



RECOVERING
DREAMS



RECOVERING
Community



RECOVERING *Denver*

MENTAL HEALTH CENTER OF DENVER *where recovery happens*

REPORT TO THE COMMUNITY 2011

RECOVERING
Lives



RECOVERING
families



RECOVERING
hope



RECOVERING Denver

Letter from Dr. Clark



Dr. Carl Clark

Dear Friends,

2011 was a year of firsts for the Mental Health Center of Denver.

We purchased a new building and began transforming it into a state-of-the-art Recovery Center. For the first time in our history, we will have a clinic designed around how we provide services that puts consumers' needs and recovery first. Through vision and careful planning, The Recovery Center will be a welcoming place where we can focus on what a person needs to stay healthy and recover; a place where individuals will have access to the expertise to manage all their mental and physical health needs. No more traveling

between clinics to refill medications or see a doctor, or a housing or employment specialist – every service we offer will be available at The Recovery Center.

In the last five years, we've doubled the number of people we serve, but not the amount of space for important services like psychiatry and integrated healthcare. In July 2012, when we open the doors of The Recovery Center, you'll hear a collective sigh of relief as we increase access to care for people in our community and alleviate over-crowding for staff.

Another first for us, we launched a three-year, \$8 million growth campaign called **Growth-Enrichment-Recovery**. I'm excited to report that we are already at 35% of our goal. Our community has generously embraced our growth and our mission to provide access to services to all who need it by committing over \$2.7 million so far. Donations to the campaign will support the renovation of The Recovery Center, help us strengthen existing community partnerships and enable us to meet immediate and emerging needs in our community.

This year we took another bold step and formally introduced ourselves to the community in our first brand awareness campaign. We've worked hard this year to develop a strong communication and brand strategy to help us raise mental health literacy in our community and heighten awareness that recovery from mental illness happens and it happens at the Mental Health Center of Denver.

In this **Report to the Community**, we have highlighted just a few of the innovative ways we are reaching out to people in need and helping them live healthier, happier lives. We continue to work toward the day when we have the capacity to provide help to everyone who needs it and to the day when everyone in Denver understands that access to mental health treatment makes a positive difference for our entire community.

Sincerely,

Carl Clark, MD, Chief Executive Officer



Where Recovery Happens

In the simplest of terms, the Mental Health Center of Denver helps people with mental illness recover. And when an individual recovers from mental illness, they recover a lot more than just their mental health. They recover their lives, relationships, careers, dreams, and more. And they're not the only ones. Their friends, families, coworkers and neighbors also reap the benefits of recovery.

The Mental Health Center of Denver was among the first in the nation to base its model on recovery.

We want our community to know who we are and that treatment works. This year with the help of Cactus Communications, a Denver-based, full-service brand communications agency, we launched a powerful brand awareness campaign based on the idea that recovery happens.

"While we certainly want to elevate people's awareness of the Mental Health Center of Denver, our primary objective is to change the conversation around mental illness to one of hope and educate the public that recovery can and does indeed happen," says Dr. Carl Clark, CEO of the Mental Health Center of Denver. "The concept of recovery is the foundation of our mission, and it can be hard to define. Our brand awareness campaign brings that concept to life in a bold yet very simple and human way that is easy for people to understand."

RECOVERING *Community*

The Recovery Center on schedule to open July 2012

A major achievement for the Mental Health Center of Denver is the acquisition of an historic building to become our future Recovery Center. This integrated healthcare facility will provide expanded services, greater quality and access to treatment in a centrally located, environmentally conscious, state-of-the-art building.

Based on our belief that people can, and do, recover from mental illness, the newly renovated, modern facility will be named The Recovery Center and will become the organization's flagship adult services center.

In December 2010, the Mental Health Center of Denver's board of directors approved the \$3.5 million purchase of the 70,000 SF building located at 4455 E. 12th Ave. The \$11.1 million renovation began in the summer of 2011 with completion on schedule for a July 9, 2012 opening.

