

Jefferson Center



— *With you in mind* —

2020 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.

We Value

People First

Empathy with Excellence

**Working together to
make life better**

Leading the Way

Strengthening Community

Dignity for All



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



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 more than 28,000 people a year at nearly 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

A personal message from Jefferson Center CEO

Dr. Kiara Kuenzler

For more than 60 years, Jefferson Center has been supporting the community with mental health and substance use disorders. Over those six decades, we have been there to help people get the care that they need, so they are better able to care for and engage with their families, be more successful in work or school, and can find more enjoyment and meaning in their lives.

In 2020, when we found ourselves in the midst of a historical, unprecedented era of mass trauma with the COVID-19 pandemic, we worked to adapt quickly to continue to support clients and put the needs of the community first. Research shows that 4 out of 5 people began to experience a mental health or substance use disorder in the time that followed. It was clear that mental health services would be more important and more necessary than ever before. As we talk about in this annual report, we swiftly moved to a telehealth and virtual model of care in the early days of the pandemic, and continued throughout the pandemic to find creative ways to offer support and services.

Community partners also recognized that need, and we are encouraged by the efforts to make mental health care accessible, as we all work to talk openly and honestly about mental health and substance use challenges, and to provide connections and resources to get help. With our community's support, this past fiscal year Jefferson Center was able to provide care to more than 28,000 people.

This year, we have helped individuals and families build tools to cope with mental health challenges and make change in their lives; provided substance use treatment for those who have bravely stepped forward to seek out treatment and recovery; and helped everyone learn to rely on their strength, adaptability and resilience in the face of uncertain situations. Jefferson Center is improving the lives of the people that we serve.

We are so grateful to our dedicated staff and incredible community partners, donors, and community. Thank you for your support throughout this incredible year and for helping us bring critical care to people when they needed it most.



We believe in the dignity of all people and creating a culture where diversity is valued.

Mental health conditions do not discriminate—they can affect anyone regardless of race, ethnicity, gender, sexual orientation, age, social status, or a variety of other factors. At Jefferson Center, it is our policy and our mission to be inclusive and mindful of the diversity of everyone who comes through our doors.



For more than a decade, Jefferson Center's Cultural Relevance Oversight Committee has worked toward developing a comprehensive approach for the integration of inclusive and responsive services, policies, and practices across all of Jefferson Center. In 2020, we changed its name to the Diversity, Equity & Inclusion (DEI) Oversight Committee, to better represent the broader efforts of our work and align with a more recognized term.

Also this year, our DEI Oversight Committee conducted a business-wide assessment and launched an updated multi-year DEI Action plan that focuses on four key areas: Policy, Governance, Leadership & Sustainability; Effective Practices, Community Engagement & Interagency Collaborations/Partnerships;

Workforce Development, Education & Support; Communication and Language Services. Through this work, we've added training and support for all staff, building a foundation of knowledge, competency, and confidence in providing care to people from diverse backgrounds and ways to serve people with a variety of language needs. New discussion and consultation groups were also developed as a way to maintain and build on this knowledge.

We've built new and strengthened existing community partnerships to help reach new and underserved communities. And we added five new clinical groups for LGBTQ+ teens, an LGBTQ+ Substance Use group, a Trauma Skills Group for Older Adults, a Spanish Language Women's Group, and an Older Adult Grief Group.

We are energized by these changes yet there is still much to be done. Also this year, our DEI Oversight Committee conducted a business-wide assessment of 120 questions and launched an updated multi-year DEI Action plan that focuses on four key areas: Policy, Governance, Leadership & Sustainability; Effective Practices, Community Engagement & Interagency Collaborations/Partnerships; Workforce Development, Education & Support; Communication and Language Services.

“ I thank Jefferson Center for its willingness to have these tough conversations. We're living in a time where power dynamics and what causes them are more out in the open, we all should have the vocabulary to talk about it as staff and as clinicians. ”

120

DEI assessment
questions

4

DEI focus
areas

5

new clinical
groups

Telehealth Services Bring Therapy to the Comfort of Your Home

In 2020, the COVID-19 pandemic changed every aspect of our lives and had a profound impact on mental health. In addition to overcoming the stigma attached to mental health care, stay-at-home orders and social distancing mandates presented new obstacles for those in need of treatment. Jefferson Center was faced with the challenge of how to provide care when many people couldn't leave their homes. This is where telehealth came in.

