

ANNUAL

report



COMMUNITY
REACH
CENTER

2020

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VALUES

We embrace and **RESPECT** the **DIVERSITY** of our **COMMUNITY**.

We create a **SAFE** environment that encourages **INNOVATION**.

We focus on building lasting **RELATIONSHIPS**,
EXCELLENCE and **COMPASSION**.

We demonstrate good **STEWARDSHIP** and **GRATITUDE**.



OUR MISSION

“To enhance the health
of our community”

What a Year it has been



2020 was a year unlike any other. What started out like any other year took a sharp turn in March. Our staff and consumers were sent home to try to figure out telehealth and cope with an ever-changing world outside. This meant the entire Community Reach Center team coming together to support each other, whatever that needed to look like. I will never forget driving around Adams County to every electronic store I could get to purchasing laptops so people would be able to do their jobs from home.

Working from home provided new challenges to our staff including finding ways to connect with consumers and support our community. With COVID-19 spreading rapidly, the safest place was within our own homes, but that took a toll on the mental health of people worldwide. Our 24/7 programs and our drop-in center stayed open through all of this, providing services to our highest risk consumers.

With many consumers not having access to computers, phones, internet, or even safe spaces to have tough conversations, we knew we would have to make adjustments to support our community. Bringing our staff back to the office in July was a tough decision, but with the help of advanced safety measures and plenty of PPE, we were able to truly support the community amid the pressures of the world. This was the best way we could serve our population and address the growing number of people in our community who needed services.

CRC launched the Colorado Spirit Program to get out in the community and support those struggling with the fear and anxiety surrounding Covid-19. They volunteered, created basic needs bags with socks, snacks, and other things that could brighten people's days. CRC also procured grants that provided free Chromebooks to consumers to use for telehealth and another grant that provided masks for clients who were attending sessions in person.

This has been a tough and unusual year, but for Community Reach Center it has been a year that shows we have a team who can work through adversity and do what it takes to support our consumers and our community. I am extremely proud of the staff at CRC and can't wait to see where we will grow in 2021.

Rick Doucet
Chief Executive Officer

John Parker
President, Foundation Board

Mary Ann Wisehart
President, Systems Board



January

Performance reviews are not something that inspire employees to work hard and they certainly don't help companies retain key talent and reduce turnover.

With that in mind, CRC shifted to **Catalytic Coaching**, an innovative, transformative way to evaluate and set goals with staff.

Catalytic Coaching is designed to inspire employees and simplify the coaching process for managers, all while allowing employees to be a part of the goal setting process. It can open up conversations about career path, expectations and what the future looks like.



February

Community Reach Center places a high value on having the **most qualified staff** to assist consumers and the community. In an effort to not only retain current staff, but also attract excellent candidates to our open roles, CRC made the decision to increase staff salaries by **10% across the board**.



March

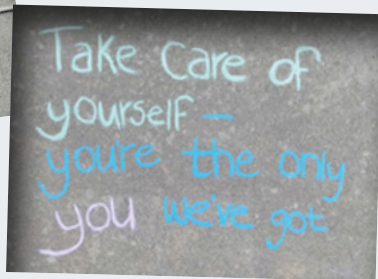
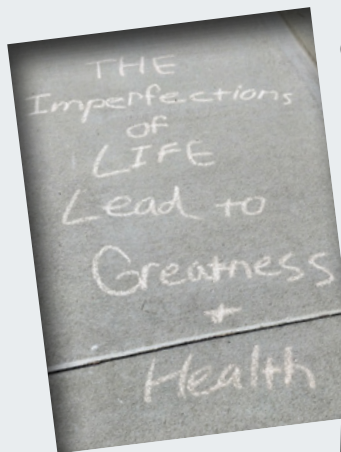
Community Reach Center has experience in pediatric care at **Mountainland Pediatrics** and was thrilled to expand its pediatric care continuum to include **Broomfield Pediatrics** in March.

The relationship with Broomfield Pediatrics and Community Reach Center began last fall when Broomfield Pediatrics contracted with a therapist from Community Reach Center to provide on-site behavioral health assessments and services for her patients as needed.

Dr. Nancy Greer opened the Broomfield Pediatrics practice in partnership with Centura Health in 1997, after completing her residency at Children's Hospital Colorado. Soon thereafter, Dr. Greer purchased the practice from Centura and became sole owner. Dr. Greer continues to practice at Broomfield Pediatrics.