"The community has not yet fully grasped the project's importance, including the economic and environmental impacts it will provide Denver for years to come," said Carl Clark, MD and CEO.

"The Recovery Center expands our ability to treat more people while providing an integrated care approach which is the recognized model of the future."

Recovery Center Expands Services and Improves Quality and Access to Care

"The added space we gain at the Recovery Center allows us to expand services," said Kristi Mock, Director of Adult Recovery Services. "The new center will alleviate overcrowding, increase access to



services, streamline the process of delivering services, and increase integrated medical care."

Greater access to mental health services for Denver citizens is critically needed. Currently, MHCD must turn away twice as many people as it has capacity to admit.

"Space is currently our biggest barrier to delivering more services," said Dr. Cheryl Clark, medical director. "We are land-locked for clinic space. There is literally no space available to add more staff to serve more people. The Recovery Center is the solution and the building's new design will allow physician teams to work together in a unified treatment approach."

Specifically, there will be an entire wing of the building dedicated to primary care services. An on-site pharmacy will make it convenient for consumers to have their prescriptions filled in the same clinic where they receive services, saving them time and travel. There will be access to wellness and nutrition programs with personalized health coaching in diet and exercise. Other services will include housing assistance and telemedicine connectivity. Making it convenient for individuals to access services and participate in their own care increases their chances for recovery and better overall health.



At a groundbreaking ceremony, Mayor Michael Hancock joined CEO Dr. Carl Clark and City Councilmembers Jeanne Robb and Mary Beth Susman in planting a tree to symbolize our growth and our commitment to sustainable "green" design.

A True Healthcare Home

The Recovery Center will provide integrated healthcare for consumers, thereby coordinating mental and primary healthcare services as a holistic approach to treatment.

Dr. Clark added, "The Recovery Center is a major milestone for us and for mental health recovery in Denver, and one that gets us one step closer to achieving our vision of being able to serve all those in need of mental health services in our community."

RECOVERING hope

Father-daughter team busts stigma



Ed and Katie Blair

Katie's father waited outside school wondering why she was late. After getting into the car, he asked her what took her so long. "Because my teacher wanted to know why I knew so much about homelessness," Katie said.

It seems Katie had sparked a spirited discussion in her sixth-grade social studies class that day. During a conversation about professional athletes' pay, Katie raised her hand and brought up how homeless people have it much worse. A boy in the class disagreed saying that they could make their lives better if they wanted to. Katie stood up for

homeless people saying that things like addictions and disabilities make getting a job hard. Seizing the moment, Katie's teacher set up an impromptu debate between Katie and her classmate.

Dividing the room in half, the teacher asked the students to move

to the side of the room they agreed with. Katie had only one classmate on her side; the rest were on the opposing side. Katie and the boy debated back and forth with Katie defending how difficult it is for homeless people to find work. She said her dad gives homeless people jobs at his hotel and sometimes he has to fire them because they don't know how to work and their lives are very difficult. Before long, all but two students were on Katie's side of the room.

Ed Blair, general manager of the historic Oxford Hotel in downtown Denver, is Katie's father. The Oxford Hotel offers on-the-job training and employment opportunities to people with disabilities who were once homeless through Denver's Road to Work program, a partnership between the Mental Health Center of Denver, Bayaud Enterprises, and Denver's Department of Human Services. The Oxford has hired three employees through the program.

"Katie won the debate," says Ed. "But the biggest win is the feeling I get when I think about how she spoke up for those who couldn't speak for themselves. Katie has heard me talk about our work with the homeless, she's even come to a jobs skills class I teach and met several participants. She's seen the positive effect working has had on their lives, but I had no idea how passionate she was about this. I'm so proud of her for speaking up for people who couldn't speak for themselves."

RECOVERING careers

Team approach helps people land and keep jobs



Gary Fair, employment specialist, and Aldo Sanchez

Aldo knows what he wants – a job in the hospitality industry. He has the experience and qualifications. Now all he has to do is find the right job.

