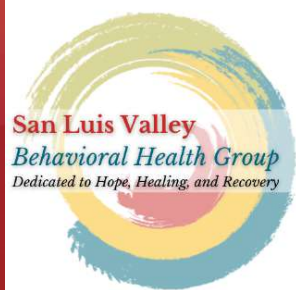


2023

Annual Report

San Luis Valley Behavioral Health Group expanded programs and improved access to mental health services in 2023. Collaborating with stakeholders, we prioritized client satisfaction and delivered exceptional care.

Explore More



Agency Information



Mission:

To provide access to quality behavioral health services that enrich lives and promote wellness. We are driven by a profound respect for human dignity and a desire to serve the underrepresented, the disenfranchised, and those who experience behavioral distress.

Values:

- Excellence
- Activism
- Ethical Practices
- Innovation
- Diversity

Vision:

To improve the quality of life for the residents of the San Luis Valley.

Chief Officers:

Victoria Romero, CEO
Kyle Turnwall, CFO
Jennifer Silva, CCO
Leova Villalobos, CCO
Toni Martin, CHRO

Board of Directors

Marcella Garcia, Chairperson
Richard DeHerrera, Vice Chairperson
Patrick Stanford, Treasurer
Laurie Rivera, Secretary
George Wilkinson
Jerry Gallegos
Louise Sanchez



SLVBHG Board of Directors' Report

Dear Shareholders and Stakeholders,

I am pleased to present the Board of Directors' Report for San Luis Valley Behavioral Health Group's fiscal year 2022-2023. Despite challenges in the healthcare industry and the ongoing impact of the COVID-19 pandemic, our commitment to providing high-quality, accessible, and culturally sensitive behavioral health services remains unwavering. Amidst the changing landscape, our dedicated team has adapted to meet the increasing demands for mental health support.

Maintaining financial stability through strategic partnerships and careful fiscal management, we have invested in technology infrastructure, enhanced our Electronic Health Record capabilities, and expanded outreach efforts to reach underserved populations. We have also focused on expanding services to address specific community needs, forming collaborative partnerships and strengthening our integrated care model. Noteworthy is our recent partnership with the SLV Children's Specialty Clinic in Rio Grande County, serving neurodivergent children.

Actively engaging with the community, we have organized mental health awareness campaigns, workshops, and public forums to reduce stigma. Investments in technology infrastructure have allowed us to meet the growing demand for telehealth services, improving our staff's access to the latest technology. Our devoted staff is central to our success. Prioritizing their growth through training and well-being programs, we foster expertise and resilience. Challenges remain, including the need for increased funding and staffing to meet the rising demand for mental health services. In alignment with our commitment to excellence, SLVBHG's Agency Strategy and Strategic Policy serves as the guiding compass for our endeavors. Rooted in innovation and forward-thinking, our strategic framework empowers us to adapt to evolving landscapes while staying steadfast in our mission.

By embracing a holistic approach that combines proactive policy formulation with agile execution, we amplify our impact and promote sustainable growth. Our dedication to fostering partnerships and leveraging cutting-edge technologies underpins every strategic decision, reinforcing SLVBHG's position as a trailblazer in the industry.

This annual report reflects our unwavering dedication to executing our strategy with precision, delivering transformative outcomes for our stakeholders and the communities we serve. Gratitude to our staff, partners, and supporters for their crucial role in our impact. Thanks to shareholders for backing San Luis Valley Behavioral Health Group's mission.

