

ENSURING Health For All

2022
ANNUAL
REPORT



Mountain Family
HEALTH CENTERS

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Mountain Family is pleased to share this report on how we ensure health for all.

Para leer este informe en Español, visite aquí www.mountainfamily.org



Our Mission

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

WELCOME FROM OUR BOARD CHAIR & CEO

At Mountain Family Health Centers, we are passionate about ensuring health for all. Our work is rooted in the belief that access to healthcare is a basic human right. We care for our community by providing equitable and affordable medical, behavioral, dental, and pharmacy health services to everyone, regardless of their race or ethnicity, culture and religion, gender and sexual orientation, income and insurance status, or ability to pay. We are proud to serve more than 24,000 diverse patients from Garfield, Eagle, and Pitkin Counties who call Mountain Family Health Centers their healthcare home.

We continue to grow in pursuit of ensuring health for all. Over the past six years, we have expanded from four health centers to nine and will open our tenth in 2023. Wherever you are, we are here for you, with our four integrated health center hubs located in Rifle, Glenwood Springs, Basalt, and Edwards and our five school-based health centers located in Eagle County and Roaring Fork Schools. We are excited to open two new integrated health centers in Avon and Gypsum in the coming year to expand care for residents of Eagle County.

Our recent expansions have included additions of school-based health centers, pediatric providers, psychiatric specialists, telehealth visits, Title X family planning and reproductive healthcare, and expanding substance use disorder services with our medication assisted treatment (MAT) program.

In addition, our new Pharmacy Program lowers prescription costs to cents on the dollar, an important part of keeping healthcare reasonable for our patients.

To ensure the affordability of the care we provide, we have an outstanding Outreach and Enrollment Team that works with our community and patients so they can pay what they can afford for their healthcare. The team assists individuals and families with enrollment in public insurance options like Medicaid and Child Health Plan Plus (CHP+) and private insurance through Colorado's Connect for Health exchange. We also offer our Sliding Fee Scale Discount Program to assist people who qualify based

on their household income. Our generous funding partners are another important part of our ability to provide affordable care, and we offer our heartfelt gratitude to them.

"In my tenure as Board Chair, I have seen Mountain Family grow to provide the best access to affordable healthcare that is culturally responsive in

the many regions we serve, and we will continue to do so in the years to come."

For 44 years, Mountain Family Health Centers has provided compassionate care to all persons to ensure their health and wellness. We cherish our role of building healthy futures for our community and all its members. We appreciate the trust you have placed in our family to care for yours.



Monica Perez-Rhodes
Board Chair and Patient

Ross Brooks
Chief Executive Officer and Patient

Equity in Action

Since 1978, Mountain Family Health Centers has provided trusted and compassionate healthcare to all persons because we believe healthcare is a basic human right. We work to ensure health for all by making sure the integrated medical, behavioral, dental, and pharmacy care we provide is equitable and affordable, regardless of one's race, ethnicity and language, culture and religion, gender and sexual orientation, income and insurance status, and ability to pay.

Our values of diversity, equity, and inclusion provide a clarifying lens for the care we provide. The inequities magnified by the COVID-19 public health crisis moved us to strengthen our commitment to these values, internally and externally. Within the organization, we have increased eligibility for our Sliding Fee Scale Discount Program for patients to four times the federal poverty guideline. We are increasing cultural and linguistic responsiveness of care provided for our Latinx patients. This includes celebrating our healthcare staff that is nearly 70% Latinx and our goal to have 30% of our clinical staff trained as Certified Medical Interpreters in Spanish.



We are working to improve pay equity, professional development, and career advancement opportunities for our staff while regularly promoting staff into new positions. We started our new ACE (Advocacy, Clinical, and Executive) Scholars program to elevate women and Latinx staff to participate in our Executive Team and statewide advocacy efforts.

Our Board of Directors reflects the community we serve. Eighty percent of members are patients at Mountain Family, 75% are women, and 50% identify as Latinx members of our community.

Mountain Family is also focused on these values externally through our efforts to drive systemic change to increase access to care and health equity. We are working with local, state, and national partners to effect policy change and develop creative solutions such as the new Colorado Option which will increase health coverage enrollment and lower healthcare costs for thousands of Coloradoans.

Our work is just beginning, and we invite you to join us in ensuring health and health equity for all.