Jefferson Center worked to adopt and implement telehealth technology as a way to enforce COVID-19 safety precautions while continuing to deliver services to the community. Within days of the stay-at-home order being announced in Colorado, we were up and running, offering services from our homes to the homes of our clients.

Preliminary survey results showed that 83% of clients report preferring video or phone for their future visits and 88% of our clinical staff report experiencing telehealth as an effective way of providing care. Flexibility has been a key component of telehealth's success for many clients who otherwise would have likely stopped receiving mental health services altogether.

Clinicians have also reported that some of their clients with substance use disorders who were previously difficult to engage with have been able to stay on track with their appointments and receive regular services.

Jefferson Center maintained critical in-person care where it was needed. Nursing and medication services were provided onsite, and our pharmacy remained open. The crisis and recovery center and our residential services programs served clients in-person throughout the pandemic.

The ability of clients to access services via telehealth is essential to the long-term mental health of communities. The numerous benefits of telehealth have become self-evident over the past few months and some industry leaders have described this as "the new normal." Even after COVID has dissipated, Jefferson Center will be looking forward and continuing to integrate telehealth into our options for care to meet the needs of our clients.



“ Talking with my therapist from home has been a lifesaver. I am restarting therapy now, and getting the help that I need. ”

48 hours

to move more than 600 staff to remote work

55,164

services provided via telehealth
3/20 – 6/20

24,070

in-person services in the same period

Jefferson Center Engages with the Community Through Online Webinars

In the early days of the COVID-19 pandemic, as businesses and everyday life began to shut down, Jefferson Center knew that in the face of uncertainty, mental health resources were going to be important. For over 60 years, Jefferson Center has been helping provide community support in times of crisis— from wildfires to floods and everything in between.

In April 2020, Jefferson Center began offering community education programming virtually through our Speaker's Bureau series "Coping with Coronavirus". Held regularly over two months, the weekly webinar series featured Jefferson Center experts sharing their knowledge and other resources on topics including finding balance and managing expectations, healthy relationships and preventing loneliness and isolation, parenting in the digital world, stress management, and dealing with grief and loss. In April, we also hosted a webinar in Spanish, a webinar focused on veterans, and a webinar specifically for front-line essential workers. The webinar series also had financial support from the Rotary Club of Golden.



During this unprecedented time of the novel coronavirus and the COVID-19 pandemic, the efforts of communications, marketing, and technology teams working hand in hand with clinical teams to provide crucial resources to those who need it have never been more critical. With hundreds of live attendees, and thousands of views of the recordings, these webinars were an important way to reach the community during this crisis. The

successful webinar series was awarded the Platinum 2020 eHealthcare Leadership Award in the category of "Best COVID-19 Pandemic Relief Communications", honoring the very best websites and digital communications of healthcare organizations.

“ Our team has experienced incredible stress during this pandemic. We were all so grateful for the presentation on taking care of our own mental health, the meditation resources, and the relaxing body scan. You helped us when we needed it most, thank you! ”

20,000
people reached
through online
presentations

13
online
presentations

#1
topic requested
Dealing with Stress
and Burnout

Mobile Van Brings Medication Assisted Treatment to Mountain Communities

In rural areas, transportation and traveling around can be a barrier for accessing mental health and substance use care, which is why Jefferson Center expanded our substance use disorder services with our new Mobile Medication-Assisted Treatment (MAT) program, serving Conifer, Evergreen, Idaho Springs, Golden, Morrison, Nederland and Black Hawk.

Mobile MAT is a grant-funded initiative that is designed to help assist and serve adults and adolescents ages 16 and older who are struggling with opioid and other co-occurring challenges. It is also available to transient individuals, those experiencing homelessness and inmates involved in the Jefferson Center's jail-based behavioral services program at the Clear Creek County Jail.

Medication-Assisted Treatment (MAT) has proven to be the most effective treatment for opioid addiction, combining medication to stave off the physical symptoms, withdrawal, and cravings, with counseling to help patients address their emotional and behavioral issues associated with addiction.

