



ANNUAL REPORT 2017-2018

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EXECUTIVE DIRECTOR'S LETTER



Community behavioral health in Colorado is in the midst of significant evolution, particularly in regard to Medicaid funding, now contracted through Regional Accountable Entities (RAE) across the state. While these new contracts just went into effect in July, 2018, we at Centennial were involved all last fiscal year in a great deal of planning and implementation of revised protocols and business processes in order to be successful in more of a "fee-for-service" environment. We are an owner-provider in Northeast Health Partners, the RAE for the Northeast Region, so are intimately involved in bringing access to quality care, efficiencies and better coordination of services to Health First (Medicaid) members in our area.

Internally, we have also invested a lot of time and resources in training, enhanced supervisory skills, and onboarding of new staff, which has paid off in a significant improvement in our employee retention and positive, solution-focused culture. With greater stability of staff, particularly our clinical staff, we are better equipped to respond to community needs and increase access to care in settings such as physical health care clinics, where more and more of our primary care partners are building us into their array of service options.

Centennial's reach into our communities also continues to expand greatly in our Prevention and Early Intervention programs. Working with early childhood centers, health departments, schools and others, our teams are heavily involved in early childhood consultation, mental health awareness, suicide prevention, substance use prevention and the like, where we can have powerful upstream impact on individuals and groups at risk. We continue to find, "If you build it, they will come!" and appreciate the exponential growth in this arena that foundation and state funding has allowed us to accomplish.

Our clients rate us well above average in overall satisfaction (using the Net Promoter model as compared to national organizations), and we strive to earn similar accolades from our community and healthcare partners by showing up and offering solutions wherever possible. It brings great satisfaction to our teams when we are able to turn "challengers" into "champions" as we know that our clients and communities are the beneficiaries!

Here's to another year of moving lives forward!

Elizabeth L. Hickman, Ph.D.

CENTENNIAL SERVICES



OUTPATIENT SERVICES

Provide children, adolescents, adults and the elderly with a variety of therapy options to obtain optimal health and well being. These services include individual, group, and family therapy, crisis and emergency services combined mental health and substance use disorder treatment.

SUBSTANCE USE DISORDER SERVICES

- Dialectical Behavioral Therapy Skills (DBT)
- Jail Based Behavioral Healthcare Services (JBBS)
- Level II Education
- Level II Therapy
- Minors in Possession Treatment
- Relapse Prevention
- Specialized Women's Treatment
- Special Connections
- Strategies for Self-Improvement and Change

YOUTH AND FAMILY SERVICES

- ADHD clinic
- Anger Management
- Animal Assisted Therapy/Activities (AAT/AAA)
- STEPS
- HB 1451 Collaborative Management Programs
- Mentoring
- Parenting with Love & Limits
- Play Therapy
- Veteran's Family Services

ADULT MENTAL HEALTH SERVICES

- Acudetox
- Animal Assisted Therapy/Activities (AAT/AAA)
- Community Support Program
- Dialectical Behavioral Therapy Skills (DBT)
- Eye Movement Desensitization & Reprocessing (EMDR)
- Jail Based Behavioral Healthcare Services (JBBS)
- Managed Pharmacy Benefits
- Pioneer Wellness Line
- Veteran's Services
- Mental Health Supported Employment Services

AVAILABLE IN SUD/YOUTH & FAMILY/ADULT & INTENSIVE SERVICES:

Psychiatric/Medication Management
Psychological Evaluation

Housing and Homelessness programs which address the movement to end homelessness by offering five programs that provide rental assistance, outreach and case management services to hard-to-reach homeless individuals with severe and persistent mental illness.

PREVENTION SERVICES

Community trainings to reduce risk, increase well-being and build awareness of how to assist self and others in gaining access to care when needed.

EARLY INTERVENTION

- Early Childhood Mental Health Consultation for children age 0-5

MENTAL HEALTH/SUICIDE PREVENTION

- Mental Health First Aid (MHFA)
- More Than Sad
- Yellow Ribbon
- Applied Suicide Invention Skills Training (ASIST)
- Working Minds
- Question/Persuade/Refer
- School Based Services

SUBSTANCE USE DISORDER PREVENTION

- Lunch N' Learn
- Brain Power
- Awareness Campaigns
- Botvin LifeSkills Training
- Teen Health Fairs
- Parent Night

INTENSIVE SERVICES

- 24 hours/day, 7 days/week across all 10 counties
- Crisis Intervention
- Access to Inpatient Hospitalization
- Continuity of Care
- Residential Treatment Placements
- Crisis Respite
- Voluntary & Involuntary Psychiatric Hospital Placements

