



ANNUAL  
**REPORT**  
FISCAL YEAR 2023



# WE ARE HEALTH SOLUTIONS

*A Culture of Caring*



## WHO WE ARE

Health Solutions is a state-of-the-art, whole-person healthcare provider offering primary, behavioral, and crisis services.



## WHAT WE DO

Health Solutions provides exceptional care to support recovery and the successful achievement of healthcare goals. We provide care through excellent service, innovation, compassion, and the promotion of self-determination.



## WHY IT MATTERS

Good health is essential to the overall health of all communities. Engaging in prevention, early identification, and early intervention are effective ways to reduce the burden of chronic health conditions.

*Hope. Health. Together*

# TABLE OF CONTENTS

04	<b>WELCOME</b>
05	<b>EXECUTIVE LEADERSHIP</b>
07	<b>BOARD OF DIRECTORS</b>
08	<b>FINANCIAL DATA</b>
09	<b>PERSONNEL DATA</b>
10	<b>CLIENT DATA</b>
12	<b>THE LEARNING TREE</b>
16	<b>SUCCESS STORIES</b>
23	<b>LOCATIONS</b>



# FROM THE PRESIDENT/CEO WELCOME

*It was the best of times; it was the worst of times. . .*

During the development of this annual report, I was reminded of this opening line from *A Tale of Two Cities* by Charles Dickens, as it aptly sums up the last year.

**It was the best of times:**

Health Solutions is thriving. Our financial position is strong. Our service lines are rapidly expanding as we attempt to meet the needs in our communities. Client access is better than ever. Clients report high levels of satisfaction and recovery. Our workforce is engaged, and morale is strong. It is an exciting time to be leading this dynamic organization.

**It was the worst of times:**

The need in the communities that we serve has never been greater. Youth suicide, substance use, and the increase in homelessness are hitting hard in many of the areas that we serve. From one perspective, the needs far outweigh the resources available, and the workforce shortage in behavioral health providers only serves to magnify these complex problems.

The importance of our work has never been clearer to me. Our communities need a bridge between the “best times” and the “worst times.” That connection is the work of a community mental health center. That is the work of Health Solutions, and I am proud of the accomplishments of our organization over this past year.

Whether it be the best of times or the worst of times, we remain committed to bringing hope and health to those we serve.



Jason Chippeaux

*Hope. Health. Together*



# EXECUTIVE LEADERSHIP

## OUR SERVICE PROMISE

Serving Southern Colorado since 1962, our team of experts is committed to delivering **HOPE** to those we serve by providing high-quality **HEALTH** care and doing it **TOGETHER**.



**ROB KEPPLINGER**

Deputy Chief Executive  
Executive Vice President



**DANA BROWN**

Chief Technology Officer



**SANDY GUTIERREZ**

Chief Communications  
Officer



**HEATHER HANKINS**

Chief Operations Officer  
Chief Clinical Officer



**PAIGE OLDHAM**

Chief Financial Officer



**CHET PHELPS**

Chief Information Officer

# LEADING IN INNOVATION

Health Solutions is committed to being an organization that provides whole-person care in an integrated setting. We understand that the needs our communities face are complex and require a variety of approaches and services to help clients on their recovery journeys. That need was the driving force behind our decision in 2020 to become the ***first community mental health center in the state of Colorado to be named an accredited Opioid Treatment Provider***. We must continue to evolve and innovate in order to effectively meet the needs of the communities that we serve.

In April of 2023, we saw another such opportunity, and Health Solutions became ***one of the only community mental health centers in Colorado to open and operate a full-service childcare facility***. The Learning Tree is a place of discovery and social/emotional learning for infants, toddlers, and preschoolers. As a board, we are excited to be a leader in innovation in our pursuit of providing whole-person care in an integrated setting.



