Eagle Valley Behavioral Health (EVBH)
Behavioral Health Transformation
The Current BH System is Broken

Investigation: Colorado’s mental health safety-net marked by lack of competition, oversight and transparency
Reforms are planned but unclear they will fix the core problems

Investigation: Colorado’s mental health safety-net marked by lack of competition, oversight and transparency
Reforms are planned but unclear they will fix the core problems

Colorado’s mental health safety-net system: A wide range in rates
The table shows the Medicaid reimbursement rates Colorado’s regional community mental health centers charge the state for an hour of counseling and an hour of crisis intervention compared to what independent providers are paid through Medicaid for the same services. Click column headers to sort, scroll right to see full table, click triangle to see the community mental health center’s service area.

<table>
<thead>
<tr>
<th>Center</th>
<th>Liquid assets on hand last fiscal year</th>
<th>CEO compensation</th>
<th>Amt. Medicaid reimburses center for an hour of counseling</th>
<th>Amt. Medicaid reimburses center for an hour of crisis intervention</th>
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</thead>
<tbody>
<tr>
<td>Mental Health Center of Denver</td>
<td>$41,325,675</td>
<td>$619,340</td>
<td>$592.03</td>
<td>$47.92</td>
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<tr>
<td>Mind Springs Health</td>
<td>$21,612,155</td>
<td>$312,331</td>
<td>$388.54</td>
<td>$47.92</td>
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<td>Aurora Mental Health Center</td>
<td>$20,894,524</td>
<td>$312,612</td>
<td>$383.63</td>
<td>$47.52</td>
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<tr>
<td>Jefferson Center for Mental Health</td>
<td>$19,985,204</td>
<td>$289,810</td>
<td>$307.44</td>
<td>$424.99</td>
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</table>
Brief History of EVBH
EVBH Mission & Vision

Mission
Lead community collaboration to transform the Eagle Valley’s behavioral health system.

Vision
Imagine a day in this Valley when we spend as much time, effort and resources on our behavioral health as we do our physical health.
Developed collaborative fundraising strategies and integrated cross-initiative implementation plan

Launched collaborative fund-raising and system transformation in parallel

Described (20) unique gaps across the continuum

Identified issues during system leader interviews and multiple workshops engaging community organizations

Held a design workshops and system leader sessions to defining high-priority initiatives addressing all gaps

Engaged (53) people via (5) group workshops and one-on-one discussions to select strategies and create cost proformas

Developed collaborative fundraising strategies and integrated cross-initiative implementation plan

Launched collaborative fund-raising and system transformation in parallel

Community Engagement Process

- Identified Issues
- Synthesized Gaps
- Specified Initiatives
- Determine Costs
- Creating Plans
- Execute
EVBH Team & Key Initiatives

1. Build and Operate Behavioral Health Facilities in the Valley
2. Increase Provider Access and Capacity by 100%
3. System Coordination and Transformation
4. Prevention & Education
5. Crisis Response & Transition Services
6. School-Based Behavioral Health Services
Eagle County

Landscape 2018/2019

<table>
<thead>
<tr>
<th>AFFORDABILITY</th>
<th>ACCESS AVAILABILITY</th>
<th>STIGMA</th>
<th>COHESIVE HEALTH SYSTEM</th>
<th>A COMMUNITY IN CRISIS</th>
</tr>
</thead>
<tbody>
<tr>
<td>9% of Local BH Providers Accept Insurance</td>
<td>HRSA Defined Provider Shortage Area</td>
<td>Paradise Paradox</td>
<td>Lack of Integrated Behavioral Health across Primary Care.</td>
<td></td>
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<tr>
<td>0% of Local Psychiatrists Accept Insurance</td>
<td>HRSA Defined Behavioral Health Service Shortage Area</td>
<td>Optics of Care</td>
<td>Vail Health, Lacked Behavioral Health Service Line</td>
<td></td>
</tr>
<tr>
<td>$200-$450 Average Cost Per Session</td>
<td>50 Total Local BH Providers</td>
<td>Lack of Choice/Options</td>
<td>Lack of Coordination across BH Service Organizations and Providers.</td>
<td></td>
</tr>
<tr>
<td>BH Options for Medicaid or Private Pay</td>
<td>7 Clinical Psychologists</td>
<td>No Behavioral Health Screening</td>
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<tr>
<td></td>
<td>1 Local Psychiatrist</td>
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<td></td>
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<tr>
<td></td>
<td>Consistent Waitlists for Care</td>
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<tr>
<td>16 Suicides in 2017</td>
<td>17 Suicides in 2018</td>
<td></td>
<td>1 in 4</td>
<td></td>
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<tr>
<td>11 Suicides 2019</td>
<td>7th and 8th Graders Seriously Considered Suicide (2017)</td>
<td></td>
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<td></td>
<td>16% Made a Plan to Complete Suicide</td>
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## Eagle County