REVENUE & EXPENSES



REVENUE SOURCE

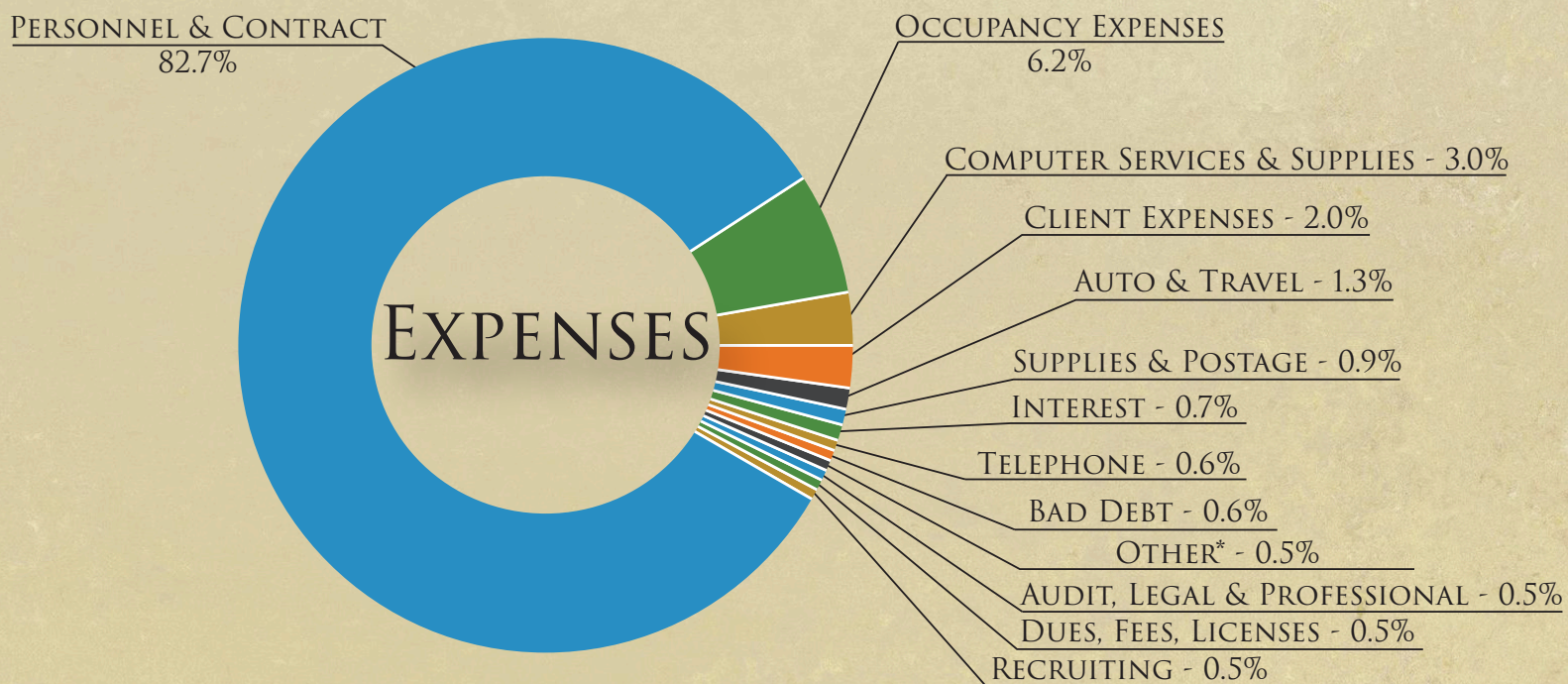
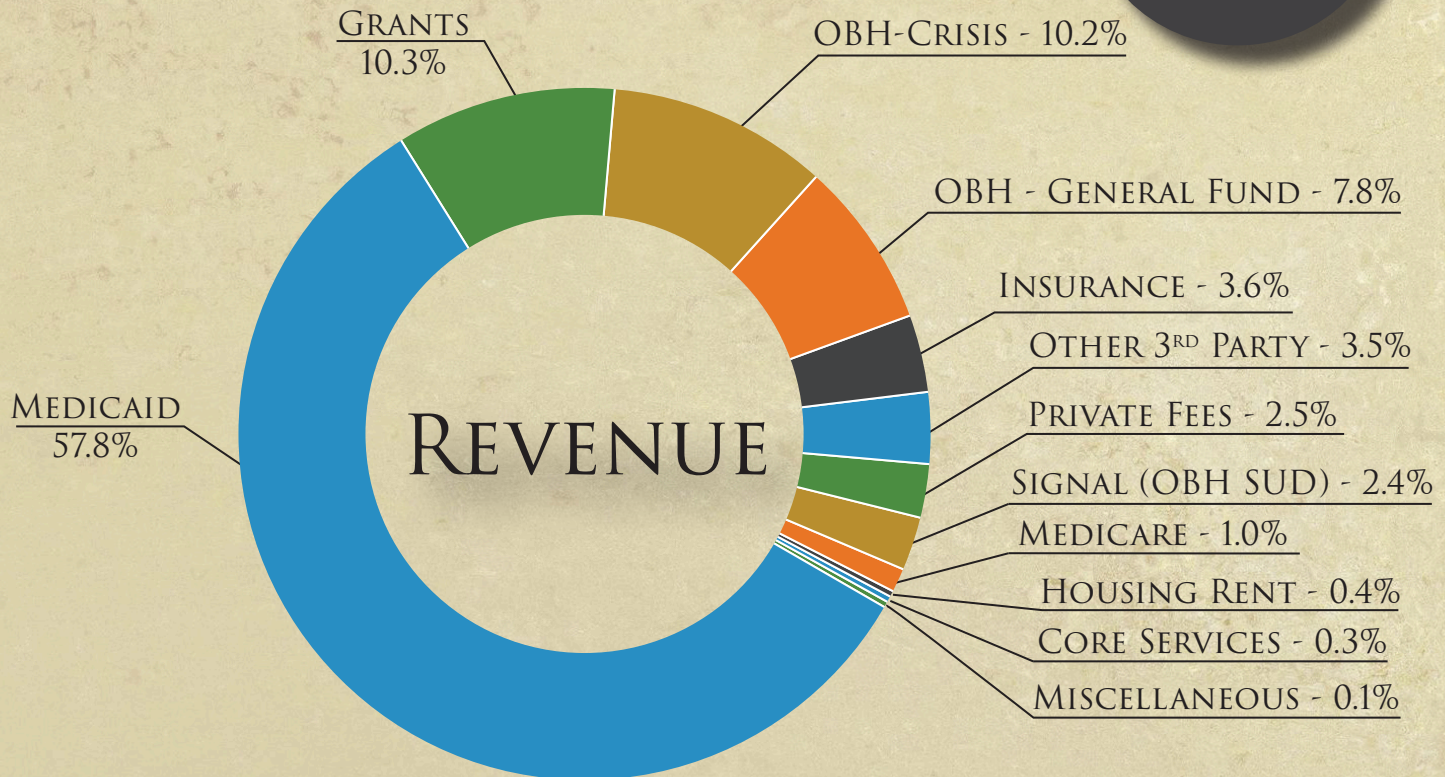
Medicaid	57.8%	7,768,802
Grants	10.3%	1,389,360
OBH Crisis	10.2%	1,377,722
OBH General Fund	7.8%	1,050,018
Insurance	3.6%	489,323
Other Third Party	3.5%	468,154
Private Fees	2.5%	338,674
Signal (OBH SUD)	2.4%	318,543
Medicare	1.0%	135,140
Housing Rent	0.4%	52,513
Core Services	0.3%	45,434
Miscellaneous	0.2%	17,195
	100.0%	13,450,878

