

Centennial Mental Health Center, Inc.



Annual Report 2008–2009

Helping communities change,
one life at a time.

TABLE OF CONTENTS

Message from the President	Page 1
Message from the Executive Director	Page 2
Board of Directors	Page 3
Leaders of the Flock	Page 4
Revenue Graph	Page 5
Expense Graph	Page 6
Employees by Degree/Credential	Page 7
Clients Served	Page 8
Employee Recognition	Page 9
Achievements	Page 10
Office Directory	Page 11
Mission and Value Statements	Page 12





Liz Hickman, our Executive Director, has survived quite nicely her first full year as ED. She has helped to smooth some of the contentious issues from the past and guided Centennial with a steady and firm hand. We have seen a number of management changes such as increased dialogue among Board and staff to study and address operational needs.

The regional operations plan is an effort to increase efficiency and provide quality service to some of our underserved communities where staffing has been insufficient and difficult to retain.

Some of our facility issues have been resolved with the relocation of the Holyoke office and pending repairs in Akron and Sterling Fourth Street as well as a possible joint health care campus in Fort Morgan.

Budget issues are never ending as there never seems to be enough money to go around, but efforts are being made to be more efficient while increasing service. To this end, video conferencing is becoming available in more offices to decrease travel and make telemedicine available to all Centennial areas.

Through the combined efforts of staff and board, Centennial is making necessary changes to meet the demands of even our most underserved areas and clients.

With our continued efforts and increased partnerships, we shall succeed.

Jack McSavoy



This has truly been an exciting year for Centennial! Our Board of Directors and Leaders Team have worked together to guide organizational changes that flow out of our updated mission statement and continue to unfold into the Fall of 2009. After seeking input from our broad community stakeholder base, we identified several strategic goals that highlight more broadly available key clinical services across our region, provision of emergency services, and increased alliances with other health care providers. Additional goals were developed to address age-old challenges such as cost-effective service delivery, retention of high quality staff, policy and facility needs.

An overarching theme throughout these discussions was the notion that while we are part of many communities within our region, we really aspire to be “one Centennial” that can draw on the many talents within our organization, wherever a given community or clinical need for assistance may arise.

We also realized that our prior management structure, organized primarily by county, would not serve our new goals well. Thus, a comprehensive plan for re-organization was designed and initiated July 2009 that we believe will enhance our administrative efficiency and oversight over the “operations” side of our business, while building and supporting strong clinical teams. While there are still day-to-day adjustments being made, Centennial is more and more the one entity aiming for “excellence in the provision of behavioral health services that lead to optimal health and well being”!

Although we share the worries of the current economic crisis, Centennial continues to be in solid shape financially. Some anticipated improvements in Medicaid and other rates have had to be rolled back during the State’s budget cuts, but the funding for the mental health “safety net” has been largely spared thus far. We have held off on filling some vacated positions and are more motivated than ever to see our staff operating productively, but have not had to join other organizations in much more serious cut-backs.



Centennial has continued to have good success in seeking both foundation and government funded grants, a talent needed more and more as we try to diversify funding and ride the challenging economic waves. Expansion of our telehealth capacity and applications has us poised to improve timely access to mental health and substance use treatment, growth made possible by two substantial grants from the USDA and Colorado Rural Health Care (CRHC) that supported purchases of additional video conferencing equipment. Another grant from CRHC also allowed us to pilot a therapy approach known to decrease no-shows and increase efficiency in the clinical course of treatment.


Our Colorado contracts to provide Medicaid mental health services were also up for re-bid during this year. Centennial joined Northeast Behavioral Health Partnership’s effort in this regard, which was ultimately successful in gaining the contract for the Northeast Region over the next 5-year funding cycle. A tremendous amount of work went into this process, and those involved are all gratified to be moving on with the clinical implementation and management of these services, and helping communities change, one life at a time!


Elizabeth L. Hickman, Ph.D.

