaning and then have their care expanded if needed. Medical providers screen their patients for behavioral health conditions and if there might be

a mental health or substance use disorder issue, they bring a behavioral health provider into the room. A dental provider noticing a medical condition while providing dental care can connect their patient back to their

primary care provider (PCP). All patients can obtain lower cost prescriptions on-site at the time of their appointment, which eliminates financial, transportation, and language barriers. Once a person becomes an established patient at Mountain Family, they have a care team, comprised of their medical, behavioral, and dental health providers along with support staff. Support staff include interdisciplinary care coordinators who provide health education, navigation, and social health advocacy; and outreach and enrollment specialists who help patients apply for insurance and financial assistance programs. These team members work in concert to treat all of our patient's health needs, respecting the dignity and well-being of our patients.

Medical Care



"I am thrilled we are now offering pharmacy services. This creates access to better treatments which leads to improved health for our patients who would otherwise not be able to afford these important newer types of medications. New diabetic therapies, for instance, are available and very effective in treating diabetes. However, these can be cost prohibitive to patients without insurance, often costing hundreds of dollars a month. Our pharmacy program will make these medications much more affordable and accessible to patients in need.

– Dr. Matt Percy,
Co-Chief Medical Officer, Rifle Integrated Health Center

OUR MEDICAL CARE SAVES LIVES



"I had the privilege of guiding a 31-year-old woman through a very high-risk pregnancy. She came to our Edwards health center when she was six weeks pregnant. She had a history of three previous pregnancy losses due to her diabetes. We did an extensive initial evaluation and created her pregnancy plan. Seeing her twice per week, we worked aggressively to bring her diabetes under control quickly and safely to protect her and her baby. We provided extensive education on diabetes management, diet, and the effects of carbohydrates and insulin. After she made an insulin dosage error, she began having seizures and was flown to Denver for critical care. She made a full recovery. We continued to follow her closely in the clinic, monitoring her diabetes and the baby's growth. At 33 weeks, she went into preeclampsia (a pregnancy complication characterized by high blood pressure and often organ damage). We sent her to Presbyterian St. Luke's Hospital at 34 weeks and she delivered her daughter four days later. The baby weighed 4 lbs., 4 oz. With such close monitoring, we were able to help this woman successfully manage her diabetes, carry her baby for eight+ months, and keep them both in good health. In fact, we saved two lives at once."

– Dr. Zackary Kent,
Site Medical Director, Edwards Integrated Health Center

Dental Care

“The pandemic has put a hold on many important things in our lives. We are here to provide a safe place to receive reliable dental care. Our team cares about the community where we live and you.”