Sincerely,

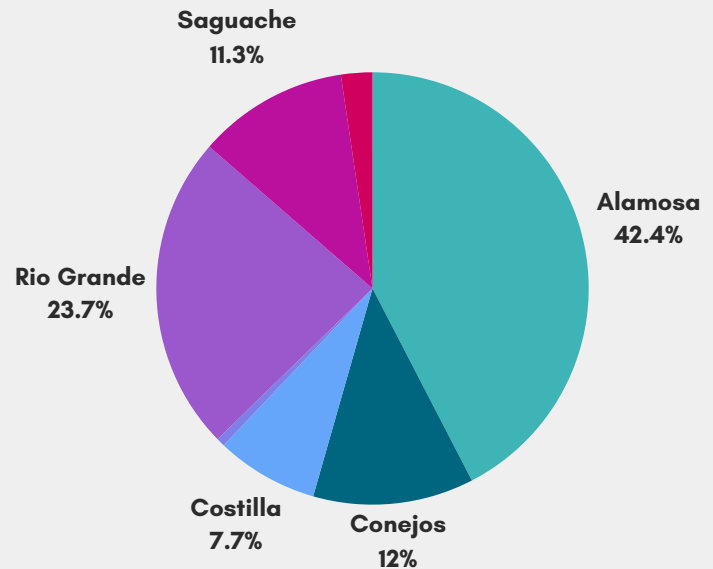


Marcella Garcia,
SLVBHG Board Chairperson



Total Clients Served

In the realm of Colorado's behavioral health industry, SLVBHG proudly upholds its commitment to serving a diverse clientele across various counties. Our mission centers on delivering exceptional services thoughtfully tailored to meet the unique needs of each individual. The accompanying pie chart visually represents our extensive geographic outreach, demonstrating the breadth of our impact within the community. Additionally, we strongly emphasize addressing the specific needs of priority populations as outlined within SB 22-181.



These priority populations encompass a broad spectrum of individuals, including those experiencing homelessness, individuals living in rural areas, individuals involved with the criminal justice system, people of color, American Indians and Alaska Natives, veterans, members of the LGBTQ+ community, older adults, children and families, individuals with substance use disorders, and individuals with various disabilities such as deafness, blindness, brain injuries, intellectual and developmental disabilities, and other co-occurring disabilities. It is essential to note that in FY 22-23, we were regrettably unable to provide services to two individuals due to staff safety measures, underscoring our unwavering commitment to maintaining a safe and supportive environment for all we serve. This annual report serves as a testament to our ongoing dedication to making a profound impact in the lives of our clients, even amid challenging circumstances.

What percentage of SLVBHG clients fall under the category of priority populations?

