



Celebrating  
60 years of caring!



2018 Annual Report



*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.

Jefferson Center is the not-for-profit community mental health center serving Jefferson, Clear Creek, and Gilpin counties for 60 years.

## Diversity of Service

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.

As an integral part of the communities we serve, we understand their unique needs, and have developed a comprehensive network of partnerships and collaborations to create enhanced care systems.

Making access to care easily available and customer-focused is a top priority at Jefferson Center, and by providing services at clinical offices and in community settings such as nursing homes, schools and foster homes, we are able to create a welcoming environment for all who seek care where they are most comfortable.

Overall health means healthy minds and healthy bodies and our programs and services are designed to build on client's innate strengths and empower them during treatment.

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

## Dedicated to Serving All in Need

At Jefferson Center, we put the person first. Wherever our clients are, that's where we go.

We know that behavioral health disorders are more common than cancer, diabetes and heart disease, but we also know that people with a mental illness can recover and go on to lead meaningful, hopeful lives.

We help bring hope for a brighter future to thousands of community members who struggle with mental health and substance use disorders. Especially for those whose daily lives have been disrupted and whose mental health problems are leading to difficulties at work or school, hospitalization, homelessness, or even involvement with the juvenile or criminal justice system.

### Where and When We're Needed



- **Help people of all ages,** from our youngest client, who is one year old, to our oldest client, who is 96.

- **Incorporate services with community partners** in a variety of settings and locations in Jefferson, Gilpin and Clear Creek counties including:



**23** Clinical locations

**40+**

Partner sites located in schools, nursing homes, senior centers and more.



- **Engage, inspire and help people** on the road to resiliency and recovery.

# In our community, hope fills the horizon



## Jefferson County Stands Against Stigma



1,200

People trained  
in Mental Health  
First Aid through  
the Jeffco  
Collaborative

Mental Health First Aid (MHFA) is an innovative course designed to give people the tools to recognize a range of mental health problems, and the skills and confidence to help someone in a mental health crisis.

Established as the gold standard for helping individuals understand mental health and substance use disorders among friends, family, and neighbors, 2018 marked a year of expansion in Jefferson County for the popular program thanks to support from community organizations throughout the region.

With funding provided through the Lutheran Legacy Fund by the Community First Foundation, Jefferson Center facilitated the development of a new and sustainable model of MHFA called the “MHFA Jeffco Collaborative.” This collaboration builds upon Jefferson Center’s already successful growth of MHFA in recent years, and is working towards decreasing the stigma of mental health issues and supporting the mental health needs in the county by working to make knowing MHFA as common as knowing CPR.

## A World with Zero Suicide



In 2017 there were 1,175 deaths by suicide in Colorado, and Jefferson Center is determined to help address this staggering statistic by working to prevent suicide deaths for people under our care. And thanks to a grant from the Office of Suicide Prevention (OSP), we were able to substantially grow our Zero Suicide Initiative in 2018.

Zero Suicide is Jefferson Center’s commitment to suicide prevention across our organization and not only represents a commitment to patient safety—the most fundamental responsibility of health care—but also a commitment to the safety and support of our clinical staff that do the demanding work of treating and supporting suicidal patients.

With the support of OSP, Jefferson Center implemented a new policy where all current and future hires, both administrative and clinical, are required to complete a suicide prevention gatekeeper training, called Question Persuade Refer (QPR), which teaches three simple steps anyone can learn to help save a life from suicide. In 2018, 100% of employees completed the training.

Funding for Jefferson Center’s Zero Suicide initiative has also supported enhanced training and improved workflows for clinical staff.

690 | Jefferson Center employees  
trained in QPR in 2018.

## Jefferson Center Opens Withdrawal Management Facility



At the core of our mission is to be responsive to the needs of our community, which is why when Arapahoe House closed in 2017, Jefferson Center, along with various key partners, stepped up to fill this critical need. Thanks to this community collaboration, we have

ensured that withdrawal management services (formerly known as detox), remain available in Jefferson County at our new Crisis and Recovery Center. The Center houses our Withdrawal Management Program, which uses an integrated, comprehensive, and coordinated approach to the delivery of substance use, mental health, and physical health services. Our 24/7/365 Walk-In Crisis Services and Mobile Crisis Team, is also located in the facility, giving us the ability to route individuals in crisis to onsite services for de-escalation and engagement in ongoing treatment.