Board of Directors




 Jack McLavey President	 Tom Westfall Vice-President	 Clark Bernhardt Secretary/Treasurer	 Jim Beck
		 Susan Roll-Walters	 John Ayoub

 George Kyncl	 Tony Carlson
---	---

 Bruce Johnson
--


 Robin Wiley
--


 Ed Cecil

 John Gardner
--


 PattyAnn Maher	 Cathy Robinson
--	--

 Steve Burgess


 Jim Whitmore
--

 JulieAnn Hughes


Vacant
Center Wide
Representative of
Under Served
Populations

 Linda Olsen
--

 Nancy Bogenhagen

 Carmen Halde
--



LEADERS OF THE FLOCK

Administration

Elizabeth L. Hickman, Ph.D., Executive Director
Jill Johnson, Accounts Receivable & Information Systems Manager
Karla Rosas, MA, LPC, Community Resource Director
Kassidy Clouse, Human Resource Manager
Lorie Hessler, Executive Assistant
Pam Craig, MA, LPC, Deputy Director of Clinical Services
Spencer Green, M.Div., CAC III, Deputy Director of Operations
Sherri K. Davidson, MSM, Finance Director
Tim Davidson, Information Technology Director

Regional Operations Directors

Central: Vacant (Morgan and Washington Counties)
East: Deb Rykken, MA, LPC - (Cheyenne, Kit Carson and Yuma Counties)
Northeast: Lew Whittiemore, MS - (Logan, Phillips & Sedgwick Counties)
South: Bonnie Adams, LPC, NCC - (Elbert and Lincoln Counties)