“The experience we had participating in the Equity Action Project, led by MANAUS, opened our hearts and minds towards understanding the roots of systemic racism in our nation, state, businesses, and local communities. Learning with other nonprofit leaders and organizations validated that we are not alone in our struggles, nor in our aspirations, in supporting a more racially and ethnically just community. The experience gave us the tools to take action locally, and we are putting our learnings into action at Mountain Family Health Centers.” --- Ross Brooks, Chief Executive Officer

Your Integrated Healthcare Home

MEDICAL

DENTAL

BEHAVIORAL

PHARMACY



Mountain Family Health Centers provides four types of integrated primary health services in one healthcare home. Individuals and families can receive their medical, behavioral (mental health and substance use disorders), and dental (prevention and treatment) services in one place at any of our soon to be ten health centers across the West Mountain Region on Colorado's Western Slope. Mountain Family is proud to now offer pharmacy services as well because having access to affordable prescriptions is an important part of one's primary care and health. Providing integrated care leads to better health and saves patients time and money.

Our care is patient-centered to ensure each person's values, needs, and goals are respected. Once someone becomes an established patient at Mountain Family, they have a designated healthcare team. This team includes their primary care provider (PCP), behavioral health and dental provider(s), and other support staff, such as complex care nurses and social health advocates, who connect patients and families with needed services and resources. The care team members work together with the patient to set their health goals and treat their health needs.

Wherever you are, we are here for you with your healthcare home in the West Mountain Region.

“We are thrilled to be expanding integrated care by relocating our Edwards Integrated Health Center to Avon in late 2022 and opening a new integrated health center in Gypsum in the summer of 2023. At our Eagle County health centers, we will provide medical, behavioral, dental, and pharmacy services in one healthcare home. We will also continue to care for over 33% of Eagle County's pregnant women and their children, as well as over 45% of high-risk prenatal patients. These new centers will open the way for more patients in Eagle County to access care.”

--- Zackary Kent, MD, Edwards Site Medical Director

Medical Care

We are growing. Mountain Family will relocate our Edwards health center to Avon later this year and open a new health center in Gypsum in Summer 2023. This will allow us to provide more Eagle County residents with integrated primary care. There, we will continue providing care to more than 33% of Eagle County's pregnant women and 45% of high-risk prenatal patients. We are also celebrating the addition of our Pharmacy Program.

Our Medical Team is growing to better serve our patients. As of September, we were once again fully staffed after filling vacancies that arose during the COVID-19 pandemic. Our doctors, physician assistants, and nurse practitioners are here to serve you. We are also ensuring health for all by expanding our Pediatrics Team with six pediatric providers now available to care for babies, children, and youth. We have promoted a new nurse clinical manager to grow the clinical role of nurses at Mountain Family to provide expanded access to care for patients.



“Medical care at Mountain Family is expanding to better serve our patients across the West Mountain region. I am excited about our new health centers, Pharmacy Program, and providers.”

--- Dr. Anneliese Heckert, Co-Chief Medical Officer, Glenwood Springs Site Medical Director

Dental Care

Mountain Family's Dental Team is excited for the coming year when we will expand to the new integrated health centers in Avon and Gypsum. The Gypsum health center will join our Rifle and Basalt health centers in offering full dental treatment services, along with the preventative care, such as cleanings and exams, that we offer at our other health centers. From one dental clinic in 2011 to 10 in 2023, we are expanding to provide access to affordable dental care for all.

“We are thrilled to provide dental care alongside medical and behavioral healthcare. For our patients, this is the best solution for ensuring health for all. This is especially true for people who do not have health insurance or are enrolled in Medicaid and cannot find a provider to care for them close to their home.”

--- Stephen Glass, DDS, Dental Health Director



Pharmacy

Mountain Family is pleased to have expanded our Pharmacy Program over the past year. Our participation in the Federal 340B pricing program enables us to provide affordable lower-cost prescriptions to patients through

our in-house medication outlets. This allows us to offer more comprehensive services in our clinics. We also utilize savings from discounted medication purchases to provide additional clinical services to our community.

“Our staff works hard to provide patients with the support they need, which might include aid from our Medication Assistance Program or help with refills and prior authorizations. The Pharmacy Team is excited to build and grow within Mountain Family and help ensure health for all.”

