

# EMPOWERING COMMUNITIES, **CHANGING LIVES**



**SAN LUIS VALLEY**  
*Behavioral Health Group*  
*Dedicated to Hope, Healing and Recovery*

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**2024**  
**ANNUAL REPORT**

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## **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.

## **VISION**

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



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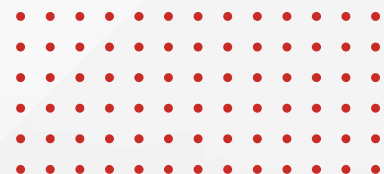
**FLASHBACK PERFORMANCE  
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**DATA REPORTS**

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STRATEGY**

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# FLASHBACK PERFORMANCE

Reflections on FY 23-24 from Our CEO

**Dear Community Partners, Stakeholders, and  
Community Members:**



As we reflect on the past fiscal year, I am filled with immense pride in the progress and resilience demonstrated by our team at San Luis Valley Behavioral Health Group. FY 23-24 was a year of growth, innovation, and unwavering commitment to the well-being of our community. Despite the challenges we faced, our dedication to providing compassionate, effective care never wavered.

Our programs, like Child First and Mobile Crisis, have been instrumental in reaching those most in need. These initiatives have not only expanded our capacity to serve but have also deepened our impact, fostering healthier, more resilient futures for individuals and families across the San Luis Valley.

The success of these programs is a testament to the collaborative spirit of our staff, partners, and community members. Together, we have navigated complex challenges, celebrated meaningful victories, and reinforced our mission to support and uplift those we serve.

As we look ahead, I am confident that we will continue to build on this momentum. Our commitment to innovation and excellence will guide us as we strive to meet the evolving needs of our community. I am grateful for the hard work and dedication of our entire team, and I look forward to another year of growth, learning, and positive impact.

Thank you for your ongoing support and partnership in this vital work.

With gratitude,

*Victoria Romero*



# BY THE NUMBERS

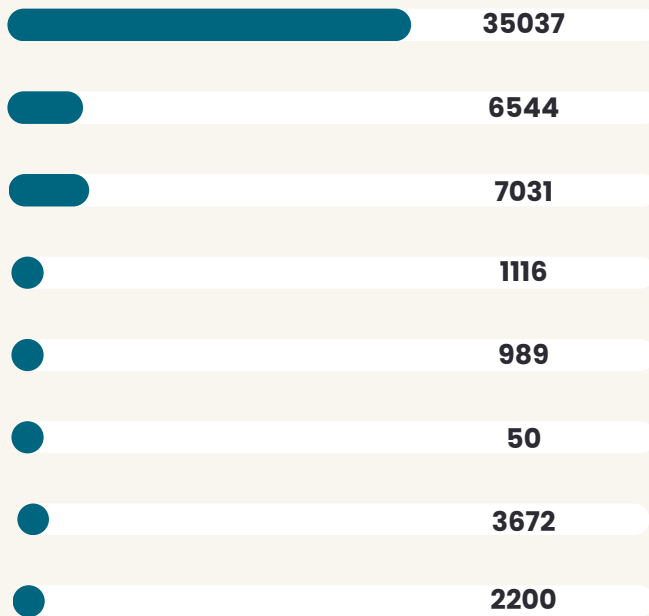
## Impact and Outcomes in FY 23-24

San Luis Valley Behavioral Health Group is pleased to present our achievements, challenges, and innovative progress made in FY 23-24 in this year's annual report. Below, you will find detailed data illustrating our impact across the SLV this past year.

SLVBHG is committed to providing affordable and accessible behavioral health services to all. The graph below displays the 56,639 encounters we had in fiscal year 23-24 and the types of insurance/payment we accepted for those encounters. Encounters refer to face-to-face interactions between a client and a behavioral health professional for services, and a client may have multiple encounters on the same day.