EXPENSES

Personnel & Contract	82.7%	11,644,449
Occupancy Expenses	6.2%	870,671
Computer Services & Supplies	3.0%	428,843
Client Expenses	2.0%	274,782
Auto & Travel	1.3%	186,352
Supplies & Postage	0.9%	127,324
Interest	0.7%	94,078
Telephone	0.6%	85,403
Bad Debt	0.6%	79,919
Other*	0.5%	75,082
Audit, Legal & Professional	0.5%	70,548
Dues, Fees, Licenses	0.5%	67,570
Recruiting	0.5%	66,924
	100.0%	14,071,945

* Other includes expenses that are less than 0.4% of the total

REVENUE & EXPENSES



* Other includes expenses that are less than 0.4% of the total

BY THE NUMBERS



3839

Admissions

199

Respite

35

Crisis

1

Integrated Care

51

Meds Only

670

Outpatient MH + SUD

1,796

Outpatient MH

439

Outpatient SUD

8

PASRR

640

Unenrolled

1038

Emergency Services

833

Diversions to community based
or crisis respite services

205

Inpatient or other treatment

Counties Served: Cheyenne, Elbert, Kit
Carson, Lincoln, Logan, Morgan, Phillips,
Sedgwick, Washington & Yuma

School districts in Centennial's service area

Communities in Centennial's service area

Individuals Centennial served FY 2017-2018

Prevention Services to Individuals
FY 2017-2018


Square miles in Centennial's service area,
or 16% of Colorado's total land mass

Individuals or 2% of CO total population

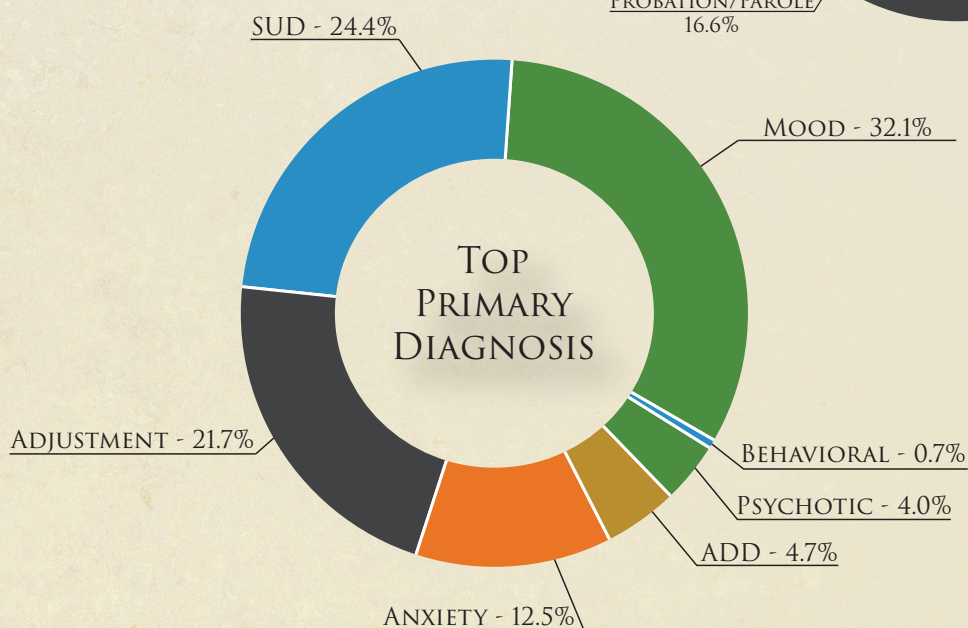
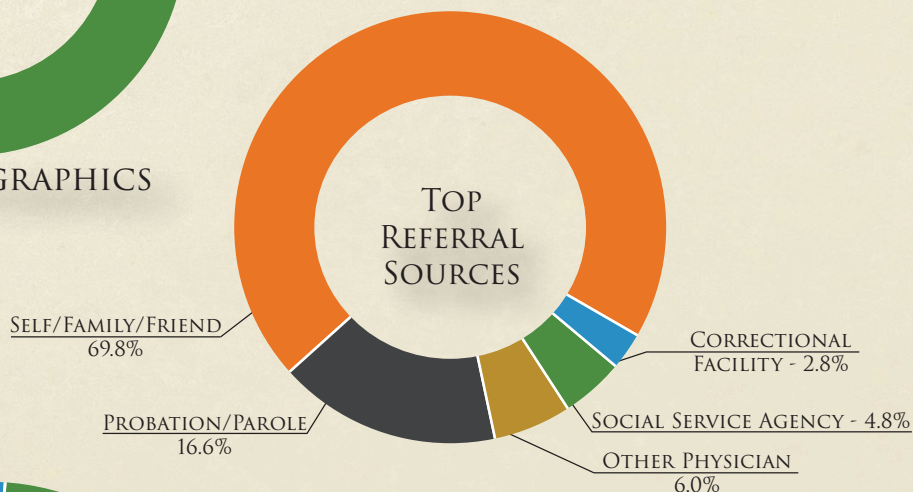
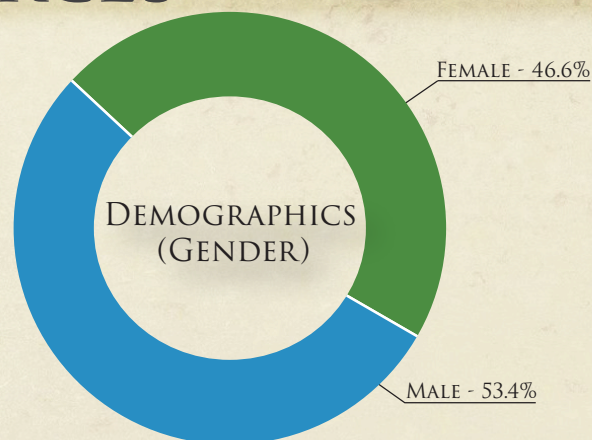
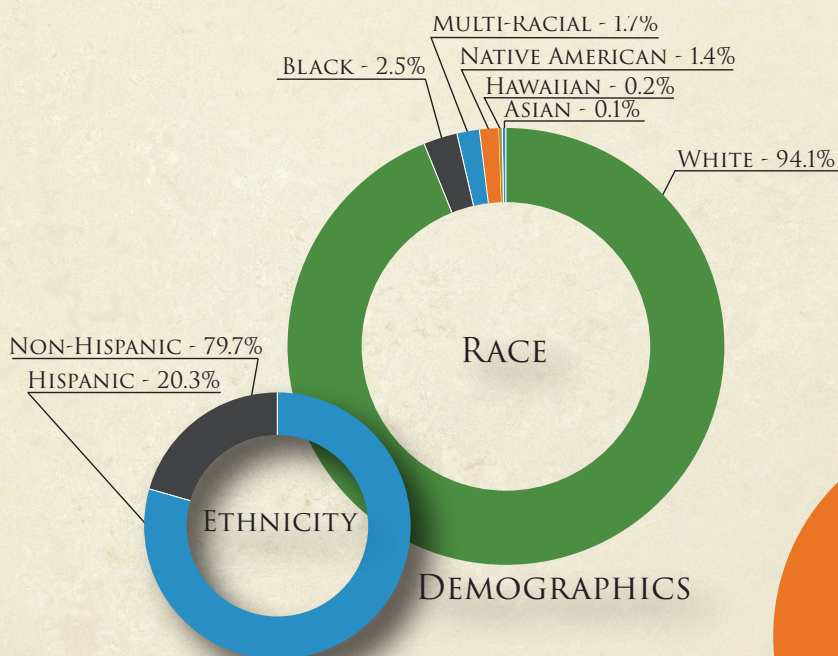
Combined mental health and substance abuse
services provided in FY 2017-2018