--- Rachel Illias, Pharm.D., RPh, Director of Clinical Pharmacy

“The addition of pharmacy is one of our greatest successes in terms of bridging gaps for our patients without health insurance. I saw a patient recently who had been managing his diabetes with insulin injections costing him \$50 per month. I was able to change him to Lantus from our pharmacy costing less than \$8 per month. At a pharmacy, this Lantus would likely have cost him \$500. This patient is saving hundreds and is now on an easier to use insulin thanks to the hardwork of our Pharmacy Team.”

--- Matt Percy, MD, Co-Chief Medical Officer, Rifle Site Medical Director





Behavioral Care

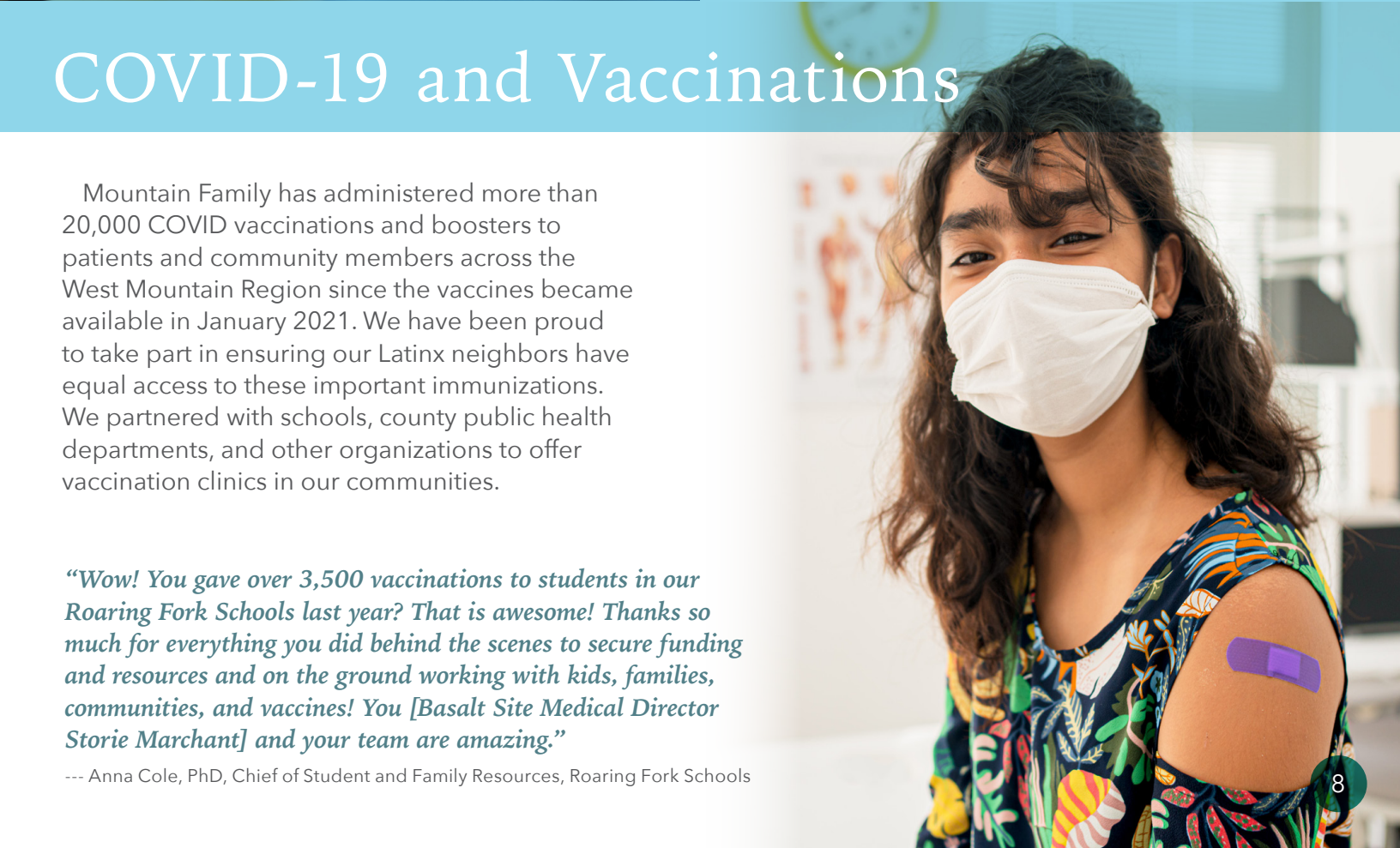
The mental health crisis in this country and our region continues, especially after all we have been through with the COVID-19 pandemic. As always, our Behavioral Health Team is here for you, providing care for conditions like depression, anxiety, and stress. We offer a full range of services including counseling, marriage and family therapy, and treatment for substance use disorders, including medication assisted treatment.

