At Mountain Family, we believe healthcare is a human right. We are honored to provide access to affordable, culturally responsive healthcare to all members of our community, regardless of insurance status or ability to pay. We serve 22,000 diverse persons from Garfield, Eagle, and Pitkin Counties on Colorado’s rural Western Slope. Our patient-centered, team-based, integrated care model allows patients to access coordinated medical, behavioral, dental, and now pharmacy services in one healthcare home.

Over the past five years, Mountain Family has expanded services and locations to better care for our community. We now operate four health center hubs in Basalt, Glenwood Springs, Rifle, and Edwards. Our six school-based health centers are located at Avon Elementary School, Glenwood Springs High School, Roaring Fork High School, and Basalt Elementary, Middle, and High Schools. In the past year, we’ve added pharmacy services so our patients can access low-cost prescriptions during their appointments. We appreciate our supporters whose investments have made these important expansions possible.

In spite of these expansions of care, many in our community lack access to affordable health insurance and care. Today, more than 9,000 of MFHC’s patients remain uninsured. Mountain Family is leading efforts in the region and state to secure funding to provide affordable care to this population. Many individuals and partner organizations have stepped up to contribute to caring for our neighbors. Ongoing support is needed, which you can provide by donating to our Health For All Fund.

Mountain Family’s providers and staff, our healthcare heroes, continue to work tirelessly to help our community deal with the continuing impacts of the COVID-19 pandemic. This includes offering testing, treatment, and vaccinations for coronavirus. We have expanded our behavioral health department to meet the increased mental health need related the pandemic and its effects. We honor our healthcare heroes, our staff and community partners, for their continued dedication to serving our community.

Mountain Family is committed to ensuring equal access to COVID-related and behavioral health services for persons of color and those with low incomes in our community. Not only have these populations been disproportionately impacted by COVID; the pandemic has illuminated vast inequities within the healthcare system. In response, we have strengthened our commitment to ensuring justice, equity, diversity, and inclusion for all, internally with our patients, staff, and board of directors and externally with our community partners, with whom we are working to address systemic racism and inequities.

Thank you for your partnership and support, allowing us to provide the best care possible with dignity and respect for our community.

Ross Brooks
Chief Executive Officer and Patient

Monica Perez-Rhodes
Board Chair and Patient

“Mountain Family is a place where ALL patients feel welcome, and we are grateful to be able to deliver care to a wide variety of populations. This is the biggest point of pride among our staff.”

— Anneliese Heckert, DO
Co-Chief Medical Officer, Glenwood Springs Integrated Health Center
Mountain Family Health Centers cares for the whole person. This means we offer integrated medical, behavioral, and dental health services to our community in one healthcare home.

Integrating these three types of primary care services has been shown to keep patients healthier. Patient and provider satisfaction with care is higher. Patients save time and money by accessing care for their body, mouth, and mind in one location.

Our care is patient-centered to ensure each person’s values, needs, and goals are respected. This is why we are recognized by the National Committee on Quality Assurance as a patient-centered medical home (PCMH), the highest national recognition a primary care practice can receive.

Patients may schedule a medical exam or dental cleaning and then have their care expanded if needed. Medical providers screen their patients for behavioral health conditions and if there might be a mental health or substance use disorder issue, they bring a behavioral health provider into the room. A dental provider noticing a medical condition while providing dental care can connect their patient back to their primary care provider (PCP). All patients can obtain lower cost prescriptions on-site at the time of their appointment, which eliminates financial, transportation, and language barriers. Once a person becomes an established patient at Mountain Family, they have a care team, comprised of their medical, behavioral, and dental health providers along with support staff. Support staff include interdisciplinary care coordinators who provide health education, navigation, and social health advocacy; and outreach and enrollment specialists who help patients apply for insurance and financial assistance programs. These team members work in concert to treat all of our patient’s health needs, respecting the dignity and well-being of our patients.

