

Jefferson Center



— *With you in mind* —

2021 ANNUAL REPORT



About Jefferson Center



Jefferson Center is the not-for-profit community mental health center serving Jefferson, Clear Creek, and Gilpin Counties for over 60 years. Through our broad array of services and programs, we offer hope and support to people of all ages, who are struggling with some of life's toughest challenges.

Jefferson Center was founded in 1958, when a small group of community leaders recognized the need for mental health services west of Denver. This was an

innovative venture in a world where 75% of those diagnosed with a mental illness were sent to hospitals, and those remaining were kept sheltered away in their homes. With just a few thousand dollars, they opened a mental health clinic in the basement of the Jefferson County Courthouse.

JEFFERSON CENTER CONTINUES TO GROW, AND TODAY, SERVES NEARLY 30,000 PEOPLE A YEAR AT OVER 100 LOCATIONS THROUGHOUT THE THREE COUNTIES.

As an integral part of the counties we serve, thousands of community members who struggle with mental health and substance use disorders now have hope for a brighter future.

Programs and Services

- 24-hour emergency and crisis
- Individual, group and family outpatient counseling
- Housing and homeless services
- Senior services, outreach and peer counseling
- Psychiatric and medication services
- Early intervention services
- Consumer-run services
- Hospital alternative programs
- Vocational and skills training
- Transitional and supported employment
- School-based services
- Case management
- Advocacy and benefits
- Residential programs
- Respite care
- Suicide prevention
- Wellness services
- Mental Health First Aid
- Withdrawal management
- Day treatment

Our Vision

A community where mental health matters and care is accessible to all

Our Mission

To inspire hope, improve lives, and strengthen our community by providing mental health and related solutions for individuals and families.

We Value

People first
Empathy with excellence
Working together to make life better
Leading the way
Strengthening community
Dignity for all

A personal message from Jefferson Center CEO

Dr. Kiara Kuenzler

There are a few moments in life that bring a true clarity of purpose and a focus on what is most important. Sometimes those moments of clarity arise amid chaos and disruption, as has been the case over the past year. Maya Angelou said, “Do the best you can until you know better. Then when you know better, do better.” This has served as a guiding light during times of uncertainty and in times that have required decisive action without decisive information.

This year has been pivotal for Jefferson Center. As an organization, we have gained a heightened awareness of the critical importance of three things in doing the mission-focused work that we do:

1. Our communities need us more than ever, to be a reliable resource for those struggling with mental health and substance use disorders.
2. Our team is our number one resource, and we must do everything we can to support each other in doing this challenging work that we do.
3. Connection is just as important as the basic needs that we rely on for our mental wellbeing.

With all of the changing guidance, uncertainty, and obstacles standing in our way, it can sometimes be daunting and yet, it is critical to put one foot in front of the other, have faith in the direction, and be willing and able to pivot, adapt and change course as we scan the horizon.

I am so grateful to be on this journey with an incredible, passionate team of individuals across the organization, as well as numerous engaged and dedicated community partners. As we go into the future, I look forward to all of us working together to make a positive impact in the lives of others across our community.

Best Wishes,

A handwritten signature in black ink, appearing to read 'Kiara Kuenzler', with a stylized, cursive-like font.

Dr. Kiara Kuenzler

Helping Our Community Overcome Life Challenges Caused by the Pandemic

This past year, the conditions of the pandemic created a heightened need for a wide array of human and health services, including mental health care. For many people, it was the first time needing to access support, and they didn't know where to start or what was available.

Recognizing this need, Jefferson Center and the Colorado Department of Public Health and Environment partnered to launch the Colorado Spirit program. Colorado Spirit offers free strength-based recovery resources like individual and group crisis counseling, assessments and referrals to mental health and substance use services and assists community members with reviewing their disaster recovery options. After carefully assessing the needs of the community, the team prioritized connecting with the most at-risk groups, both on foot and virtually.

The program is specifically aimed at reaching people where they are, and bringing community-based support, resources, and connections to essential services to where people live, work, worship, and play. Over the past year, Jefferson Center's Colorado Spirit team has worked with local organizations to build relationships, break down barriers to accessing help, and connect people with vital resources.