NUMBER OF CLIENTS & SERVICES



NUMBER OF CLIENTS AND SERVICES							
		DUAL	MENTAL HEALTH		SUBSTANCE USE DISORDERS		GRAND TOTAL
		CLIENTS	CLIENTS	SERVICES	CLIENTS	SERVICES	CLIENTS SERVICES
CHEYENNE	Child	0	1	5	0	0	1 5
	Adolescent	0	4	10	0	1	4 11
	Adult	2	16	177	1	28	19 205
	Senior	0	7	103	0	0	7 103
	Cheyenne Total	2	28	295	1	29	31 324
ELBERT	Child	1	54	619	0	1	55 620
	Adolescent	9	101	1177	8	73	118 1250
	Adult	79	246	3375	104	3636	429 7011
	Senior	2	50	529	13	136	65 665
	Elbert Total	91	451	5700	125	3846	667 9546
KIT CARSON	Child	0	25	204	0	0	25 204
	Adolescent	6	59	501	3	133	68 634
	Adult	48	136	2377	86	1830	270 4207
	Senior	2	19	263	4	36	25 299
	Kit Carson Total	56	239	3345	93	1999	388 5344
LINCOLN	Child	0	25	244	0	0	25 244
	Adolescent	3	30	287	8	90	41 377
	Adult	48	130	1427	111	2991	289 4418
	Senior	3	13	379	3	163	19 542
	Lincoln Total	54	198	2337	122	3244	374 5581
LOGAN	Child	1	74	1024	1	6	76 1030
	Adolescent	12	111	1305	6	128	129 1433
	Adult	290	602	11045	285	8743	1177 19788
	Senior	12	104	2571	10	260	126 2831
	Logan Total	315	891	15945	302	9137	1508 25082
MORGAN	Child	5	96	1332	1	7	102 1339
	Adolescent	25	185	3945	25	327	235 4272
	Adult	202	552	10372	315	7478	1069 17850
	Senior	11	99	1402	19	389	129 1791
	Morgan Total	243	932	17051	360	8201	1535 25252
PHILLIPS	Child	1	12	62	0	1	13 63
	Adolescent	1	17	142	2	233	20 375
	Adult	10	53	592	46	920	109 1512
	Senior	0	14	267	5	52	19 319
	Phillips Total	12	96	1063	53	1206	161 2269
SEDGWICK	Child	0	8	58	1	1	9 59
	Adolescent	2	19	104	3	47	24 151
	Adult	20	53	591	35	1021	108 1612
	Senior	1	14	167	3	83	18 250
	Sedgwick Total	23	94	920	42	1152	159 2072
WASHINGTON	Child	1	16	204	8	9	25 213
	Adolescent	7	22	237	6	113	35 350
	Adult	20	41	552	121	1696	182 2248
	Senior	3	16	99	3	66	22 165
	Washington Total	31	95	1092	138	1884	264 2976
YUMA	Child	0	36	260	2	1	38 261
	Adolescent	3	47	444	6	89	56 533
	Adult	46	161	2224	104	3132	311 5356
	Senior	4	29	351	6	207	39 558
	Yuma Total	53	273	3279	118	3429	444 6708
GRAND TOTALS		880	3,297	51,027	1,354	34,127	5,531 85,154

DEMOGRAPHICS, TOP PRIMARY DIAGNOSIS & TOP REFERRAL SOURCES



LICENSURE/NEW LICENSES OBTAINED



CLINICAL CURRENT STAFF LICENSURES	#
Bachelors/Certified Addictions Counselor II	1
Bachelors/Certified Addictions Counselor III	1
Child Psychiatrist	1
Licensed Practical Nurse	1
Masters/Certified Addictions Counselor III	1
Masters/Nurse Practitioner	1
Masters/Registered Nurse	1
Medical Doctor	1
Physician Assistant	1
Certified Addictions Counselor III	2
Licensed Psychologist	2
Masters/Licensed Addictions Counselor/ Licensed Professional Counselor	2
Masters/Licensed Marriage and Family Therapist	2
Masters/Licensed Clinical Social Worker	6
Masters/Licensed Professional Counselor	19
Bachelors	27
Masters	37

COMMUNITY RESOURCES STAFF DEGREES/LICENSURES	#
Bachelors/Certified Addictions Counselor III	1
Bachelors/Certified Prevention Specialist II	1
Masters/Licensed Professional Counselor	1
Masters	2
Bachelors	11

ADMIN CURRENT STAFF DEGREES/LICENSURES	#
Masters	1
Masters/Certified Addictions Counselor III	1
Masters/Licensed Professional Counselor	1
Medical Doctor	1
Psychologist	1
Bachelors	9

Centennial takes an active role in encouraging staff to obtain licensure and is proud to celebrate with the following for their accomplishments last year!