– Dr. Stephen Glass,
Dental Director



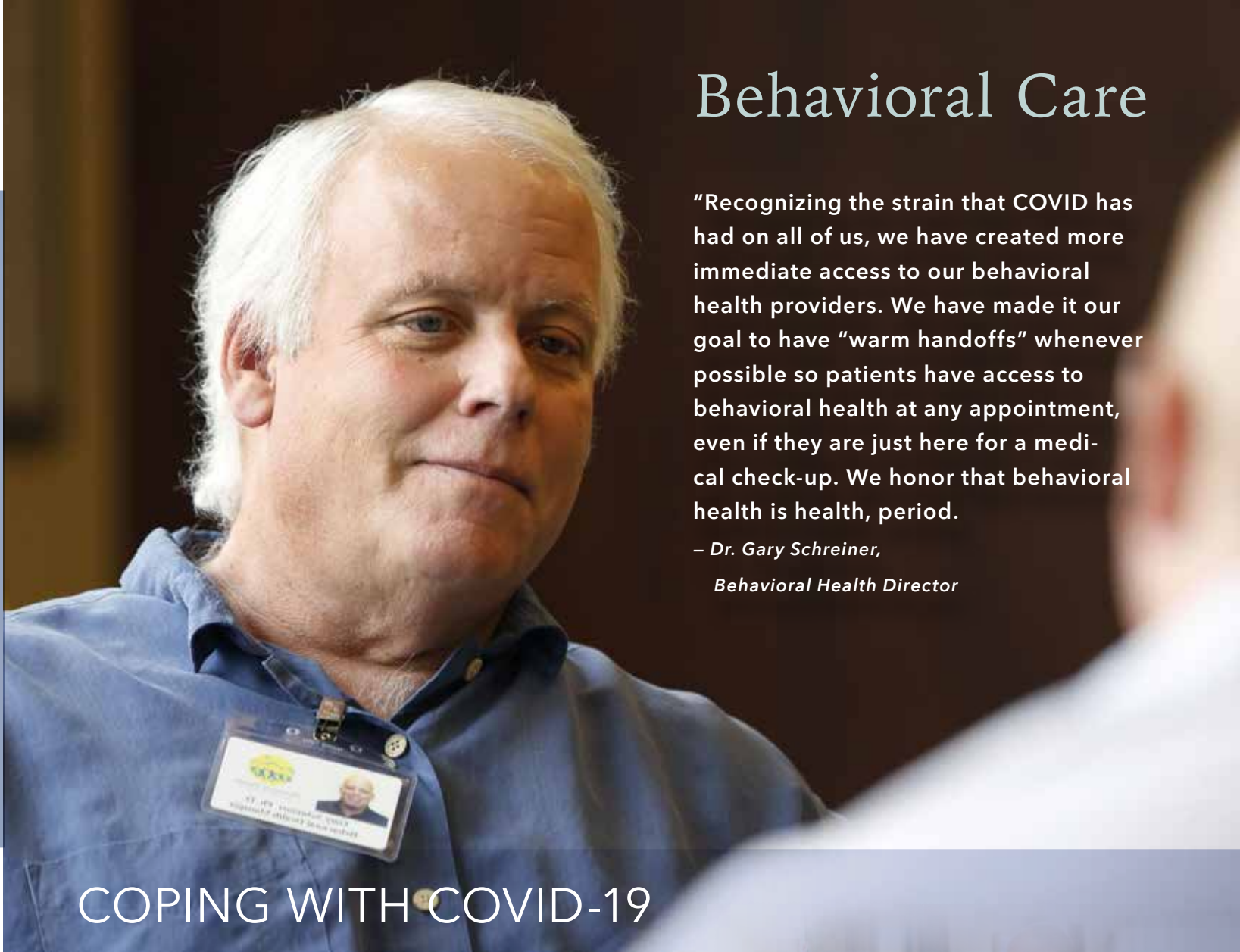
HOW DENTAL CARE PROTECTS THE COMMUNITY

Dental healthcare is integrated with primary medical and mental health care at Mountain Family. We believe this increases access and affordability, particularly for those who lack dental insurance or cannot afford their co-pays. Few providers in the region besides Mountain Family accept Medicaid or offer a sliding fee scale discount program based on income. Our patient-centered, team-based care leads to better care coordination, healthier patients, and decreased costs. In providing integrated dental care, we help our patients and community prevent, stop, and sometimes even reverse dental disease. This is critical to a person’s overall health because dental pain can interrupt one’s daily activities. Dental disease, if left untreated, can lead to systemic infections which could prove to be fatal. Having dental disease can also cause negative social, emotional, and economic impacts. If our medical doctors see a patient who appears to have dental disease, they can immediately refer them to our dental team. A dental patient who shares they are experiencing depression can be referred to our behavioral health team. This is integrated care at Mountain Family.

Behavioral Care

“Recognizing the strain that COVID has had on all of us, we have created more immediate access to our behavioral health providers. We have made it our goal to have “warm handoffs” whenever possible so patients have access to behavioral health at any appointment, even if they are just here for a medical check-up. We honor that behavioral health is health, period.

– Dr. Gary Schreiner,
Behavioral Health Director



COPING WITH COVID-19

Our healthcare heroes have continued their superhuman effort to provide integrated healthcare while addressing the continuing impacts of the COVID-19 pandemic. As is the case across the nation and globe, our community has been deeply affected, with the need for behavioral health services reaching an all-time high. In response, behavioral health director Gary Schreiner and his team of 12 providers is growing, and new services have been added to increase equitable access to care. Two psychiatric nurse practitioners have joined the team to provide care for more complex conditions. The telehealth program started in response to the pandemic in 2020 has been expanded. Persons who prefer virtual visits for reasons related to health, childcare, or transportation issues can meet with

their provider via video chat or phone. In the last year, Mountain Family provided culturally responsive, equitable behavioral health services to more than 35% of our patients, 41% of whom lacked insurance. We are also working with our partners to further improve access to care and behavioral health outcomes across our community.