This “one-stop shop” for both mental health and substance use crises has provided easy access to a critical resource for the community, as well as first responders and law enforcement officers.

2,600+

Clients served at  
Withdrawal Management  
in the first year.

# 60 Years of INNOVATION AND CARE



## Harriet Hall

Jefferson Center would not be where it is today without the leadership of Dr. Harriet Hall. Her career with Jefferson Center began in 1981 as the associate director, and she became CEO and president in 1984. Dr. Harriet Hall's most substantial contribution to the community has been her advocacy and her unwavering commitment to making a difference in the lives of people with mental health disorders, their families and our community.

Her passion and tireless efforts have impacted the lives of thousands of individuals living with mental illness. Harriet's strong value for collaboration has created community partnerships that resulted in significant change in the community and the birth of innovative programs.

## History and Milestones

The Center acquired its first computer, a Texas Instruments mini-computer system to support accounting functions.

1950's



**Mental Health Clinic Staff**  
 STAFF MEMBERS OF THE NEW COUNTY MENTAL HEALTH CLINIC—were honored at a dinner sponsored by the Jefferson County Chamber of Commerce at the county courthouse. Left to right, they are Robert C. Healy, psychiatrist; Mrs. Eugene Schmitt, psychiatric social worker; Mrs. Frances

1980's



### Jeffco Mental Health celebrates new facility

Jefferson County Mental Health Center celebrated its new Arvada facility with a public reception Tuesday. The new building, located at 6205 Vance St. in Arvada's urban renewal area, consolidates the center's administrative and outpatient facilities for the fourth area of Jefferson County. It was occupied Jan. 18. According to Dennis DeBrenant, director of public affairs, the new facility gives the center needed administrative space and increases the effectiveness of the outpatient care in Arvada and the surrounding area. Records, bookkeeping and billing now are handled from a central location. The second floor of the new building, Outpatient care, which was removed from a clinic on Baseline Road, takes up the first floor of the two-story building. During tours Thursday, residents were invited to access from patients, outpatients of various programs and conversations with program directors and other staff members. Jefferson County Mental Health Center is a private, not-for-profit organization. continued on page 14

Dr. Harriet Hall became the Executive Director. The name Jefferson County Mental Health Center was changed to Jefferson Center for Mental Health.

Jefferson County Mental Health received a federally-funded "Crisis Grant" to support short term intensive treatment. This helped to shorten a two month wait time for treatment at the Center.

1970's

### Mental Health Team Opens Office for Evergreen Area

EVERGREEN—The South Jefferson, Clear Creek and Golden areas of Jefferson County now have a mental health team. Services are provided by a group of mental health professionals and include 24-hour crisis response and a variety of group and individual outpatient programs such as marital counseling, family therapy, individual therapy, and individualized case management. The office was opened in group and individual outpatient programs such as marital counseling, family therapy, individual therapy, and individualized case management. The office was opened in group and individual outpatient programs such as marital counseling, family therapy, individual therapy, and individualized case management. The office was opened in group and individual outpatient programs such as marital counseling, family therapy, individual therapy, and individualized case management.

Jefferson County Mental Health opened new offices in Golden, Evergreen and South Jefferson County.

1960's



On April 30, 1958, the Mental Health Association organized the "Jefferson County Mental Health Clinic," a private, non-profit corporation, in the basement of the Jefferson County Court House with four part-time staff. The clinic contracted with the three counties of Jefferson, Clear Creek and Gilpin to provide mental health services.

### AVAILABLE TO ANYONE Golden Mental Clinic To Hold Open House

GOLDEN, Colo., April 30.—Jefferson County's first mental health clinic, which will begin operations next Wednesday, will hold an open house at 7:30 p. m. Friday at the Jefferson County Courthouse.

Emergency Services at Jefferson County Mental Health Center provided by one staff person at a time on call 24 hours a day.

Jefferson County Mental Health Center was one of just five Community Mental Health Centers in the state of Colorado.