BOARD  
CHAIRMAN  
Wes Ursick

# HEALTH SOLUTIONS BOARD OF DIRECTORS



JODI AGNES  
COXEN

Vice Chairman

“  
As a board,  
we are  
excited to be  
a leader in  
innovation in  
our pursuit of  
providing  
whole-person  
care in an  
integrated  
setting.”



CHERYL VINCENT

Secretary



SHARON  
HAWKINS - JUNIEL

Executive Board Member



PATRICIA BEDARD

Board Member



KAY EVENS

Board Member



DAVID LAWRENCE

Board Member



BARBARA  
MONTOYA

Board Member



GERRY OYEN

Board Member



CATHY PINEDA

Board Member



CHAROLETT  
VASQUEZ

Board Member

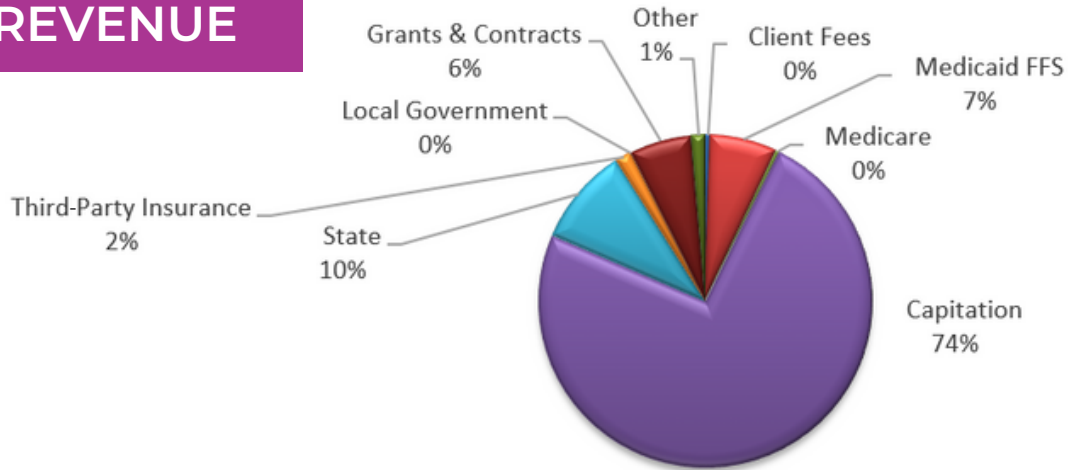


# FINANCIAL DATA

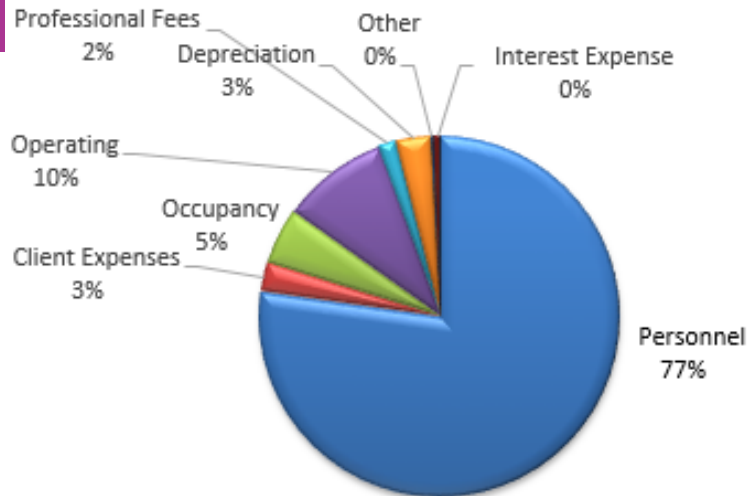
Financial stewardship is the responsibility of all employees.