98%



11

Locations
across the
SLV

2.3%

of individuals
served in FY 22-
23 were from
outside the SLV

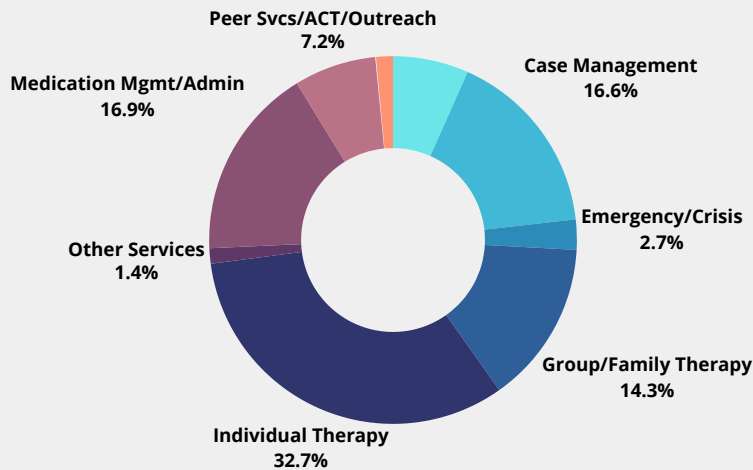
15+

Services and
Programs

2

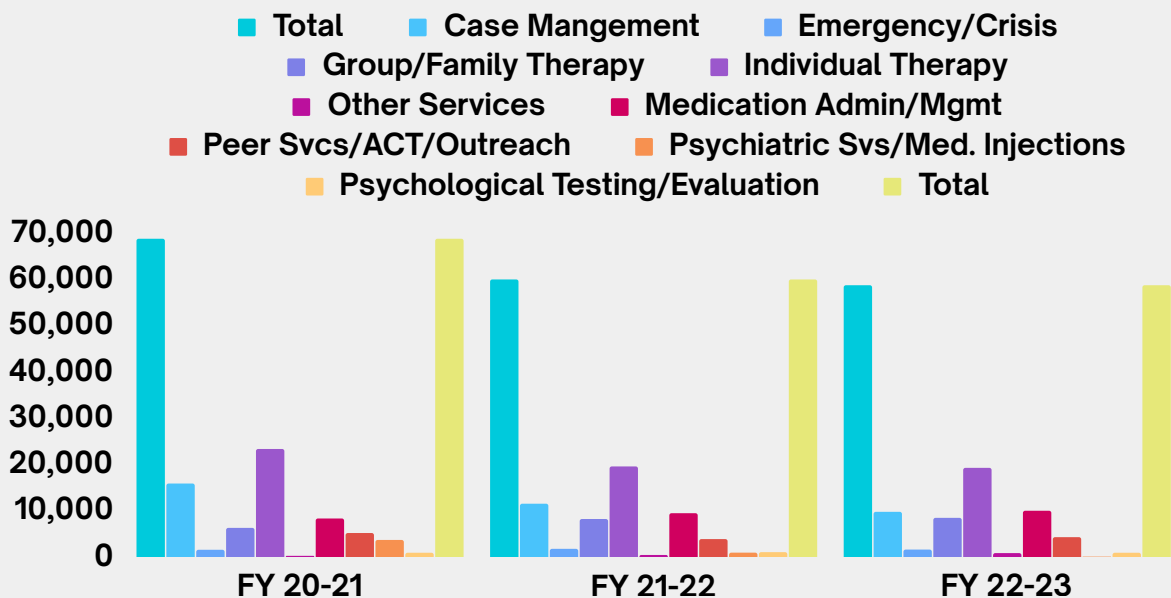
Number of Priority
Population Clients
Refused/ unable to
serve in FY 22-23

Service Encounters Summary



SLVBHG had **58,725** service encounters in the fiscal year of 22-23. The chart below shows the percentage of each service encounter type during this period.

The chart below breaks down the service encounters by each category for the past three years. This data allows us to track trends in service utilization. We can identify growth or decline in specific categories, seasonal patterns, resource allocation alignment, the impact of community outreach, and changes in emergency care encounters. This data informs strategic decisions to better meet our community's evolving healthcare needs.



Understanding Our Clientele:

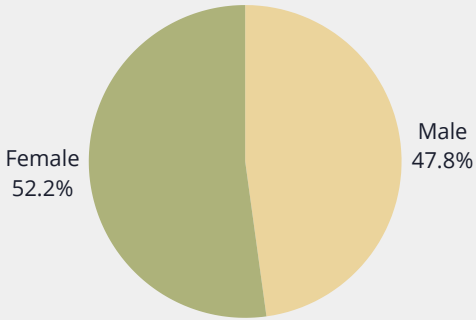
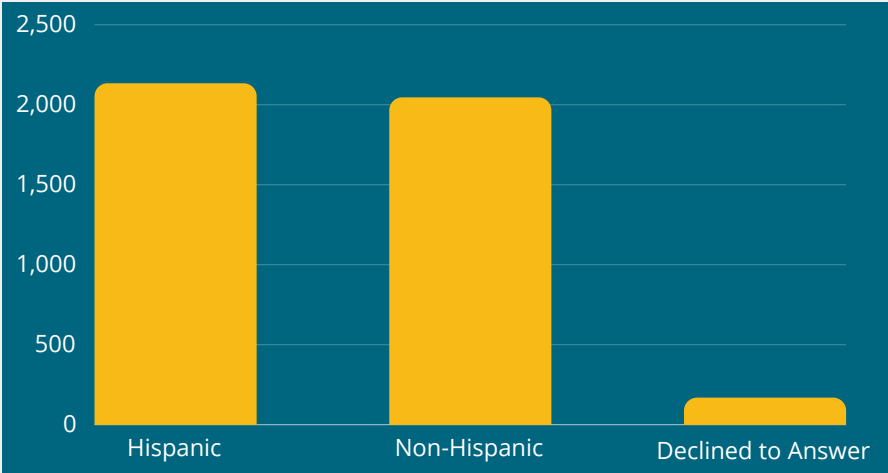
Age Demographics and Diversity