Clinician **Myraiah Callahan** and consumers used chalk to create positive, uplifting affirmations and quotes in front of Mesa House. This was a fun activity in the beautiful Colorado weather to enjoy music and socializing to distract from the tough times and uncertainty being experienced in March.



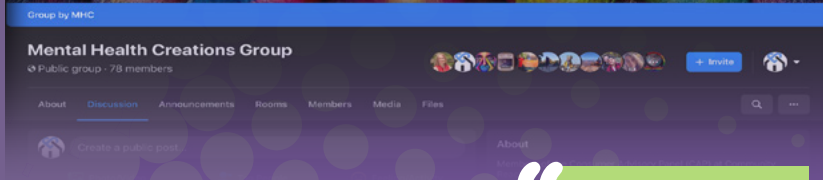
Community Reach Center board member **Bruce Vezina**, owner of a State Farm Insurance Agency in Westminster, saw an opportunity to support Community Reach Center during the COVID-19 pandemic and contributed **\$500**, which bought lots of masks and donuts for everyone.

April

Working from home

was a challenge for staff, but they made the best of it! Here are some photos from employees work from home set ups.





To continue momentum from the Semi-Colon Project, the **Consumer Advisory Panel** decided to create a new platform to showcase their art called **Mental Health Creations**.

“We all feel so connected through art and want to share it with our community. At first, we just wanted to create a yearly event where consumers at Community Reach Center could gather and share artwork, then we took it a step further to create social media pages on Instagram and Facebook to spread the word and create connections during a time when being together is difficult.”

Tara Speak,
a member of the panel.

Follow Mental Health Creations Group on Facebook or @mentalhealthcreations on Instagram to see some of the incredible art created by our consumers!

May



In May, CRC launched the **COVID-19 Heroes Program** which is designed specifically to serve healthcare workers during the pandemic. Any healthcare worker who lives or works in Adams or Broomfield counties can receive up to six counseling sessions free of charge.

It has been an exceptionally stressful time for those on the front lines and this is Community Reach Center's way of helping to safeguard healthcare professionals mental wellness so that they are better equipped to care for their patients and our community.

June



June was an eye-opening month across the United States with the killing of **George Floyd** being a tipping point for the racial injustice that has been happening for quite some time. Community Reach Center stands with the **Black Lives Matter** movement.

This racial inequality is everyone's responsibility to fix and we at CRC are committed to encouraging our staff to use their right to vote as a way to bring about the changes they wish to see in the world.



This year we couldn't celebrate Pride Month in the same way, but we hosted a webinar and Facebook Live titled 'How to Talk to Your Children about Body Image, Gender Identity and Sexuality' as part of CRC's **Reach for Wellness Series**. We look forward to continuing Pridefest next year!

July

In July, the Rainbow Center, which has been a beloved fixture in the community for over 60 years, decided to change its name to the **A.W.A.R.E. Center**. A.W.A.R.E stands for Achieving Wellness and Recovery Empowerment.

Behind the name change is a mission to attract new members, while continuing to nurture the relationships and connections that already exist within the A.W.A.R.E. community. The culture and programming, which is largely guided by its members based on their suggestions and desires, will also remain the same.

The Rainbow Center served as a place where those recovering from mental illness could come to build relationships, learn and participate in activities. With the new name, "We remain dedicated to providing a safe, inviting recovery space that welcomes those who need a place they can be themselves, be respected, and included," said **Grace Zolonski**, Program Manager at the A.W.A.R.E. Center.

This year's **Reach for Recovery 5K** was a virtual event where participants got a chance to walk or run when and where they could. Over 80 people participated and shared photos on Facebook and Instagram of themselves enjoying some socially distanced exercise while raising awareness and supporting mental health services.

REACH FOR RECOVERY 5K

VIRTUAL RUN 2020



Community Reach Center received a grant from the **FCC** to provide Chromebooks to consumers to support them through Telehealth. The grant covered **550 Chromebooks** to be handed out to consumers without access to computers to allow them to receive services from the safety of their home.



For over 20 years, Colorado Community Media, the publisher of the Northglenn/Thornton Sentinel and the Westminster Window, has held its annual **Best of the Best Contest**. This contest is completely reader-nominated and voted on by members of the Adams County community.