School-Based Health Centers

Mountain Family offers students the opportunity to establish their healthcare home at school, where they spend their time. Our school-based health centers are located at Avon Elementary School in Eagle County, and at Glenwood Springs and Roaring Fork High Schools and Basalt Elementary, Middle, and High Schools in the Roaring Fork Valley. At each health center, students can access equitable, affordable, integrated medical, behavioral, and dental health services, along with care coordination and help for their parents enrolling in insurance or financial assistance programs. Students with more complex health needs and their family members are referred to one of Mountain Family's four health center hubs.

Roaring Fork School 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."

"We are particularly impressed with the growth in services to children and adolescents this year. We have expanded our school-based health programs to create access to comprehensive, evidence-based integrated care especially for adolescents, an area identified as high need by the schools. Our pediatric providers are also available to provide more complex care to children of all ages."

- Dr. Anneliese Heckert and Dr. Matt Percy,
Chief Medical Officers

Our Commitment to Health Equity

Our commitment to providing healthcare for all was best illustrated in the last year by the speed in which we signed on to the State of Colorado's program to distribute a set percentage of COVID vaccinations to underserved populations. We recognized this is our role in caring for our community and responded by mobilizing over the course of three days to create our first mass vaccination clinic. We then expanded this to all the communities we serve.

- Dr. Anneliese Heckert, Co-Chief Medical Officer,
Glenwood Springs Integrated Health Center



"The enjoyment of the highest attainable standard of health is one of the fundamental rights of every human being without distinction of race, religion, political belief, economic or social condition"

- Constitution of the World Health Organization

At Mountain Family, we concur with the World Health Organization. Healthcare is a fundamental human right. Therefore, equitable access to healthcare for all is central to our mission. Our care philosophy is patient-centered, so we strive to provide culturally responsive care and an equitable, inclusive work environment for our staff. We want our health centers to be places where individual differences are respected and valued. This means ensuring persons of diverse races and ethnicity, language and literacy capability, sexual orientation, gender identification, income levels, and insurance status must have their needs recognized and met.

Mountain Family promotes inclusiveness; more than half our Board members are patients. We strive to hire Spanish-speaking and bilingual, bicultural providers whenever possible to improve quality of care. Our Justice, Equity, Diversity, and Inclusion (JEDI) group meets regularly to ensure these values are at the forefront of all we do for our patients and organization, to ensure patients are educated on their rights, and to create calls to action for advocacy and policy change. Mountain Family's designation as a Hispanic Advocacy Center of Excellence is a testament to our efforts.



FINANCIALS : At a Glance

Thanks to the generous donations by federal, state, and local partners along with individuals and the forgiveness of our Paycheck Protection Program Loan, the financial impact of the pandemic was minimized for Mountain Family Health Centers' in our 2021 Fiscal Year. The strong support of our partners has allowed for the sustainability of Mountain Family Health Centers' services in the current year and years to come.

REVENUE & OTHER SUPPORT WITHOUT DONOR RESTRICTIONS

Patient Service Revenue	\$ 8,041,825
Federal Grant Funds	\$ 5,498,380
State and Other Grants	\$ 1,853,643
In-Kind Contributions	\$ 1,158,580
Private Contributions	\$ 2,227,352
Capitation Revenue	\$ 1,208,101
Other Revenue	\$ 2,163,974

TOTAL REVENUE	\$22,151,855
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EXPENSES

Personnel Costs	\$13,824,576
Consultants & Contracted Services	\$ 992,461
Consumable Supplies	\$ 417,657
Patient Services	\$ 956,735
Occupancy	\$ 1,594,147
Information Technology	\$ 877,648
Other Administrative	\$ 726,933
Depreciation	\$ 459,213