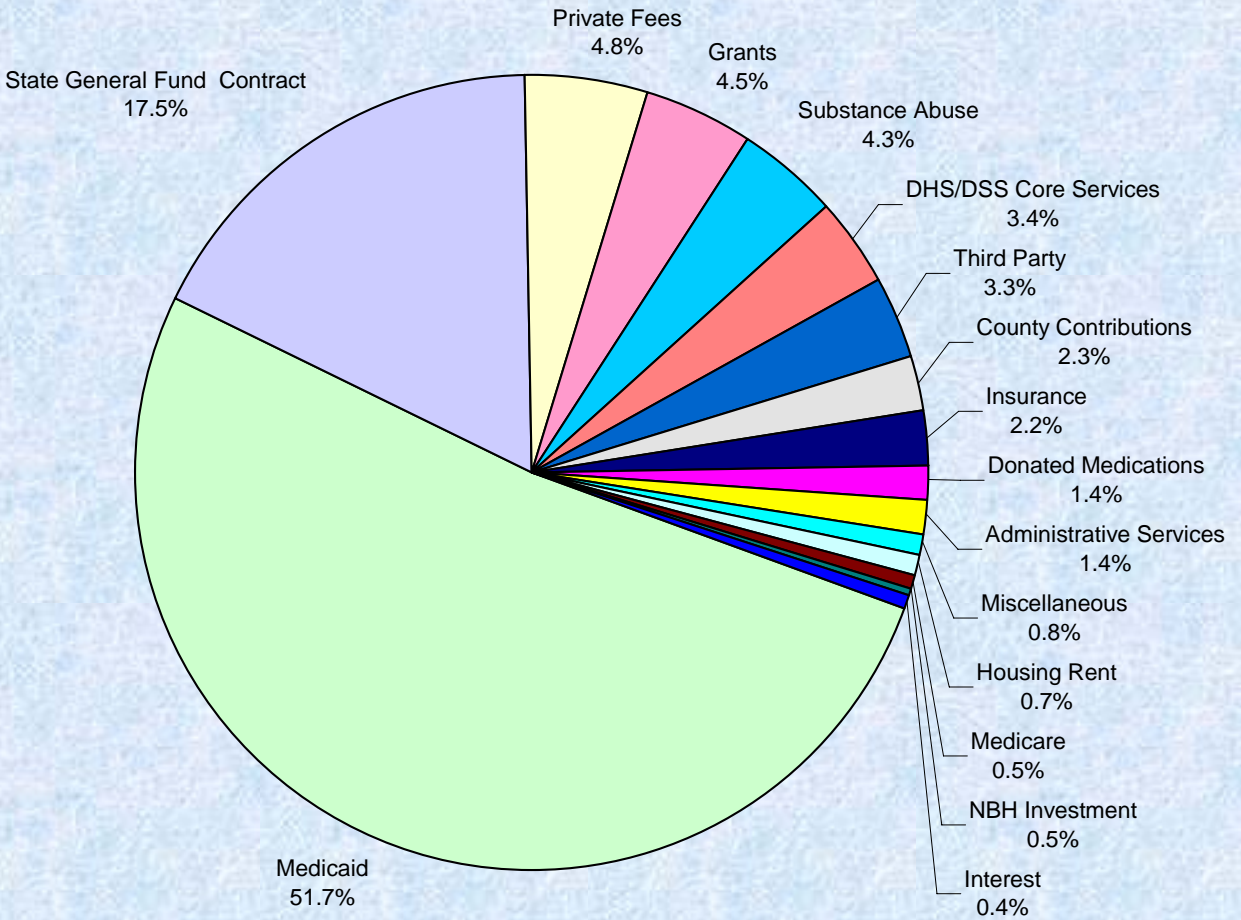
Clinical Coordinators

Adult Mental Health: Jodi Geis, MS, LPC
Intensive Services: Philip Moss, MA, LPC
Substance Abuse: Mary McMahan, MA, CAC III
Youth/Family: Rose Clement, MSW, LCSW