Winning categories for Community Reach Center include:

CRC- BEST SENIOR SERVICES
CRC- BEST LOCAL NONPROFIT
CRC-BEST BEHAVIORAL HEALTH/ URGENT CARE
Mountainland Peds- BEST PEDIATRICIAN



The 40th Annual Reach for the Green Golf Tournament

in memory of Mary and Donald C. Ciancio was held on September 25th at The Todd Creek Golf Course.

Over 150 golfers participated and helped **raised over**

\$40,000 to support

Community Reach Center's many integrated mental health services. The

Donald C. Ciancio Philanthropic Award, which is presented annually at the tournament, was awarded to **27J School District** for their ongoing support of Community Reach Center.



40
YEAR
ANNIVERSARY

September



October

Carol and Gary Hastings were this year's honorees of the **2020 Mary Ciancio Distinguished Service award**, presented virtually in October. Carol & Gary have enriched the lives of others through volunteerism for nearly 60 years. Between the two of them, they volunteer with the Thornton Community Food Bank, Mobile Food Pantry, Thornton Active Adult Center, Thornton Police and Fire Departments, the Keep Thornton Beautiful program and the Adams County Aging Network.

The **2020 Marjory Ball Mental Health Advocacy Award** was presented to **Adams City High School Interact Club!** Interact Club is a school-based youth Rotary group. In 2019, The Adams City High School Interact Club members won a **\$20,000 grant** from the Community First Foundation to develop a Teen Mental Health Toolkit.



November



In response to the Covid-19 pandemic, CRC launched the **Colorado Spirit Program**. This program provides support for feelings of worry, hopelessness, anger, loss, isolation, and disconnection that many individuals are experiencing as a result of the Covid-19 pandemic.

This program is free, confidential, and unique in that the team has the flexibility to meet the community where they need services.



Community Reach Center won the **CBHC Golden Abacus Award** for Best Practices in the Non-Clinical Area for a presentation on Enabling Middle Management to Thrive Through Utilization of Business Intelligence and Data Analytics Tools. The data analytics team put a lot of hard work in to this project and we are proud to see their hard work being recognized!



December

This year's **children's holiday party** was held as a drive-through event at the Margaret Carpenter Center on December 15th. Families were able to drive through, wave to Santa and his helpers and pick up gifts and pizza coupons. Over **130 kids** from **50 families** received gifts.



Although we couldn't hold our usual **Winterfest luncheon** for our consumers this year, we were able to distribute close to **100 gift cards** and pizza coupons to consumers through their therapists and case managers.



The **Community Reach Center leadership team** and the **board** came together to give holiday gifts to staff in the form of soft, fluffy **Sherpa blankets!** The hard work that the CRC staff does every day, especially in a tough year, does not go unnoticed and our board wanted to show their appreciation.

Leadership

Chief Officers



Rick Doucet, MA
Chief Executive Officer



Clay Cunningham, MS, LPC
Chief Operations Officer



Christi Mecillas,
Chief Financial Officer



Adam Bean, JD
Chief Corporate Counsel



Ryan Conner, DO
Chief Medical Officer



Werner Hoellerbauer, PhD
Chief Information Officer



John Siewert, BA
Director, Information Systems



Andrea Turk, MA, LPC, CACIII
Director, Intensive Services



Starr Wedemeyer, MD
Director, Mountainland Pediatrics



Candice Leimkuhler, MS, LPC
Director, Children & Family Services



Nancy Greer, MD, PhD
Director, Broomfield Pediatrics



Amanda Felton, BS, RN
Director, Nursing



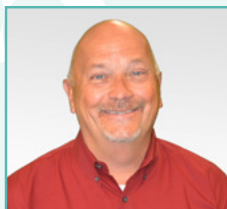
Diane Windemuller, MA
Director, People Success



Lisa Puma, PhD
Chief Psychologist & Clinical Director
of Collaborative Community Services



Carole Broderick, PhD
Director, Quality Assurance
& Compliance



Mark Osvirk, BA
Director, Facilities
& Food Services



Jill Atkinson, PhD, LP
Director, Population Health
& Integrated Care

Directors

Board of Directors

SHERYL BAIN

North Denver Animal Clinic
*Treasurer, Systems and
Mountainland Pediatrics Boards
Member, Foundation Board*

DONALD CASSATA, PhD

Retired, Executive Director
of Adams County Social Services
*Member, Systems and
Mountainland Pediatrics Boards*

PATRICK DAY

The Day Agency/American
National Insurance
*Member, Systems and
Mountainland Pediatrics Boards*