“Our Behavioral Health Team screened over 86% of Mountain Family’s patient population to see if they had behavioral health needs, and we were able to provide follow up care with all of them. We are very proud of the behavioral health services we provide.”

--- Gary Schreiner, PhD, Behavioral Health Director



School-Based Health Centers



COVID-19 and Vaccinations

Mountain Family has administered more than 20,000 COVID vaccinations and boosters to patients and community members across the West Mountain Region since the vaccines became available in January 2021. We have been proud to take part in ensuring our Latinx neighbors have equal access to these important immunizations. We partnered with schools, county public health departments, and other organizations to offer vaccination clinics in our communities.

“Wow! You gave over 3,500 vaccinations to students in our Roaring Fork Schools last year? That is awesome! Thanks so much for everything you did behind the scenes to secure funding and resources and on the ground working with kids, families, communities, and vaccines! You [Basalt Site Medical Director Storie Marchant] and your team are amazing.”

--- Anna Cole, PhD, Chief of Student and Family Resources, Roaring Fork Schools

Mountain Family’s five school-based health centers (SBHCs) are another way we elevate health for all. At any of our five SBHCs located in Eagle County at Avon Elementary School, in Garfield County at Glenwood Springs and Roaring Fork High Schools, and in Pitkin County at Basalt Middle and High Schools, students can receive care where they spend their time, at school. At these SBHCs, students can access affordable, equitable, integrated medical, behavioral, and dental health services.

Students and their families can find help for enrolling in insurance or financial assistance programs. They can access care coordination to manage their health and obtain connections to resources and services needed to address social needs such as food security and housing assistance. Students and their families also have access to our integrated health center hubs, where they can see a pediatric provider, receive dental treatment services, or obtain other more complex care.

“Anita was a recent immigrant from Central America. She had had inconsistent medical care throughout her childhood. Anita came to our SBHC with complaints of a rapid heartbeat for as long as she could remember. She had seen several doctors but had never had regular care and had had trouble obtaining her records. Anita and her mother were highly anxious about these symptoms. The SBHC scheduled her for a complete cardiology work-up with EKG and labs and our Outreach and Enrollment Team helped her family apply for financial assistance.

We immediately called Children’s Hospital to review Anita’s initial work up and history, and then made more appropriate recommendations for follow up with cardiology. Anita and her family have been incredibly grateful to have a consistent point of contact for her medical concerns with regular follow up with her care team and a care plan for her cardiac and other health issues. They were highly reassured by their ability to seek medical care at Anita’s school and to have an established medical home. Anita is settling well into to her new life and school in the Roaring Fork Valley.”

--- Kendra Nagey, CPNC-NP, School-Based Health Center Director

FINANCIALS : At a Glance

The generous donations from our federal, state, and local partners, along with our individual donors, allowed us to ensure health for all in our 2022 fiscal year. We appreciate this support, which keeps Mountain Family sustainable now and into the future.

REVENUE & OTHER SUPPORT WITHOUT DONOR RESTRICTIONS

| | |
|-------------------------|----------------------|
| Patient Service Revenue | \$ 7,701,927 |
| Federal Grant Funds | \$ 6,327,208 |
| State and Other Grants | \$ 2,630,221 |
| In-Kind Contributions | \$ 1,139,340 |
| Private Contributions | \$ 1,671,926 |
| Capitation Revenue | \$ 1,669,957 |
| Other Revenue | \$ 1,339,268 |
| TOTAL REVENUE | \$ 22,479,846 |

