



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

2025-2026 ANNUAL REPORT

Together for Hope

Your support turns hope
into healing for those
who need it most



719-589-3671

www.slvbhg.org

A Message from our CEO

Over the past year, our organization has demonstrated remarkable strength and agility amidst significant change. Embracing Colorado's dynamic behavioral health landscape has encouraged us to pause, reflect, and enhance how we fulfill our promise as a designated Comprehensive Safety Net Provider (C-SNP). It has been a year marked by profound reflection, thoughtful choices, and an unwavering commitment to our mission that has established a stronger foundation for our future.

In the face of systemic shifts and complex challenges, we chose to lead with intention—reexamining every facet of our operations through a fresh, forward-focused lens. Rather than simply adapting to change, our board, executive leadership, and clinical teams conducted a thorough evaluation of our programs and services across the entire organization. This strategic deep-dive allowed us to direct resources where they deliver the highest impact, strengthen support for our frontline care teams, and honor our enduring commitment to our vision, mission, and values.

Throughout this period of internal reflection, one truth became abundantly clear: our strength lies in our purpose and the incredible resilience of our team. By streamlining our operations, we have reinforced our dedication to providing steady, high-quality care across our core services:

- 24/7 Crisis Intervention: Ensuring rapid, localized support when our neighbors need urgent help.
- Integrated Outpatient Care: Enhancing mental health and substance use recovery for youth and adults.
- Essential Case Management: Connecting members directly to vital social resources, from housing to food security.

Looking forward, the insights we have gained will drive our continued evolution and service. With a strengthened foundation and a sharp focus on what lies ahead, we step into the future clearer in our direction and fully committed to serving as a reliable cornerstone of behavioral health of care across the San Luis Valley.

With deep gratitude,
Victoria Romero
Chief Executive Officer



Our Mission To provide access to quality behavioral health services that enhance lives and promote wellness, driven by respect for human dignity and a desire to serve the underrepresented, disenfranchised, and those experiencing behavioral distress.

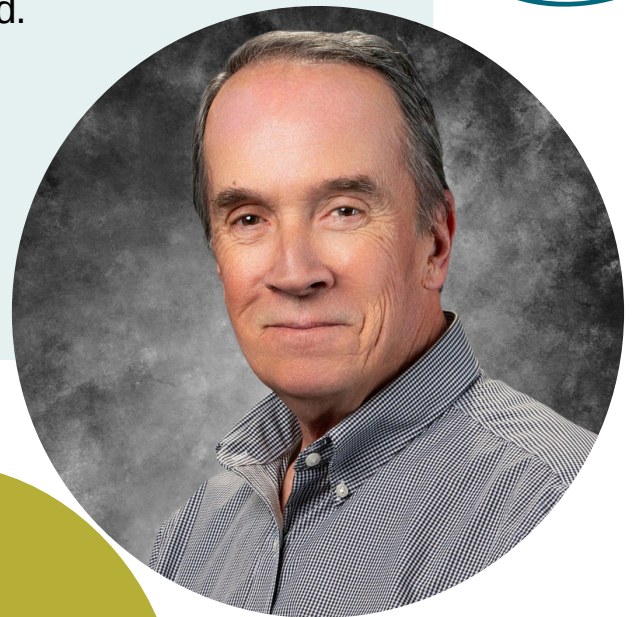
Our Vision To improve the quality of life for residents of the San Luis Valley.

A Message from our Board Chair

This year has marked a pivotal moment for behavioral healthcare throughout Colorado. Throughout these dynamic and often challenging changes, San Luis Valley Behavioral Health Group has demonstrated remarkable resilience and adaptability in its mission. We have skillfully navigated an ever-changing environment while consistently upholding the highest standards of service and an unwavering commitment to our community.

As we look to the future, our Board of Directors is dedicated to nurturing strong partnerships that will further enrich our services and expand our reach. We aim to serve as a reliable and steadfast resource for everyone in our community, ensuring that individuals and families have access to the support they need.