Aldo's case manager at the Mental Health Center of Denver connected him with Gary Fair, an employment specialist at its **2Succeed in Education and Employment** program who provides guidance and job coaching to individuals interested

in going back to work. He helps them prepare for and keep jobs. Gary had just the right fit for Aldo.

Gary got Aldo started with Denver's Road to Work, a partnership between Bayaud Enterprises, the Mental Health Center of Denver and Denver's Department of Human Services and five downtown hotels to train and employ people with disabilities - who used to be homeless - in the hospitality industry.

Aldo attended a two-day class taught by hotel human resources staff covering mock interviews, filling out applications, and guest expectations. Included is a 10-hour job shadowing where candidates can experience what it is really like to work in a hotel in various positions such as the front desk, houseman, maintenance, and bellman.

Aldo did his job shadow at the Oxford Hotel in downtown Denver. "I am really grateful to MHCD, Gary Fair and the Oxford Hotel for the experience. Now I feel ready when the right opportunity comes along," says Aldo.

Denver's Road to Work served 156 individuals from October 2008 to present. 100 were placed in jobs, 64 are still currently working. 33 employed individuals are Mental Health Center of Denver consumers.

Unique partnerships provide integrated care and early intervention to Denver children

Through new innovative partnerships, the Mental Health Center of Denver is working with three different pediatric and family care clinics to help ensure mental health and physical care go hand-in-hand in some of Denver's most vulnerable neighborhoods.

The Mental Health Center of Denver is offering children access to integrated care through its partnerships with Rocky Mountain Youth Clinics and Denver Health's Montbello and Eastside Clinics. Working both on-site and as on-call consultants, Mental Health Center of Denver clinicians and a child psychiatrist are available to pediatricians to help assess possible mental health issues, provide short-term therapy, and work jointly to observe and diagnose.

"The benefits of integrated care are so far-reaching. Doctors and therapists can work together in real time and provide patients with a comprehensive medical home," said Dr. Lydia Prado, Director of Child & Family Services at the Mental Health Center of Denver. "This allows us to give children the care they need, when they need it. Mental health is not an after-thought, but an important piece of treating the whole child."

Setting the stage for a healthy start

Mental Health Center of Denver clinicians routinely attend well-baby visits to coach pediatricians on observations of parent-child bonding and interaction.

Ensuring that mom and baby are bonding well is a significant step to protecting the child and sets the stage for healthy mental growth.

Clinicians coach parents to help them understand what behaviors are age-appropriate, recognize developmental milestones and help assess what could signify a possible issue. They provide pediatricians with support and guidance and help screen new moms and teens for depression. For mental

health issues requiring medication evaluations, pediatricians and therapists can call on a psychiatrist.

Benefits of integrated approach last a lifetime

Underscoring all interactions is the belief that pediatricians are often the first place parents turn when their child has a behavioral issue. "Before when a patient needed mental health support we gave them a name and phone number and they had to fend for themselves," said Dr. Jennifer Byrnes, a pediatrician at Rocky Mountain Youth Clinics. "Now I can offer immediate access to someone I know and trust and they can visit them here in our office, a place they already know and have a comfort level with. The ease of access is a huge benefit."



Oftentimes mental health professionals aren't utilized until a situation is critical. An integrated approach allows for early identification and intervention and will ideally alleviate the need for more intensive and costly services later in life.

The Mental Health Center of Denver's integrated care partnerships are partially funded by Gary-Williams Energy Foundation and the Colorado Health Foundation. Partners include: Rocky Mountain Youth Clinics, Denver Health, the Denver Department of Human Services, the Kempe Center, Colorado Access and The University of Colorado.

"It's been a tremendous partnership," noted Dr. Kim White, pediatrician at Rocky Mountain Youth Clinics. "I can't say enough about the positive impact of this approach."

Colorado's Daylight Project

Rick Gaitan is a dad who is hard of hearing and hadn't heard his kid's voices in years. Recently he had a chance to try a Comfort Contego digital assistive listening device during a therapy session at Larimer Center for Mental Health. He now uses this listening device routinely for therapy sessions and at doctor's appointments.