EXPENSES

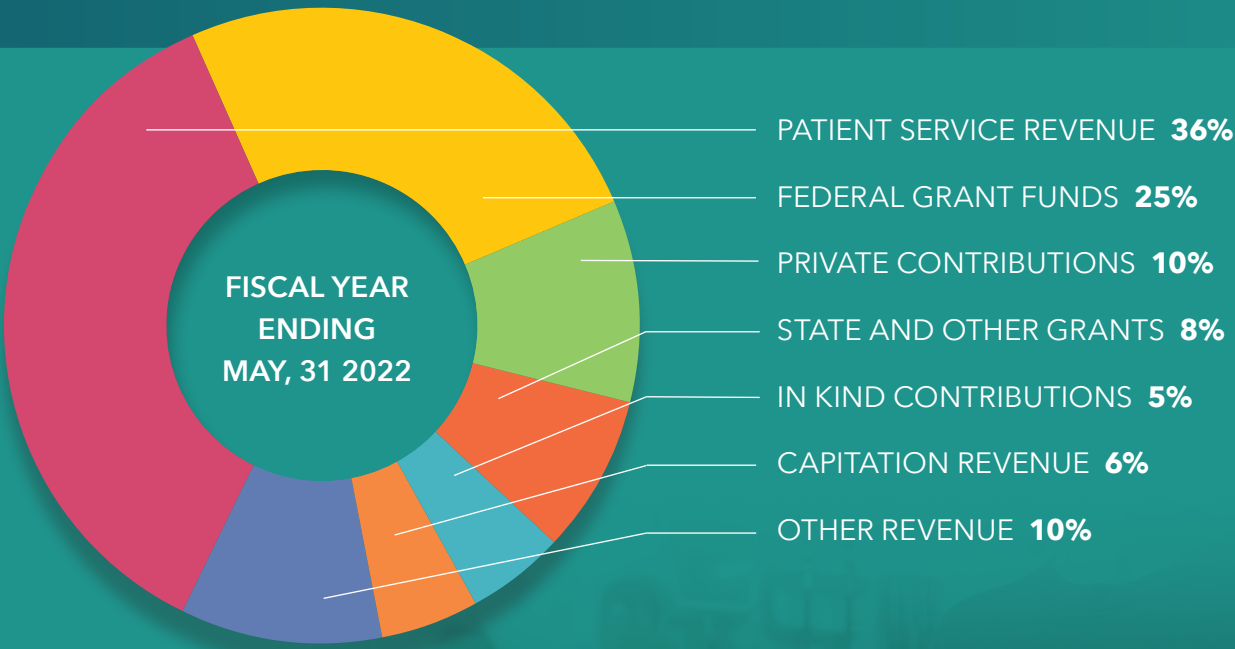
| | |
|-----------------------------------|----------------------|
| Personnel Costs | \$ 14,267,408 |
| Consultants & Contracted Services | \$ 1,200,560 |
| Consumable Supplies | \$ 451,597 |
| Patient Services | \$ 1,220,954 |
| Occupancy | \$ 1,631,595 |
| Information Technology | \$ 1,346,497 |
| Other Administrative | \$ 829,553 |
| Depreciation | \$ 513,435 |
| TOTAL EXPENSES | \$ 21,461,599 |

| | |
|-------------------|---------------------|
| NET INCOME | \$ 1,018,247 |
|-------------------|---------------------|

