Consumers pass through AspenPointe’s many doors at different stages in their lives and recovery. During the past year, we have worked aggressively at improving and integrating our care to meet the multiple needs of our clients, wherever they may be in their lives.

This isn’t new. Since 1875, we have transformed and expanded to meet the ever-changing needs of our community. We must always push ourselves to do better and think outside the box, because what works today might not be the best solution tomorrow.

Mental health centers from across the nation are looking to AspenPointe as a model of integrated care as we fine-tune our partnerships with physical healthcare providers and begin providing physical healthcare supports through our telephonic wellness services.

We continue to search for new and innovative ways to help our returning soldiers as seen through our partnership with the Colorado Springs Fine Arts Center. Soldiers returning from Iraq and Afghanistan with combat stress disorders have made tremendous progress through our Military Creative Expression course.

We also expanded prevention and intervention efforts in classrooms throughout Colorado Springs and surrounding communities while strengthening our alignment with the Colorado Springs Department of Human Services.

But sometimes less is better. The board of directors has narrowed AspenPointe’s strategic goals to three: Community Relevance, Integration and Innovation. We have already made great strides in these areas, and I hope you enjoy reading about them in this report.
Chapter 1 | Community Relevance

Providing services for our clients that make our organization indispensable to the communities we serve.

Hopeless

Hopeful
MICHAEL HOLZES USED TO BE “that guy who could reach in his wallet for whatever he needed.” Now, everyday is about “survival.” He slept every night last year in a tent by the river, carpeted and insulated for warmth.

The career landscaper became immobilized by vascular disease in his right leg and, before long, could not work.

“I couldn’t do my job, and I couldn’t pay my rent,” Holzes said. “It’s not like I wanted to drop out of society, but without an address or a telephone, it’s nearly impossible to find someone who will give you a chance.”

Like many of his homeless friends, Holzes had become accustomed to hearing the word ‘No.’

But in a world full of “No’s,” Scott Allen said “Yes.”

Yes, you can. Yes, there is hope. Yes, we can get you in a home. Yes, there is light at the end of the tunnel.

Allen is a one-man effort known as AspenPointe’s Homeless Outreach Team. He spends his days “helping people who’ve lost all hope find it again.”

Recently, he helped Holzes secure an apartment through a voucher program at AspenPointe.

“I feel like if I can just get into a stable environment, everything else will fall into place,” Holzes said.

Allen’s work is funded, in part, by a five-year, $1.5 million grant from the federal Substance Abuse and Mental Health Services Administration (SAMHSA). It’s designated to help people like Holzes receive housing, comprehensive mental health care and substance abuse treatment (if needed) as well as vocational and educational training.

The grant was awarded to the Colorado Springs Shelter Plus Care Services Enhancement Project, a joint effort of AspenPointe and the Colorado Department of Human Services, Division of Supportive Housing and Homeless Programs (SHHP). AspenPointe provides the outreach, training, and case management services; SHHP administers the rental subsidies.

The goal is to help individuals become self-sufficient through employment or by obtaining state or federal benefits. In the process, they’ll experience improved function, become more connected socially and experience fewer symptoms from their mental illness.

“In addition to providing traditional mental health care, we’ll help these individuals get an education and help them find work.” said Morris L. Roth, AspenPointe president and CEO. “We want to get them off the streets, and we also want them to gain the skills and confidence they need to be productive members of our community.”

The project is an extension of the Shelter Plus Care program that helped Holzes get into a rental unit. It administered housing vouchers to 56 individuals last year. Under the grant, El Paso County will receive $250,000 this year and $30,000 extra the next four years to cover additional participants.

Outreach services are also included in the new grant to help identify individuals at local shelters, soup kitchens and camps who are chronically homeless and eligible for services either paid for by the grant or available through community partners.

“The biggest thing people need when they live on the streets is someone with a sense of hope about their situation, because in many cases they’ve lost it,” Allen said. “I truly become a partner in their recovery – an agent of hope.”

For Holzes, hope comes with a street address. “I have been getting nowhere living on the streets. I feel like I have been given a second chance.”
“I HAVE BEEN GETTING NOWHERE
LIVING ON THE STREETS.
I FEEL LIKE I HAVE BEEN GIVEN
A SECOND CHANCE.”