Providing our Community with Integrated Healthcare


Medical Care

“I am thrilled we are now offering pharmacy services. This creates access to better treatments which leads to improved health for our patients who would otherwise not be able to afford these important newer types of medications. New diabetic therapies, for instance, are available and very effective in treating diabetes. However, these can be cost prohibitive to patients without insurance, often costing hundreds of dollars a month. Our pharmacy program will make these medications much more affordable and accessible to patients in need.”

— Dr. Matt Percy, Co-Chief Medical Officer, Rifle Integrated Health Center

OUR MEDICAL CARE SAVES LIVES

“I had the privilege of guiding a 31-year-old woman through a very high-risk pregnancy. She came to our Edwards health center when she was six weeks pregnant. She had a history of three previous pregnancy losses due to her diabetes. We did an extensive initial evaluation and created her pregnancy plan. Seeing her twice per week, we worked aggressively to bring her diabetes under control quickly and safely to protect her and her baby. We provided extensive education on diabetes management, diet, and the effects of carbohydrates and insulin. After she made an insulin dosage error, she began having seizures and was flown to Denver for critical care. She made a full recovery. We continued to follow her closely in the clinic, monitoring her diabetes and the baby’s growth. At 33 weeks, she went into preeclampsia (a pregnancy complication characterized by high blood pressure and often organ damage). We sent her to Presbyterian St. Luke’s Hospital at 34 weeks and she delivered her daughter four days later. The baby weighed 4 lbs., 4 oz. With such close monitoring, we were able to help this woman successfully manage her diabetes, carry her baby for eight months, and keep them both in good health. In fact, we saved two lives at once.”

— Dr. Zackary Kent, Site Medical Director, Edwards Integrated Health Center
Dental healthcare is integrated with primary medical and mental health care at Mountain Family. We believe this increases access and affordability, particularly for those who lack dental insurance or cannot afford their co-pays. Few providers in the region besides Mountain Family accept Medicaid or offer a sliding fee scale discount program based on income. Our patient-centered, team-based care leads to better care coordination, healthier patients, and decreased costs. In providing integrated dental care, we help our patients and community prevent, stop, and sometimes even reverse dental disease. This is critical to a person’s overall health because dental pain can interrupt one’s daily activities. Dental disease, if left untreated, can lead to systemic infections which could prove to be fatal. Having dental disease can also cause negative social, emotional, and economic impacts. If our medical doctors see a patient who appears to have dental disease, they can immediately refer them to our dental team. A dental patient who shares they are experiencing depression can be referred to our behavioral health team. This is integrated care at Mountain Family.

“Recognizing the strain that COVID has had on all of us, we have created more immediate access to our behavioral health providers. We have made it our goal to have “warm handoffs” whenever possible so patients have access to behavioral health at any appointment, even if they are just here for a medical check-up. We honor that behavioral health is health, period.”
– Dr. Gary Schreiner,
Behavioral Health Director

Our healthcare heroes have continued their superhuman effort to provide integrated healthcare while addressing the continuing impacts of the COVID-19 pandemic. As is the case across the nation and globe, our community has been deeply affected, with the need for behavioral health services reaching an all-time high. In response, behavioral health director Gary Schreiner and his team of 12 providers is growing, and new services have been added to increase equitable access to care. Two psychiatric nurse practitioners have joined the team to provide care for more complex conditions. The telehealth program started in response to the pandemic in 2020 has been expanded. Persons who prefer virtual visits for reasons related to health, childcare, or transportation issues can meet with their provider via video chat or phone. In the last year, Mountain Family provided culturally responsive, equitable behavioral health services to more than 35% of our patients, 41% of whom lacked insurance. We are also working with our partners to further improve access to care and behavioral health outcomes across our community.