Warm regards,
Patrick Stanford
Chair, Board of Directors



Executive Leadership Team

Victoria Romero

PRESIDENT/ CHIEF EXECUTIVE OFFICER

Kyle Turnwall

CHIEF FINANCIAL OFFICER

Jennifer Silva

CHIEF CLINICAL OFFICER

Leova Mascarenas

CHIEF PROGRAM OFFICER

Toni Martin

CHIEF HUMAN RESOURCE OFFICER

Board of Directors

Patrick Stanford

CHAIR

Mark Manzanares

VICE CHAIR

Laurie Rivera

SECRETARY/TREASURER

Aquino Gallegos

MEMBER

George Wilkinson

MEMBER

Jody Kern

MEMBER

Olvia How

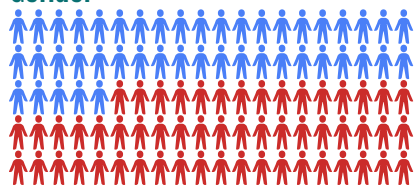
MEMBER

Louise Sanchez

BOARD MEMBER EMERITUS

Who are our Clients?

Gender



● Male: 1707 ● Female: 2040

Ethnicity



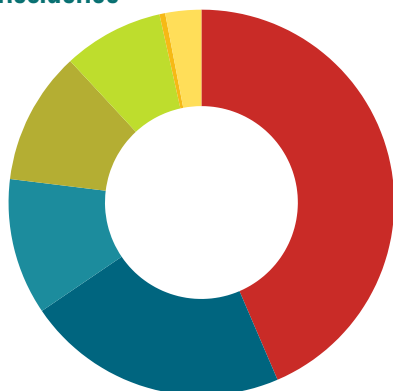
● Hispanic: 1744 ● Non-hispanic: 1724
● Declined to Answer: 280

Age



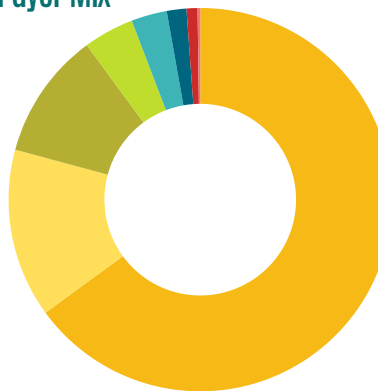
● 0-11: 367 ● 12-17: 511
● 18-59: 2345 ● 60+: 525

Residence



● Alamosa County: 1632
● Rio Grande County: 823
● Conejos County: 429
● Saguache County: 418
● Costilla County: 315
● Mineral County: 18
● Out of Valley: 113