# After 37 years at the helm, Dr. Harriet Hall retired as CEO, and the organization's Chief Operating Officer, Dr. Kiara Kuenzler, assumed the role of CEO, bringing in a new era for Jefferson Center.



## Kiara Kuenzler

Dr. Kiara Kuenzler joined Jefferson Center as the Chief Operating Officer in October 2017, and became the Chief Executive Officer following Dr. Hall's departure in 2018.

Dr. Kuenzler comes to Jefferson Center with more than 13 years of behavioral health experience. Dr. Kuenzler is a licensed Psychologist and received her Doctorate in Clinical Psychology from the University of Denver, followed by a Post-Doctoral Fellowship at the University of Colorado Medical School in Administration and Evaluation Psychology. In addition to her nine years of experience in health care administration, quality, and program evaluation, Kiara has over 12 years of direct clinical experience, and served as adjunct faculty in the Psychology Department at the University of Colorado Denver.



Jefferson Center provided emergency response following the shootings at Columbine High School; opened Columbine Connections and S.H.O.U.T.S. Youth Drop-in Center to help the community heal.

### 2010's

Jefferson Center opened the Crisis & Recovery Center. Detox services are added to operate the facility as a one-stop shop for mental health and substance use support.



### 1990's

Jefferson Center opened School-based Counseling Program at Stein Elementary.



Jefferson Center hosted Gov. John Hickenlooper in signing legislation creating Colorado Crisis Services.



Widened service options and updated our branding to encompass the breadth of behavioral health services offered at Jefferson Center.

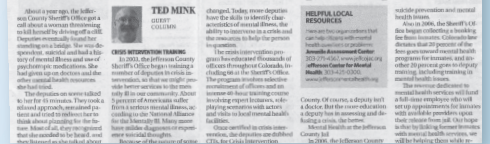
### 2000's

Acclaimed Crisis Intervention Team (CIT) training started— providing police officers with the tools to safely and sensitively deal with individuals with mental illness.



Senior Reach is developed to reach out to at-risk elderly in collaboration with the Seniors' Resource Center and the Mental Health Center serving Boulder & Broomfield counties.

### Mental illness cases become important part of job



# Thank You!

We couldn't have done it without you!

Jefferson Center would like to thank the following key donors for supporting a wide range of mental health programs in Jefferson, Clear Creek & Gilpin counties. Thank you to the individuals, families and businesses that supported us in the 2018 fiscal year. Their support allowed us to reach record numbers of people and remain on the cutting edge of mental health treatment innovation. Without the financial support of our community, many of the programs and services we provide would not be available to the people who truly need them.

## Government and Foundation Funding

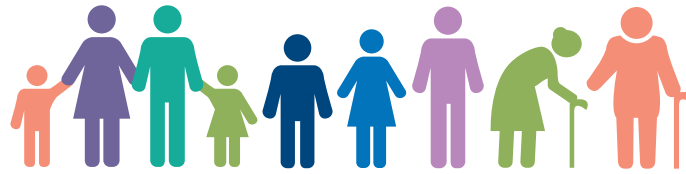
Alan Green Memorial Foundation  
ALPS  
Arvada Police Department  
Aurora Mental Health Center  
Bright Funds Foundation  
Buell Foundation  
Caring for Colorado Foundation  
City of Arvada  
City of Westminster  
City of Wheat Ridge  
Colorado Behavioral Healthcare Council  
Colorado Department of Corrections  
Colorado Department of Human Services  
Colorado Department of Local Affairs  
Colorado Department of Public Health and Environment  
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  
Dora & Emanuel Ciner Foundation, Inc.  
Energy Outreach Colorado  
Enterprise Community Partners, Inc.  
The Forest Heights Lodge Fund  
Frank A. O'Neil Family Foundation  
Gilpin County  
Hispanidad  
The IMA Foundation  
Jefferson County Department of Human Services  
Rose Community Foundation  
Signal Behavioral Health Network  
Substance Abuse and Mental Health Services Administration  
Walmart Family Foundation