Explore the age distribution of our valued clients in the data chart below. Gain insights into the demographics that make up our diverse client base, helping us tailor our services to better meet their unique needs.

Clients Seen by Age Grouping

Total clients seen FY 21-22 compared to FY 22-23	
4615	4349
Change	
6	%

Age Groupings	FY 22-23	FY 21-22	FY 20-21	
Ages 0-11	346	410	476	
Ages 12-17	538	527	496	
Ages 18-59	2900	3032	3560	
Ages 60+	565	646	766	
Total	4349	4615	5294	

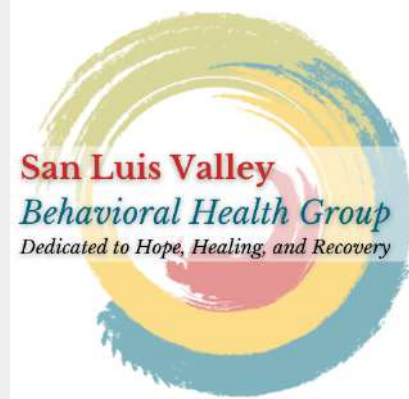


Diversity, Equity & Inclusion (DEI)

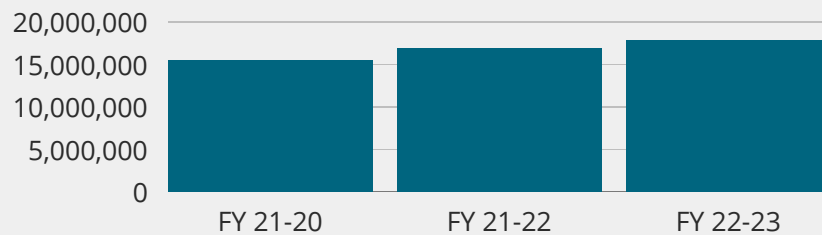
On this page, we delve into the rich tapestry of our client demographics, highlighting the diversity that defines our community. Our comprehensive ethnicity and gender data shed light on the various backgrounds and experiences of the individuals we serve. By understanding the unique needs and perspectives within our client base, we can better tailor our services to ensure inclusivity, equity, and culturally sensitive care. This data reinforces our commitment to providing support that resonates with the diverse array of individuals who trust us with their well-being.