## REVENUE INCOME

### REVENUE



### EXPENSES







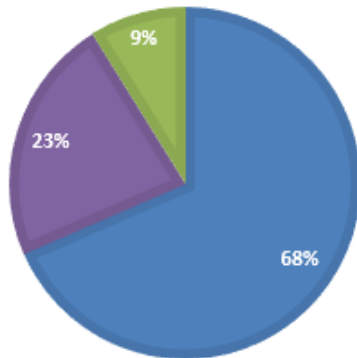
# PERSONNEL DATA



Health Solutions growing workforce is passionate about what they do and who they serve. Voted the **Best Place to Work** in the 2022 Best of Pueblo competition, Health Solutions sets the tone for employees to find purpose and passion!

## STAFFING

■ Clinical ■ Administrative/Operations ■ Support



STAFF COMPOSITION

## TOTAL STAFF

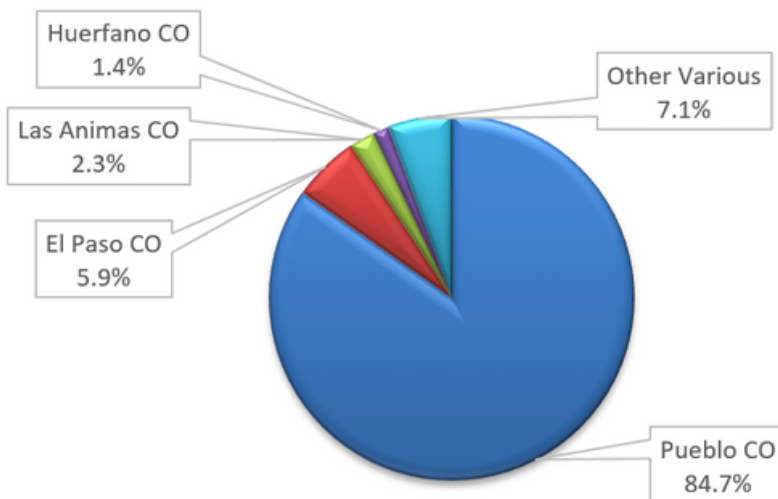
439



As of June 30, 2023



## STAFF BY REGION



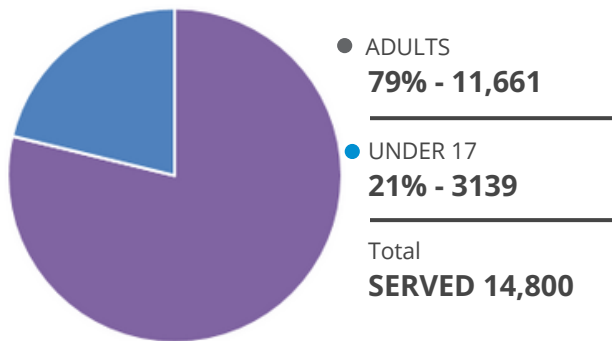
■ Pueblo CO ■ El Paso CO ■ Las Animas CO ■ Huerfano CO ■ Other Various



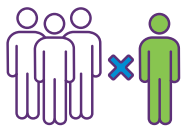
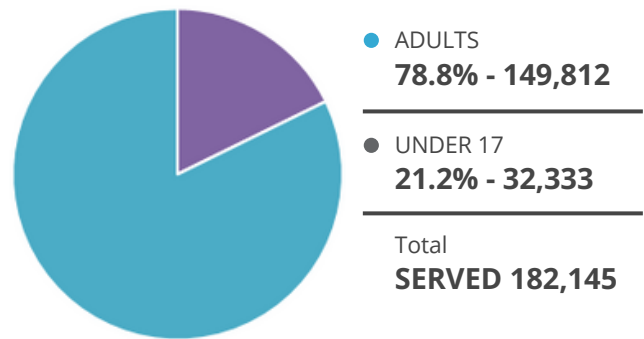
# CLIENT DATA

Health Solutions serves a diverse population by age, race, ethnicity, income, and geographic locations.