In addition to collaborating with state and local governments, community resource organizations, and faith-based groups, Colorado Spirit focused on the development and distribution of education materials for the public. Media and public service announcements have been widespread, ensuring the program's resources are able to reach a broad audience across diverse socioeconomic and linguistic populations and to spread a message normalizing asking for help, especially when it comes to mental health.



“ The Colorado Spirit team responded quickly and provided support, information and resources to our clients and self-care sessions for our staff. They helped us through some stressful times. ”

2,500
people reached
through
psychoeducation
presentations

385
people engaged
with individual, family
and group counseling

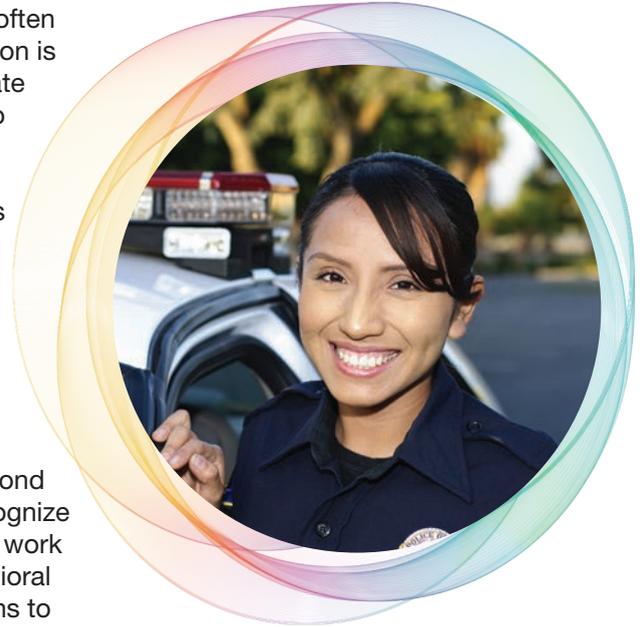
7,800
people contacted
directly through
outreach

Collaboration with Local Law Enforcement to Respond to Individuals In Behavioral Health Crisis

The lack of mental health crisis services across the country can often result in law enforcement being the first ones called when a person is in a mental health crisis. While officers do their best to de-escalate situations, they don't always have the resources or knowledge to appropriately intervene. Recognizing a need to create a better approach to responding to these calls has led to collaborative, community-based programs directing people in crisis to services that are more appropriate than spending time in police custody. Jefferson Center has longstanding partnerships with many of our local law enforcement agencies and has worked closely with them to provide the tools and training needed to treat those struggling with mental illness with dignity and respect.

One way we do this is through our innovative Mental Health Co-Responder program. This program embeds mental health clinicians in law enforcement departments, where clinicians respond to dispatch calls alongside the officers as needed. They can recognize a mental health issue on the spot, de-escalate the situation, and work with the clients to develop individualized plans to address behavioral health needs long-term. Co-Responders also provide connections to resources for family and friends present at the scene.

When mental health specialists and law enforcement work together to serve our community, positive change can happen. From better support for those experiencing mental health crises to alleviating strain on officers and policing agencies, this collaboration leads to better outcomes for all.



“In a society that is always changing and always evolving, the need to effectively respond to members of the community in crisis in their homes and businesses has created the need for this essential partnership.”

7

Clinicians
paired with law
enforcement

5

Law enforcement
agencies

1,940

interventions in
FY 2021

Bridging the Telehealth Gap

The advancements in telehealth service delivery have fostered new innovations in reaching communities in need, and allowing people to access care in new ways that remove some of the traditional barriers people encounter. One rapidly growing innovation is the development of stand-alone mental health kiosks throughout our three-county area where people can drop in and connect with a mental health professional.

Together with community partners, Jefferson Center installs a tablet or other video capable device at locations where people are already receiving resources, like community and benefits centers, homeless shelters, justice centers, and family and domestic violence shelters to name a few. When a client arrives at one of our kiosks, they can meet with our available licensed clinicians to gain access to our navigation services, same-day access intakes, and even our walk-in crisis team.

Jefferson Center's kiosks are currently located in 14 different community partner sites and offer a continuum of on-demand services.