2009-10 | ACCOMPLISHMENTS

- Worked very closely with El Paso County and Sheriff’s Office to secure detox services and continued funding for this community
- Successfully bid for El Paso County Department of Human Services Core Services contract
- Successfully conducted outreach to at-risk populations (women with dependent children, intravenous drug users, and pregnant women) and incorporated provider incentives to encourage increased admissions for these populations
- Developed and opened dual diagnosis unit at Lighthouse focusing on unmet needs of soldiers struggling with substance abuse and trauma issues
- Developed partnership with Department of Human Services to align services and connect child welfare families to mental health services
- Expansion of prevention and intervention groups in classrooms and districts throughout Colorado Springs and surrounding communities
- Implemented Mental Health First Aid, a proactive mental health literacy program, and have provided training to more than 200 participants across Park, Teller and El Paso counties
- Graduated our 1,000th student this year for GED testing
Radical or incremental changes in our thinking, services and processes that increase customer value (quality, access) or organizational value (leadership, competitive position, market share).
For Bobby, one of the main benefits of the art comes during the interpretation at the end of the class. “What Kim is able to interpret from our drawings and painting is really, really phenomenal. Through my art, I was able to rediscover my passion for forestry and will now be pursuing a career in forestry.”

“It takes a village,” said Stacey Burns, AspenPointe director of career and development services, of the innovative partnership with the Fine Arts Center. “I only hope we have served (the soldiers) in the tremendous way (they) have served us.”

The program gained notoriety this summer for being part of the Conflict/Resolution exhibit at the museum and after the cast and crew of the movie “The Dry Land” purchased a handful of artwork during a public screening in Colorado Springs.

“The Dry Land” tells the story of an Iraq war veteran returning home to rebuild his life, and his mind. Cast members were in Colorado Springs in June for two screenings of the film – one at Fort Carson and another at Stargazers Theatre, where the class’s artwork was on display.

The actors were so impressed by the artwork and stories of Fort Carson soldiers participating in the new class that they purchased four pieces on the spot.

“It was just an amazing night,” said Joe, after his art was purchased by actress America Ferrera and director Ryan Piers Williams. Ferrera, who gained fame as the star of “Ugly Betty,” is also a producer of the film. She later featured the program on ABC’s “The View” while promoting her movie.
2009-10 | ACCOMPLISHMENTS

- Standardized Business Planning Process, including creation of the Business Planning Support Team
- Launched the Customer Service Improvement Initiative, including employee focus groups (initiative not complete yet)
- The TeleCare Records System (T-RECS) was successfully implemented to track the depression, diabetes, asthma, and heart disease programs for AspenPointe TeleCare
- Presented Peer Navigator model in Washington, D.C.
- Established a therapeutic summer camp program titled “Beyond the School Bell” that worked to address the clinical and educational needs of children and youth through expressive arts, tutoring and peer support
- Created and implemented a successful event for Mental Health Awareness Month (Spotlight on Stigma)
- Successful creation and implementation of the Creative Program with Fine Arts Center Military Creative Expression Collaboration and Independence Center Collaboration
- Introduced several new leadership development training initiatives to enhance employee retention and professional growth opportunities.
- Food Services:
  1. Hired Chef Brandon Benjegerdes
  2. Designed, built and opened the AspenPoine Café
  3. Implemented new training program for consumers
  4. Increased average monthly catering revenue by 34 percent
Synergistic (the whole is greater than its parts) connections within our organization and strategic relationships with community partners to advance holistic physical and behavioral healthcare service delivery for clients.
ONE WOMAN DID NOT KNOW the difference between a rescue and daily inhaler—a distinction that could mean life or death for someone in the grips of an asthma attack.

Another man recently diagnosed with diabetes didn’t know how to check his blood sugar, which also could prove fatal.

A mere visit to a primary care physician and a little education would help most patients manage these conditions and live a relatively normal life. But those who also suffer from a mental illness can require extra attention.

A new model of integrated care is being offered to mental health clients of AspenPointe and a pilot group from other Colorado behavioral health organizations.

“Sometimes people struggling with mental illness do not have the motivation to take care of themselves,” said Rebecca Bailey, a registered nurse and care coordinator for AspenPointe Telecare. “We help motivate and educate clients about how the two affect each other. If they go for a walk each day, it not only helps their mental health, but also helps with diabetes and asthma.”