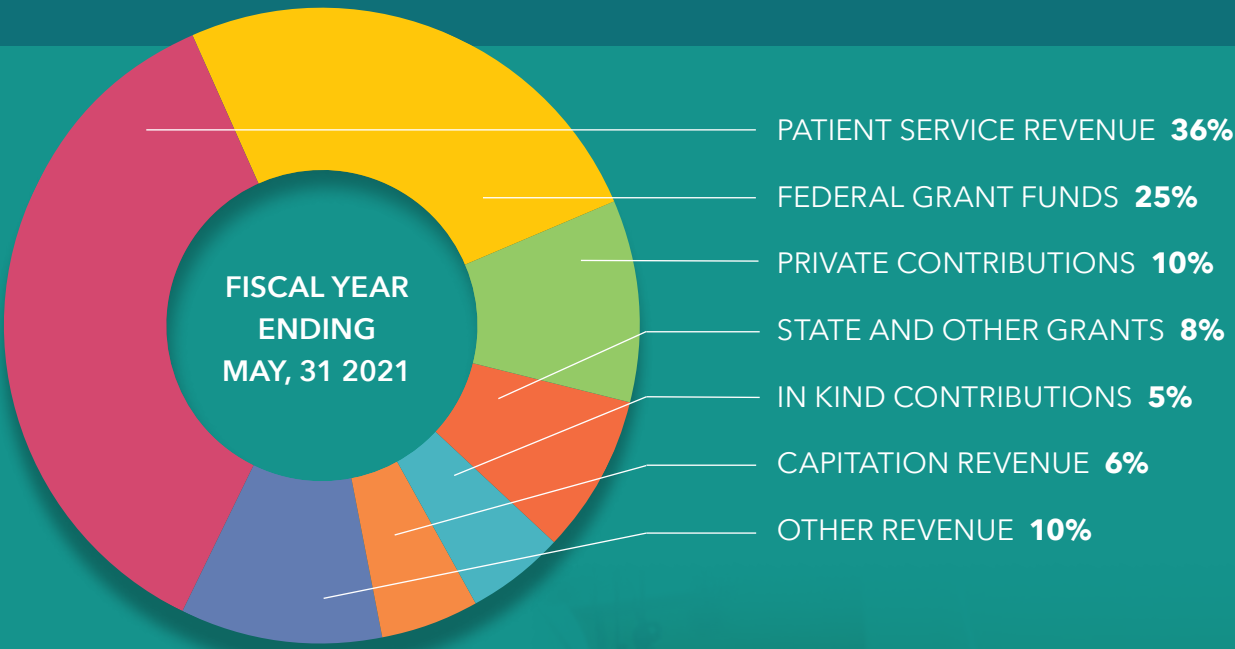
TOTAL EXPENSES	\$19,849,370
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NET INCOME	\$ 2,302,485
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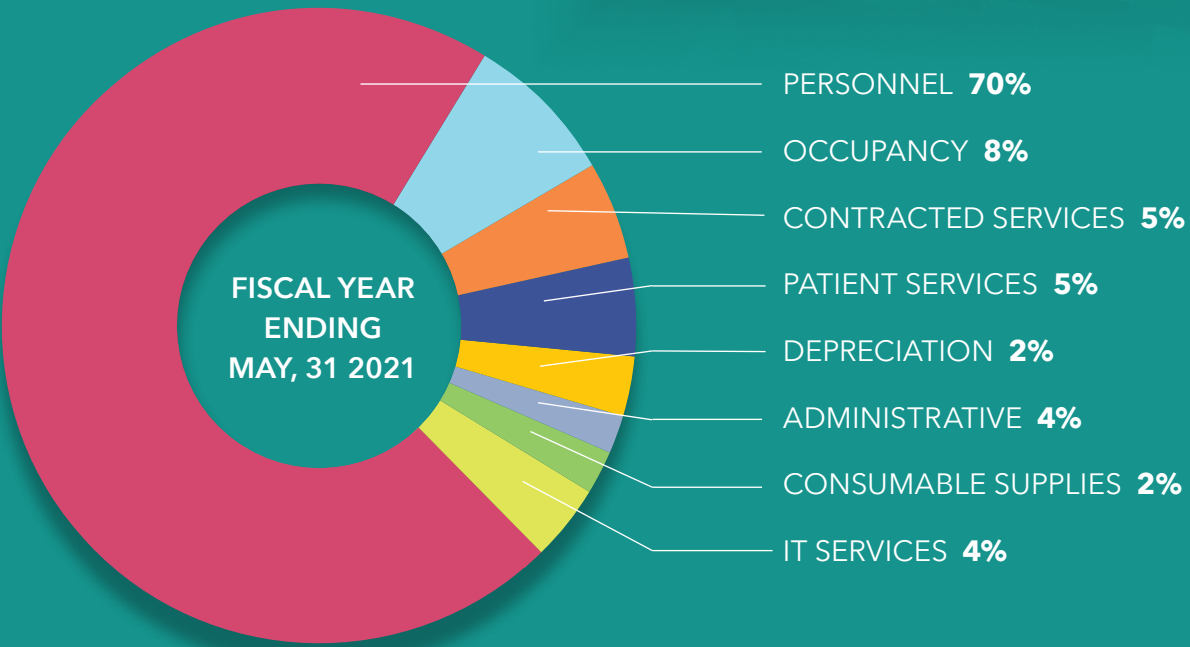
CONSOLIDATED BALANCE SHEET