Payer Mix

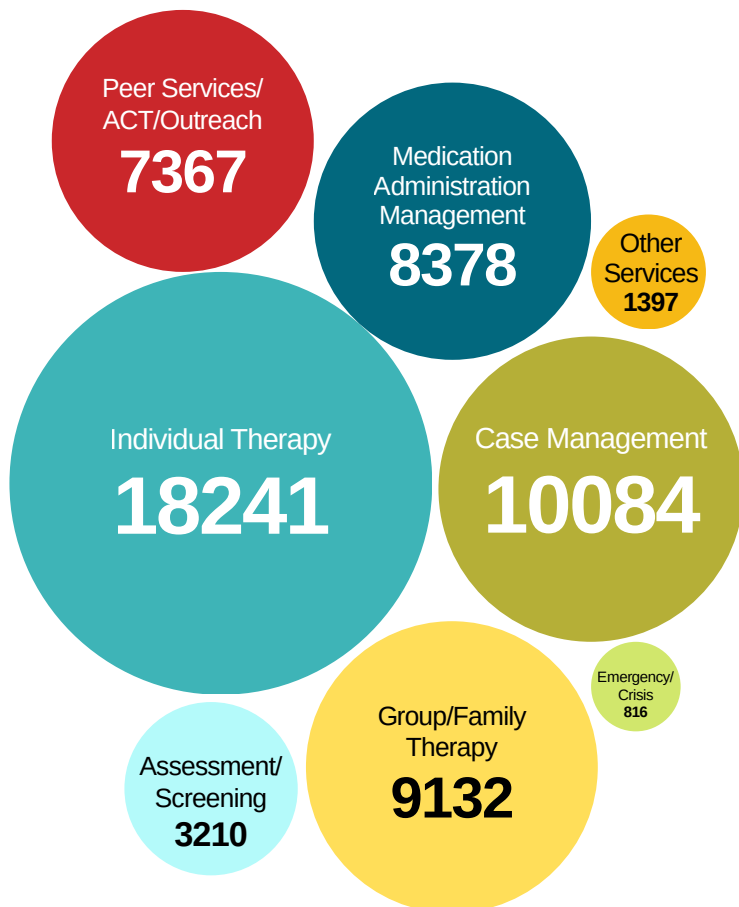


● Medicaid Capitation: 65%
● Self Pay: 14.2%
● Commercial: 10.7%
● Medicaid Other: 4.3%
● Medicare: 3%
● CHP+: 1.7%
● State of CO: 0.9%
● Local Government: 0.2%

Total Clients Served: 3748

*Increased by 2.3% from last year

Services Provided by Encounters



Encounters by Diagnostic Grouping

- ADD Hyperactivity DX2358
- Adjustment Disorder8354
- Alcohol Related Disorder.....7013
- All Other.....11658
- Anxiety Disorder.....6172
- Bipolar Disorder.....3005
- Depressive Disorder NOS.....3971
- Dysthymia.....651
- Major Depression3799
- Mood Disorder.....535
- Other Childhood Disorder.....1080
- Other Psychotic Disorder.....437
- Other Substance Disorder.....4771
- SchizoAffective Disorder.....1523
- Schizophrenia.....3298

Total Encounters: 58325

*Increased by 9.8% from last year

Program Spotlight #1: Creating a More Connected Path to Care

At SLVBHG, access to behavioral health care begins with making sure people know there is a place for them to turn. This year, our Intake/Screening, Care Coordination/Referral Specialist, and Substance Use Disorder (SUD) Peer Specialist teams continued strengthening a “no wrong door” approach—helping ensure that individuals who reach out for support are met with a coordinated response and connected to the services that best fit their needs.

A major focus this year was strengthening the connection between these functions. By working more closely across Intake/Screening, Care Coordination, Peer Services, and clinical programs, the team created a more seamless pathway from initial referral and assessment through enrollment, treatment, and ongoing recovery support. This collaboration has improved communication, reduced barriers, and helped individuals navigate an increasingly complex behavioral health system.

Strong partnerships throughout the community have been an important part of this work. The team collaborated with referral agencies, probation and courts, community organizations, internal clinical programs, peer services, and other behavioral health providers to improve communication and coordination across the continuum of care. These relationships help SLVBHG better understand the needs of each individual and connect them with the appropriate level of treatment and support.