Hearing assistive technology is one of many resources made available to community mental health centers through the Colorado Daylight Project, a collaboration lead by the Mental Health Center of Denver and the Colorado Commission for the Deaf and Hard of Hearing to ensure access to behavioral healthcare, for people who are deaf or hard of hearing.

"It's amazing. I wish more programs had this technology available. I can hear and it's put me on the same level with others and boosted my self-esteem," says Gaitan. The Colorado Daylight Project was so named because it brings daylight and hope to deaf and hard of hearing Coloradans.

Gaitan now uses the device to stay connected with his kids on the phone. "It's given me hope for the future, especially when it comes to my children."

Last year the project provided training and technical assistance to eight behavioral health organizations throughout Colorado.

"When we were looking for help examining the effectiveness of a new intervention, we naturally thought of the Center for Mental Health Services in Denver. They stand out among mental health programs nationally as focusing on high quality, recovery oriented programs, evaluation, all within the context of consumer-centered services."

~ E. Sally Rogers, Sc.D.

Director of Research and Research Associate Professor Center for Psychiatric Rehabilitation, Boston University

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In-Kind Donations

During 2011, more than 4,700 in-kind goods were given to both MHCD's Wishing Well and A New Day Resource Centers by individuals, groups, and businesses throughout the community. These generous donations help assure that our consumers have access to a wide variety of food, household products, clothing and other items.

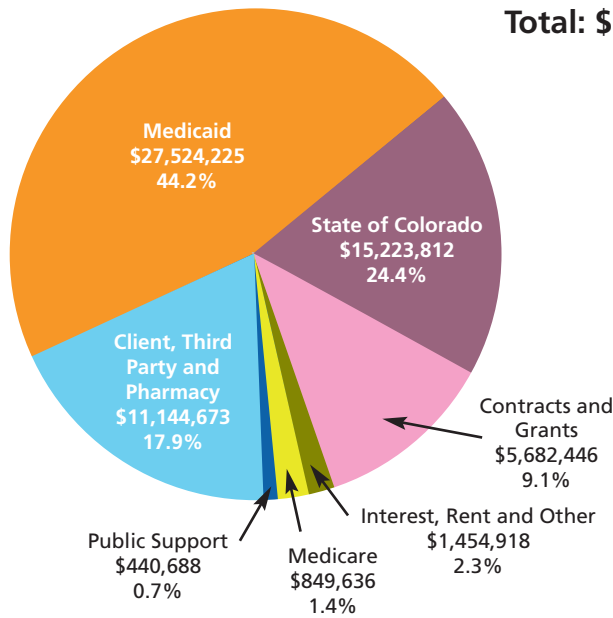
We would like to also thank the many donors to our Gifts of Joy Holiday Gift Drive. We received cash and gift card donations from the community to support this important program. The community also provided new gifts to share with children receiving treatment at MHCD.