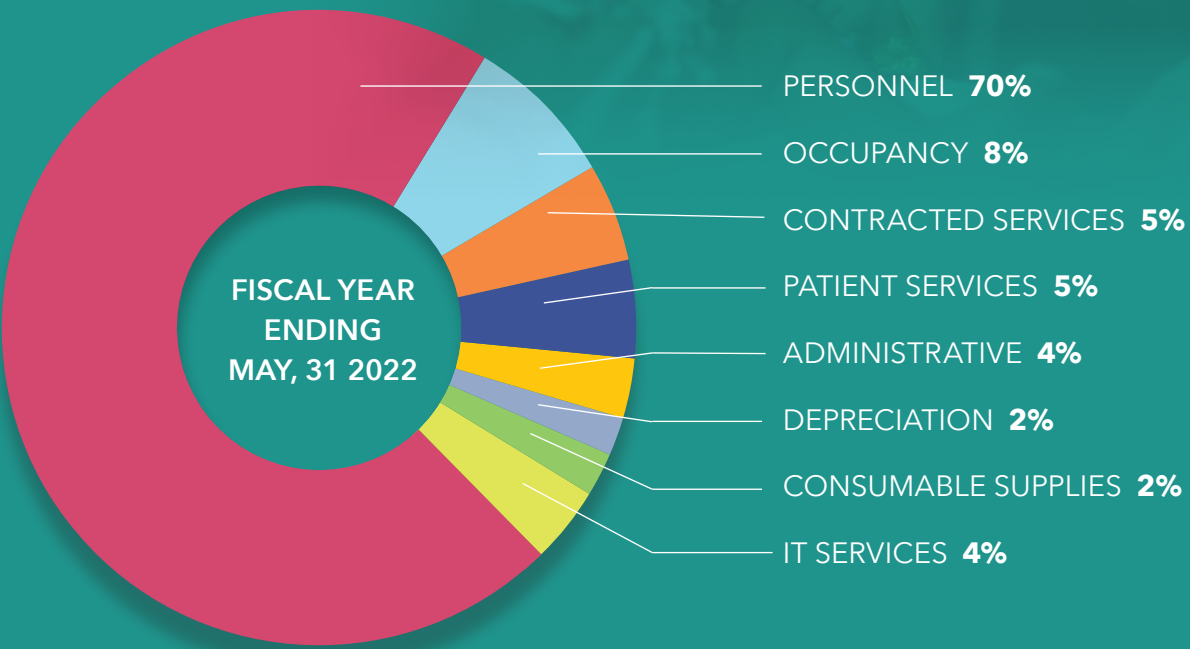
CONSOLIDATED BALANCE SHEET

| | |
|---|----------------------|
| Total Assets | \$ 12,806,838 |
| Total Liabilities | \$ 1,892,683 |
| Net Assets | \$ 10,914,155 |
| Total Liabilities and Net Assets | \$ 12,806,838 |

Total Revenue

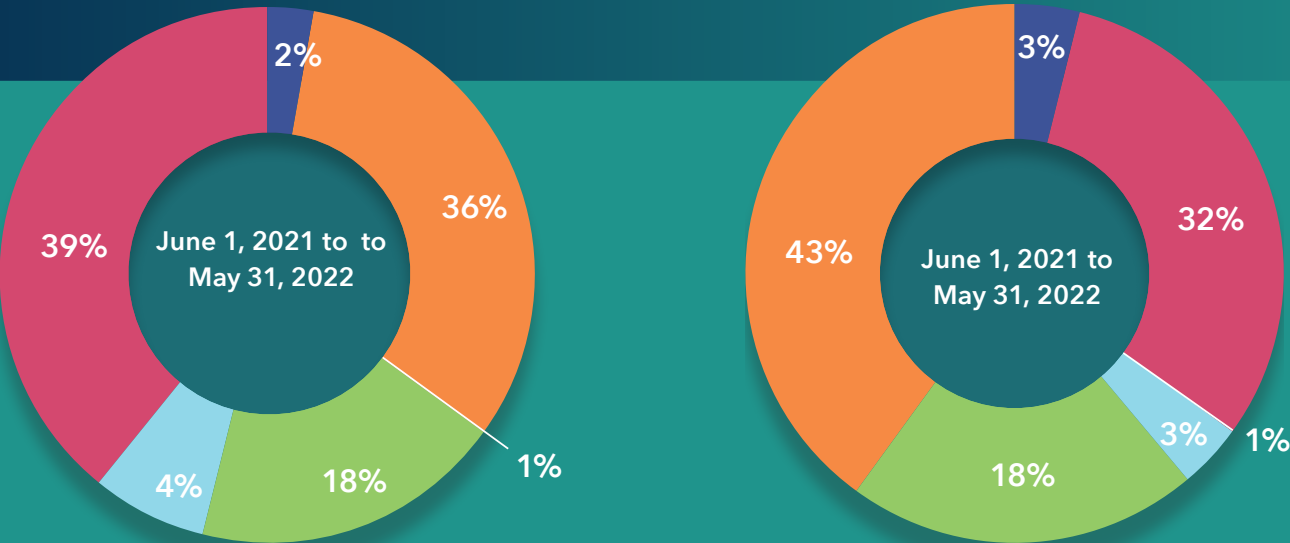


Total Expenses



DASHBOARD : At a Glance

We ensure health for all by providing integrated primary care to everyone who seeks care at our health centers, regardless of insurance status or ability to pay.