Total Assets	\$ 12,157,748
Total Liabilities	\$ 2,261,843
Net Assets	\$ 9,895,905
Total Liabilities and Net Assets	\$12,157,748

Total Revenue



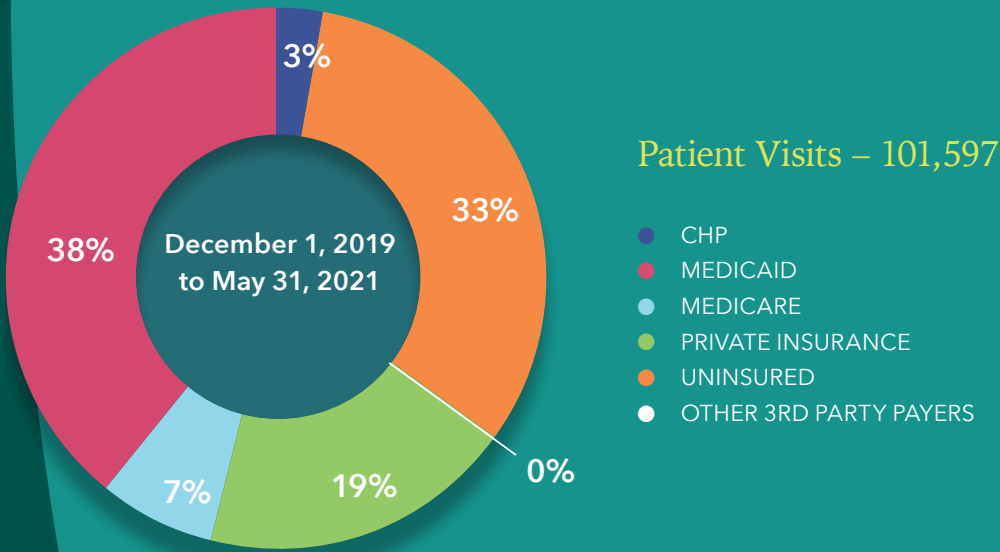
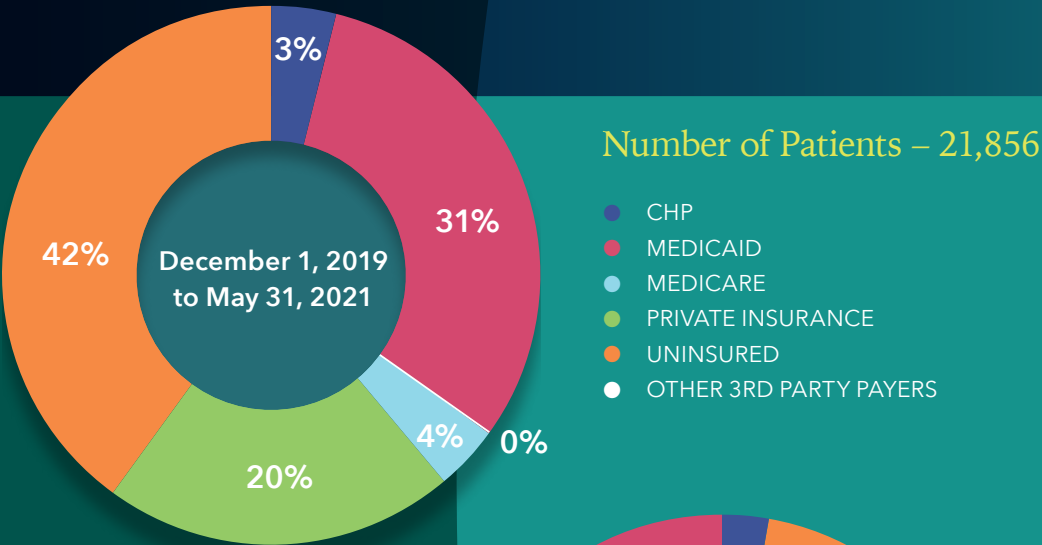
Total Expenses