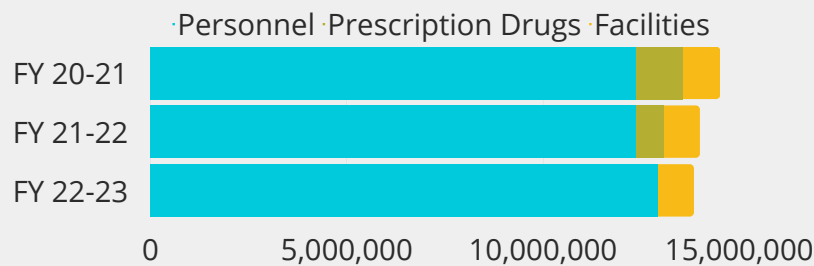
Financial Highlights



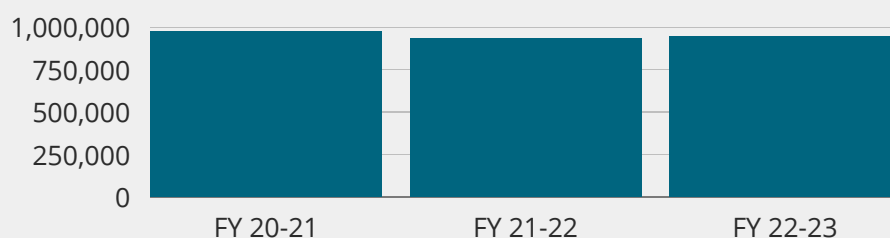
Total Revenue



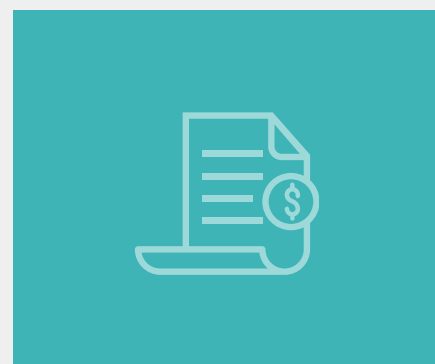
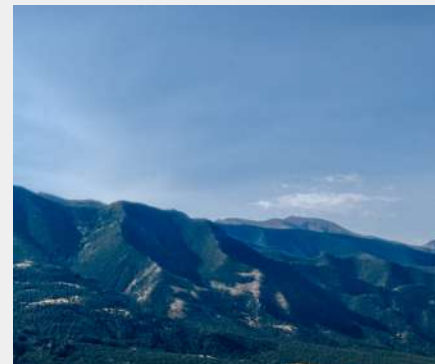
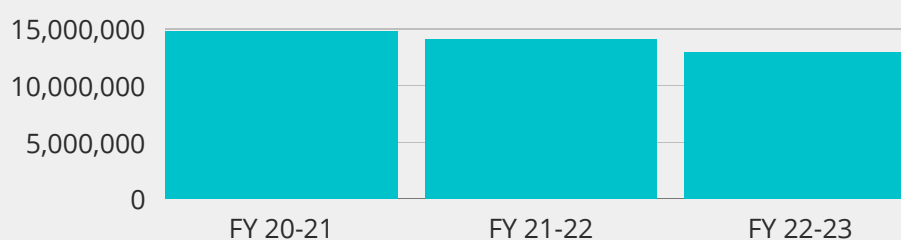
Primary Operational Expenses



Total Expenses



Total Program Expenses



Financial Resilience: Navigating Success in Grants and Operating Reserve Policy

San Luis Valley Behavioral Health Group (SLVBHG), a transparent 501(c)(3) nonprofit organization, upholds responsible financial stewardship through meticulous record-keeping of revenue earned and expenditures incurred.

SLVBHG maintains a policy to hold an approximate 90-day operating cash reserve to ensure uninterrupted service delivery and meet the corresponding cash needs for personnel costs and general operating expenditures.

Transparency is paramount, evident in our annual independent auditor-produced 990s accessible to the public. With an unwavering focus on financial stability, SLVBHG maintains its mission-driven services and diligently serves the community.

SLVBHG's strategic commitment to community collaborations and partnerships has played a pivotal role in advancing its mission and enriching the lives of those it serves. In the current fiscal year, the organization teamed up with the City of Alamosa and the SLV Housing Coalition, securing a grant that will facilitate the relocation of the local soup kitchen and expand affordable housing options near its main office. This move positions SLVBHG as the preferred provider for case management and wraparound behavioral health services, reinforcing its dedication to comprehensive community support.

The outreach efforts of SLVBHG extended beyond traditional service delivery, with the organization hosting multiple community events such as the May Mental Health Luncheon and the Second Annual Hope & Recovery Event. These events served as platforms for collaboration with local nonprofits, businesses, community leaders, and state agencies, fostering stronger community bonds and raising awareness about behavioral health topics.

In alignment with its commitment to responsible stewardship of public funds, SLVBHG maintained collaborations with local, state, and federal funders. This collaborative approach enabled the organization to efficiently leverage resources, securing grants and government contracts that further its mission and positively impact the behavioral health landscape of the region.