CHRIS FIEDLER, PhD

Superintendent, 27J School District
Member, Foundation Board

LIZ FUSELIER

AXA Advisors
*Member, Systems and
Mountainland Pediatrics Boards
Treasurer, Foundation Board*

MARGE GALLEGOS

Retired, Psychologist,
Denver Public Schools
*Member, Systems, Mountainland
Pediatrics and Foundation Boards*

MICHELE HANEY, PhD

President, Red Rocks
Community College
*Member, Systems and
Mountainland Pediatrics Boards*

BRAD HARVEY

President & CEO,
Horizons North Credit Union
*Member, Systems, Mountainland
Pediatrics and Foundation Boards*

DEB HAVILAND

Retired, Development Director,
Community Reach Center
*Vice President, Systems and
Mountainland Pediatrics Boards*

PATRICK LYNCH

Investment Advisor,
Patrick Lynch Financial LLC
Member, Foundation Board

MICHAEL MCINTOSH

Commander, Louisville
Police Department
*Member, Systems and
Mountainland Pediatrics Boards*

JOHN PARKER

Retired, CEO, United Power, Inc.
President, Foundation Board

**THE HONORABLE
JOHN POPOVICH**

Retired, District Court Judge,
17th Judicial District
*Member, Systems and
Mountainland Pediatrics Boards*

PAUL SISK

Retired, Undersheriff, Adams County
Sheriff's Office
*Member, Systems and
Mountainland Pediatrics Boards*

NANCY SNEATH

HIM Director, FPO,
North Suburban Medical Center
*Member, Systems and
Mountainland Pediatrics Boards*

DAVID SPRENGER

*Member, Systems and
Mountainland Pediatrics Boards*

STEVE SWENSEN

Retired, President, FirstBank
Vice President, Foundation Board

BRUCE VEZINA

State Farm Insurance Agent
*Member, Systems, Mountainland
Pediatrics and Foundation Boards*

SUSAN WEBBER

Realtor, Keller Williams
Preferred Realty
*Secretary, Systems and
Mountainland Pediatrics Boards*

MARY ANN WISEHART

Retired, Lucent Technologies, Inc.
*President, Systems and
Mountainland Pediatrics Boards
Secretary, Foundation Board*



FY 2020 Financials



Revenue
\$42,396,010



Expenses
\$43,729,864

- Medicaid **61%**
- Client Services **16%**
(Private payers, Medicare, Grants & Contracts)
- Federal, State & Local **13%**
- Other **10%**

- Payroll & Benefits for Staff **67%**
- Facilities/Operating Costs & Affiliates **32%**
- Client **1%**

Total revenue includes support provided by Adams County.

Community Reach Center provided **\$2.8 million** in charitable care for individuals unable to pay for services.

Demographics

18,121

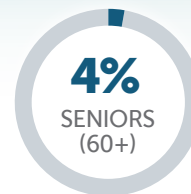
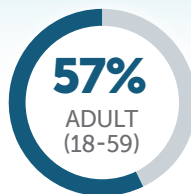
unduplicated consumers
served in FY 2020

7,027
YOUTH

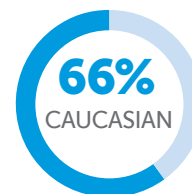
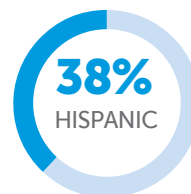
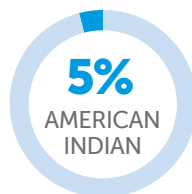
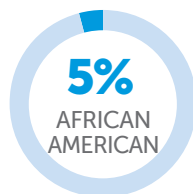
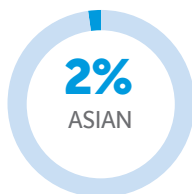
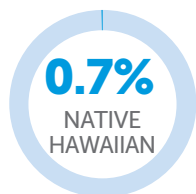
10,263
ADULTS