EMPLOYEES	DATE OBTAINED	LICENSE
Nicole Garfield	01/04/17	LCSW
Kathi Boren	04/01/17	LPC
Trisha Broadright	07/01/17	LPC
Emily Walter	03/01/18	PSY
Carol Donica	03/01/18	LAC
Rebecca Lister	05/01/18	LPC
Bonnie Holzschuh	05/01/18	LPC
Sheila Robinson	06/01/18	LPC

EMPLOYEES	DATE OBTAINED	LICENSE
Kaitlin Wilson	07/01/18	LPC
Brandy Cutshaw	07/01/18	LPC
Nicole Dermer	07/01/18	CAC
Molly McDonald	10/01/18	LCSW
Laura Brum	10/01/18	LPC
Brandy Cutshaw	12/01/18	LAC

BOARD OF DIRECTORS



TERRY HART
President
Commissioner
Washington County



CLARK BERNHARDT
Vice-President
Community
Sedgwick County



ROBIN WILEY
Past-President
Commissioner
Yuma County



SILVIA CASTILLO
Secretary/Treasurer
Community At Large



LINDA ROTH
Community
Cheyenne County



NANCY BOGENHAGEN
Commissioner
Cheyenne County



MARY PICKERILL
Community
Elbert County



DANNY WILLCOX
Commissioner
Elbert County



JULIEANN HUGHES
Community
Kit Carson County



TONY RODRIGUEZ
Commissioner Delegate
Kit Carson County



ELON CALKUM
Community
Lincoln County



STEVE BURGESS
Commissioner
Lincoln County



TOM WESTFALL
Community
Logan County



DAVE LONG
Commissioner Delegate
Logan County



DAVE MARTIN
Community
Morgan County



JACQUE FRENIER
Commissioner Delegate
Morgan County



TAMARA DURBIN
Community
Phillips County



HARLAN STERN
Commissioner
Phillips County



DON SCHNEIDER
Commissioner
Sedgwick County



KIMBERLEY WELLS
Community
Washington County



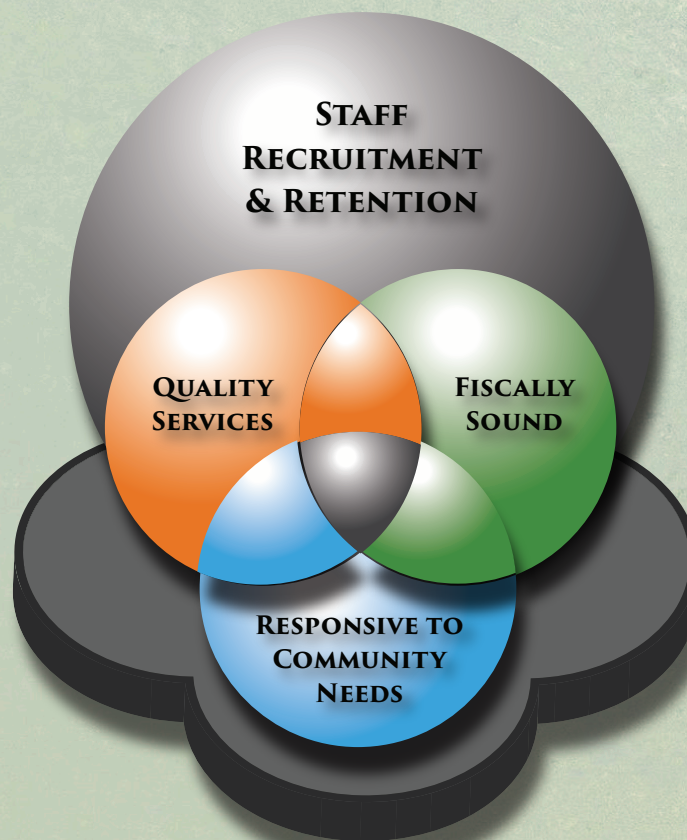
VACANT
Community
Yuma County

STRATEGIC FOCUS



Centennial's Board of Directors and Leaders Team have adopted a Strategic Planning process that continues to build on Strategic Focus Goals originally highlighted in 2016: Quality Clinical Services, Fiscally Sound, Community Responsiveness, and Staff Recruitment and Retention. These four goals are revisited in mini-retreats three times a year, where the Board and Leaders check in on progress, address challenges and create action plans. They also serve as ongoing guideposts to decision-making regarding potential new programs or, on the other hand, programs that no longer bring sufficient value to our communities or organization. Keeping these goals in mind assists us in moving forward in pursuit of the Center's mission to achieve excellence in the provision of behavioral health services that lead to optimal health and well-being.

OPTIMAL HEALTH & WELL BEING



ADMINISTRATION



ELIZABETH L. HICKMAN, PH.D.
Executive Director



LORIE HESSLER
Executive Assistant



SPENCER GREEN, M. DIV., CACIII
Deputy Director of Operations



SHERRI K. DAVIDSON, MSM
Finance Director



KASSIDY CLOUSE
Human Resource Director



PAUL FREDA, M.D.
Medical Director



PAM CRAIG, MA, LPC
Deputy Director of Clinical Services



KARLA ROSAS, MA, LPC
Community Resource Director



TIM DAVIDSON, BSEE
IT Director

MEDICAL AND SPECIALTY SERVICES

ARLENE WEIMER, PSY. D., *Psychologist*

MARK FARMER, P.A., *Physician Assistant*

LAURIE MAHAR, MSN, APRN, PMH-NP

BOB VADNAL, M.D.

PATRICIA PAYNE, M.D., *Contracted Pediatric Psychiatrist*

REGIONAL OPERATIONS DIRECTORS



KRISTI GROTHE, M.ED., LMFT
South Region



PHIL MOSS, MA, LPC
Central Region



JAMI BROWN, BA
Northeast Region

CLINICAL DIRECTORS



TAMARA MCNAY, M.ED., LPC
South Region



CHRIS TORWIRT, MA, LPC
Central Region



MICHAEL HINTON, MS, LCSW
Northeast Region



ROCKY SPINO, MS, LPC
*Crisis Services Director
Centerwide*



ANNE HELLSTROM, MS.ED., LPC
*Integrated Services Director
Centerwide*



JOHN DUHAMMEL, MA, LAC, LPC
*Substance Use Disorder Director
Centerwide*

CENTENNIAL AWARDS SCHOLARSHIPS



In an effort to raise awareness of career opportunities in the behavioral health field to members of our communities, Centennial Mental Health Center developed an annual scholarship program to assist these students in achieving their goals. As such, Centennial is pleased to announce the recipients in the tenth annual Future Mental Health Professional Scholarship Program.