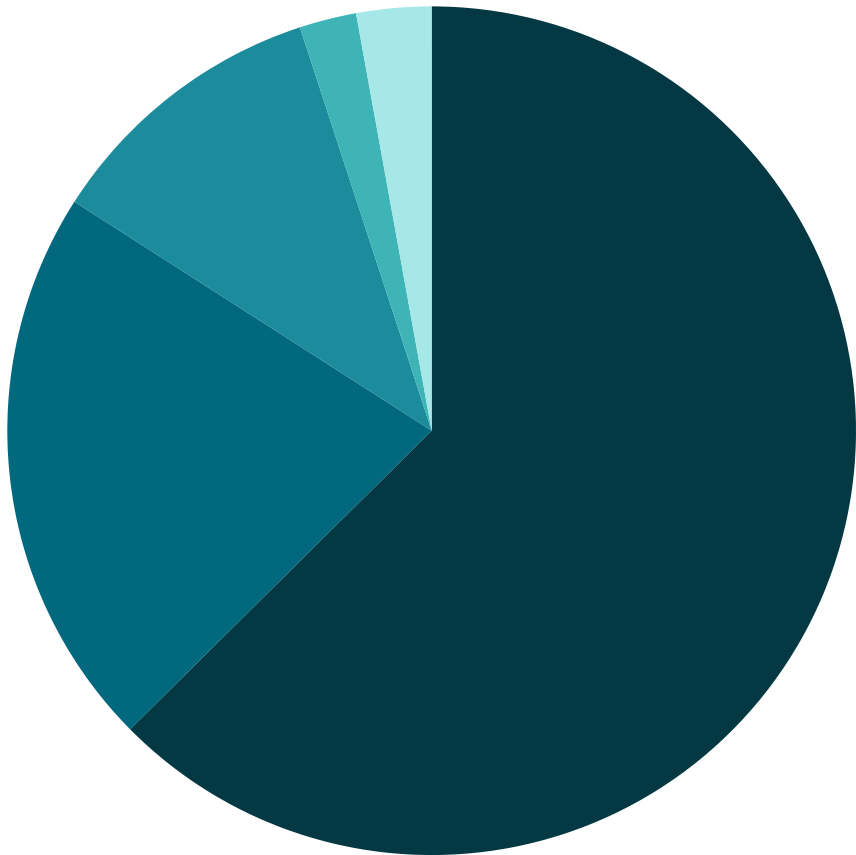
The partnership between clinical and peer services has been particularly valuable. SUD Peer Specialists bring lived experience and a recovery-oriented perspective, while clinicians provide specialized assessment and treatment. Together, these complementary roles create more comprehensive, person-centered support and can help individuals feel more connected and engaged throughout their recovery journey.

This work has become even more important as demand for services has increased. The team has experienced greater volume and complexity across Intake/Screening, referrals, Care Coordination, and substance use recovery support. Individuals often face challenges that extend beyond behavioral health treatment, including housing instability, transportation barriers, insurance changes, and difficulty accessing other essential resources.

In response, the team has continued refining processes and identifying barriers as early as possible. Staff work collaboratively to explore available resources, coordinate referrals, connect individuals with community supports, and help maintain continuity of care when circumstances change. Despite a challenging funding and resource environment, the team remains focused on meeting individuals where they are and helping them find a path to the appropriate care and support.

Ultimately, this work is about more than improving internal processes—it is about making it easier for individuals and families to find help. Through continued collaboration, process improvement, and a commitment to recovery-oriented care, SLVBHG is working to ensure that wherever someone enters the system, they are met with support and helped take the next step toward wellness and recovery.