### 2021 Current State

<table>
<thead>
<tr>
<th>AFFORDABILITY</th>
<th>ACCESS AVAILABILITY</th>
<th>STIGMA</th>
<th>COHESIVE HEALTH SYSTEM</th>
<th>COMMUNITY FIRST</th>
</tr>
</thead>
<tbody>
<tr>
<td>93% of BH Providers accept insurance or services are completely subsidized.</td>
<td>56 new provider positions. 110% increase since 2018. 105 Total Local BH Providers 16 Clinical Psychologists 3 Psychiatrists at CMM 1 Psychiatric Nurse Practitioner at CMM 1 Pain and Addiction Specialist at CMM</td>
<td>Integrated Behavioral Health Mountain Strong EAP Community-Wide Stigma Reduction Campaign Vail Health Magazine-Past 2 years dedicated to BH awareness. Mailed to every resident and 25,000 visitors</td>
<td>Vail Health committed $60 million to BH Services. Vail Health Foundation has raised $41 million of $100 million goal. Vail Health Acquires Colorado Mountain Medical. BH becomes CMM's largest Service Line FY22 20 providers</td>
<td>EVBH has distributed $7,314,794 for BH Services Unprecedented BH Coordination for Critical Incident and Community Response Established BH Provider Student Loan Recruitment Incentive Program Benefiting 14 Local Providers. Vail Health launched Victim First Care, Eagle County's only SANE/FNE Program.</td>
</tr>
</tbody>
</table>
Behavioral Health Community Partners

Not an exhaustive list
Continuum of Care

Community Mental Health Center Designation

- Psychiatric Hospital (all patients stay in the community/region)
- Behavioral Health Entity (BHE) License (outpatient/non-hospital acute services)

Community Mental Health Center (CMHC) (continuum of BH services)
# EVBH Affiliates and Funded Partners

## Eagle Valley Behavioral Health System

<table>
<thead>
<tr>
<th>Service Area</th>
<th>Affiliates/Funded Partners</th>
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<tbody>
<tr>
<td>Consultation &amp; Education</td>
<td>Mobile Intercultural Resource Alliance (MIRA)</td>
</tr>
<tr>
<td>Prevention &amp; Early Intervention</td>
<td>Hearts Reign</td>
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<td></td>
<td>Youth Power 365</td>
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<td></td>
<td>Eagle County Sheriff &amp; Local Law Enforcement</td>
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<td></td>
<td>Eagle County Public Health and Health &amp; Human Services</td>
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<tr>
<td></td>
<td>Howard Head Sports Medicine</td>
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<td></td>
<td>Eagle County School District</td>
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<tr>
<td>Outpatient Care</td>
<td>Colorado Mountain Medical Integrated BH</td>
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<tr>
<td></td>
<td>Mountain Family Health Centers Integrated BH</td>
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<tr>
<td></td>
<td>Hope Center Eagle River Valley</td>
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<tr>
<td>Intensive Outpatient Care</td>
<td>Bright Future Foundation</td>
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<tr>
<td></td>
<td>Hope Center Eagle River Valley</td>
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<tr>
<td>Emergency Services</td>
<td>Bright Future Foundation</td>
</tr>
<tr>
<td></td>
<td>Wiegers Depression Clinic [Fall 2021]</td>
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<td></td>
<td>SUD Clinic [Spring 2022]</td>
</tr>
<tr>
<td>Inpatient Services</td>
<td>Hope Center Eagle River Valley</td>
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<td></td>
<td>Eagle County Paramedics</td>
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<td></td>
<td>Partnership with HealthOne in Denver</td>
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<tr>
<td>Future State</td>
<td>Partnership with Colorado Children’s Hospital in Denver</td>
</tr>
<tr>
<td></td>
<td>Inpatient BH Facility in Edwards, CO [Fall 2023]</td>
</tr>
</tbody>
</table>