COUNTY	RECIPIENT	AMOUNT
Morgan County	Chelsea Meininger	\$2,000
Yuma County	Britney Riley	\$1000
Morgan County	Dylan McBride	\$1000
Morgan County	Elizabeth Reynolds	\$1000
Logan County	Jacqueline Andrade	\$1000
Lincoln County	Kalli Wilkins	\$1000

Individuals eligible to apply are: traditional or non-traditional students who are graduates from high school or GED program by Summer 2018; United States citizens or legal immigrants; residents of Cheyenne, Elbert, Kit Carson, Lincoln, Logan, Morgan, Phillips, Sedgwick, Washington or Yuma County; and are intending to complete a minimum of a bachelor degree in a behavioral health related field (e.g. psychology, sociology, counseling etc). The winners were selected based on academic achievement, aptitude, and community service from the submitted application, transcript(s), letters of recommendation and essay.

Centennial, with administrative offices in Sterling, is an equal opportunity provider and employer that provides behavioral health services to individuals across the lifespan in Cheyenne, Elbert, Kit Carson, Lincoln, Logan, Morgan, Phillips, Sedgwick, Washington and Yuma Counties. Services include a variety of behavioral health service programs: trauma informed care, outpatient therapy, community support programs, crisis intervention, emergency response, substance abuse treatment, and child, adult and family counseling. Services are offered at Centennial offices in each county, as well as other community locations such as private homes, schools, jails, nursing homes and hospitals.

INTEGRATED HEALTH AT CENTENNIAL



Integrated Health provides significant access to behavioral health services within our frontier communities by activating patients to engage in their behavioral health and wellness in the moment while being seen by their Primary Care Medical Provider. Additionally, the on-site Behavioral Health Providers are available to provide on-going, short-term behavioral health services and care coordination with medical providers especially for patients with chronic medical conditions.

Based on recent data collected from our integrated behavioral health program between Centennial and Banner Health Systems in Fort Morgan, Brush and Sterling, we have seen an average of 88% of patient follow through on behavioral health services as referred by their Primary Care Medical Provider. Comparatively, data has shown approximately 20% of patients will follow through on referrals to off-site behavioral health providers from their Primary Care Medical Provider. This 68% upsurge quantifiably demonstrates the effectiveness of integrated behavioral health care in primary care practices and continues to inform our strategic expansion efforts.

The Integrated Services Program at Centennial has had some exciting developments and strategic expansion efforts over the past six months. As indicated in the chart below, there are several data points and outputs to quantify these efforts.

Number of Integrated Behavioral Health Providers	6
Number of Primary Care Clinics being Served	6
Number of Behavioral Health Services Provided	1,462 *
Number of Collaborative Meetings & Integrated Care Presentations	21
Number of Clinic Administrators & Medical Providers in attendance	109
Number of Clinics in ongoing discussions about partnering with Centennial's integrated care program	9

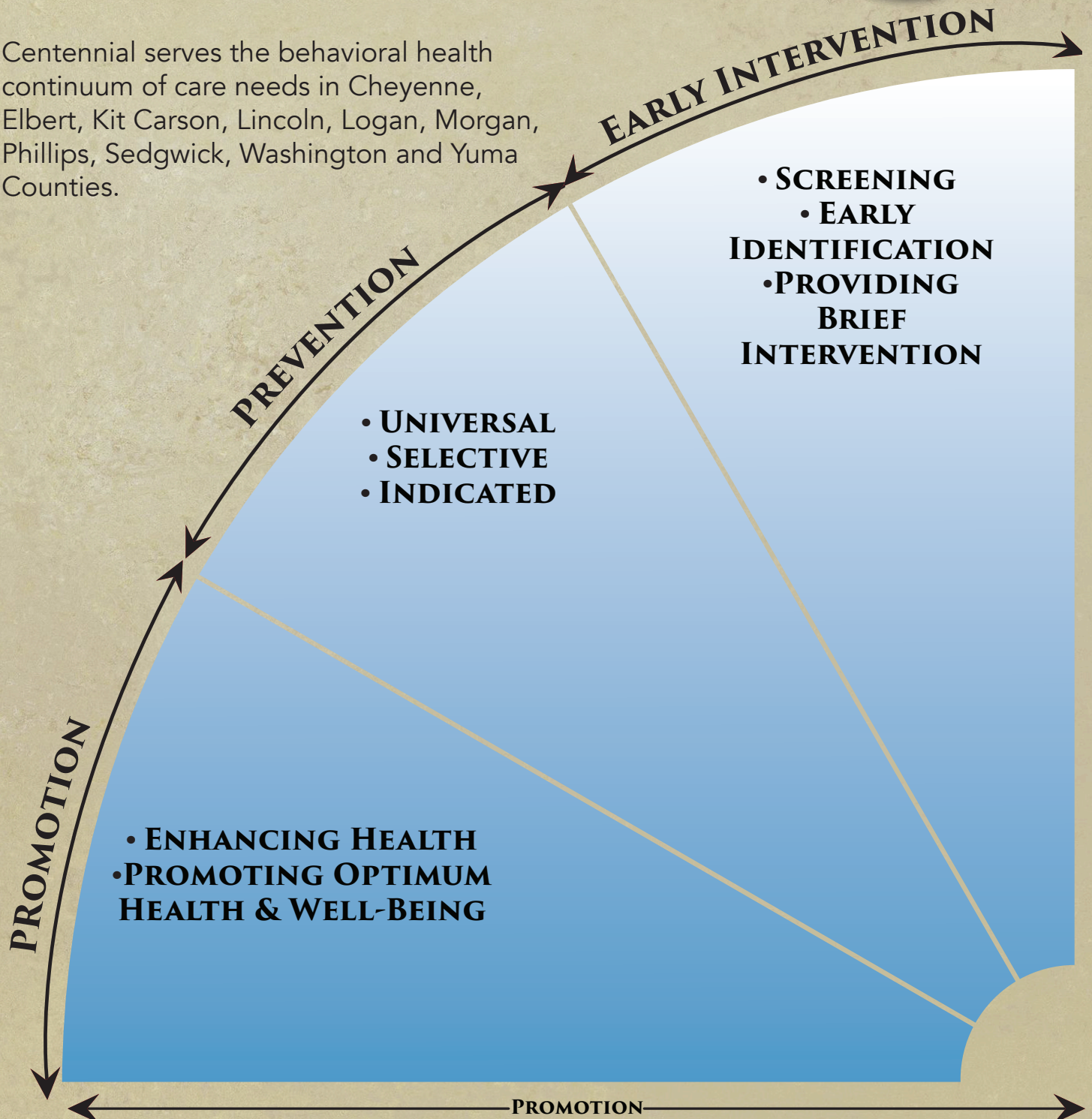
* Compared to 915 services provided from January 1, 2018 to June 30, 2018,
a 38% increase in services