### Key Metric Analysis

#### Encounters by Guarantor



#### Percentage

Medicaid Capitation	61.9%
Commercial	11.6%
Self Pay	12.4%
Sate of CO	2.0%
CHP+	1.7%
Local Government	0.1%
Medicaid Other	6.5%
Medicare	3.9%



# EXPLORING THE LANDSCAPE:

*Encounters by Service Category*

## Spotlight on Service: Mapping Individual Visits Across Counties:

SLVBHG served a total of 4,065 individuals in FY 23-24, including 106 people from outside of the San Luis Valley.



## Visitor Demographics:

Gender



1897

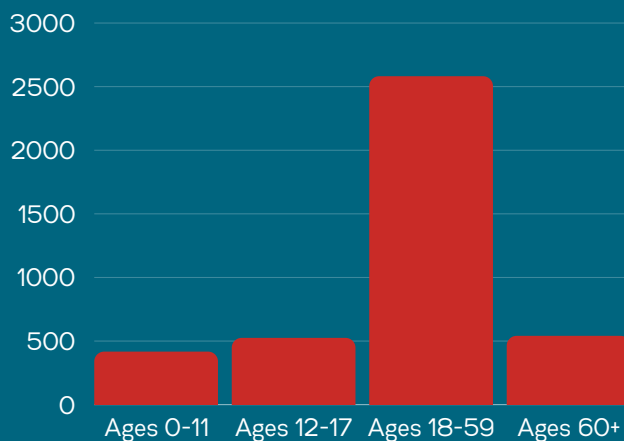