“Coping with COVID-19

How Dental Care Protects the Community

The pandemic has put a hold on many important things in our lives. We are here to provide a safe place to receive reliable dental care. Our team cares about the community where we live and you.”
– Dr. Stephen Glass,
Dental Director
Mountain Family offers students the opportunity to establish their healthcare home at school, where they spend most of their time. Our school-based health centers are located at Avon Elementary School in Eagle County, and at Glenwood Springs and Roaring Fork High Schools and Basalt Elementary, Middle, and High Schools in the Roaring Fork Valley. At each health center, students can access equitable, affordable, integrated medical, behavioral, and dental health services, along with care coordination and help for their parents enrolling in insurance or financial assistance programs. Students with more complex health needs and their family members are referred to one of Mountain Family’s four health center hubs.

Roaring Fork School Superintendent Rob Stein says, “Offering health services in school where our students spend most of their time is a convenient and safe means of removing barriers to access and ensuring our students receive the care they need to be healthy and successful in school and life.”

“We are particularly impressed with the growth in services to children and adolescents this year. We have expanded our school-based health programs to create access to comprehensive, evidence-based integrated care especially for adolescents, an area identified as high need by the schools. Our pediatric providers are also available to provide more complex care to children of all ages.”

– Dr. Anneliese Heckert and Dr. Matt Percy, Chief Medical Officers

Our commitment to providing healthcare for all was best illustrated in the last year by the speed in which we signed on to the State of Colorado’s program to distribute a set percentage of COVID vaccinations to underserved populations. We recognized this is our role in caring for our community and responded by mobilizing over the course of three days to create our first mass vaccination clinic. We then expanded this to all the communities we serve.

– Dr. Anneliese Heckert, Co-Chief Medical Officer, Glenwood Springs Integrated Health Center

“At the enjoyment of the highest attainable standard of health is one of the fundamental rights of every human being without distinction of race, religion, political belief, economic or social condition”

– Constitution of the World Health Organization

At Mountain Family, we concur with the World Health Organization. Healthcare is a fundamental human right. Therefore, equitable access to healthcare for all is central to our mission. Our care philosophy is patient-centered, so we strive to provide culturally responsive care and an equitable, inclusive work environment for our staff. We want our health centers to be places where individual differences are respected and valued. This means ensuring persons of diverse races and ethnicity, language and literacy capability, sexual orientation, gender identification, income levels, and insurance status must have their needs recognized and met.

Mountain Family promotes inclusiveness; more than half our Board members are patients. We strive to hire Spanish-speaking and bilingual, bicultural providers whenever possible to improve quality of care. Our Justice, Equity, Diversity, and Inclusion (JEDI) group meets regularly to ensure these values are at the forefront of all we do for our patients and organization, to ensure patients are educated on their rights, and to create calls to action for advocacy and policy change. Mountain Family’s designation as a Hispanic Advocacy Center of Excellence is a testament to our efforts.
FINANCIALS : At a Glance

Thanks to the generous donations by federal, state, and local partners along with individuals and the forgiveness of our Paycheck Protection Program Loan, the financial impact of the pandemic was minimized for Mountain Family Health Centers’ in our 2021 Fiscal Year. The strong support of our partners has allowed for the sustainability of Mountain Family Health Centers’ services in the current year and years to come.

REVENUE & OTHER SUPPORT WITHOUT DONOR RESTRICTIONS

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<th>Source</th>
<th>Amount</th>
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<td>Federal Grant Funds</td>
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<td>State and Other Grants</td>
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<td>Other Revenue</td>
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EXPENSES

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<td>Consultants &amp; Contracted Services</td>
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<td>Consumable Supplies</td>
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<td>Patient Services</td>
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<td>Depreciation</td>
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<td><strong>Total Expenses</strong></td>
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NET INCOME $2,302,485

CONSOLIDATED BALANCE SHEET

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<td>Total Assets</td>
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<tr>
<td>Total Liabilities</td>
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<tr>
<td>Net Assets</td>
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<tr>
<td><strong>Total Liabilities and Net Assets</strong></td>
<td><strong>$12,157,748</strong></td>
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</tbody>
</table>
ECONOMIC IMPACTS & CARING FOR OUR COMMUNITY

We contribute to our community by generating revenues, employing locals who care deeply about our mission, and saving taxpayer dollars.