Since July 2018, the Integrated Services Director has continued to engage in strategic planning with executive leadership at a number of rural health clinics and hospitals within our ten-county region to partner in offering on-site integrated behavioral health services.

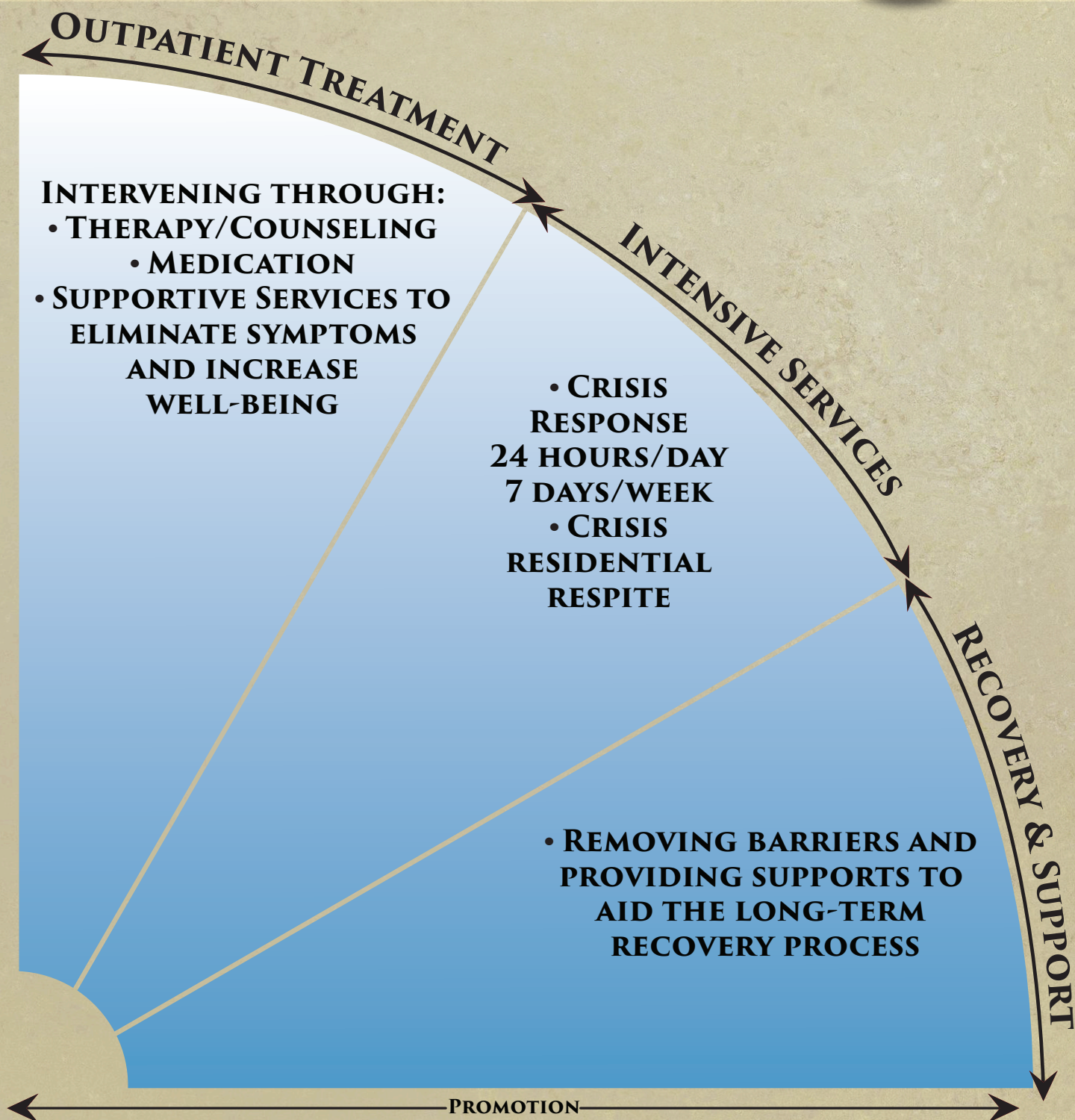
CENTENNIAL CONTINUUM OF CARE



Centennial serves the behavioral health continuum of care needs in Cheyenne, Elbert, Kit Carson, Lincoln, Logan, Morgan, Phillips, Sedgwick, Washington and Yuma Counties.



CENTENNIAL CONTINUUM OF CARE



COMMUNICATIONS



NEW WEBSITE

In April 2018, we rolled out a new user friendly website for our clients, staff, potential employees and also staff that would be editing the site. The site took on many changes but also some things have remained. In the coming months as the site develops there will be much more included. You will see video pieces, more events, and other awesome additions! A few new areas we were very fortunate to get were: Client Tools, a new Locations page, a Spotlight section to highlight teams, a County Services section useful to clients or possible new hires, a Briefing where we can now connect viewers to see all our news. Aside from the above items, many pieces of the site have been updated, minimized, and organized more efficiently.



NEWSLETTERS & BRIEFING



As part of a "one centennial" mindset, the marketing department sought out the best way in which they thought communication would be easiest for our staff. The Briefing was identified as one location where all things Centennial can be added with anniversaries, new hires, great articles, trainings coming up, events that were held, and any other awesome information from Centennial staff. The Briefing has been published each week since July of 2016.