2164

Age

Hispanic Non-Hispanic  
 Declined to Answer

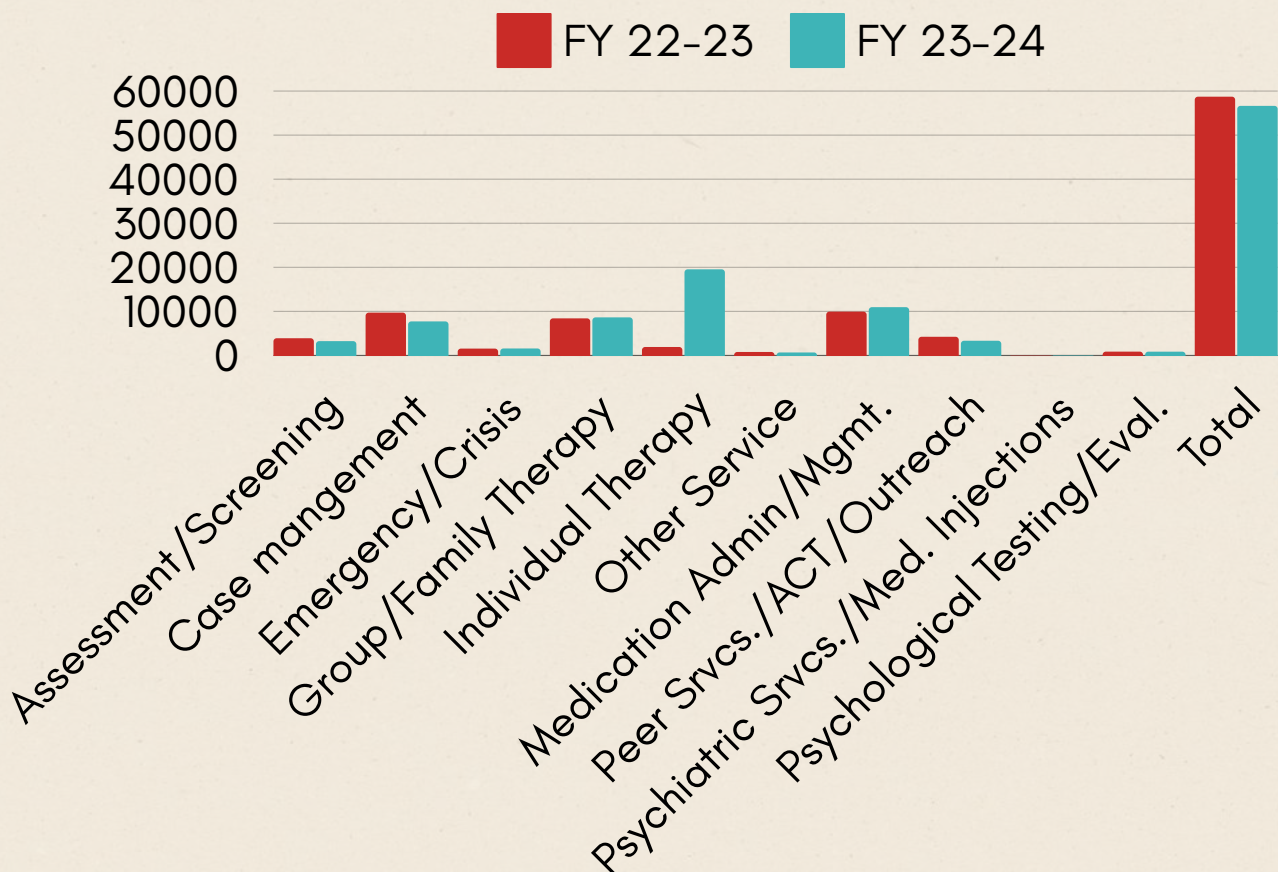
## Services by Age Groupings



# Encounters: Service and Diagnostic Analysis

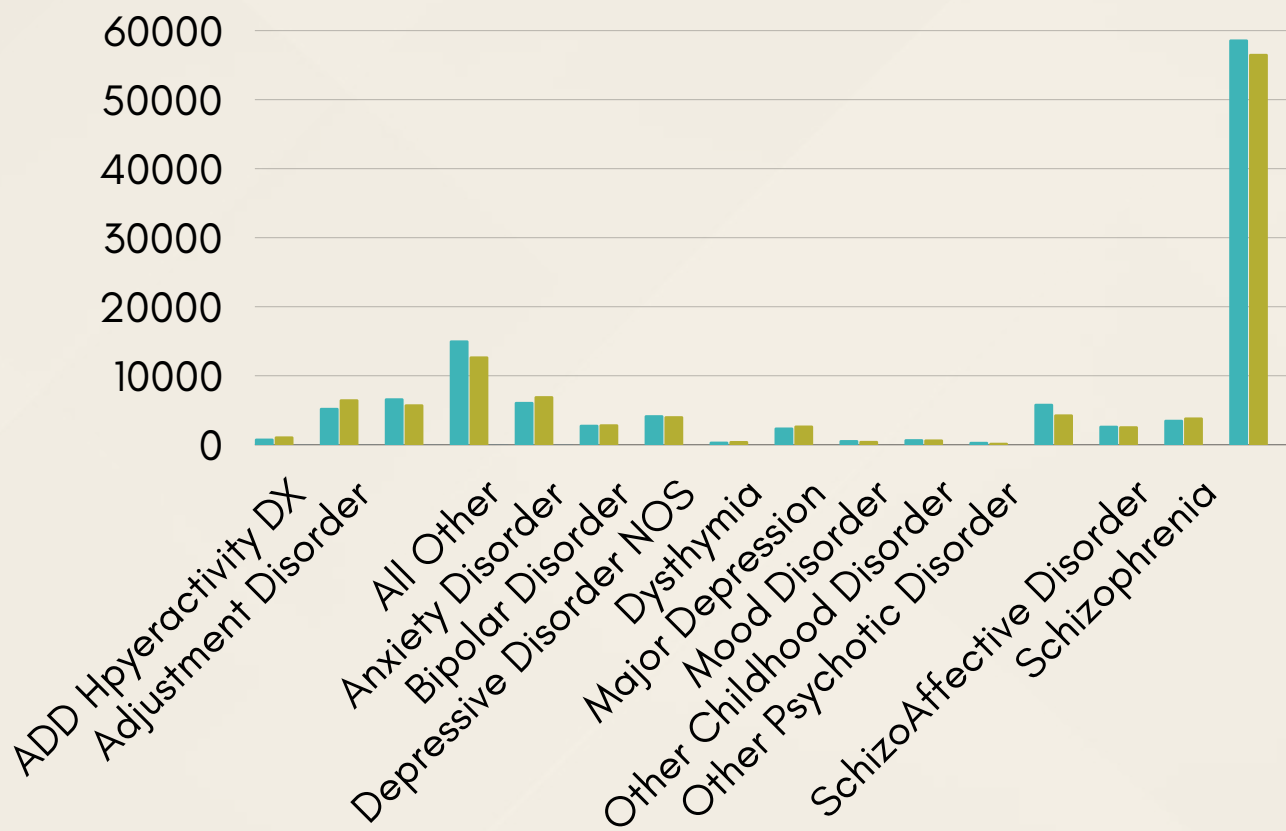
The following data displays the number of encounters by service category, which represents the reasons for a behavioral health care visit. Additionally, the chart on the following page provides details on encounters by diagnostic grouping, illustrating the individuals we served based on their mental health diagnosis.