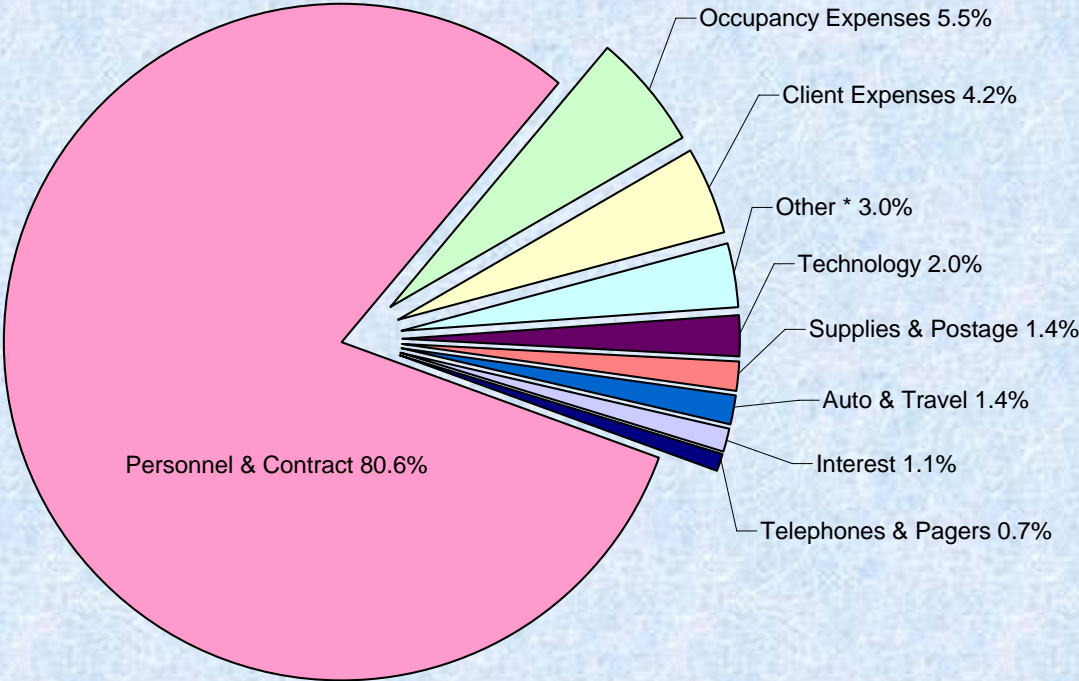
Medical and Specialty Services

Arlene Weimer, Psy.D., Psychologist
Carly Reimer, MSN, Nurse Practitioner
Charles Fisher, Ph.D., Psychologist
Dan Hammond, RN, NP, Nurse Practitioner
Patricia Payne, M.D., Contracted Pediatric Psychiatrist
Paul D. Freda, M.D., Medical Director
Paula LaPorte, RN, Psychiatric Nurse
Robert Segerstrom, Ed.D., Staff Psychologist

Revenue

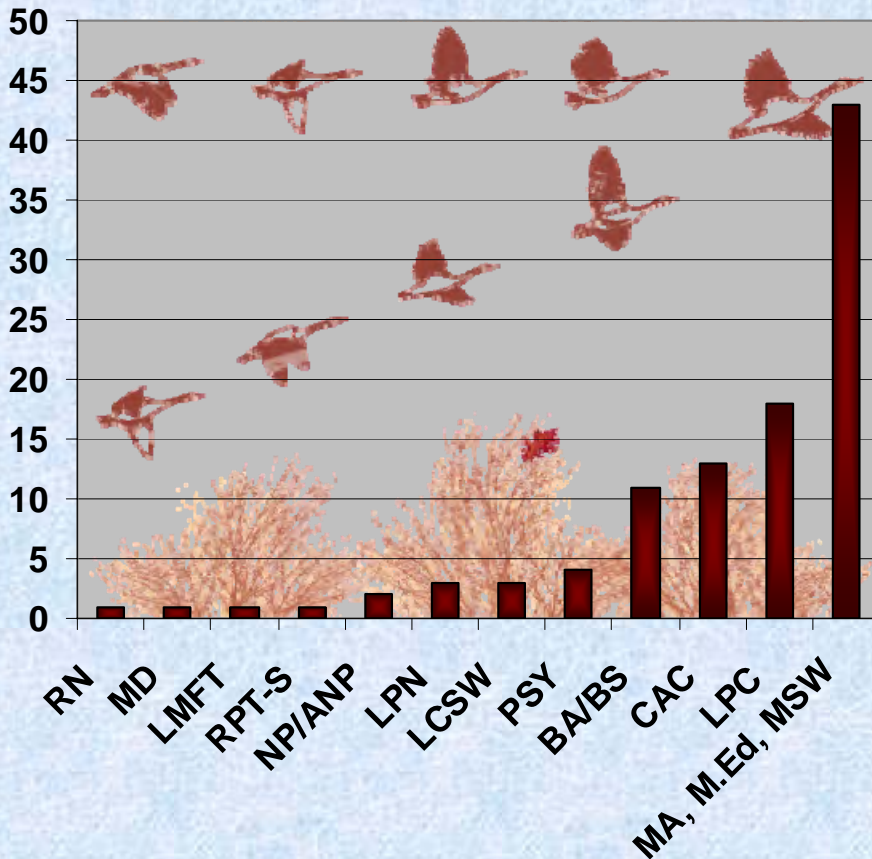


Expense



Other includes items that are less than 1% of the total.