SLVBHG has an
approximate 90-day
reserve of
\$3,750,000.

It costs about
\$1,250,000
per month to run
SLVBHG.



Unlocking Success Stories: SLVBHG's Client Triumphs and Satisfaction Insights for FY 22-23



"I LOVE this place!"

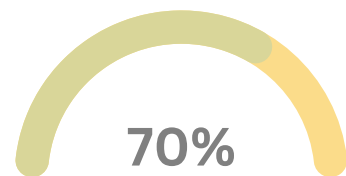
- SLVBHG surveyed client comment

"I have already recommended Behavioral Health to friends who struggle with addiction!"

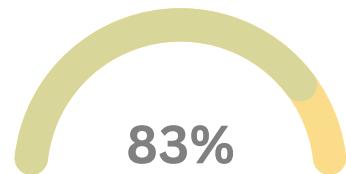
- SLVBHG surveyed client comment

"I love that everyone is so respectful and understanding."

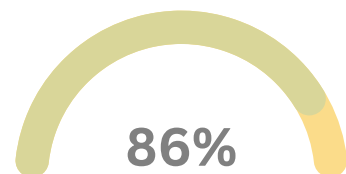
- SLVBHG surveyed client comment



70% of survey participants said they were likely or extremely likely to recommend SLVBHG to a friend, family member, or colleague based on their most recent experience with us.



83% of surveyed clients agreed or strongly agreed that they felt cared for during their most recent visit by SLVBHG staff.



86% of surveyed clients agreed or strongly agreed that their clinician was knowledgeable and communicated with them clearly and professionally.

ACTing Boldly:

Transforming Lives through Our Outstanding Assertive Community Treatment (ACT) Program in FY 22-23

Our exceptional Assertive Community Treatment (ACT) team at SLVBHG is a beacon of excellence in the field of mental health services. Comprised of dedicated professionals, they provide unparalleled support and care to individuals within our community.

In FY 22-23, our ACT team achieved a remarkable milestone by receiving the highest fidelity score during their most recent audit, surpassing all other ACT teams in the state of Colorado.

FY 22-23 ACT Team Success

This achievement underscores their unwavering commitment to delivering top-tier care, ensuring that individuals experiencing severe and persistent mental health challenges receive the comprehensive, community-based support they need to thrive.

The ACT team's passion, expertise, and exceptional results continue to make a profound impact on the lives of those we serve.



Rebuilding Lives:

Restorative Programs at SLVBHG for those in the Criminal Justice System

Our team received a prestigious award from the 12th Judicial District Treatment Courts, acknowledging San Luis Valley Behavioral Health Group as an exceptional partner. This recognition highlights SLVBHG's unwavering commitment to bolstering the success of numerous treatment court participants in the district through dedicated support and collaboration.

“In Recognition of San Luis Valley Behavioral Health Group (SLVBHG) as an outstanding partner to the 12th Judicial District Treatment Courts...”

Success Stories

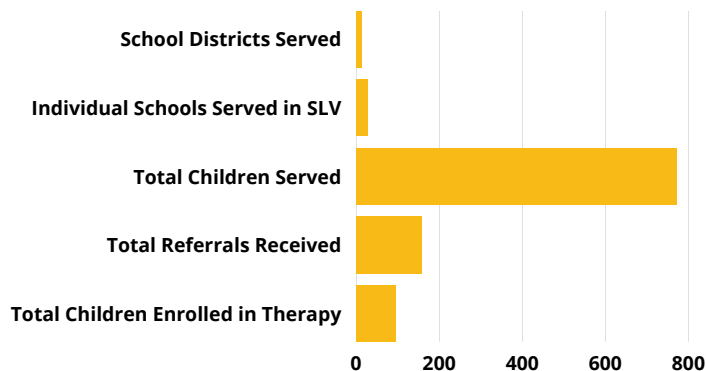
“I have recommended SLV Behavioral Health to my friends and loved ones struggling with addiction.”

