

AURORA MENTAL HEALTH CENTER

Arapahoe County Commissioner's Meeting

September 15, 2020



Our mission:

Deeply rooted in our diverse community, we deliver state-of-the-art care impacting emotional well-being and addiction recovery.

Our values are expressed through—

- ▶ Passionate caring
- ▶ Rising to the challenge
- ▶ Honoring and respecting all persons
- ▶ Believing in resilience
- ▶ Putting clients and community first

Fiscal Year 2020 by the Numbers

- ▶ **Clients served- 17,954**
 - ▶ 12,480, or 70%, are Arapahoe County residents
 - ▶ Of those reporting income, 50% have incomes below 100% of FPL, and 95% below 300%
 - ▶ 19.5% do not report a payer source

- ▶ **Value of services provided- \$49,280,758**
 - ▶ Services to Arapahoe County residents valued at \$35,990,330, or 73% of total value

- ▶ **Race/Ethnicity of clients from Arapahoe County**
 - ▶ 2% Asian
 - ▶ 16% Black/African American
 - ▶ 5% Multiracial
 - ▶ 23% Hispanic
 - ▶ 54% Caucasian

Fiscal Year 2020 by the Numbers

▶ Client gender

- ▶ Male 52%
- ▶ Female 48%

▶ Client age groups

- ▶ Child (0-12) – 19%
- ▶ Adolescent (13-17) – 16%
- ▶ Young Adult (18-30) – 22%
- ▶ Adult (31-59) – 38%
- ▶ Older adult (60 +) – 6%

Services generously supported by Arapahoe County

▶ **Connect2Care** (Contribution: \$180,063)

Connect to Care (C2C) primarily addresses the issue of health and wellness, providing access to mental health therapy, groups, medication, outpatient substance use services as well as assistance with needs related to social determinants of health and connection to other human service resources.

- ▶ Served 2,277 individuals of which 1,542 (68%) are Arapahoe County Residents. 27% are reported to have no payer.

▶ **East Metro Detox and Recovery Services** (Contribution: \$280,000)

East Metro Detox & Recovery Services primarily addresses the issue of crisis intervention, providing immediate access to withdrawal management services for intoxicated individuals 24/7/365. The program additionally supports health and wellness, providing connection to recovery support services and ongoing mental health and addictions treatment if needed.

- ▶ Served 2,253 individuals of which 1,638 or 65% are Arapahoe County residents. 43% are reported to have no payer.

Fiscal Year 2020: Major Accomplishments

- ▶ Continued implementation of Facilities Strategic Plan:
 - ▶ 3 properties on the market in FY20, one closed July 2020, one set to close September 2020
 - ▶ Purchased property at 1260 S. Potomac where EMDRS is located to allow for expansion of that service as well as consolidation of acute care services following building rehab.
- ▶ Pandemic response:
 - ▶ Pivoted in one week to move from on-site services to telehealth services across the organization in mid-March
 - ▶ Maintained 24/7 essential services with reduced capacity;
 - ▶ Managed a number of 24/7 outbreaks and challenges with minimal service disruption.
 - ▶ Engaging in a conservative return-to-office in order to meet client needs in a safe and responsible manner.
 - ▶ Applied for and awarded \$143,274 in grants for COVID response; \$405,701 in CARES Act funding; and \$717,674 from Health and Human Services/CMS to address revenue shortfalls.
- ▶ Maintained 60-days cash on hand.
- ▶ Completed year 2 of RAE contract with a positive reconciliation.
- ▶ Completed a comprehensive “Clinical Services Footprint” analysis resulting in strategic decisions for program growth, consolidation, and retirement.
- ▶ Awarded a 2 year, \$4 million grant from SAMHSA to become Colorado’s second Certified Community Behavioral Health Center (CCBHC). Certification expected fall 2020 with continued grant-funded process improvements through Spring 2022.

FY2021 Strategic Focus

- ▶ Continued pandemic response with many service-line-specific planning requirements
- ▶ Compensating and planning for continued COVID-related revenue decrease
- ▶ Move into first full year of reconciliation with Colorado Access on Medicaid contract
- ▶ Continued improvements to create solid foundations across operational departments
- ▶ Marketing and other efforts to address workforce shortages
- ▶ Focus on excellence in customer service within a remote service-delivery system
- ▶ Implementation of CCBHC principles, including comprehensive measurement and tracking of client outcomes