## Encounters by Service Category



# ENCOUNTERS BY DIAGNOSTIC GROUPING

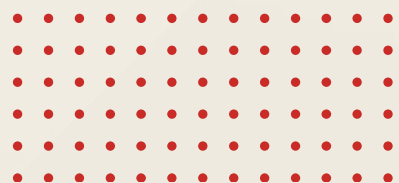
## TOTAL ASSETS



**SAN LUIS VALLEY**

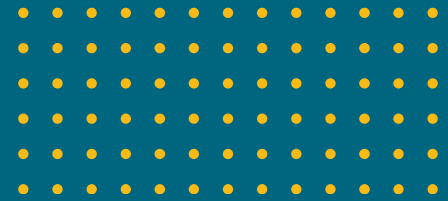
**Behavioral Health Group**

*Dedicated to Hope, Healing and Recovery*



# UNVEILING OUR FINANCIALS

*A Transparent Look at FY 23-24*



FISCAL YEAR 2023-2024

ANNUAL IMPACT REPORT

SLVBHG IS A 501C3  
NONPROFIT  
AGENCY



## TOTAL FUNCTIONAL EXPENSES:

Employee Benefits: \$2,271,496

Office: \$211,389

Client Costs: \$143,601

Payroll Taxes: \$756,850

Information Technology: \$693,776

Depreciation and amortization: \$490,398

Salaries & Wages: \$9,976,174

Licenses, Fees, and Dues: \$218,489

Other Operating Expenses: \$336,399

Travel: \$299,689

Purchased Services: \$277,220

Occupancy: \$586,765

## FUNDING SUMMARY

**\$18,932,888**

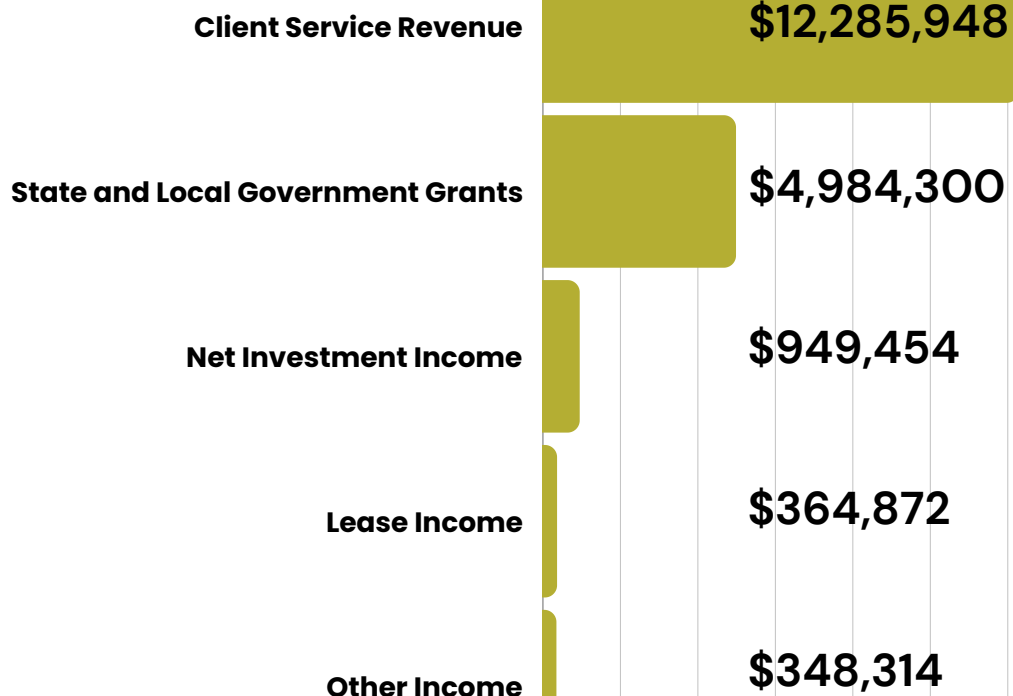
TOTAL FY23-24 AGENCY REVENUE

**\$16,262,246**

TOTAL FY 23-24 EXPENSES

**\$12,947,175**

TOTAL PROGRAM EXPENSES



PRIMARY SOURCES OF REVENUE



# Voices of Triumph

## Client Success Stories and Testimonials



### 2023 SLVBHG CLIENT

*San Luis Valley Resident*

"SLVBHG was a lifesaver for me. As a teen ward of the state and young mom, their support helped me raise my son and improve my life. The staff was always there with guidance and encouragement. I'm forever grateful for their dedication to helping people like me. Thank you, SLVBHG, for saving my life."



### 2024 SLVBHG CLIENT

*Alamosa Resident*

"This program[SafeCare Colorado] greatly improved my child interaction skills ...This knowledge was crucial when my child fell on concrete and hit his head. Because I remembered the steps, I knew it was an ER visit."



### 2024 SLVBHG CLIENT

*Alamosa Resident*

"Behavioral Health has significantly helped me on my journey of self-discovery and becoming a better person, thanks to the dedicated staff. Rick Esquibel from Mi Esperanza Wellness Center has been a tremendous guide, earning my trust through his unwavering support and assistance. He is the person I trust most at the Wellness Center, always doing his best to help..."

# NURTURING FUTURES

## *Early Childhood Success with Child First*



Our **Child First Program** at San Luis Valley Behavioral Health Group is committed to fostering the emotional and developmental well-being of young children and their caregivers. By using a two-generational, dyadic model, Child First aims to heal trauma and build strong, secure relationships that support healthy development and school readiness.