Patient Visits – 66,074

Number of Patients – 18,634

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

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



Health For All Fund

Mountain Family Health Centers' Health For All Fund provides 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 five school-based health centers across Garfield, Eagle, and Pitkin Counties.

Our generous benefactors contributed over \$435,000 to the Health For All Fund in fiscal year 2022. Special thanks to the 2020 Rescue Fund at the Aspen Community Foundation and its co-founders Bob and Soledad Hurst, Melony and Adam Lewis, and Jerry Greenwald, for stepping forward again with a \$100,000 matching gift that we successfully raised for the fund's second year. We are so grateful for this support and more which has provided integrated medical, behavioral, and dental care for over 24,000 men, women, and children in Western Colorado.

WHY DONATE?

Every gift makes a difference in helping our patients stay healthy and spend less. Your donation provides equitable access to affordable care for all, regardless of insurance status and ability to pay. Ensuring health for all is vital to everyone in our community's well-being, and your generosity spearheads this care.

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, CEO
Mountain Family Health Centers
2802 Grand Avenue
Glenwood Springs, CO 81601

If you have questions, please contact:

Jan Jennings
Director of Development
(970) 928-1606 or at
jjennings@mountainfamily.org

Thank you for your generosity and support.



MOUNTAIN FAMILY
HEALTH FOR ALL FUND

Mountain Family Health Centers is a 501(c)(3) organization. Your gift may be tax-deductible to the extent provided by law.

BOARD OF DIRECTORS

Monica Perez-Rhodes – **Chair**
Sydney Schalit – **Chair-Elect**
Trish Kramer – **Treasurer**
Rob Stein, PhD – **Secretary**
Dr. Elaine Huber
Paz Escobar Kostroba
Chris Lindley

Betty Lucas

Maria Lucy Moncada
Dustin Moyer
Mike Nugent
Maria Tarajano Rodman
Melina Valsecia

Controller, Colorado Rocky Mountain School
Executive Director, MANAUS
Retired Nurse/Healthcare Administrator
Former Superintendent, Roaring Fork Schools
Retired OB/GYN
Complex Recruiting Manager, St. Regis and W Aspen
Chief Population Health Officer- Vail Health
Executive Director, Eagle Valley Behavioral Health
Colorado Community Response Coordinator,
Family Resource Center of Roaring Fork Schools
Community Inclusion and Engagement Coordinator, Alpine Bank
Director of State Initiatives, Center for Improving Value in Health Care (CIVHC)
Chief Strategy Officer, Eagle County
Executive Director, Valley Settlement
Executive Director, Eagle Valley Community Foundation

Thank you for helping us ensure health for all.

Thank you to our donors who made generous gifts from June 1, 2021 through May 31, 2022. The individuals, foundations, corporations, and government entities listed in these pages are essential partners whose support makes it possible for us to ensure health for all in our community. We also are deeply grateful to our Founding Members.

\$3,000,000 +

Bureau of Primary Health Care -
Health Resources and Services
Administration (HRSA)

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

Colorado Department of Healthcare
Policy and Financing (HCPF)
Colorado Department of Public
Health and Environment (CDPHE)
Rocky Mountain Health Plans

\$100,000 - \$499,999

2020 Rescue Fund*
Aspen Valley Hospital
Centers for Disease Control and
Prevention - Vaccines for Children
Connect for Health Colorado
Eagle Valley Behavioral Health
Garfield County
Katz Amsterdam Foundation
Pitkin County
The Colorado Health Foundation
U.S. Department of Health and
Human Services -
Provider Relief Fund
Vail Health
Valley View Hospital

\$25,000 - \$49,999

Alpenglow Foundation
Caring For Colorado
Robert Pew and Susan Taylor

\$10,000 - \$24,999

Anonymous
Alpine Bank
Ross and Lindsey Brooks
Colorado Mesa University
Sandra and Cliff Deveny

Eagle County
Cornelia Long
National Institute for Medical
Assistant Advancement

\$5,000 - \$9,999

Colorado Gives
Community Health Provider Alliance
FirstBank
RA Nelson, LLC
Patricia Stranahan