SLVBHG Surveyed Client, 2023



Nurturing Tomorrow's Leaders: Spotlight on our School-Based Teams

Last fiscal year, our School-Based Teams had a wide-reaching impact, serving 11 school districts across 26 schools. In total, we provided support to 770 children through a variety of therapeutic services, including individual, group, and family therapy, as well as psychoeducation groups and presentations.



Additionally, we received 157 referrals for therapy and successfully enrolled 93 more children in individual therapy, furthering our mission of enhancing student well-being.



Our School-Based Team: Empowering Student Wellness

Our School-Based Team at San Luis Valley Behavioral Health Group (SLVBHG) is a dedicated group of professionals committed to enhancing the well-being of students within our community. Collaborating closely with local educational institutions, our team brings vital mental health and behavioral support directly to schools.

Comprising counselors, clinicians, and support staff, our School-Based Team is passionate about creating a safe, nurturing, and inclusive environment for students to thrive. They offer a range of services, including counseling, crisis intervention, and prevention programs, tailored to address the unique needs of students.

Through this collaborative effort, we aim to promote mental wellness, provide essential support, and equip students with the tools they need to navigate life's challenges. Our School-Based Team is a vital component of our commitment to holistic care and community well-being.

Our School-Based Team is deeply rooted in our community, actively engaging in over 20 events throughout the past fiscal year, including workshops, school fairs, and presentations to school staff. This commitment is reflective of our holistic approach to supporting students, families, and the broader community. We are especially proud to note that the 2022-2023 school year marked a significant milestone as the first year without a completed suicide during the school year in seven years. We attribute this achievement, in part, to our collaborative efforts with schools and the education we provide on suicide prevention.

Empowering Connections:

Communications and Development Update

Turning to communications and development efforts, SLVBHG actively built connections, fostered support, and advanced its mission through strategic outreach and growth initiatives. The organization's commitment to transparency, innovation, and sustainable growth was evident in its engagement with the community and expansion of its grant funding network.

SLVBHG embraced modern communication channels, maintaining an active presence on Facebook, Instagram, and LinkedIn. To enhance transparency, the organization introduced a new Community Reporting Dashboard on its website's 'About Us' page, providing up-to-date data and insights into its community impact and achievements.

Moreover, SLVBHG streamlined the process for community partners seeking sponsorship or support for their events, introducing an online form on its website's FAQ/Resources page. This user-friendly tool facilitates collaboration and reinforces the organization's commitment to making a positive impact on the community.

In FY 22-23, SLVBHG achieved significant recognition and visibility within the community and beyond. The organization secured four distinctive articles in the local newspaper, The Valley Courier, highlighting various aspects of its work, including the grant award and the dynamic partnership with the City of Alamosa and the SLV Housing Coalition for a housing development project on Airport Road. The introduction of CEO Victoria Romero further emphasized SLVBHG's commitment to leadership and growth.

Additionally, SLVBHG was prominently featured in Fox21 SOCOCO's "We Are the San Luis Valley" media campaign, showcasing the unique character and contributions of the region. As part of this campaign, a compelling commercial was created, accessible on the organization's website, adding another layer to its commitment to making a positive and lasting impact in the community.

1.2k

TOTAL PAGE
FOLLOWERS IN FY 22-
23; 46% INCREASE
FROM FY 21-22

51k

INDIVIDUAL ACCOUNTS
REACHED IN FY 22-23;
238% INCREASE FROM
FY 21-22

4.4k

TOTAL SOCIAL PROFILE
VISITS IN FY 22-23;
242% INCREASE FROM
FY 21-22

210

AVERAGE CONTENT INTERACTIONS; SLVBHG IS
ABOVE 75% OF OUR COMPETITION ONLINE IN
THIS CATEGORY

170

TOTAL POSTS



Celebrating Our Dedicated Team: Driving Change and Making an Impact

Dear Friends and Partners,

As I reflect on the past year, I am filled with immense gratitude for the remarkable team that makes San Luis Valley Behavioral Health Group (SLVBHG) a beacon of hope and support in our community. Our dedicated staff members, from counselors and clinicians to administrators and support teams, are the heartbeat of our organization.