DASHBOARD : At a Glance

ECONOMIC IMPACTS & CARING FOR OUR COMMUNITY

We contribute to our community by generating revenues, employing locals who care deeply about our mission, and saving taxpayer dollars.



SAVINGS TO HEALTH CARE SYSTEM



EMPLOYMENT



STATE & LOCAL TAX REVENUES

We welcome all patients, no matter their insurance status or ability to pay.

Health For All Fund

YOU CAN HELP US CARE FOR OUR COMMUNITY

In fiscal year 2021, Mountain Family Health Centers launched the Health For All Fund, providing essential unrestricted support to the areas of greatest need within our network of four integrated health centers in Basalt, Glenwood Springs, Rifle, and Edwards and six school-based health centers.

The 2020 Rescue Fund stepped forward early with a generous \$100,000 matching gift program, and by year's end we had raised over \$415,000 from 150 donors.

Special thanks to the 2020 Rescue Fund and to everyone who helped us meet this challenge in our inaugural year. We also wish to celebrate our 50 Founding Members who made three-year pledges to the fund in its first year.

WHY DONATE?

Every gift makes a difference to help our patients spend less and stay healthy. Your gift is an investment in our community, as we 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 prosperous.

IT IS EASY TO MAKE A GIFT

Learn more about Mountain Family and make your gift on our website at www.mountainfamily.org.

Alternatively, 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
Thank you for your generosity and support.



MOUNTAIN FAMILY
HEALTH FOR ALL FUND



BOARD OF DIRECTORS

Monica Perez-Rhodes - Chair	Occupation: Controller, Colorado Rocky Mountain School
Sydney Schalit - Chair-Elect	Occupation: Executive Director, MANAUS
Trish Kramer - Treasurer	Occupation: Retired Nurse/Healthcare Administrator
Rob Stein, PhD - Secretary	Occupation: Superintendent, Roaring Fork Schools
Karyn ReNae Anderson	Occupation: Enrichment Leader, Vail Valley Foundation
Paz Escobar Kostuba	Occupation: Human Resources Manager, Hotel Jerome
Jon Fox-Rubin	Occupation: Principal, Fox-Rubin Limited
Betty Lucas	Occupation: Family Liaison, Family Resource Center of Roaring Fork Schools
Victor Mamlin	Occupation: Financial Advisor
Mike Nugent	Occupation: Chief Strategy Officer, Eagle County Government

70% of members of the Board of Directors are active Mountain Family patients.

Thank you for helping us care for our community.

Thank you to our donors who made generous gifts from June 1, 2020 through May 31, 2021. The individuals, foundations, corporations, and government entities listed in these pages are critical partners whose support makes it possible for us to care for our community. We also are deeply grateful to our Founding Members.

\$3,000,000 +

Bureau of Primary Health Care-Health Resources and Services Administration

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

2020 Rescue Fund*
Colorado Department of Healthcare Policy and Financing
Colorado Department of Public Health and Environment
US Health and Human Services
Rocky Mountain Health Plans
US Department of the Treasury

\$100,000 - \$499,999

Aspen Valley Hospital
Connect for Health Colorado
Eagle Valley Behavioral Health
Garfield County
Pitkin County
The Colorado Health Foundation
Vaccines for Children
Vail Health
Valley View Hospital

\$50,000 - \$99,999

Katz Amsterdam Foundation
Robert Pew & Susan Taylor

\$25,000 - \$49,999

Alpenglow Foundation
Aspen Community Foundation
Colorado Assn. for School-Based Health Care
Colorado Mesa University
Eagle County
Eagle County Schools