Bailey is leading the outreach effort to Medicaid clients living with a dual diagnosis of mental illness and any of three qualifying chronic conditions: Type 2 diabetes, asthma, and/or congestive heart failure. Of the clients Bailey has contacted, 82 percent have signed up for the telephonic support.

Her main role is to offer educational support regarding the symptoms and treatments for the conditions. She also ensures that the clients’ primary physicians and therapists are communicating.

“The overall response has been one of gratitude,” Bailey said. “Most of our clients are overwhelmed with mental illness and physical conditions, and they don’t know where to start or what to do.”

Bailey speaks via phone with each client on a regular basis as determined by client need. Clients are typically enrolled in the program for six months. She regularly communicates with health care providers regarding their clients’ progress with disease management. But sometimes, others need to be involved.

“A client I contacted informed me that she stopped refilling her medications because of the cost. We were able to refer the client to case management for financial support,” Bailey said. “This is a great example of how the support works.”

Care managers, like Bailey, utilize evidence-based motivational interviewing techniques in all phases of client contact.

“The key to success in this process is validation of the difficulty of behavior change; developing concrete, measurable and attainable goals; and finding at least one positive client behavior during each follow-up contact,” said Robin Anderson, AspenPointe Telecare program manager.

Before coming to AspenPointe, Bailey worked as a hospital nurse and served people when they were at their sickest.

“It’s nice to be on the preventive, early intervention side. In many cases, we are able to help people learn how to prevent or slow disease progression so that they don’t spend so much time in the hospital,” she said.
QUICK FACTS | INTEGRATION

- 70% of individuals with significant mental health/substance abuse disorders have at least one chronic health condition, 45% have two, and almost 30% have three or more. Source: SAMHSA

- More than 60% of adult Medicaid enrollees have a chronic or disabling condition (most commonly diabetes, hypertension, asthma, psychosis and chronic depression).

- Almost half (46%) of Medicaid enrollees with one chronic or disabling condition have another – often a mental health problem.

Source: Kaiser Commission on Medicaid and the Uninsured

2009-10 | ACCOMPLISHMENTS

- Launched Call Center, funneling all initial calls to a call center staff for increased customer service and access

- Started Primary Care Integration at Adult & Rural Services

- Began providing Depression Care Management and Chronic Disease Management services for clients eligible for Medicaid at AspenPointe Health Services and in our Behavioral Health Organization

- Entered into a $250,000 partnership with Pikes Peak Workforce Center for youth summer program

- The Peer Navigator program served 170 people with 90% of Peer Navigator service recipients reporting improved quality of life at 90 days (median number of days from intake to service was one day)

- Finalized name/brand after considering 200-plus names

THE OVERALL RESPONSE OF CLIENTS HAS BEEN ONE OF GRATITUDE. MOST OF OUR CLIENTS ARE OVERWHELMED WITH MENTAL ILLNESS AND PHYSICAL CONDITIONS, AND THEY DON’T KNOW WHERE TO START OR WHAT TO DO. WE HELP MOTIVATE AND EDUCATE CLIENTS ABOUT HOW THE TWO AFFECT EACH OTHER.”

- REBECCA BAILEY, CARE MANAGER.
AspenPointe serves a diverse clientele, including troubled teens, through our Youth Directions services. The following pages contain information about the fiscal year by the numbers, like the 1,000th student we graduated from our GED program last year.
## Consolidated and Combined Statement of Operations

### Revenues & Support:

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<th></th>
<th>2009</th>
<th>2010</th>
<th>2010%</th>
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<tbody>
<tr>
<td>Subcapitated Premium Revenue</td>
<td>20,797,586</td>
<td>21,094,107</td>
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<td>Net Client And Third-Party Revenue</td>
<td>3,456,359</td>
<td>2,935,732</td>
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<td>State/Federal Revenue</td>
<td>13,779,548</td>
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<td>Local Government Contracts</td>
<td>4,353,944</td>
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<td>Public Support</td>
<td>1,090,469</td>
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<td>Other Revenue</td>
<td>2,253,741</td>
<td>2,579,920</td>
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<td>Contract Service Revenue</td>
<td>5,794,406</td>
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<td>Investment Income</td>
<td>(487,860)</td>
<td>371,255</td>
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<td><strong>Total Revenues &amp; Support</strong></td>
<td><strong>51,038,193</strong></td>
<td><strong>47,909,650</strong></td>
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### Expenses:

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<td>Provider Services</td>
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<td>Operating</td>
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<td>Depreciation And Amortization</td>
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<td>Interest Expense</td>
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<td>Value-In-Kind Client Medications</td>
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<td><strong>Total Expenses</strong></td>
<td><strong>51,824,280</strong></td>
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<td><strong>Net Change In Assets</strong></td>
<td>(786,087)</td>
<td>931,634</td>
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## 2009-10 Client Numbers

### Clients Served in 2009/2010 (Some Duplicates)

- Health Services & Counseling: 13,754
- Health Network & TeleCare: 13,760
- Enterprises and Youth Directions: 3,131
- Total: 30,645

### Employees: 453

*AspenPointe is the second largest nonprofit based in Colorado Springs, according to the Colorado Springs Business Journal's Book of Leads. (Based on 2008 operating budget).*
The Military Creative Expression class gathers every Tuesday at the Colorado Springs Fine Arts Center, Bemis School of Art. Get to know some of the artists and their works on the following pages.

Open to Possibilities

- Kim Nguyen
Lucas Volkomener had “constant migraines” when he started this program. He’s from Montana and is in the process of moving back there.

Now he sees himself “like Bob Ross,” with an undying appreciation of nature, which he paints whenever he has a chance.
Mixed Feelings

- Julius “O.J.” Shoulderblade

O.J. is 25 years old and from Montana. He’s had two deployments to Iraq in his five years in the Army. “Art therapy is beneficial to those who want to find themselves in a creative manner. I believe that having programs like this help soldiers or people in general to reconnect again with the spirit of one’s self.”
Isaac is 35 years old and has been in the Army for six years. He is from Texas. “It’s relaxing and has helped me to open up, to understand my emotions and what I’m going through. It’s peaceful.”
Joe is 30 years old and has had one deployment to Iraq in his five years in the Army.

“I can’t always talk about my experiences but I can paint them. And basically it’s fun.

It’s also very cool that America Ferrera purchased one of my paintings.”
Between July 1, 2009 and June 30, 2010, our generous donors gave gifts totaling $414,405.

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Keith Marcantel
Kelly Duke
Kelly Hipilito
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Kevin Light
Kim Le Nguyen
Kimberly McKay
Kimberly Ortiz
Kimberly Pfefflings
Kristin Willie
Kurt Peters
Larry Dewell, M.D. & Carol Dewell
Laura McGuire
Laura Stoebner
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525 North Cascade Avenue, Suite 100
Colorado Springs, CO 80903

ADULT & RURAL SERVICES
875 West Moreno Avenue
Colorado Springs, CO 80905

CHILD & FAMILY SERVICES
179 Parkside Drive
Colorado Springs, CO 80910

ACUTE SERVICES (LIGHTHOUSE)
115 Parkside Drive
Colorado Springs, CO 80910

COUNSELING SERVICES
2864 South Circle Drive, Suite 600
Colorado Springs, CO 80906

HEALTH NETWORK & TELECARE
2864 South Circle Drive, Suite 1000
Colorado Springs, CO 80906

ENTERPRISES & YOUTH DIRECTIONS
220 Ruskin Drive
Colorado Springs, CO 80910

TERMINAL
5867 Terminal Avenue
Colorado Springs, CO 80915
Construction
Maintenance
Furniture Warehouse

CO-LOCATIONS
FAMILY MEDICAL PRACTICE OF CHARLES JOHNSON, D.O
155 Printers Parkway, Suite 230
Colorado Springs, CO 80910

PEAK VISTA
225 South Union Blvd
Colorado Springs, CO 80910

REGIONAL
Cripple Creek
Aspen Mine Center
166 E. Bennett Avenue
Cripple Creek, CO 80813

DIVIDE
34 Hybrook Road
Divide, CO 80814

FOUNTAIN
Lorraine Community Center
301 East Iowa Street
Fountain, CO 80817

PARK COUNTY: BAILEY
460 County Road 43a
Bailey, CO 80421

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295 Fifth Street
Fairplay, CO 80440

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2003 East Fourth Street
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400 West Midland Avenue, Suite 275
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"For a tree to become tall it must grow tough roots among the rocks."

– Friedrich Nietzsche

A sincere thanks to our dedicated staff, whose hard work and passion play an integral part in the root system supporting our clients.