## Corporate Supporters and Event Sponsors

A&B Builders	Jefferson County Public Schools
A & K Appliance Distributing	Jefferson Hills-Lakewood
AIG Retirement Services	Jefferson Unitarian Church
AllHealth Network	Kaiser Permanente
Alpha & Omega Landscapers	KTK General Contracting
Amazon Smile	MedKeeper
Arvada Chamber of Commerce	Mile High United Way
BBVA Compass	NAMI Jeffco
BKD, LLP	Netsmart Technologies
Boulder Associates	Network for Good
Camel Water Treatment	New Image Brewing Company
Carin' Clinic	Peacefeline Books
Carmel Oaks of Lakewood	Pietra's Pizzeria
The Chateaux at Fox Meadows	Rheinlander Bakery
City of Lakewood	Rockmont Envelope
City of Wheat Ridge	Rotary Club of Golden
Citywide Banks	Rozeboom & Company
Colorado Business Bank	RSS Insurance Services, Inc.
Colorado Community Health Alliance	SCL Health Lutheran Medical Center
The Colorado Trust	Security Central, Inc
Community First Foundation	Seniors' Resource Center
CREAM Belmar	Sherman & Howard, LLC
Dave's Used Cars	Sooper Credit Union
Developmental Disabilities Resource Center	Source Communications, LLP
Dilley Printing	Source Office & Technology
DST Systems, Inc.	Southwest Lock & Safe
Fastsigns of Arvada	STRIDE Community Health Center
FirstBank	Sts. Peter & Paul Catholic Church
Front Range Health Partners	Tolin Mechanical
Greiner Electric	VFW Post 4171, Golden
HealthONE	West Side Math Center LLC, Mathnasium
Hispanidad	Westminster Medical Clinic
IMA Financial Group	Xcel Energy Foundation
Innovest Portfolio Solutions	
Jefferson County PTA	

# DEMOGRAPHICS AND FISCAL RESPONSIBILITIES

## FY 2018 Audited Revenues and Expenses



**Total Clients Served: 18,136**

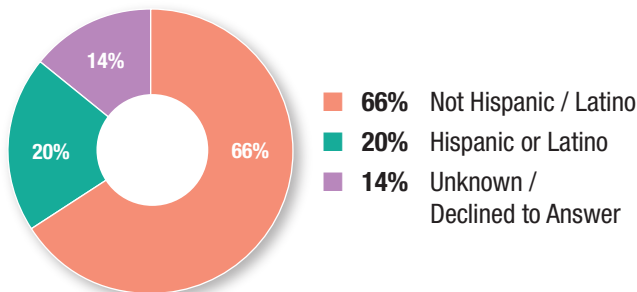
### 2018 Revenue

Subcapitated Medicaid Revenue	31,996,767	53.7%
Net Client Service Revenue	8,134,287	13.6%
Pharmacy Revenue	8,893,697	14.9%
State of Colorado	2,766,394	4.6%
Local Government Contracts	690,981	1.2%
Public Support	50,056	0.1%
Other Income	7,090,827	11.9%
<b>Revenue Total</b>	<b>59,623,009</b>	<b>100.0%</b>

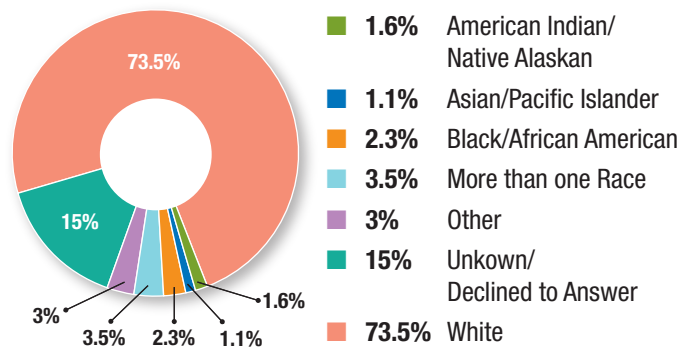
### 2018 Expenses

Personnel	46,167,512	77.4%
Pharmacy	7,166,494	12.0%
Operating	3,232,059	5.4%
Client Related	371,333	0.6%
Occupancy	3,016,276	5.1%
Other Expenses	894,753	1.5%
Professional Fees	181,127	0.3%
Donated Items	50,056	0.1%
Gain (Loss) (Reserves)	(1,456,538)	-2.4%
<b>Expense Total</b>	<b>59,623,072</b>	<b>100%</b>