\$10,000 - \$24,999

Alpine Bank
Aspen Skiing Company Family Fund*
Ross & Lindsey Brooks
Centers for Medicare & Medicaid Services
Sandra & Cliff Deveny
Direct Relief
Rocky Mountain Health Foundation

\$5,000 - \$9,999

Caring For Colorado
Colorado Community Health Network
Coyer Family Fund
Delta Dental
FirstBank
Kaufman Family Fund
Meredith Long Family Office

\$2,500 - \$4,999

Terri & Tony Caine
El Pomar
Lang-Burns Family
Blanca & Cavanaugh O'Leary
Monica Perez-Rhodes
Kent & Martha Petrie
RA Nelson, LLC
Greg & Ann Smith
Rob Stein & Mariah Dickson
Valley of the Sun United Way

\$1,000 - \$2,499

Ben & Katie Brooks
CO Breastfeeding Coalition
Jon, Julie & Oliver Fox-Rubin
Chuck Frias
Carolyn & Dan Hardin

Anneliese Heckert
Jan Jennings & Michael Mount
Trish & Scott Kramer
Network For Good
Judy Tant

\$500 - \$999

Debra Abbaszadeh
BCC & Associates
Roger Behler
Camille Cook
Andy Franklin
Annette Franta
Stephen Glass
Annabel Golden
Philip Golden
Roberta Hodge
Laura Hutchenson
Insight Coaching & Consulting
Blair Jamison
Steve Leazer
Siouxanne Mease
Gail E. Mizner
Nancy B. Nevin
Matt & Becca Percy
Andy Prodanovic
Randy Rush
Sydney Schalit
Bruce Strasinger
Carol Turtle

\$250 - \$499

Larry Agneberg
AmazonSmile
Craig Burger
Coldwell Banker Mason Morse
Shaun Gabbard

Mark Alan Gillis
Kearns Kelly
Pueblo Community Health Center
John Rehl
Pamela & Arthur Sanders
Sandy's Office Supply
Laura Smith

\$99 - \$249

Michael Beltracchi
Benevity Community Impact Fund
Emily Borkovec
Charles B. Israel Foundation
Steve & Molly Child
Barbra Corcoran
Joseph (JK) Costello
CRC
George Eldred & Laura Thielen
Facebook
Rob Fisher
Wendy Flottmeyer
Mark & Kit Fordham
Rachel Gonzales-Hanson
Wayne & Judi Harris
Clark & Pam Heckert
Cynthia Houben
John Snow Institute
Sandra Johnson
Zackary Kent
Kelly Ketzenbarger
Michael Kinsley
Tom Kowal
Philip Krichbaum
Marc & Nicole Lassaux
Alan Laurette
Dave Leety
Jonathan & Lisa Lowsky
Victor & Kseniya Mamlin
Diane Moore
Mary Jo Murphy
Werner Neff
Michael Newborn
Scott Owens
Peter and Mary Delany Charitable Fund
Rosalva Renteria López
Joe Rubio
Gary Schreiner
Sara Sparhawk
Sally Sparhawk

Eden Steel
Harry Teague
Scott Tesoro
Risa Turetsky

Lynn Urban
Marija Weeden

\$1 - \$99

Christine Ackley
Karen ReNae Anderson
Laura Ayers
Julie Bomersback
Elbert Chilson
Lester Craft
Carol Dickson
Jim Elliot
Judith Elzinga
Paz Escobar
Kenneth Friedman
Randall Gagner
Patricia Gates
Robert Grantham
Carolina Gutierrez De Medina
Maria Hernandez Galvez
Katherine Hoey
Christopher Janusz
Shiela Kendall
James Leonard
Xinqiang Li
Betty Lucas
Ivan Marin Soriano
Maureen Maxwell
Ramon Medina
Gaston Metzger
Abel Montanez
Donald Moore
Pamela Olson
Marisol Palomo
Chris Percy
Diane Purse
Bonnie Reiff
Danyelle Rigli
Paula Stepp
Guadalupe Vazquez Gonzalez
Christine Yoest
Stephanie Zaza

"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."

- Karen,
Mountain Family Patient

Founding Members of the Health For All Fund names are in Bold

***Donor Advised Fund at Aspen Community Foundation**

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