### PROGRAM OVERVIEW

Child First is an in-home visiting program that provides Child Parent Psychotherapy to strengthen the bond between children and caregivers. This connection helps children meet developmental milestones and prepares them for school using Abecedarian lessons. Caregivers receive support through the Circles of Security Parenting curriculum, which helps them create stable, healthy environments for their families.

Each family is supported by a dedicated team consisting of a Clinician and a Family Support Partner, ensuring comprehensive and personalized care.

Impact and Reach

In the past fiscal year (2023-2024), the Child First **program served 39 families** across the San Luis Valley. Through this work, we continue to make a meaningful impact on the lives of young children and their caregivers, helping them build strong, resilient futures.

# RAPID RESPONSE AND RESILIENCE

## *Emergency Services and Mobile Crisis Support*



They may forget your name, but  
they will never forget how you  
made them feel."

— Maya Angelou.



Over the past fiscal year (July 2023 - June 2024), our Emergency Services team at San Luis Valley Behavioral Health Group has been a critical lifeline for our community. We served **748** different clients across **1,756** encounters, providing essential support during their most vulnerable moments.

### **24/7 Emergency Support and Mobile Crisis Response:**

Our Emergency Services team is dedicated to ensuring the safety and well-being of our clients around the clock. Comprised of seven skilled clinicians, including Supervisor Susan Graham, LCSW, and On-Call Clinicians Greg Demko, LPC, Chris Allington, LPC, Allison DiCanto, LPC, Jerry Sierra, MA, Carmen Ramos, MA, and Discharge Planner Patricia Albert, LPC, our team offers immediate crisis intervention and ongoing care. Rick Esquibel, BA CAS, supports the team as our Case Manager, ensuring seamless coordination of services.

This year, we welcomed Crisis Peer Specialists Vladimir Perez, Mallory Riggerbach, Tanya Vigil, Anna Hickey, and Jennifer Etter to our team. These specialists work alongside our On-Call Clinicians in paired response teams, dispatching directly to clients in crisis across the San Luis Valley. Together, they address the most critical and acute situations, prioritizing the safety and well-being of both the clients and the community.