## Individuals Served



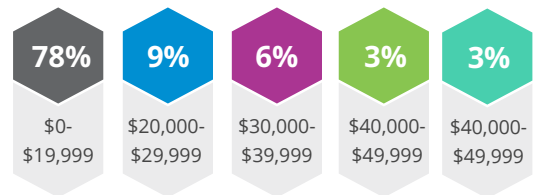
## Client Encounters



## Race/Ethnicity

	TOTAL	PERCENT
African American	582	4%
American Indian	810	5%
Asian/Hawaiian	137	1%
Declined/Unknown	12	0%
Hispanic	2,021	14%
White	11,238	76%

## Clients By Income



Clients who earn less than \$19,999 are by far the largest income base served.

## Clients By County



## Crisis Clients By Time of Day



**Days - 45.68%**  
**AVERAGE 9.24 PER DAY**  
 % of Encounters 7:00a-2:59p  
**3,371 TOTAL**



**Evenings - 13.0%**  
**AVERAGE 2.64 PER DAY**  
 % of Encounters 11:00p-6:59a  
**963 TOTAL**



**Afternoons - 41.4%**  
**AVERAGE 8.38 PER DAY**  
 % of Encounters 3:00p-10:59p  
**3,059 TOTAL**



**Total Crisis 20.25 PER DAY**  
**7,393 TOTAL**

# LEARNING TREE



## A Foundation for Growth

The impact of the pandemic has led to a growing number of young children who require greater support in their social-emotional development. At Health Solutions, we recognized this critical need and were determined to level the playing field for these children. We envisioned the creation of a childcare center that would not only provide a safe and nurturing environment but also utilize trauma-informed care, trauma responsiveness, and other best practices to give them the best start during a crucial stage of brain development.

During the past fiscal year, we witnessed the realization of our dream as one of our buildings underwent a complete transformation. A worn, outdated structure was reborn as a warm, welcoming, and friendly space that immediately

put all who entered at ease. In December of 2022, we obtained our license from the State of Colorado Department of Early Childhood, marking a significant milestone in our journey.

We began by offering childcare to the children of six Health Solutions staff members. As the fiscal year progressed, word spread about the quality of care we provided, resulting in 66 enrollments at The Learning Tree, our Center for Childhood Development. Now with a license permitting up to 100 children in eight diverse classrooms, we are poised to make an even greater impact.

We made certain our services were accessible to families from all backgrounds. By the end of the fiscal year, 36 percent of our enrolled children were supported through the Colorado Childcare Assistance Program (CCAP), ensuring that no child would go without needed care due to financial constraints.



Our approach to social-emotional development is rooted in neuroscience research that highlights the intrinsic link between emotions and cognition. At The Learning Tree, we implement evidence-based best practices, assessments, and curriculum to support the social-emotional learning of the children in our care. We understand that the most effective learning occurs within the context of supportive relationships, which is why we foster a positive school climate, create a sense of belonging among peers, and build positive relationships between our children and dedicated teachers.

Through our dedication to social-emotional development, we equip young children with the skills they need to succeed in life. By providing a nurturing and engaging environment, we ensure that they are not only academically prepared but also emotionally resilient and capable of forming meaningful connections. At The Learning Tree, we are proud to play a role in the future of these children and make a positive impact on their lives.



***At The Learning Tree, we implement evidence-based best practices, assessments, and curriculum to support the social-emotional learning of the children in our care.***



### **Offering:**

- Preschool
- Therapeutic Preschool
- Afterschool Programming
- Childcare for 6 Weeks & Older

### **8 Licensed Classrooms**

- 2 Infant
- 2 Toddler
- 3 Preschool
- 1 School-Aged





# Evidence-Based Curriculum

Key Performance Indicators



## Creative Curriculum

Our educators utilize the Creative Curriculum, a research-based approach that supports child-centered learning and fosters creativity, critical thinking, and problem-solving skills.



## Ready Rosie

As part of our commitment to parent engagement, we have implemented Ready Rosie, an online platform that provides interactive resources and activities for families to support their child's learning and development at home.



## AI's Pals

AI's Pals is a comprehensive social-emotional learning program that we have incorporated into our curriculum. It fosters emotional regulation, social skills, and positive relationships among children.