\$2,500 - \$4,999

Terri and Toni Caine
Rob Stein and Mariah Dickson
Mike and Laura Kaplan*
Lang-Burns Family
Blanca and Cavanaugh O'Leary
Kent and Martha Petrie
Monica Perez-Rhodes
Valley of the Sun United Way
Frank and Tamara Woods

\$1,000 - \$2,499

Aspen Community Foundation
COVID Response Fund*
Aspen Skiing Company*
Linda Brooks
Matthew Cyphers
Jon, Julie, and Oliver Fox-Rubin
Annabel Golden
Carolyn and Dan Hardin
Anneliese Heckert
Clark and Pamela Heckert
Roberta Hodge
Jan Jennings and Michael Mount
Insight Coaching and Consulting
Trish and Scott Kramer
Mascotte Family Fund
Gail E. Mizner

Richard and Janet O'Connell
Sandy's Office Supply
Theatre Aspen
University of Wisconsin - Madison

\$500 - \$999

Larry Agneberg
BCC & Associates
Margo Behler
Chiefs For Change
Susan Christman
Eppler Charitable Fund
Camille Cook
Andrew and Audrey Franklin
Annette Franta
Michael Kendrick
Steve Leazer
Theodore Lee
Siouxanne Mease
Ray and Nancy Nunn
Fonda Paterson
Matt and Becca Percy
Pueblo Community Health Center
Randy Rush
Sydney Schalit
Bruce Strasinger

\$250 - \$499

Band Called Alexis
Emily Borkovec
Steve and Molly Child
Barb Corcoran
Wendy Flottmeyer
Mark and Kit Fordham
Shaun Gabbard
Mark Gillis
Give Lively Foundation
Stephen Glass
Zackary Kent
Tom Kowal

Victor and Kseniya Mamlin
Donald Moore
Scott Owens
Dana Peterson
John Rehl
Riley Family Advised Fund*
Maria Tarajano Rodman
Eden Steele
Lynn Urban
Marija Weeden

\$100 - \$249

Amazon Smiles
Mike Beltracchi
Carol Boschert
Martha Cochran
J.K. Costello
Peter and Mary Delany
Irma Quezada Dominguez
Paz C. Escobar
Suzanne Filerman
Cynthia Houben
Elaine Huber
James Hunt
Suzanne Jackson
Gary Jacobsen
Sandra Johnson
Charles and Kay Jones
Laura Kelly

Philip Krichbaum
Peter Leibig
Charles Loomis
Porfirio Ibarra Martinez
Jorge Montiel
Mary Jo Murphy
Joe Rubio
Lisa Schanzer
Gary Schreiner
Robert Schultz
Devon Spaulding
George Eldred and Laura Thielen
Melina Valsecia
Betty Wallach
Joe White
Christine Yoest

\$1 - \$99

Anonymous
Kristin Adkins
Karen Renae Anderson
Elizabeth Bailey
CAF
Carol Dickson
Susan Dillingham
Jenny Beauchamp
Randall Gagner
Maria Teresa Hernandez Galvez
Katherine Hoey

Debbie Kelly
Sheila Kendall
Kathleen Kline
Jennifer Law
David M. Leety
Betty Lucas
Gaston Metzger
Lilia Montes
Donald and Norma Olsen
Terrence and Connie Orcutt
Chris Percy
James Phillips
Rachel Richards
Danyelle Rigli
Debra Schweizer
Patricia Truax
Roy Glenn Vawter
Stephanie Zaza

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

** Donor Advised Fund at
Aspen Community Foundation*

*Thanks to all who chose us as
their AmazonSmiles non-profit.*





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

COMING SOON

LATE 2022:

AVON INTEGRATED HEALTH CENTER

230 Chapel Square, Unit D-102
Avon, CO 81620

SUMMER 2023:

GYPSUM INTEGRATED HEALTH CENTER

410 McGregor Drive
Gypsum, CO 81637

SCHOOL-BASED HEALTH CENTERS

AVON ELEMENTARY SCHOOL

850 West Beaver Creek Boulevard, Avon, CO 81620

BASALT MIDDLE SCHOOL

51 School Street, Room E 114, 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

BUSINESS OFFICE

2802 Grand Avenue

Glenwood Springs CO 81601

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Web: mountainfamily.org