Their unwavering commitment, passion, and tireless dedication have allowed us to continue our vital work, especially during these challenging times. Through their efforts, we have reached new heights in delivering quality behavioral health services to the individuals and families we serve.

Our success stories, the positive feedback from our clients, and the impact we've made on our community are a testament to the exceptional work of our staff. Their collective expertise, empathy, and resilience have been instrumental in helping those in need find their path to recovery, healing, and hope.

As we move forward, I am inspired by the incredible team we have, and I am confident that our future holds even greater achievements. Together, we will continue to innovate, collaborate, and make a lasting difference in the lives of the people we are privileged to serve.

Thank you for your support and for joining us on this journey of healing, growth, and transformation. Warm regards,



VICTORIA ROMERO
SLVBHG CEO



Victoria Romero
CEO



Jennifer Silva
Chief Clinical Officer



Toni Martin
Chief HR Officer



Kyle Turnwall
CFO



Leova Villalobos
Chief Clinical Officer



Meet Our Team:

Directors Suite



Tony Ruybal
IT Director



Amy Strasser-Garcia
Director of Customer Care & Quality Improvement



Kate Jack
Director of Communications & Community Development



Marcia Candy
Director of Access & Recovery Services



Jana Freeburn
Director of Business' Intelligence



Bonnie Ortega
Director of Child and Family Services



Stacy Madrid
Finance Director



Diamond Mobbley
Clinical Director of Intensive Programs

At San Luis Valley Behavioral Health Group, our commitment to effective leadership and program management extends beyond the C-Suite. Below our executive team, we have a dedicated group of Directors who oversee specific clinical programs and administrative departments. These leaders are instrumental in ensuring the successful delivery of services and the efficient functioning of our organization.

Our Directors are responsible for strategic planning, program development, and operational oversight within their respective areas. They collaborate closely with our C-Suite members to align their programs and departments with the agency's mission and goals, facilitating the highest level of quality care and support for our clients and the community.

Their leadership, expertise, and dedication play a crucial role in shaping the continued success of San Luis Valley Behavioral Health Group.

Charting Our Path Forward: A Glimpse into FY 23-24



PURSuing A CCBHC DESIGNATION:

In the upcoming fiscal year, we are excited to announce our intention to pursue the coveted Certified Community Behavioral Health Clinic (CCBHC) designation. This initiative aligns with our commitment to providing the highest standard of care and expanding access to behavioral health services. By pursuing this certification, we aim to enhance our service offerings, improve client outcomes, and bolster our position as a trusted provider of comprehensive behavioral health services in our community.



NEW LICENSURE REQUIREMENTS:

We are dedicated to maintaining the highest standards of care, which is why we will be actively collaborating with the Behavioral Health Administration (BHA) to implement new licensure requirements. This proactive approach ensures that we continue to meet and exceed industry standards, providing our clients with the best possible care. As we adapt to these evolving requirements, we remain focused on optimizing our operations, staff training, and client support to ensure a seamless transition.



BUILDING OUR WORKFORCE:

One of our key priorities for the upcoming fiscal year is to strengthen our workforce through strategic partnerships and comprehensive staff development initiatives. By fostering collaboration and investing in our team's professional growth, we aim to enhance the skills and expertise of our staff. This commitment not only improves the quality of care we provide but also promotes a supportive and inclusive work environment, ultimately benefitting both our clients and our dedicated staff members.

PHOTO GALLERY

Capturing Moments of Impact

FY
22-23



Thank You

We aspire to expand access to care and forge stronger partnerships to better serve our community. With innovation and dedication, we aim to provide patient-centered healthcare while fostering resilience and growth for a healthier future.