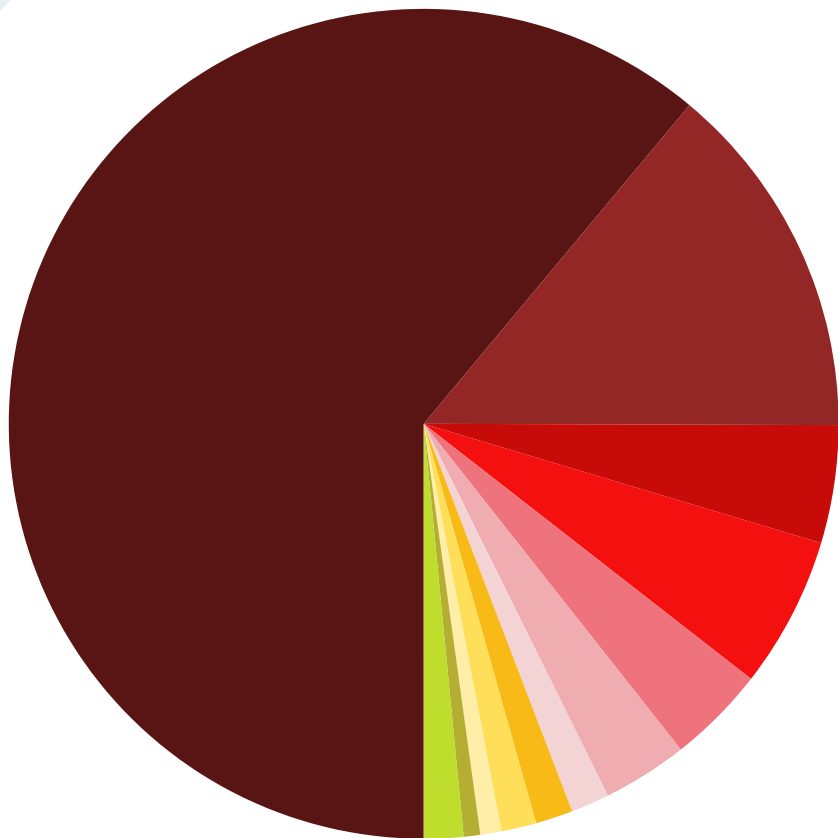
Financial Snapshot



Revenue by Category

- Client Service Revenue- \$10,789,879
- Government Grants- \$3,705,568
- Net Investment Income- \$1,880,195
- Lease Income- \$374,336
- Other Income- \$492,007

Total Revenue: \$17,241,985



Expenses by Category

- Salaries and Wages- \$9,660,848
- Employee Benefits- \$2,212,666
- Payroll Taxes- \$726,004
- Information Technology- \$932,788
- Occupancy- \$606,184
- Depreciation and Amortization- \$524,537
- Travel- \$236,671
- Office- \$230,205
- Licenses, Fees, and Dues- \$216,503
- Purchased Services- \$129,555
- Insurance- \$101,745
- Other Operating Expenses- \$243,133

Program Expenses: \$12,215,806

Total Expenses: \$15,820,839

Program Spotlight #2: Expanding Access Through Flexibility and Teamwork

The Psychiatric Services team continued to adapt and grow this year while responding to increased demand for services and an evolving healthcare environment. Through stronger communication, improved workflows, expanded access, and a strong commitment to teamwork, the department remained focused on providing responsive, coordinated care to the individuals we serve.

One area of growth has been the team's approach to communication and workflow. Staff worked together to develop more effective processes around new paperwork and documentation requirements while creating an environment where team members feel comfortable communicating when adjustments are needed or additional support is required. Psychiatric providers also increased case management calls, giving clients additional follow-up and support between appointments and helping connect them with wraparound services.

Collaboration with clinics, hospitals, and community partners has also strengthened the team's ability to provide coordinated care. Through a new program within the electronic health record, the team can exchange certain patient information with participating facilities, providing providers with more complete information when making clinical decisions. This has been particularly valuable in supporting safer medication prescribing and laboratory ordering. Continued partnerships with community organizations have also helped connect clients with resources beyond the clinic.

The team faced significant staffing challenges throughout the year, particularly in recent months. Despite operating with a very tight staff, the department continued meeting the needs of clients and the expectations of the agency. Nurses and medical assistants stepped up to cover gaps and take on additional responsibilities, demonstrating the flexibility and dedication that have helped the team navigate a demanding year.

At the same time, demand for psychiatric services increased, particularly in the Alamosa area. In response, the mobile unit expanded its presence at the Alamosa location to twice a week, with the flexibility to adjust services as needs change. The mobile unit nurse also has access to an agency vehicle, allowing her to travel to other locations when necessary to meet with clients. These expanded mobile services are helping bring care closer to individuals in areas where there is a clear need.

This year reinforced an important lesson for the team: communication and flexibility matter. When circumstances change quickly, the ability to adapt, ask for help, and step in where needed makes a meaningful difference. Leadership has embraced that same philosophy, with the supervisor working alongside staff to help run clinics, support client care, and develop new workflows while drawing on her nursing experience.

Looking ahead, the Psychiatric Services team is focused on continuing to provide quality care while supporting one another through ongoing changes. The team will continue refining workflows, responding to client needs, and building on the adaptability it demonstrated this year.

Above all, the department's greatest strength has been its people. Despite staffing challenges and increased demand, the team remained resilient, supported one another, and continued to put clients first. Their willingness to step up, take on additional responsibilities, and adapt to changing needs reflects a deep commitment to the individuals and families who rely on SLVBHG for care.



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