This flexibility and increased access to care have allowed many to receive support for trauma and other mental health concerns, during times of incredible stress and need. Often people are reconnecting with treatment, medication, and support that had fallen away after periods of homelessness, transportation issues and other upheavals.

Our goal for the telehealth kiosks is to reduce the number of barriers people may experience that prevents reaching the care they need. Whether it is lack of access to a computer, poor wifi coverage in some of the mountain communities, or a long commute to a provider, our kiosks are one way we can bridge the gap between people in need and the care they deserve.



“ The kiosk has been an incredible resource for our clients at Mission Arvada. We serve the most vulnerable in our community... the poor, the homeless, the marginalized, and the forgotten. To have mental health services available when needed at our site is a true blessing and a lifeline to the community we serve. ”

1,700
services in the
first year

14
different kiosk
locations in Jefferson
Gilpin and Clear Creek
Counties

Breaking the cycle of addiction

We have long recognized the connection between substance use and mental health disorders; in fact, studies show that about half of those who experience a mental illness during their lives will also experience a substance use disorder and vice versa. At Jefferson Center, we have developed a continuum of services to treat those with co-occurring disorders to break the addiction cycle, and help people move toward a healthier and more fulfilling life.

- **Outpatient Services** – An array of evidence-based substance use treatments provided by highly-trained counselors who are dually-credentialed to treat both a mental health disorder and substance use disorder.
- **Intensive Outpatient Treatment (IOP)** – Often a first step for clients after completing detox, involving up to 9 hours of treatment with recovery counselors to reinforce behaviors and practices that promote recovery.
- **Recovery House for Women** – A safe and stable place for women who are newly sober to develop long term employment and housing plans, and reconnect with loved ones.
- **Residential Recovery Program** – A co-occurring residential program for adults who are struggling with a substance use disorder and need a safe and structured environment to help toward recovery.
- **Medication Assisted Treatment (MAT)** – A treatment model where medications, in combination with counseling, are prescribed to help decrease cravings and prevent relapse from opioid and alcohol dependence.
- **Mobile Services Unit** – Brings MAT and other treatments to our mountain communities with screening and assessments, brief interventions, and connections to ongoing treatment and resources.
- **Withdrawal Management (Detox)** – Provides a safe place for individuals, who do not need medical support, to withdraw from substances, and connect with ongoing substance use treatment.



“ I am beyond grateful for the support of Jefferson Center. I have learned how to trust again—even developing trust with myself. I never thought it was possible after all these years. ”

7
unique
substance
use treatment
programs

2,922
clients with
co-occurring
diagnosis

1,355
clients with primary
SUD diagnosis

FY 2021 Fiscal Responsibilities & Demographics



of the people we serve identify as Hispanic/Latino

Audited Revenues & Expenses

2021 Revenue

Medicaid	\$36,186,207
Client Fees/Rent	\$1,009,384
Medicare	\$452,942
Private Insurance	\$2,066,445
State Funds	\$6,258,002
County/Municipals	\$856,622
Pharmacy	\$10,076,423
Other Contracts	\$3,940,062
Grants	\$788,596
Rent Revenue	\$1,418,169
Philanthropy	\$200,432
Other Income	\$3,224,279
Total Revenue	\$66,477,563

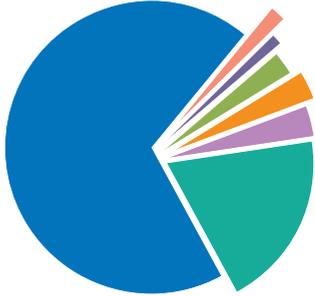
2021 Expenses

Personnel	\$44,884,901
Pharmacy	\$9,180,129
Operating	\$3,518,043
Client Related	\$554,371
Occupancy	\$3,764,322
Other Expenses	\$2,023,011
Professional Fees	\$1,696,184
Total Expenses	\$65,620,961
Operating Income	\$856,602
Net gain (loss) on investment in equity investees*	\$3,862,455

* (Subsidiary gain on sale of property and equipment \$4,731,000)