831
SENIORS

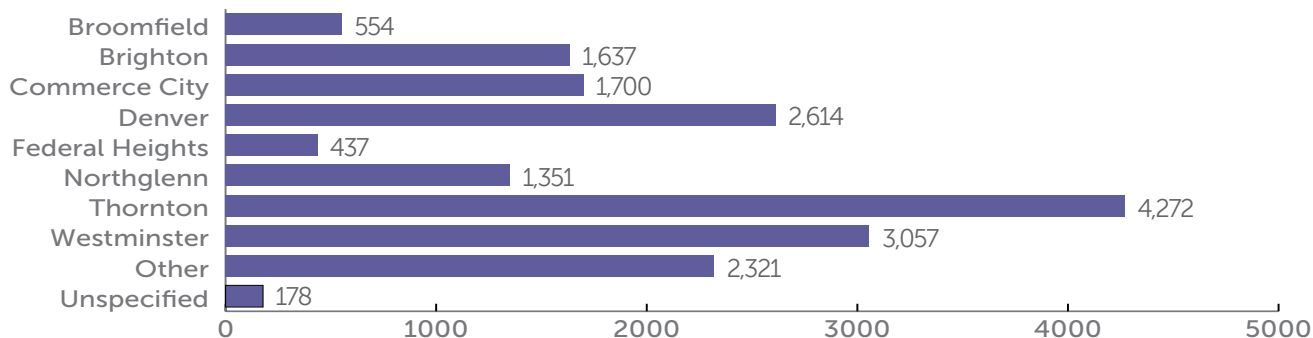
AGE



RACE (Totals more than 100% as people may indicate multiple races)



NUMBER OF CONSUMERS SERVED PER MUNICIPALITY



FY 2020 Donors

A heartfelt thanks to the following people and organizations who generously contributed this year!

**\$1,000
TO \$5,000**

20/20 Tax Resolution
Adams 12 School District
Adams County Commissioners
Adams County Sheriff's Department
Allied Recycled Aggregates
American Family: Patrick Wall Agency
BOK Financial
BrightView Landscape Services
Cigna

City of Brighton
City of Commerce City
EON Office
Ken Epstein
Genoa Healthcare
Good Samaritan Medical Center
Horizons North Credit Union
Hyland Hills Parks & Recreation District
Medicine Man Foundation

Nancy Juday
Policy Matters
School District 27J
Signal Behavioral Health Network
St. Anthony North Health Campus
Stout Street Foundation
Susan Webber Homes
United Power
Vista Management

**\$500
TO \$999**

Dr. Donald Cassata
Ciancio Ciancio Brown
Dodge Sign Company
Lou & Christy Garone
Patricia Goldberg

Innovest
I3 Screen
Key-Rite Security
Pollard Motors

Red Rocks
Community College Foundation
Team Dave Logan
VanWest Partners
Mary Ann Wisehart

**\$100
TO \$499**

Sheryl Bain
Matt Barnes
William Bone
Dante Carbone
William and Ann Christopher
Cynthia Dascher
Kyallee Dalrymple
Vicki Esposito
Elizabeth Fuselier
Deb Haviland

Deborah Hunt
Mikkel Kelly
Lindy Lewis
Sharon Maybee
Maria McElroy
Peter Mustian
Kevin O'Connell
Jerry Orten
Zoe Reese
Gloria Rudden