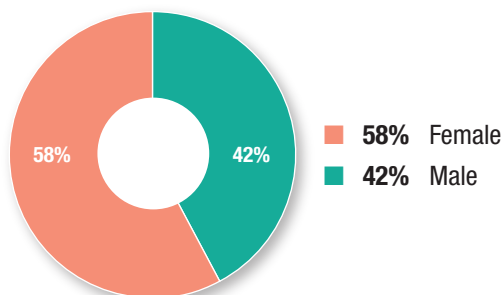
### Client Diversity



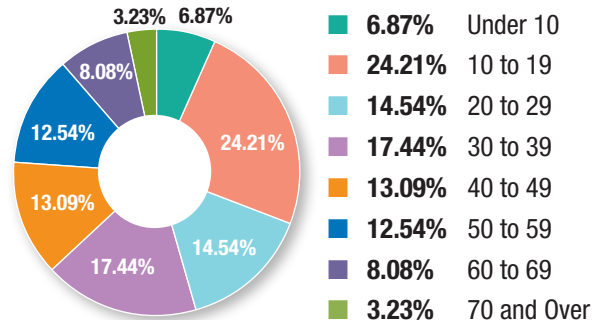
### Client Race



### Client Gender



### Client Age





## Ways to Support Jefferson Center

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.

To talk about your goals for supporting Jefferson Center, or for more information, please contact **Claire Sabogal** at **303-432-5034** or **ClaireSh@jcmh.org**.

## Volunteer

Many of our programs benefit from the commitment and contribution of our volunteers, an integral part of the Jefferson Center team. For information about current volunteer opportunities, contact **Julie DiTullio** at **303-432-5644** or **JulieD@jcmh.org**.

## Speaker's Bureau

Jefferson Center commits to education and outreach so everyone understands that mental health affects our wellbeing as much as physical health. We provide free community education presentations designed to raise awareness, and decrease stigma that surrounds mental health and substance use disorders. Our licensed clinicians provide engaging presentations tailored to the specific needs of organizations and other audiences alike. If you'd like to talk to us about scheduling a presentation for your organization or community group, contact **Melissa Strohfus** at **303-432-5156** or **MelissaS@jcmh.org**.

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 W. 29th Street  
Wheat Ridge, CO 80033

### Jefferson Plaza Office

3595 S. Teller Street  
Lakewood, CO 80235

### South Office

9200 West Cross Drive, Suite 421  
Littleton, CO 80123

### 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

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

## Executive Management Team 2017-2018

**Harriet L. Hall, Ph.D.**

*President and CEO*

**Kiara Kuenzler, Psy.D.**

*Chief Operating Officer*

**Donald Bechtold, M.D.**

*Vice President, Healthcare and Integration, and Medical Director*

**Daniel Fishbein, Ph.D.**

*Vice President, Corporate Business Development*

**David Goff, M.B.A.**

*Vice President, Administration and CFO*

**Jeanne Oliver, B.A.**

*Vice President, Marketing and Development*

**John Talbot, Ph.D.**

*Vice President, Corporate Strategy*

**Will Walser, M.B.A.**

*Vice President, Information Systems and CIO*

## Jefferson Center Board of Directors 2017-2018

**Larry Renoe, Chair**

**William Rush, Vice-Chair**

**Diane Messamore, Treasurer**

**Jerry Oksner, Secretary**

**Becky Carr**

**Mark Dietel**

**Janice Fleming**

**Tracy Hofeditz, M.D.**

**Chad Holtzman**

**Linda Isenhardt**

**Tim Mauck**

**Lynn Oliver**

**Helen Peoples**

**Helen Story**

**Elisabeth Suarez**

**Scott Thompson**

**Casey Tighe**

**John Zabawa**

## Jefferson Mental Health Foundation Board of Directors 2017-2018

**Rebecca Carr, Chair**

**Shirley Thomas, Vice-Chair**

**Janice Fleming, Secretary**

**S. Matthew Cornwell II, Treasurer**

**Harriet Hall, Ph.D., Ex-Officio/  
Interim Executive Director**

**Lorraine Bowen**

**Leslie Hughes**

**Tom Olbrich**

**Helen Peoples**

**Rita Schnidt**