**Future State - Programs Currently Under Development**

**Early Childhood Partners**
- Speak Up Reach Out
- My Future Pathways
- Eagle County School District
- Bright Future Foundation
- Hope Center Eagle River Valley

**Emergency Services**
- Bright Future Foundation
- Hope Center Eagle River Valley
- Eagle County Paramedics
- Partnership with HealthOne in Denver

**Inpatient Services**
- Partnership with Colorado Children’s Hospital in Denver
- Inpatient BH Facility in Edwards, CO [Fall 2023]

**Consultation & Education**
- Mobile Intercultural Resource Alliance (MIRA)

**Prevention & Early Intervention**
- Hearts Reign
- Youth Power 365
- Eagle County Sheriff & Local Law Enforcement
- Eagle County Public Health and Health & Human Services
- Howard Head Sports Medicine
The same 17 CMHCs have been funded by the state since the 1980s when Aurora Mental Health was added to the 16 centers funded in the 1960s.

Colorado State statute defines Community Mental Health Centers as “either a physical plant or a group of services under unified administration or affiliated with one another, and including at least the following services provided for the prevention and treatment of behavioral or mental health disorders in persons residing in a particular community in or near the facility so situated:

(a) Inpatient services;
(b) Outpatient services;
(c) Partial hospitalization;
(d) Emergency services;
(e) Consultative and educational services.

EVBH and funded community partners are performing all of this work already.
Community Mental Health Center Application

- Community Mental Health Center (CMHC) Office of Behavioral Health
  **Full Designation Approved**
  Effective 10/11/21 through 10/10/23

- First CMHC designated in over 40 years!!

- Behavioral Health Entity (BHE) Colorado Department of Public Health & Environment (CDPHE) - **Approved 1/26/2022**
Why Apply as a CMHC?

**Provider Access & Capacity**
- Ensure community has access to *in-person, licensed* clinical specialties across the continuum of care
  - (early childhood, adolescent, couples/family, addiction, trauma, etc.)
    - psychiatric specialists who live in the community with board certifications to support all populations
    - patient supports across the community funded by state/Federal sources (Health and Human Services)
- Since EVBH was formed (July 2019) 56 direct clinical positions and 11 indirect (admin and navigation positions) have been added to the community
- Funding support for peer support programs for at-risk populations (veterans, youth, SUD, Latinx, etc.)

**Affordability**
- CMHC license ensures local providers/programs eligible for increased reimbursement rates
- Programs structured to meet the community need rather than around a billing code
Why Apply as a CMHC?

Local Program Development and Financial Sustainability
- Programs developed by local providers who understand BH needs of our residents
- Quality and diversity of services - EVBH currently funding over 50 partners to enhance local BH programs
  - 24/7 crisis and intensive stabilization team
  - integrated behavioral health
  - sexual assault nurse examiner program
  - intensive outpatient programs and specialty clinic
  - school-based services
  - peer support
  - case management and local systems of referral within the county
  - local inpatient facility with comprehensive discharge plans and referral to community-based support

Community Collaboration
- Local leadership on EVBH Board
- Building local systems of referrals within the community
- Routine evaluation of programs - remain nimble to modify programs if they are not making intended impacts
- Local community collaboration to ensure needs, voices, and concerns are heard
- When a community partner or community member expresses concern, listen.
Collective Investment

- Total Community Contribution for Behavioral Health Services*
  - FY20 = $5.5M
  - FY21 = $6.2M

  *includes funding from Vail Health, Eagle County, Grants and Benefactors

- 110 Funding Agreements to over 30 local organizations

- Vail Health Foundation has raised $46.7M to date (as of 1/19/22)
Colorado Mountain Medical Integrated BH

- Offering Outpatient and Integrated BH Services
  - Avon, Eagle, and Edwards offices, 7 days a week
- Accepting all major insurance including Medicaid and Medicare
- Bilingual services (English and Spanish speaking providers)
- Optimizing patient reimbursement

Demand for behavioral health outpatient services continues to grow in the community:

CMM BH Appointments per Month

[Bar chart showing the trend of appointments per month from December 2019 to October 2021]
Victim First Care