### **Mi Esperanza Wellness Center:**

The Mi Esperanza Wellness Center (MEWC) serves as the dedicated space for our Emergency Services. Here, clients can receive in-person crisis support or preventative care to avoid potential crises. MEWC also offers Intensive Outpatient Therapy for adults, providing an alternative to hospitalization and helping clients address acute mental health concerns. This center plays a vital role in offering more direct therapy for those recently discharged from inpatient treatment.

Additionally, MEWC is the base for our in-house follow-up team, who conduct support calls after mobile crisis encounters and provide ongoing assistance to clients needing extra support between therapy appointments. These efforts are crucial in preventing crises before they escalate, ensuring that our clients receive the care they need, when they need it most.







SAN LUIS VALLEY BEHAVIORAL HEALTH GROUP

# 2024 ANNUAL REPORT

EMERGENCY SERVICES DEPARTMENT



# BOARD OF DIRECTORS REPORT

**MARCELLA GARCIA**

**BOARD CHAIRPERSON**

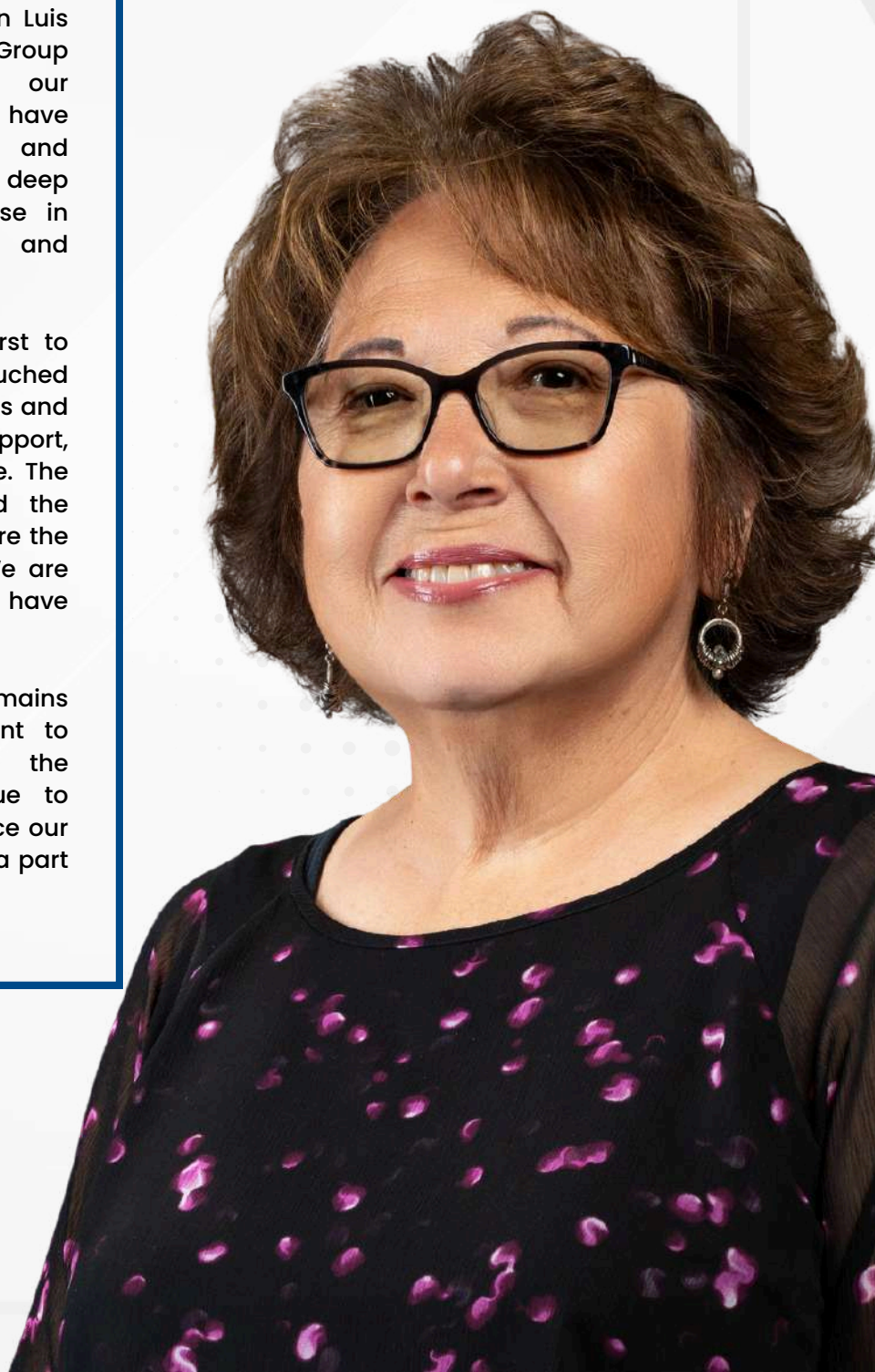
As Chairperson of the Board of Directors, I am honored to witness the profound impact that San Luis Valley Behavioral Health Group continues to make in our community. This past year, we have seen remarkable growth and innovation, all driven by a deep commitment to serving those in need with compassion and excellence.