FINANCIALS & DEMOGRAPHICS

Race



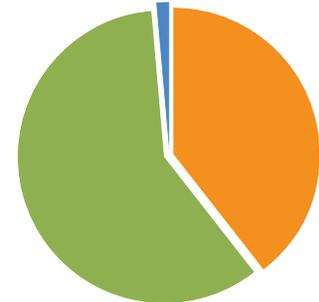
1.8%	American Indian
1.2%	Asian/Pacific Islander
2.3%	Black/African-American
3.3%	More Than One Race
3.3%	Other
19.3%	Unknown/Declined
68.8%	White

Age



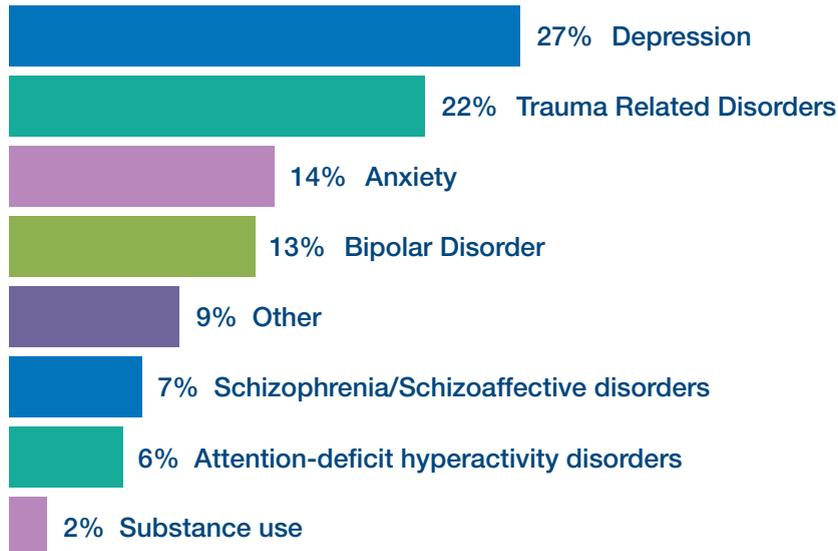
5.3%	Less than 10
24.1%	10 to 19
14.5%	20 to 29
18.5%	30 to 39
13.0%	40 to 49
11.9%	50 to 59
9.0%	60 to 69
3.8%	70 and Over

Gender



39.5%	Male
59.1%	Female
1.3%	Non-binary

Diagnosis



THANK YOU!

Without the financial support of our community, many of the mental health and substance use treatment programs and services we provide would not be available to the people who truly need them. We would like to thank the following community sponsors and funders for supporting Jefferson Center this year. Their donations were critical in allowing us to reach record numbers of people and remain on the cutting edge of mental health and substance use treatment innovation.

Government and Foundation Funding

- Arthur J. Gallagher Foundation
- Alan Green Memorial Foundation
- The Ben and Lucy Ana Fund of the Walton Family Foundation
- Buell Foundation
- Caring for Colorado Foundation
- Caesars Foundation
- Center for Care Innovations
- City of Arvada
- City of Lakewood
- City of Westminster
- City of Wheat Ridge
- Colorado Access
- Colorado Community Health Alliance
- Colorado Department of Corrections
- Colorado Department of Human Services
- Colorado Department of Local Affairs
- Colorado Department of Public Health and Environment
- Colorado Department of Regulatory Agencies
- Colorado Division of Vocational Rehabilitation
- The Colorado Health Access Fund of The Denver Foundation
- The Colorado Health Foundation
- Community First Foundation
- Denver Regional Council of Governments
- Energy Outreach Colorado
- “Enterprise Community Partners, Inc.”
- Frank A. O’Neil Family Foundation
- Gates Industrial Corporation Foundation
- Gilpin County
- Jefferson County Child and Youth Leadership Commission
- Jefferson County Department of Human Services
- Kaiser Permanente Colorado
- The Morrison & Foerster Foundation
- The National Council for Behavioral Health
- The Piton Foundation at Gary Community Investments
- Rose Community Foundation
- Signal Behavioral Health Network