SAVINGS TO HEALTH CARE SYSTEM
$18.1 MILLION ANNUALLY

EMPLOYMENT
195 FULL AND PART TIME JOBS

STATE & LOCAL TAX REVENUES
$1.4 MILLION ANNNUALLY

DASHBOARD: At a Glance

NUMBER OF PATIENTS – 21,856

- 42% CHP
- 31% MEDICAID
- 20% MEDICARE
- 3% PRIVATE INSURANCE
- 0% UNINSURED
- 4% OTHER 3RD PARTY PAYERS

DECEMBER 1, 2019 TO MAY 31, 2021

PATIENT VISITS – 101,597

- 38% CHP
- 33% MEDICAID
- 19% MEDICARE
- 7% PRIVATE INSURANCE
- 0% UNINSURED
- 3% OTHER 3RD PARTY PAYERS

DECEMBER 1, 2019 TO MAY 31, 2021

We welcome all patients, no matter their insurance status or ability to pay.

Health For All Fund

YOU CAN HELP US CARE FOR OUR COMMUNITY

In fiscal year 2021, Mountain Family Health Centers launched the Health For All Fund, providing essential unrestricted support to the areas of greatest need within our network of four integrated health centers in Basalt, Glenwood Springs, Rifle, and Edwards and six school-based health centers.

The 2020 Rescue Fund stepped forward early with a generous $100,000 matching gift program, and by year’s end we had raised over $415,000 from 150 donors.

Special thanks to the 2020 Rescue Fund and to everyone who helped us meet this challenge in our inaugural year. We also wish to celebrate our 50 Founding Members who made three-year pledges to the fund in its first year.

WHY DONATE?

Every gift makes a difference to help our patients spend less and stay healthy. Your gift is an investment in our community, as we treat everyone, regardless of ability to pay. Since our valleys are dependent on so many services provided by individuals who have low incomes or are uninsured, your gift ensures our community can remain vibrant and prosperous.

WHERE DO YOUR FUNDS GO?

- 70% General Operating Support
- 10% Administrative Support
- 10% Capital Projects
- 10% Community Partner Grants

IT IS EASY TO MAKE A GIFT

Learn more about Mountain family and make your gift on our website at www.mountainfamily.org.

Alternatively, please send a check to:
Ross Brooks
Mountain Family Health Centers
2700 Gilstrap Court, #100
Glenwood Springs, CO 81601

If you have questions, please contact:
Jan Jennings
Director of Development
(970) 989-1134 or jjennings@mountainfamily.org

Thank you for your generosity and support.

BOARD OF DIRECTORS

Monica Perez-Rhodes – Chair
Occupation: Controller, Colorado Rocky Mountain School

Sydney Schalit – Chair-Elect
Occupation: Executive Director, MANAUS

Trish Kramer – Treasurer
Occupation: Retired Nurse/Healthcare Administrator

Rob Stein, PhD – Secretary
Occupation: Superintendent, Roaring Fork Schools

Karyn Renae Anderson
Occupation: Enrichment Leader, Vail Valley Foundation

Paz Escobar Kostriba
Occupation: Human Resources Manager, Hotel Jerome

Jon Fox-Rubin
Occupation: Principal, Fox-Rubin Limited

Betty Lucas
Occupation: Family Liaison, Family Resource Center of Roaring Fork Schools

Victor Mamlin
Occupation: Financial Advisor

Mike Nugent
Occupation: Chief Strategy Officer, Eagle County Government

70% of members of the Board of Directors are active Mountain Family patients.
Thank you for helping us care for our community.

Thank you to our donors who made generous gifts from June 1, 2020 through May 31, 2021. The individuals, foundations, corporations, and government entities listed in these pages are critical partners whose support makes it possible for us to care for our community. We also are deeply grateful to our Founding Members.