## Devereaux Early Childhood Assessment Clinical (DECA-C)

We utilize the DECA-C assessment tool to evaluate and support children's social-emotional development, allowing us to provide targeted interventions when necessary.

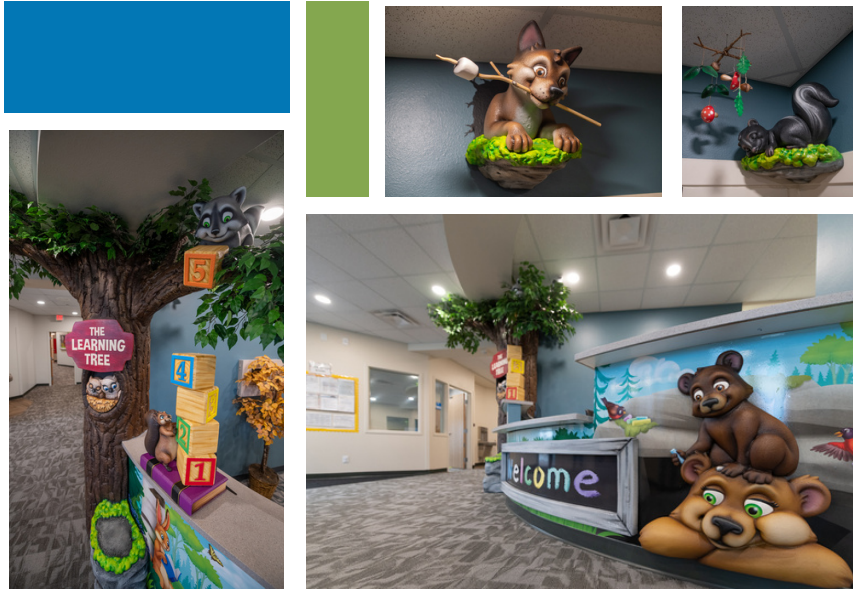


## Ages and Stages-Social-Emotional Survey (ASQ-SE)

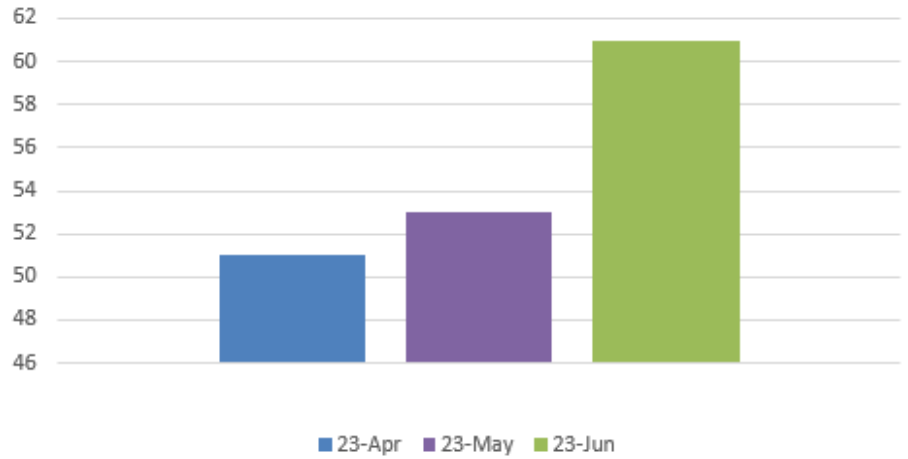
ASQ-SE helps us monitor and address social-emotional milestones in children, ensuring comprehensive support for their well-being.