SPONSORS

Corporate Supporters and Event Sponsors 2021

- AFSP Colorado
- AIG Retirement Services
- Allen's Heating, Air Conditioning & Sheet Metal, Inc.
- Alpha & Omega Landscapers
- Amazon Smile
- Athem Blue Cross & Blue Shield
- Ball Corporation
- Benevity Causes
- BKD CPAs and Advisors
- Boulder Associates
- Chariot Financial
- City of Wheat Ridge
- Citywide Banks
- Colorado Community Health Alliance
- Connect for Health Colorado
- Consolidated Investment Group
- Developmental Disabilities Resource Center
- FirstBank
- Greiner Electric
- IGII-LLC
- Innovest Portfolio Solutions
- King Soopers Community Rewards
- KTK General Contracting
- Mental Health Colorado
- Network for Good
- New Image Brewing Company
- PayPal Giving Fund
- Rheinlander Bakery
- Rotary Club of Golden
- Rozeboom & Company
- RSS Insurance Services, Inc.
- Signal Behavioral Health Network
- Sooper Credit Union
- Source Communications, LLP
- Southwest Lock & Safe
- Spark Interiors
- STRIDE Community Health Center
- Sts. Peter & Paul Catholic Church
- Tax Magic
- TIAA-CREF
- Tolin Mechanical
- Westerra Credit Union
- Westminster Medical Clinic

We couldn't have done it without you!



HELPING KIDS THRIVE

Helping Kids Thrive Celebrates its 30th Anniversary

This free annual event provides hands-on practical information for parents and caregivers to help children of all ages grow in positive ways. Not only is this a great way for us to provide mental health support to families in our community, but it is also one of our longest-standing partnerships with organizations like Jeffco Schools, Jeffco PTA, JCEA and many more.

For our 30th conference, amid a pandemic, Jefferson Center developed a virtual format with presentations, question and answer sessions, resources and loads of support. More than 400 parents and caregivers attended the conference live, and 350 more viewed recorded sessions. Parents were eager to hear from presenters and other parents about ways to support our kids and ourselves during an unprecedented time.

“Thank you for holding this conference. We are all going through so much right now, it was really nice to hear from an expert.”



Soirée at Home

Our first-ever virtual gala was held on September 10, 2020. With CBS4's Dave Aguilera as emcee, it was a great night of music, food and fun. The main event featured music by Chris Daniels of Chris Daniels & the Kings, a longtime supporter of mental health. Chaz DePaolo, a talented musician and a client of Jefferson Center, provided the entertainment for the VIP program.

More than 150 guests were delivered a delicious catered boxed dinner, and another 50 supporters joined in just for the program.

The Soiree raised more than \$30,500 and brought connection, celebration, and levity during a difficult time.



Mental Health First Aid

In January, the National Council for Mental Wellbeing launched a new curriculum for this popular program, where participants complete two hours of work at home prior to joining the six hour in-person class. Jefferson Center began offering the hybrid model in a virtual format in early 2021 and it has been gaining momentum ever since. In FY21 we were excited to train 40 participants and have doubled that number in the first three months of FY22. The shorter class and elimination of transportation and other challenges have made it easier for people across our counties and the state to learn about ways to help others experiencing mental health challenges and break the stigma around reaching out for help.



On the Move for Mental Health!

This virtual activity challenge brought a month of motivation, self-care, and wellness – with a little friendly competition and fun sprinkled in. A dedicated group of donors, community partners, and Jefferson Center staff shook off the winter blues and got up and moving in support of mental health and wellness programs at Jefferson Center. Either on their own or as part of a team, participants logged their accomplishments in running, walking, biking, swimming, yoga, or any other chosen activity.

While enjoying the benefits of being active, supporters raised more than \$15,000 for Jefferson Center's Wellness program.



Want to get involved?

Donate As a nonprofit organization, Jefferson Center relies on the financial support of our community to remain innovative and responsive to emerging mental health needs. Give a tax-deductible gift to Jefferson Center today and help support behavioral health services for community members who are uninsured or lack adequate coverage for treatment. **Visit www.jcmh.org or contact Krista Lewis, Director of Philanthropy at KristaL@jcmh.org.**

Volunteer Many of our programs benefit from the commitment and contribution of our volunteers. Make a difference in the lives of others with a gift of your time and talent. For more information on ways to get involved, or to talk about your goals for supporting Jefferson Center, contact **Julie DiTullio at 303-432-5644 or JulieD@jcmh.org.**