- Program began in May 2021

- Sexual Assault Nurse Examiner (SANE)/Forensic Nurse Examiner (FNE): Comprehensive Medical Care and evidence collection for victims of sexual assault and interpersonal violence (including domestic violence and elder abuse)

- Currently, we are the largest community staffed program in the state: 14 trained Registered Nurses and 1 Forensic Nurse Coordinator

- Reporting and response collaborative with local Law Enforcement

- Data YTD:
  - 38 Calls to SANE/FNE
  - 13 Exams Completed

970-422-3202
Hope Center

- New 501c3 for the Eagle River Valley as of 1/2021
- Only 24/7 crisis organization in CO
- ROI - financial and total lives saved
  - ~ 70% reduction in transport to the Vail Health ED for mental health related issues
  - On average, each MH related ED visit costs ~ $26K
- New in 2022: Community Intensive Stabilization Team (CIST)

The need for crisis support continues to grow:

Eagle Hope Center Crisis Intake Calls and Evaluations

2021 crisis numbers are similar to 2020, however clinical follow ups from director and local clinicians continue to increase (need for care coordination)
Alcoholic Support Hotline

● 24/7 hotline staffed for alcohol calls - 970-306-4673
● Marketing phone number through:
  ○ Social Media
  ○ Print/Radio
  ○ Events
● Alcoholics and family members connected to case manager and peer support to get them into AA-type care
● Full-time Alcohol Recovery Peer Specialist. Hiring in process
In October of 2018, the Hope Center started with 2 school-based therapists in two middle schools.

Thanks to significant support from community partners, the 20/21 school-based team includes 11 therapists, 1 intern, and 2 supervisors serving the following schools:

- Battle Mountain High School
- Berry Creek Middle School
- Eagle County Charter Academy
- Eagle Valley Middle School
- Eagle Valley High School
- Gypsum Creek Middle School
- Gypsum Elementary
- Homestake Peak School
- Red Canyon High School
- Red Hill Elementary
- Stone Creek Charter
- Vail Ski & Snowboard Academy
- Zealous Schools

Interactions include initial and crisis assessments, group, individual and family sessions and social-emotional check-in and correspondence.
Olivia’s Fund

• Six free behavioral health sessions per year for anyone who lives or works in the Eagle River Valley and cannot afford treatment
• Will cover anyone in need
• All patient materials in English and Spanish
• Entire process is electronic for patients and providers

Olivia’s Fund

Financial Assistance for Behavioral Health

Olivia Ortega was adventurous, athletic, and loved animals and sports, including volleyball and gymnastics. Unfortunately, her life was cut short by suicide at 13-years-old. Olivia’s Fund has been established to honor her life and ensure all residents of the Eagle River Valley have access to behavioral health resources.
Mountain Strong Employe Assistance Program

• Launched December 6, 2019 for Vail Health
  – 2% historical EAP utilization to now >15% among Vail Health employees/dependants

• Employees and family members eligible for **6 free sessions per incident**

• Appointments in-person, by telephone, or telemedicine

• Started offering the EAP to other employers in the Valley in 2021
  – 11 Employers on-boarded
  – Serving over 8,000 lives

Employee Assistance Program = 575
& Olivia’s Fund = 542
Hispanic/Spanish Speaker Efforts

• Supporting Latinx organizations meeting behavioral health needs in the community:
  – Hearts Reign
    • Peer Support & BH Training
  – My Future Pathways
    • Youth mentoring and peer support
    • Financial support for local Bilingual students to get BH degrees to build a pipeline of bilingual providers in our community
  – MIRA
    • Building trust, sharing resources and reducing BH stigma
    • Strengthen the BH referral system
Spanish Speakers Capacity Building

- Over 15 additional Spanish speaking BH staff have been hired
  - Additional Spanish speaking therapists
    - CMM – 1
    - MFHC - 2
  - Additional Spanish Speaking BH Navigators
    - EVBH Community Navigators - 3
    - Insurance Navigator at CMM - 1
  - Nonprofits who have added Spanish speaking team members
    - EVBH - 2
    - Hearts Reign – 1
    - My Future Pathways - 2 + 5 interns
    - Early Childhood Partners - 3
Peer Support