Our programs, from Child First to Emergency Services, have touched the lives of so many individuals and families, offering not just support, but hope for a brighter future. The dedication of our staff and the strength of our partnerships are the foundation of our success. We are incredibly proud of what we have achieved together.

Looking ahead, the Board remains steadfast in our commitment to guiding and supporting the organization as we continue to expand our reach and enhance our services. Thank you for being a part of this important work.

Sincerely,

*Marcella Garcia*





# MOMENT + MOVEMENT

## COMMUNICATIONS & OUTREACH UPDATE



### A YEAR LIKE NO OTHER

In FY 23-24, the Communications and Development Department at San Luis Valley Behavioral Health Group navigated a year of unprecedented growth and change. As we adapted to the evolving needs of our community, our team worked tirelessly to strengthen our outreach efforts, amplify our message, and foster deeper connections within the San Luis Valley.

This year, we expanded our digital presence, launched new campaigns, and engaged with the community through a series of impactful events and initiatives. From the Hope and Recovery Festival to our targeted awareness campaigns, we reached more individuals and families than ever before, ensuring that our services and resources are accessible to those who need them most.

Our focus on storytelling also took center stage as we shared the powerful narratives of resilience and recovery from our clients and staff.

These stories not only highlighted the importance of our work but also inspired others to seek help and support in their own journeys.

As we look back on a year like no other, we are proud of the strides we've made in enhancing our communications and outreach.

Our efforts have laid a strong foundation for continued growth, and we are excited to build on this momentum in the coming year.



### IMPACT SNAPSHOT

# 99.8k

Individuals reached online  
in FY 23-24

# \$4M

Over \$4 million in grant  
funding attained in FY23-  
24

# 100+

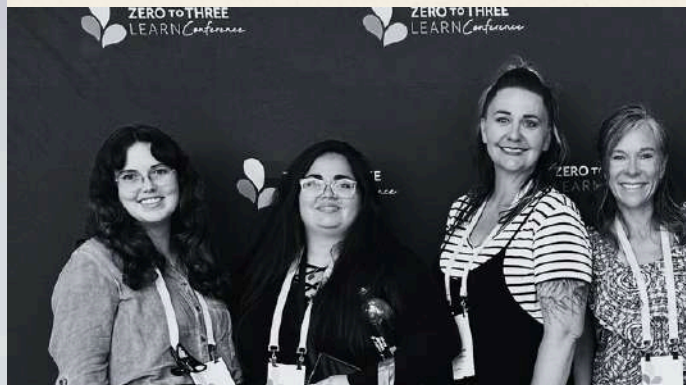
Our Mental Health Memo  
Newsletter has grown to  
over 100 external partners

# 75+

SLVBHG's Communications  
Department and  
Community Events  
Committee attended over  
75 community events this  
year.



*The staff leading the mission...*



# SLVBHG

## FY 23-24