Host a Presentation As a part of our commitment to mental health education and outreach, Jefferson Center provides free presentations designed to raise awareness and decrease stigma that surrounds mental health and substance use disorders. Tailored to the specific needs of organizations and other audiences alike, our clinicians provide engaging presentations on a variety of mental health topics. If you're interested in hosting a presentation for your business, school, church, or community group, contact **Sam Taylor at 303-432-5266 or SamanthaTa@jcmh.org.**

Our Leadership at Jefferson Center

Executive Management Team 2020-2021

Kiara Kuenzler, PsyD, LP
President and CEO

Lenya Robinson, MA, LPC
Chief Operating Officer

David Goff, MBA
VP, Administration, and CFO

John Talbot, PhD
VP, Corporate Strategy

Don Bechtold, MD, DLFAPA, DFAACAP
*VP, Healthcare and Integration,
and Medical Director*

Brandon Ward, PsyD
*Chief Innovation Officer and VP,
Information Systems*

Jessica Dunbar, MSPH
*VP, Business Development and
Community Engagement*

Sarah Posey
Sr. Executive Assistant

Jefferson Center Board of Directors 2020-2021

John Zabawa
Chair

Lynn Oliver
Vice Chair

Scott Thompson
Secretary

Jonathan Gordon

Chad Holtzman
Treasurer

Linda Isenhart
Gilpin County Commissioner

Tracy Kraft-Tharp
Jefferson County Commissioner

Mary Berg
Alternate

Diane Messamore
Past Chair

Helen Peoples

Meera Rosser

Al Sahlstrom

Elisabeth Suarez

Sean Wood
*Clear Creek County
Commissioner*



Ways to Support Jefferson Center

Stay in the Loop!

Sign up for Jefferson Center emails and stay up to date on current news.



Host a Presentation

Choose from frequent topics or let us develop an in-person or virtual presentation for your business school, church, or group in your area of interest.

Donate

Give a tax-deductible gift to support mental health and substance use services at Jefferson Center.



Get Certified in Mental Health First Aid

Learn to recognize a range of mental health and substance use disorders and gain the skills and confidence needed to help someone in a mental health crisis.



8
Ways to Get Involved with
Jefferson Center

Start a Fundraiser

In place of gifts this year, start your own virtual fundraiser and dedicate a celebration (birthday, holiday, anniversary, etc.) to Jefferson Center. Facebook and ColoradoGives make it easy!



Join the Policy Action Network

Connect with elected officials and other decision-makers to improve the lives of community members.



Attend an Event

Show your support at an event that speaks to you like the Annual Gala, Helping Kids Thrive Parent Conference, and more!



Volunteer

Make a difference in the lives of others with a gift of your time and talent.



Your support can help us ensure a vibrant, sustainable, and resilient community. To find out more about how to get involved, contact Krista Lewis, Director of Philanthropy at KristaL@jcmh.org or 720-965-6087.

LOCATIONS



Many Convenient Locations, One Convenient 24-Hour Phone Number.

Local: 303-425-0300 • Toll Free: 1-800-201-5264

TDD Hearing Impaired: 303-432-5540

Crisis & Recovery Center

4643 Wadsworth Boulevard
Wheat Ridge, CO 80033

Independence Office and Administration

4851 Independence Street
Wheat Ridge, CO 80033

Alameda Office

5801 West Alameda Avenue
Lakewood, CO 80226

Jeffco Family Health Services

7495 West 29th Avenue
Wheat Ridge, CO 80033

Jefferson Plaza Office

3595 South Teller Street
Lakewood, CO 80235

West Colfax Office

9485 West Colfax Avenue
Lakewood, CO 80215

Union Square Health Plaza

12055 West 2nd Place
Lakewood, CO 80228

Evergreen Mountain Office

31207 Keats Way
Evergreen, CO 80439

Gilpin Mental Health Services

101 Norton Drive
Black Hawk, CO 80422

North Wadsworth Office

7828 Vance Drive
Arvada, CO 80003

Mountain Resource Center

11030 Kitty Drive
Conifer CO 80433

Clear Creek Office

1531 Colorado Boulevard
Idaho Springs, CO 80452



Celebrating 9 years in a row!