As an expansion of Jefferson Center's existing substance use disorder services, the new Mobile MAT program provides access to MAT for treating opioid use disorders for people who are unable to get to a traditional brick-and-mortar treatment facility. In addition, it offers a number of services, including screening for substance use disorders and opioid addiction, and telehealth for medication evaluation and monitoring. The Mobile MAT team also provides connections to Jefferson Center services including senior services, wellness services, and community outreach programs such as suicide prevention trainings and Mental Health First Aid.



“ I’ve had a lot of setbacks but you never judge me or make me feel bad. I’m not where I’m ‘supposed to be’ but I feel like I’m getting there and that is a big deal for me. ”

#1

barrier to opioid treatment in the mountains is transportation

9,800

miles traveled in FY 2020

6

cities and 3 counties visited each week

FY 2020 Fiscal Responsibilities & Demographics

18,071

open Jefferson Center clients with at least one service

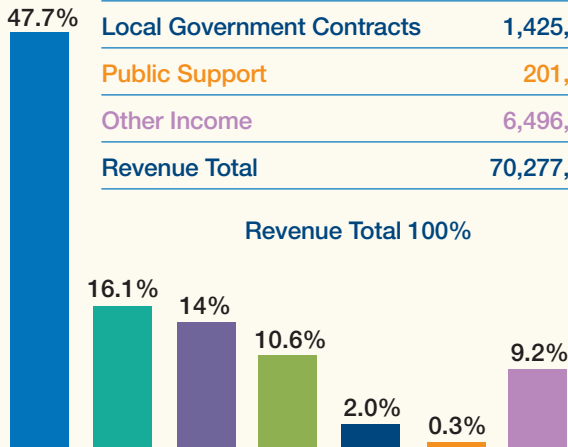
28,044

community members served

Audited Revenues & Expenses

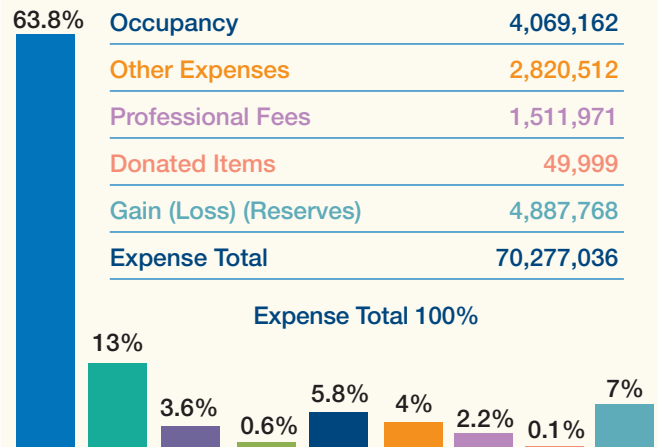
2020 Revenue

Subcapitated Medicaid Revenue	33,540,750
Net Client Service Revenue	11,303,663
Pharmacy Revenue	9,872,930
State of Colorado	7,436,046
Local Government Contracts	1,425,523
Public Support	201,155
Other Income	6,496,969
Revenue Total	70,277,036

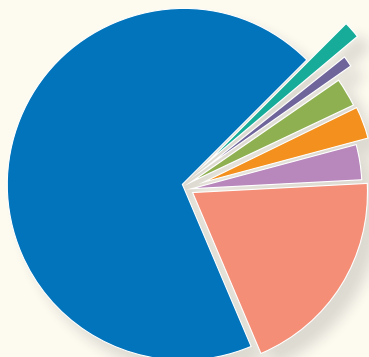


2020 Expenses

Personnel	44,870,656
Pharmacy	9,124,809
Operating	2,539,625
Client Related	402,533
Occupancy	4,069,162
Other Expenses	2,820,512
Professional Fees	1,511,971
Donated Items	49,999
Gain (Loss) (Reserves)	4,887,768
Expense Total	70,277,036

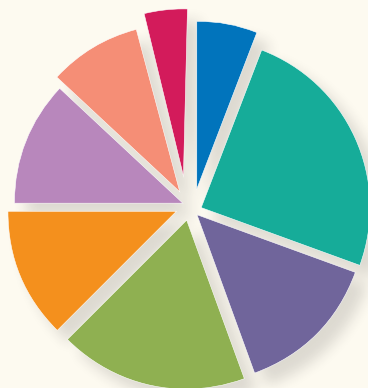


Race



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



6.0%	Under 10
24.8%	10 to 19
13.9%	20 to 29
17.9%	30 to 39
12.6%	40 to 49
11.8%	50 to 59
8.9%	60 to 69
4.1%	70 and Over

41.4%
Male

58.6%
Female

1.7%
Non-Cisgender

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.