### $3,000,000 +
- Bureau of Primary Health Care - Health Resources and Services Administration

### $500,000 - $2,999,999
- 2020 Rescue Fund
  - Colorado Department of Healthcare Policy and Financing
  - Colorado Department of Public Health and Environment
  - US Health and Human Services
  - Rocky Mountain Health Plans
  - US Department of the Treasury

### $100,000 - $499,999
- Aspen Valley Hospital
- Connect for Health Colorado
- Eagle Valley Behavioral Health
- Garfield County
- Pitkin County
- The Colorado Health Foundation
- Vaccines for Children
- Val Health
- Valley View Hospital

### $50,000 - $99,999
- Katz Amsterdam Foundation
- Robert Pew & Susan Taylor

### $25,000 - $49,999
- Alpenglow Foundation
- Aspen Community Foundation
- Colorado Assn. for School-Based Health Care
- Colorado Mesa University
- Eagle County
- Eagle County Schools

### $10,000 - $24,999
- Alpine Bank
- Aspen Skiing Company Family Fund
- Ross & Lindsey Brooks
- Centers for Medicare & Medicaid Services
- Sandra & Cliff Deveny
- Direct Relief
- Rocky Mountain Health Foundation

### $5,000 - $9,999
- Caring For Colorado
- Colorado Community Health Network
- Coyler Family Fund
- Delta Dental
- FirstBank
- Kaufman Family Fund
- Meredith Long Family Office

### $2,500 - $4,999
- Terri & Tony Caine
- El Pomar
- Lang-Burns Family
- Blanca & Cavanaugh O'Leary
- Monica Perez-Rhodes
- Kent & Martha Petrie
- RA Nelson, LLC
- Greg & Ann Smith
- Rob Stein & Mariah Dickson
- Valley of the Sun United Way

### $1,000 - $2,499
- Ben & Katie Brooks
- CO Breastfeeding Coalition
- Jon, Julie & Oliver Fox-Rubin
- Chuck Frias
- Carolyn & Dan Hardin
- Anneliese Heckert
- Jan Jennings & Michael Mount
- Trish & Scott Kramer
- Network For Good
- Judy Tant

### $500 - $999
- Debra Abbaszadeh
- BCC & Associates
- Roger Bohler
- Camille Cook
- Andy Franklin
- Annette Franta
- Stephen Glass
- Annabel Golden
- Philip Golden
- Roberta Hodge
- Laura Hutcherson

### $250 - $499
- Larry Agneberg
- AmazonSmile
- Craig Burger
- Coldwell Banker Mason Morse
- Shaun Gabbard
- Mark Alan Gillis
- Kears Kelly
- Pueblo Community Health Center
- John Rohl
- Pamela & Arthur Sanders
- Sandy's Office Supply
- Laura Smith
- Michael Baltracchi
- Benevity Community Impact Fund
- Emily Borkovec
- Charles B. Israel Foundation
- Steve & Molly Child
- Barbra Corcoran
- Joseph (JK) Costello
- CRC
- George Eldred & Laura Thielen
- Facebook
- Rob Fisher
- Wendy Flottmeyer
- Mark & Kit Fordham
- Rachel Gonzales-Hanson
- Wayne & Judi Harris
- Clark & Pam Heckert
- Cynthia Houben
- John Snow Institute
- Sandra Johnson
- Zackary Kent
- Kelly Ketenberger
- Michael Kinsley
- Tom Kowal
- Philip Krichbaum
- Marc & Nicole Lassaux
- Alan Laurette
- Dave Leety
- Jonathan & Lisa Lowsky
- Victor & Kseniya Mamin
- Diane Moore
- Mary Jo Murphy
- Werner Neff
- Michael Newborn
- Scott Owens
- Peter and Mary Delany Charitable Fund
- Rosalva Rentería López
- Joe Rubio
- Andy Franklin
- Camille Cook
- BCC & Associates
- Debra Abbaszadeh
- BCC & Associates
- Philip Golden
- Andy Franklin
- Roberta Hodge
- Laura Hutcherson