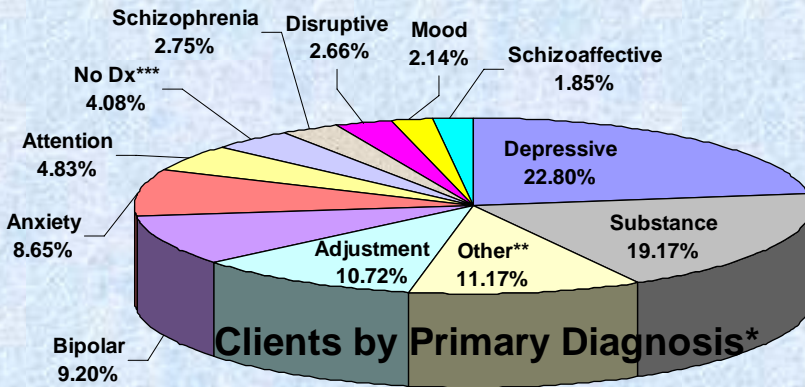
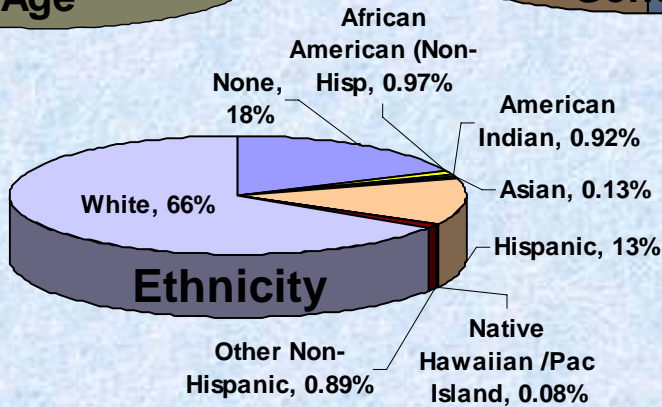
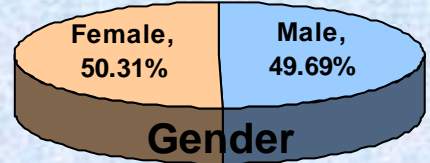
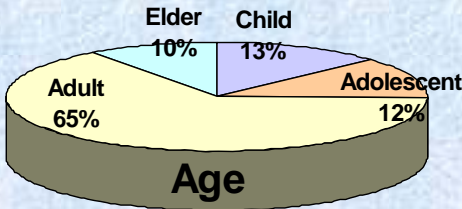
EMPLOYEES BY DEGREE/CREDENTIAL



Registered Nurse, Doctor of Medicine, Licensed Marital and Family Therapist, Registered Play Therapist – Supervisor, Nurse Practitioner/Advanced Nurse Practitioner, Licensed Practical Nurse, Licensed Clinical Social Worker, Licensed Psychologist, Certified Addiction Counselor, Bachelor of Arts/Bachelor of Science, Licensed Professional Counselor, Master of Arts/Education/Social Work.

Clients Served

3,703 Total Individuals Received Services in Fiscal Year 2008-2009



* Clients opened for ongoing clinical services

** Other: Diagnosis reflecting less than 1% of total by category

*** No Dx: clients receiving services but are not diagnosed with a disorder



Congratulations Brenda Carlsen...

Mental Health Professional in
Fort Morgan Community Support Program

20 Years of Service

Brenda Carlsen, MHP in Morgan CSP, joins an elite few that can make this 20 year claim and they are Paula LaPorte, Kathy Dalrymple, Kathleen Sandberg, Kay Willard, Spencer Green, Judith Pratt and Brenda Carrasco pictured below, left to right. Paula is currently Centennial's Psychiatric Nurse and joined the organization in February 1976. Kathy Dalrymple is serving as an MIS Technician in the Fort Morgan office and began with Centennial in December, 1977. Kathleen Sandberg started with Centennial in September, 1983 and provides services as a Mental Health Professional in Washington and Yuma Counties. Kay Willard is the Yuma Office Coordinator and has been with Centennial since November, 1983. Spencer Green is the Deputy Director of Operations and started with Centennial in July, 1986. Judith Pratt is a Mental Health Worker in the Fort Morgan Community Support Program and has been with Centennial since September, 1987. Brenda Carrasco is a Mental Health Worker in the Sterling Community Support Program and has been with Centennial since July 1988.