# Learning TREE

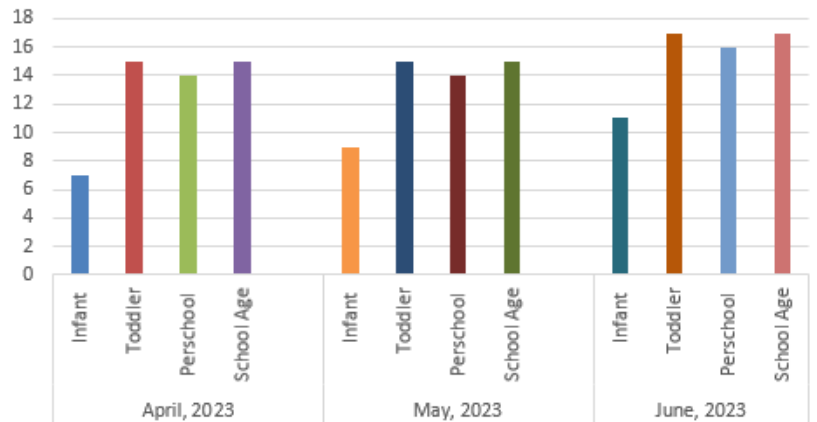
Performance Metrics



## TOTAL ENROLLMENT



## ENROLLMENT BY AGE



Early Childcare License Granted on December 7, 2022



## SUCCESS STORIES

These Health Solution client success stories embody the transformative impact of our programs and the dedication and expertise of our caring professionals. Each triumph serves as a beacon of hope, reminding us of the profound effects that dedication, perseverance, and compassionate care can have on the lives of those we serve. We are committed to providing comprehensive support and empowering individuals to overcome adversity, heal from trauma, and achieve their full potential.

*Client names have been changed to protect their privacy.*



## A JOYFUL UNION

Here's a heartwarming update that showcases the profound impact of our services. We recently received news of a client's wedding. In August, Joy married her significant other, with whom she participated in couples work alongside a dedicated Health Solutions clinician last fall.

Joy expressed gratitude, attributing the positive turn in their relationship to the invaluable suggestions provided during the sessions. Thanks to the support and guidance the couple received after nearly separating the previous year, this celebration of love comes as a remarkable turnaround.

This story highlights the transformative power of our couples work and the dedicated efforts of our clinicians. Through our team's effective interventions and tailored guidance, the couple rekindled their love, strengthened their bond, paving the way to a brighter future together.





## JOHN'S STORY: ROOM TO GROW

John faced significant challenges due to his struggle with schizophrenia, which kept him captive in a single room in his home. The severity of the voices he heard made it difficult for him to venture outside or take care of his basic needs. With his father residing in a nursing facility, John felt alone and was not faring well mentally or physically.

Despite the efforts of his provider at the Medical Center and assistance from multiple programs, John continued to experience a decline in his health and well-being. At this critical juncture, the Complex Care Team intervened. They recognized the urgency of the situation and took proactive steps to support him.

The team convinced John to establish connections with behavioral health services and re-engage with his primary care provider. They also provided him with much-needed nutrition

and necessary assistance by visiting his home, accompanying him to appointments, and building a genuine rapport and trust with him.

Over time, thanks to integration of the Health Solutions teams, John began gaining weight, and his physical health showed signs of improvement. He mustered the courage to shower and even accomplished a significant milestone - visiting his father at the nursing facility for the first time in two years. These positive developments significantly improved John's quality of life.

John's story reflects the effectiveness of our programs in supporting individuals with severe mental illnesses. The commitment and compassion of the Health Solutions teams have played a pivotal role in John's journey towards a better life.

# SEPARATION ANXIETY



---

**The Complex Care Team helped transform the lives of a mother and son facing significant challenges. Linda and Richard, a resilient duo, found themselves living in a modified garage in Pueblo and grappling with various pressing needs.**

---

Richard required dialysis and a series of critical procedures to qualify for an organ transplant, services that could be better provided in Denver. The Complex Care Team embarked on a mission to facilitate Richard's journey to receive the care he desperately needed in spite of many obstacles.

Richard's mother did not want to live away from her son as she struggled with mental health issues and verbally aggressive behavior. Linda's circumstances added complexity to an already challenging situation. Undeterred by setbacks, the Complex Care Team remained steadfast in their commitment to providing comprehensive care.