Also the marketing department helps in various areas to get words written by our employees and professionals to the community. We have done this by way



of newsletters. Currently, there is a newsletter template developed for the Early Childhood team that they distribute to parents and schools of the children they serve. There is also an Integrated Health newsletter that is distributed through our communities and area partners.

EVENTS AND FUNDRAISING



EVENTS

MOTIVATE 4 MENTAL HEALTH - MAY

The Sterling office completed their second "Motivate 4 Mental Health" event May 14th and the Logan County Courthouse square was full of music and activities. The event aimed at bringing both awareness and help to those struggling with depression was sponsored by Centennial Mental Health, Northeast Colorado Health Department and 105.7 KPMX.



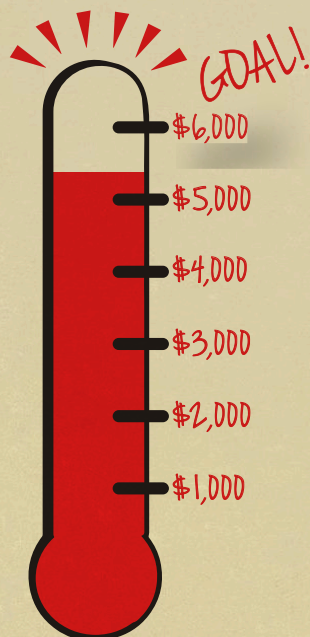
This year's Motivate 4 Mental Health event included over a dozen informational booths, several games, healthy food choices and interesting prizes. A number of local students who had the day off spent their time at the courthouse playing games and learning about how to develop better mental health habits.

MOVING LIVES FORWARD RIDE - JUNE POKER RUN & FUN RIDE

The 2nd Annual Moving Lives Forward Ride was held on June 23, 2018 to increase awareness of behavioral health services in Northeastern Colorado and reduce stigma. The Poker Run started in Sterling with registration of ten riders that then traveled to Centennial offices for card draws in Julesburg, Holyoke, Wray, Yuma and Akron where riders and community members enjoyed games, treats and surprises. During the Poker Run, the Sterling Police Department conducted a bicycle rodeo with the community at the Sterling office. This was a bicycle skills event for youth which provided an opportunity to practice and develop skills to become better bicyclists and avoid typical crashes. When the motorcycles returned from the Poker Run, spectators enjoyed the show as riders then proceeded to participate in fun motorcycle rally games. Journey clients participated throughout the day by selling breakfast burritos, baked goods, pulled pork sandwiches with sides to raise money for their activities. Music and DJ entertainment was provided in Sterling by Jacob Reyes and created a festive environment for all.



FUNDRAISING



PROJECT CHRISTMAS JOY 2018

2018 Jeans for Joy and Project Christmas Joy wrapped up with total donations from the following:

GRAND TOTAL - \$5,260

COMMUNITY MEMBERS
\$2,025

CENTENNIAL BOARD MEMBERS
\$1,010

JEANS FOR JOY
\$1,050

BUSINESSES
\$1,175

OFFICE LOCATIONS



ADMINISTRATION

211 W Main St
Sterling, CO 80751
Phone: 970.522.4549
Fax: 970.522.9544

AKRON

871 E 1st St
Akron, CO 80720
Phone: 970.345.2254
Fax: 970.345.2744

BURLINGTON

1291 Circle Dr
Burlington, CO 80807
Phone: 719.346.8183
Fax: 719.346.0292

CHEYENNE WELLS

80 E 1st St N
Cheyenne Wells, CO 80810
Phone: 719.346.8183
Fax: 719.346.0292

ELIZABETH

650 E Walnut St
Elizabeth, CO 80107
Phone: 303-646-4519
Fax: 303-646-4451

FORT MORGAN

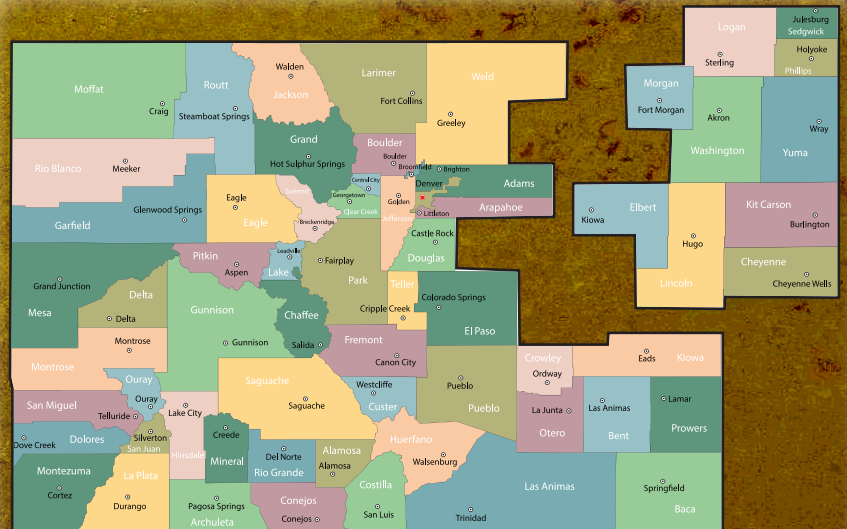
821 E Railroad Ave
Fort Morgan, CO 80701
Phone: 970.867.4942
Fax: 970.867.2695

HOLYOKE

115 N Campbell St
Holyoke, CO 80734
Phone: 970.854.2114
Fax: 970.854.4584

JOURNEY POINT

1112 N 4th Street
Sterling, CO 80751
Phone: 970.425.7201
Fax: 970.425.7204



JULESBURG

118 W 3rd St
Julesburg, CO 80737
Phone: 970.474.3769
Fax: 970.474.2099

LIMON

606 Main St
Limon, CO 80828
Phone: 719.775.2313
Fax: 719.775.2315

STERLING

211 W Main St
Sterling, CO 80751
Phone: 970.522.4392
Fax: 970.522.2217

WRAY

365 W 2nd St
Wray, CO 80758
Phone: 970.332.3133
Fax: 970.332.3134

YUMA

215 S Ash St
Yuma, CO 80759
Phone: 970.848.5412
Fax: 970.848.2414

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

Centennial Mental Health Center is an equal opportunity provider and employer