**Multi-Year Donor*
Gifts of Hope Society in bold

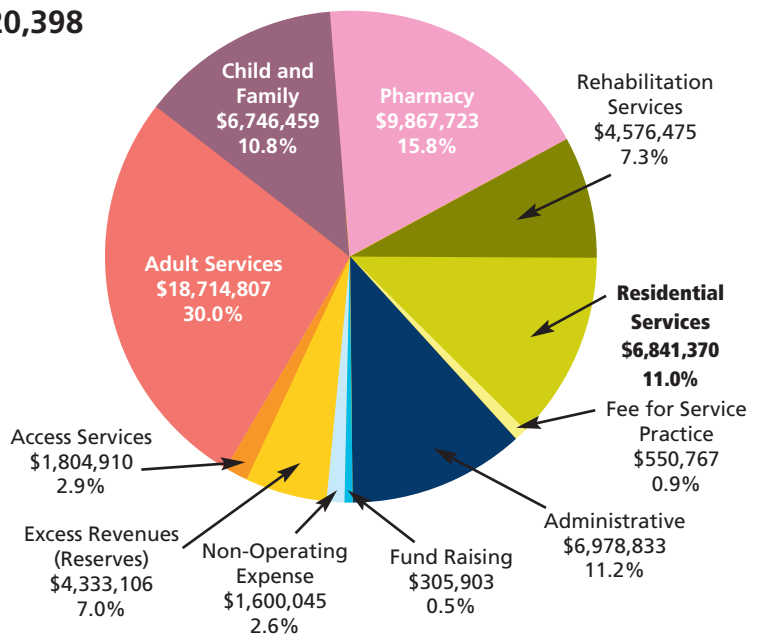


FINANCIALS JULY 1, 2010 - JUNE 30, 2011

Total: \$62,320,398



Source of Dollars



How Dollars Were Used

Growth – Enrichment – Recovery

A Campaign of the Mental Health Center of Denver

In order for the Mental Health Center of Denver to continue being a place where people get better, where the most comprehensive and effective mental healthcare is available to all who need it, and where "recovery happens," it is essential to have community commitment and new financial resources to build programs and services for the future.

For that reason, the Mental Health Center of Denver's Board of Directors authorized a growth campaign to increase capacity by adding a new landmark center for recovery, to broaden outreach through expanding partnerships with business and community organizations, and to enhance services to better serve adults, youth, and families.

The **Growth – Enrichment – Recovery** campaign was launched on October 12, 2011 at the annual Gifts of Hope Fundraising Breakfast. With a goal of \$8 million, the campaign will support three vital parts of the work the Mental Health Center of Denver is doing in the community.

- The **Community Fund** will grow the Mental Health Center of Denver's nationally-recognized programs including career education, job placement, peer support, criminal justice, deaf services, infant and early childhood mental health, and others through the organization.
- The **Outreach Fund** will help the Mental Health Center of Denver increase community partnerships and expand services such as suicide prevention in the community by increasing the number of partnerships in which we participate.

• The **Landmark Fund** will support the renovation of the new Recovery Center at 4455 E. 12th Ave. This state-of-the-art facility will alleviate overcrowding and expand critical integrated health services such as mental health and substance abuse treatment, psychiatry, intensive case management, primary care, and a full-service pharmacy.

With Dr. Nancy and Mr. Sam Gary as Honorary Chairs of the Campaign, co-chairs Former First Lady Mrs. Jeannie Ritter and the Mental Health Center of Denver Board Member Rick Simms are heading up campaign efforts with the assistance of a Campaign Cabinet.



Jeannie Ritter



Rick Simms

Growth Campaign Cabinet Members:

Elizabeth Eldridge	Roberta Payne
Judy Kilbourne	Leigh Sinclair
Bill Lindsay	Richard Westfall

The **Growth – Enrichment – Recovery** campaign offers individuals, foundations, and corporations the opportunity to contribute to programs, facilities and outreach that have a proven return on investment. It is a chance to have a profound impact on the quality of life in our community and the healthy futures of our neighborhoods and their residents.

To learn how you can support the **Growth – Enrichment – Recovery** campaign, visit www.mhcd.org or contact Director of Development Ric Durity at 303-504-6715 or ric.durity@mhcd.org.

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OUR MISSION STATEMENT

Enriching Lives and Minds by Focusing on Strengths and Recovery

The **Mental Health Center of Denver** is known nationally for its successful ground-breaking approach to mental health treatment. Here, those living with a mental illness are involved in shaping their own recovery and given the chance to regain control of their lives.

The Mental Health Center of Denver is a private, not-for-profit, 501 (c) (3), community mental health center, providing treatment and prevention services to the residents of the City and County of Denver since its founding in 1989.

We believe that people can, and do, recover from mental illness and that treatment works and improves the lives of people of all ages. Through more than 35 community sites, mental health providers in 18 Denver public schools, collaborations with community partners and home-based outreach, the Mental Health Center of Denver provides a comprehensive, innovative and accessible array of mental health and substance abuse services to over 21,000 children, families and adults annually.



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