### $199 - $999
- Debra Abbaszadeh
- BCC & Associates
- Roger Bohler
- Camille Cook
- Andy Franklin
- Annette Franta
- Stephen Glass
- Annabel Golden
- Philip Golden
- Roberta Hodge
- Laura Hutcherson

### $1 - $99
- Karen Ayers
- John Bomersback
- Ben & Katie Brooks
- Julie Bresnahan
- El Pomar
- Jonathan & Lisa Lowsky
- Donald Moore
- Pamela Olson
- Marisol Palomo
- Maria Hernandez Galvez
- Katherine Hoey
- Christopher Janusz
- Shelia Kendall
- James Leonard
- Xiqiang Li
- Betty Lucas
- Ivan Marin Soriano
- Maureen Maxwell

### $50 - $99
- Karen Ayers
- John Bomersback
- Ben & Katie Brooks
- Julie Bresnahan
- El Pomar
- Jonathan & Lisa Lowsky
- Donald Moore
- Pamela Olson
- Marisol Palomo
- Maria Hernandez Galvez
- Katherine Hoey
- Christopher Janusz
- Shelia Kendall
- James Leonard
- Xiqiang Li
- Betty Lucas
- Ivan Marin Soriano
- Maureen Maxwell

### $25 - $49
- Karen Ayers
- John Bomersback
- Ben & Katie Brooks
- Julie Bresnahan
- El Pomar
- Jonathan & Lisa Lowsky
- Donald Moore
- Pamela Olson
- Marisol Palomo
- Maria Hernandez Galvez
- Katherine Hoey
- Christopher Janusz
- Shelia Kendall
- James Leonard
- Xiqiang Li
- Betty Lucas
- Ivan Marin Soriano
- Maureen Maxwell

### $10 - $24
- Karen Ayers
- John Bomersback
- Ben & Katie Brooks
- Julie Bresnahan
- El Pomar
- Jonathan & Lisa Lowsky
- Donald Moore
- Pamela Olson
- Marisol Palomo
- Maria Hernandez Galvez
- Katherine Hoey
- Christopher Janusz
- Shelia Kendall
- James Leonard
- Xiqiang Li
- Betty Lucas
- Ivan Marin Soriano
- Maureen Maxwell

### $5 - $9
- Karen Ayers
- John Bomersback
- Ben & Katie Brooks
- Julie Bresnahan
- El Pomar
- Jonathan & Lisa Lowsky
- Donald Moore
- Pamela Olson
- Marisol Palomo
- Maria Hernandez Galvez
- Katherine Hoey
- Christopher Janusz
- Shelia Kendall
- James Leonard
- Xiqiang Li
- Betty Lucas
- Ivan Marin Soriano
- Maureen Maxwell

### $2 - $4
- Karen Ayers
- John Bomersback
- Ben & Katie Brooks
- Julie Bresnahan
- El Pomar
- Jonathan & Lisa Lowsky
- Donald Moore
- Pamela Olson
- Marisol Palomo
- Maria Hernandez Galvez
- Katherine Hoey
- Christopher Janusz
- Shelia Kendall
- James Leonard
- Xiqiang Li
- Betty Lucas
- Ivan Marin Soriano
- Maureen Maxwell

### $1 - $2
- Karen Ayers
- John Bomersback
- Ben & Katie Brooks
- Julie Bresnahan
- El Pomar
- Jonathan & Lisa Lowsky
- Donald Moore
- Pamela Olson
- Marisol Palomo
- Maria Hernandez Galvez
- Katherine Hoey
- Christopher Janusz
- Shelia Kendall
- James Leonard
- Xiqiang Li
- Betty Lucas
- Ivan Marin Soriano
- Maureen Maxwell

*Donor Advised Fund at Aspen Community Foundation

Contact. Support. Donate. [www.mountainfamily.org](http://www.mountainfamily.org)