We couldn't have done it without you!

Government and Foundation Funding

Bright Funds Foundation	Denver Regional Council of Governments
Buell Foundation	Dora & Emanuel Ciner Foundation, Inc
Caring for Colorado	Energy Outreach Colorado
Center for Care Innovations	Enterprise Community Partners, Inc
City of Arvada	Frank A. O'Neil Family Foundation
City of Westminster	G & R Quiat Family Foundation
City of Wheat Ridge	Gilpin County
Colorado Community Health Alliance	Jefferson County Child and Youth Leadership Commission
Colorado Department of Corrections	Jefferson County Department of Human Services
Colorado Department of Human Services	The Morrison & Foerster Foundation
Colorado Department of Local Affairs	Rotary Club of Denver Mile High Foundation
Colorado Department of Public Health and Environment	Signal Behavioral Health Network
Colorado Division of Vocational Rehabilitation	Walmart Foundation
The Colorado Health Foundation	Xcel Energy Foundation
Combined Jewish Philanthropies	
Community First Foundation	

Corporate Supporters and Event Sponsors

A & K Appliance Distributing	Good News Coalition, Inc	Rozeboom & Company
A & B Builders	Greiner Electric	RSS Insurance Services, Inc
AIG Retirement Services	HealthONE	SCL Health Lutheran Medical Center
AllHealth Network	IGII-LLC	Security Central, Inc
Amazon Smile	IMA Financial Group	Seniors' Resource Center
American Legion Post 111	Jefferson Unitarian Church	Signal Behavioral Health Network
Arbor Family Medicine	King Soopers Community Rewards	Source Communications, LLP
Benevity Causes	KTK General Contracting	Source Office & Technology
BKD CPAs & Advisors	Kumar & Associates, Inc	Southwest Lock & Safe
Boulder Associates	Lakewood Community Acupuncture	Sts. Peter & Paul Catholic Church
City of Wheat Ridge	M.T.O. Shahmaghsoudi' School of Islamic Sufism*	talentReef
Citywide Banks	MedKeeper	Tolin Mechanical
Colorado Community Health Alliance	Netsmart Technologies	The Ultimate Software Group, Inc
The Colorado Trust	Network for Good	West Metro Chamber of Commerce
Connect for Health Colorado	New Image Brewing Company	Westminster Medical Clinic
Consolidated Investment Group	New West Physicians - Mesa View Internal Medicine	
Dave's Used Cars	Pietra's Pizzeria	<i>*special recognition to these organizations for donating PPE to Jefferson Center during the COVID-19 global pandemic</i>
Decadent Saint Winery*	Rheinlander Bakery	
Delta Dental of Colorado	The RMH Group, Inc	
Developmental Disabilities Resource Center	Robbie's Hope	
DST Systems, Inc	Rocky Mountain Crisis Partners	
Empowered Partnerships, LLC	Rotary Club of Golden	
FirstBank		

Events

Community Forum Addresses Youth Mental Health

Jefferson Center and Jeffco Public Schools hosted nearly 90 members of the community to gather and share their perspectives and to talk about children's mental health and substance use. Topics included suicide and suicide prevention, anxiety and depression, substance use and vaping, early signs of mental health disorders, and school violence, safety, and bullying. Through participant feedback, we were able to continue to tailor our services, community collaborations and education to help meet the needs of youth and their families and provide the right resources to better help our kids. Thank you to our partners, Jeffco Public Schools for co-hosting, and to St. Anthony Hospital, for donating their conference center space and providing refreshments.



Xcel Day of Service

Jefferson Center took part in Xcel Energy's Day of Service program, which offers a wide range of volunteer projects to benefit non-profits across Colorado. The Day of Service program was started nine years ago as a way to celebrate and honor those individuals whose lives were lost or who served on and following September 11, and is now one of the largest single-day corporate volunteer efforts.