Congratulations and thanks to each of these individuals.



ACHIEVEMENTS 2008-2009

- December, 2008: Board of Directors and Leaders Team met to develop a Strategic Plan. This plan includes seven key points.
 1. Develop a more efficient regional service delivery system that is responsive to local community needs.
 2. Develop strategy to address the provision of emergency services in a more cost-effective manner.
 3. Pursue alliances/partnerships with key medical providers in the region.
 4. Attract and retain high quality staff.
 5. Reduce/manage costs.
 6. Develop a process for annual policy review
 7. Develop and implement as appropriate a facilities plan
- February, 2009: New Mission and Value Statement
- April, 2009: design of a re-organization plan that establishes Centennial's ten counties into four regions and develops a line of administrative operations and a line of clinical operations. A center wide Deputy Director of Operations oversees administrative functions in concert with a Regional Operations Director and Regional Operations Manager for each of the four regions. A center wide Deputy Director of Clinical Services oversees clinical functions in concert with four center wide Clinical Coordinators: Adult Mental Health, Intensive, Substance Abuse and Youth/Family Services.
- Centennial completed successful competitive bids for the following grants:
 - 2008
 - USDA Distance Learning & Telemedicine - \$55,155 for video conference equipment
 - Colorado Rural Health Care – \$18,200 for Pilot Project to utilize Client Directed/Outcome Influenced Therapy to decrease no-shows and increase capacity
 - Colorado Special Connections –State competitive bid program designed to provide services to substance abusing pregnant females.
 - 2009
 - Wal-Mart (Sterling) - \$1,000 to purchase supplies for the Special Connections Program (State competitive bid program awarded to Centennial in April, 2008 to provide services to substance abusing pregnant females)
 - Colorado Rural Health Care – \$35,204 to increase access to basic, entry level (primary) care by providing services via telehealth technology.



OFFICE DIRECTORY

Administration

211 West Main Street
Sterling, CO 80751
970-522-4549
Fax: 970-522-9544

Elizabeth

650 E. Walnut
P.O. Box 533
Elizabeth, CO 80107
303-646-4519
Fax: 303-646-4451

Limon

606 Main Street
P.O. Box 976
Limon, CO 80828
719-775-2313
Fax: 719-775-2315

Akron

871 East First Street
P.O. Box 222
Akron, CO 80720
970-345-2254
Fax: 970-345-2744

Fort Morgan

910 East Railroad
Fort Morgan, CO 80701
970-867-4924
Fax: 970-867-2695

Sterling

211 West Main Street
Sterling, CO 80751
970-522-4392
Fax: 970-522-2217

Burlington

1291 Circle Drive
P.O. Box 247
Burlington, CO 80807
719-346-8183
Fax: 719-346-0292

Holyoke

115 N. Campbell
P.O. Box 206
Holyoke, CO 80734
970-854-2114
Fax: 970-854-4584

Wray

340 South Birch Street
Wray, CO 80758
970-332-3133
Fax: 970-332-3134

Cheyenne Wells

80 E. 1st Street, Suite 2
Cheyenne Wells, CO 80810
719-346-8183
Fax: 719-346-0292

Julesburg

118 West Third Street
P.O. Box 62
Julesburg, CO 80737
970-474-3769
Fax: 970-474-2099

Yuma

215 South Ash
Yuma, CO 80759
970-848-5412
Fax: 970-848-2414

For e-mail addresses and other
information, visit our website:

www.centennialmhc.org

Mission Statement:

Our mission is to achieve excellence in the provision of behavioral health services that lead to optimal health and well being.



Motto:

Helping communities change, one life at a time.

Value Statement:

- We believe in the preservation of human dignity, self respect and client rights.
- clients are our highest priority.
- clients are best served through collaboration.
- Centennial Mental Health Center is dedicated to maintaining communications with the public we serve and participating actively in our communities.