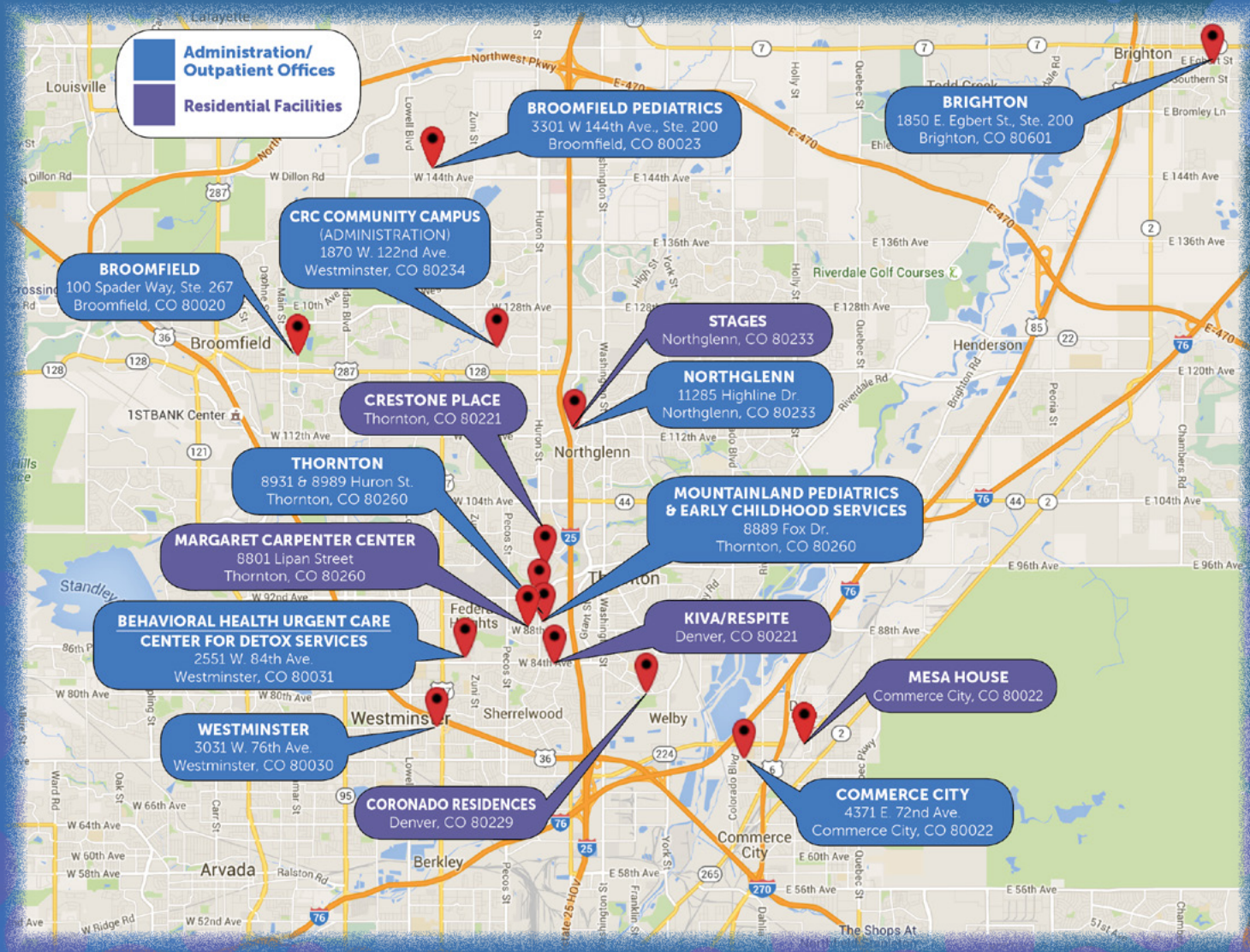
Wendy Rudden-Carter
Jeff Silver
Nancy Sneath
David Sprenger
Steve Swensen
Harold Thomas
Bruce Vezina
Elizabeth Wachtl
William Wilson

Community Reach Center

Outpatient Offices & Residential Facilities

Community Reach Center is a top-tier non-profit behavioral health and wellness provider established in 1957 that serves people of all ages at seven outpatient offices and more than 100 community-based sites.

Visit CommunityReachCenter.org for information about our complete continuum of care.



Locations

ADMINISTRATION CAMPUS

1870 W. 122nd Ave., Ste. 100
Westminster, CO 80234

BEHAVIORAL HEALTH URGENT CARE

2551 W. 84th Ave., Ste. 2
Westminster, CO 80031

BRIGHTON OUTPATIENT & INTAKE

1850 E. Egbert St., Ste. 200
Brighton, CO 80601

BROOMFIELD OUTPATIENT & INTAKE

100 Spader Way, Ste. 267
Broomfield, CO 80020

BROOMFIELD PEDIATRICS

3301 W. 144th Ave.
Broomfield, CO 80023

CENTER FOR DETOX SERVICES

2551 W. 84th Ave.
Westminster, CO 80031

COMMERCE CITY OUTPATIENT

4371 E. 72nd Ave.
Commerce City, CO 80022

EARLY CHILDHOOD SERVICES

8889 Fox Dr., Ste. B
Thornton, CO 80260

MARGARET CARPENTER CENTER

8801 Lipan St.
Thornton, CO 80260

MOUNTAINLAND PEDIATRICS

8889 Fox Dr., Ste. A
Thornton, CO 80260

NORTHGLENN OUTPATIENT

11285 Highline Dr.
Northglenn, CO 80233

THORNTON CENTRAL INTAKE

8989 Huron St.
Thornton, CO 80260

THORNTON OUTPATIENT

8931 Huron St.
Thornton, CO 80260

WESTMINSTER OUTPATIENT

3031 W. 76th Ave.
Westminster, CO 80030



COMMUNITY
REACH
CENTER



303.853.3500

www.CommunityReachCenter.org