Volunteers spent the day constructing a privacy fence at one of Jefferson Center's apartment complexes that houses low-income residents, many of who have experienced homelessness. Thanks to hardworking volunteers, the fence was completed, providing additional safety for residents and creating a positive aesthetic for the complex.



Helping Kids Thrive



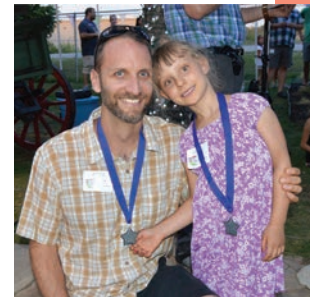
In partnership with Jefferson County Schools and other community organizations, we held our 29th annual Helping Kids Thrive Parenting Conference. A long-standing staple in the community, families and parents from all over the county look forward to this free event each year that provides hands-on, practical information to help kids of all ages grow in positive ways.

The conference included parenting topics from early childhood to the teenage years, and featured new classes tackling current parenting topics. The Rotary Club of Golden hosted a second Helping Kids Thrive Parenting Conference and Wellness Fair at Bell Middle School in Golden, marking the first collaboration of this type of combined event in Golden.

A big thank you to our community partners for their participation and volunteering to make this a success, with both dates selling out in advance, and over 500 parents and caregivers in attendance.

10th Annual Putt Your Stuff

More than 300 golfers enjoyed a beautiful Colorado summer evening playing a round of miniature golf, relaxing with family and friends, and learning more about Jefferson Center. We made some new friends, and we raised more than \$22,000 to help fund the critical services that Jefferson Center provides to our community.



Mental Health First Aid

Jefferson Center is committed to educating our community and busting the stigma associated with mental illness through our free Mental Health First Aid (MHFA) trainings. MHFA is an innovative, 8-hour course designed to give anyone the tools to recognize a range of mental health and substance use problems, and the skills and confidence to help someone in crisis. The program provides a concrete action plan to help connect people with appropriate professional, peer, and self-help care. In 2019, we welcomed 20 new trainers to the Jeffco MHFA Collaborative, allowing us to expand our class offerings even further in the community.



Help us reduce mental health stigma and build an empowered community!

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 wide variety of mental health topics. If you're interested in hosting a presentation for your business, school, church, or community group, contact **Ryan Nelson** at **303-432-5156** or RyanN@jcmh.org.

Our Leadership

Executive Management Team 2019-2020

Kiara Kuenzler, *President and CEO*

Lenya Robinson, *Chief Operating Officer*

David Goff, *VP, Administration, and CFO*

Don Bechtold, *VP, Healthcare and Integration, and Medical Director*

John Talbot, *VP, Corporate Strategy*

Will Walser, *VP, Information Systems, and CIO*

Brandon Ward, *PsyD, Chief Innovation Officer*

Jessica Dunbar, *Vice President of Business Development and Community Engagement*

Harriet Hall, *Strategic Advisor to CEO*

Sarah Posey, *Sr. Executive Assistant*

Jefferson Center Board of Directors 2019-2020

Diane Messamore, *Chair*

Helen Story, *Vice Chair*

Chad Holtzman, *Secretary*

Janice Fleming, *Treasurer*

Mary Berg, *Alternate*

Mark Dietel

Jonathan Gordon

Linda Isenhardt, *Gilpin County Commissioner*

Lynn Oliver

Helen Peoples

Larry Renoe, *Past Chair*

Elisabeth Suarez

Scott Thompson

Casey Tighe, *Jefferson County Commissioner*

Sean Wood, *Clear Creek County Commissioner*

John Zabawa

Jefferson Mental Health Foundation Board of Directors 2019-2020

Lynn Oliver, *Chair*

Shirley Thomas, *Vice Chair*

Helen Peoples, *Secretary*

S. Matthew Cornwell II, *Treasurer*

Kiara S. Kuenzler, *Psy.D., Ex-Officio/ Executive Director*

Leslie Hughes

Lori Lyons

Tom Olbrich

Al Sahlstrom

Rita Schnidt

Sean Wood

Ways to Support Jefferson Center



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.

Stay in the loop!

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



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



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