- EVBH launched a new peer support program in May 2021
  - Peers are community members with lived experience, trained to identify signs/symptoms of BH disorders, proper referral protocols and offer social-emotional skills and supports
  - Peers are paid for group sessions, volunteer for individual meetings and receive reflective supervision
- Peers housed under specific “branches” or local organizations to support unique populations:
  - Speak Up Reach Out - Veterans and First Responders
  - Eagle County School District - Parent Advocacy and Staff Wellness
  - Hearts Reign - Latinx Community
  - Vail Valley Partnership - Substance Abuse, Industry and Hospitality
  - Eagle Hope Center - Generalized Peer Support, Aging and Jail-based
  - My Future Pathways - Youth Mentorship
- Each branch to submit data to demonstrate effectiveness
- Collaboration with Building Hope in Summit County
Key Activities Update
Comprehensive Community Health Campus

Campus Features:

- Current tenants already on campus:
  - United Way
  - Colorado Mountain Medical
    - Outpatient Behavioral Health
  - Eagle Valley Behavioral Health
  - Community Market
  - My Future Pathways
- Inpatient Behavioral Health Facility:
  - 28-beds
- Potential future tenants:
  - MIRA
  - Mountain Family Health Center
  - Hope Center
  - Other community non-profits who focus on community health issues

Who will this campus serve?

- Those needing pediatric, adolescent and adult physical and oral healthcare.
- Those needing Behavioral Health care focused on the most common disorders in this community:
  - Anxiety / Depression Disorders
  - Mood Disorders
  - Family Therapy
  - Substance Use Disorders
- Those needing additional community support:
  - Hunger/Food Security
  - Financial Stability
Cross Functional Behavioral Health Facility

Services Offered at the Facility

- 24-hour Behavioral Health Care Serving Adults and Adolescents (12+)
- Services Available in English and Spanish
- Structured Behavioral Health services that prioritize Crisis Resolution, Safety, and Stabilization
- Family Support, Intervention, and Engagement
- Comprehensive Case Management across the Community Continuum of Care
- Collaborative Community-Based Discharge Planning
- Specialized Care focused on the most common BH disorders in this community:
  - Anxiety
  - Depression
  - Mood Disorders

The facility will be staffed by a comprehensive interdisciplinary team that includes psychiatrists, psychologists, clinical social workers, licensed professional counselors, nurses, and alternative therapists who specialize in addressing the unique needs of the individual while engaging the family or community as support, when applicable. Individual treatment plans will prioritize safety and stabilization, but will also include sustainable treatment options that prioritize total health.
EVBH team is currently working to implement the clinic including:

- Construction of clinic space in Edwards
- FY22 Staffing
  - Director of Behavioral Health Facilities (1.0 FTE)
  - Clinic Manager (1.0 FTE)
  - Psychologist (1.0 FTE) - Hired
  - Licensed Clinical Social Worker (1.0 FTE)
  - Care Coordinator (1.0 FTE)
  - Scheduler (1.0 FTE)
- Electronic Medical Record
Suicides in Eagle County are Trending Down

Suicides in Eagle County

<table>
<thead>
<tr>
<th>Year</th>
<th>Suicides</th>
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<tbody>
<tr>
<td>2017</td>
<td>15</td>
</tr>
<tr>
<td>2018</td>
<td>16</td>
</tr>
<tr>
<td>2019</td>
<td>10</td>
</tr>
<tr>
<td>2020</td>
<td>12</td>
</tr>
<tr>
<td>2021</td>
<td>8</td>
</tr>
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</table>
7th & 8th Grade Mental Health is Improving

Healthy Kids Colorado Survey

- Felt sad or hopeless for two or more weeks
- Seriously considered suicide
- Made a suicide plan
- Attempted suicide

Graph showing trends from 2011 to 2019.
Next Steps in 2022

- Continue to expand Community Mental Health Center programs
- Continue to support expansion of CMM Integrated Behavioral Health and improved billing processes, Eagle and Summit Counties
- Build out the space for the Wiegers Family Mental Health Clinic
- Complete the construction drawings, and get bids for the Inpatient Psychiatric Hospital
- Build out a new outpatient Electronic Medical Record for EVBH and Vail Health
- Continue to expand Mountain Strong EAP to additional businesses
- Continue work with CO Insurance Commissioner and Rocky Mountain Health Plans on BH insurance parity and reform
- Increasing Number of Private Providers Accepting Insurance
- Implement evaluation framework for data collection/analysis to inform decisions
- Continue tracking national and international trends in BH and sharing EVBH successes with state and national organizations