Despite facing initial resistance, the team made multiple arrangements for Linda and Richard to move to a Denver assisted living facility. The Health Solutions team provided access to numerous support services from scheduling appointments to coordinating a moving truck. The team attempted to orchestrate the pair's transition on multiple occasions, only to encounter unexpected roadblocks when Linda changed her mind.

The efforts of the Complex Care Team finally bore fruit as they successfully facilitated a relocation to Denver, where Linda and Richard reside in an assisted living facility that meets their needs with the utmost care and attention. Linda and Richard received a fresh start in a supportive environment due to the Complex Care Team's resilience and perseverance.

# NETWORK OF SUPPORT

Living alone with no support network, Juan was feeling disconnected from the world in the midst of multiple challenges, including a diagnosis of bipolar disorder, chronic medical conditions and chronic pain. Severe mobility issues and chronic pain due to his health conditions also were contributing to his sense of social isolation. Past suicide attempts and recurring thoughts of suicide added yet another layer of complexity to his situation.

Amidst these struggles, Juan found solace and stability through therapy, which ultimately has kept him out of the hospital and prevented him from developing deep depressive episodes. The presence of his therapist has proven instrumental in his journey towards mental well-being, serving as a lifeline to navigate the challenges of his mental health and a crucial connection to the world when he feels isolated.

Being treated with respect, heard without judgment, and seen and valued as a person, all have made a significant difference in Juan's life.

Juan relies on telehealth as his primary mode of therapeutic interaction. Even with the limitations imposed by his mobility issues and isolation, he is grateful for the support he receives through this platform. Therapy provides stability, support, and a sense of connection for individuals facing complex mental health and physical challenges. This example of successful therapy underscores the vital contribution even online services make in alleviating suffering, combating isolation, and empowering clients to lead more fulfilling lives.





## SHE'S SO SHY

We met a remarkable young lady named Lucy at the beginning of the school year who exhibited signs of shyness, avoiding eye contact, and concealing herself behind vibrant hair and baggy clothing. As we established a rapport and built trust, she gradually began to open up, revealing her insightful nature, eagerness to learn, and strong commitment to personal growth. Outside of our sessions, Lucy actively applied the concepts and strategies we discussed, demonstrating her dedication to making positive changes and gaining a deeper understanding of herself.

Initially, Lucy faced significant challenges like avoiding classes, experiencing frequent bouts of crying, and shutting down throughout the day due to anxiety and panic attacks. She rarely communicated with anyone except her boyfriend and struggled to articulate her needs and emotions in social settings. Through ongoing therapy, she has made remarkable progress.

Currently, Lucy maintains straight A grades, attends classes regularly, confidently makes eye contact with others, and has gained control over her anxiety. Despite these substantial improvements, she continues to engage in therapy, recognizing the ongoing potential for personal growth. In sessions, she utilizes her time effectively, expressing a desire to delve deeper into self-discovery.

This young lady may not have sought outpatient services or even discussed her need for therapy with her family. Fortunately, the availability of Health Solutions' school-based services enabled her to enroll and receive the support she required. Her progress illustrates the effectiveness of our approach and the importance of providing accessible and comprehensive mental health support in school settings.

## BACK TO SCHOOL

---

Alex was referred to us by his school counselor and initially declined our services despite struggling with daily panic attacks at school. He expressed skepticism, having been in therapy before without finding it useful. Following an intense panic attack at school, Alex returned to enroll for services at the insistence of his mother.

After initially being hesitant to engage in therapy, Alex soon found comfort in our sessions, where he discovered a safe environment to express himself and share his thoughts and concerns. Over time, he gained a fresh perspective on the situations in his life, successfully challenging negative thinking patterns. As a result, he began experiencing fewer panic attacks at school, leading to improved attendance and longer time spent in the classroom.

Alex's improved ability to regulate himself in the school environment also reduced the need for frequent visits to the counselor's office. Upon completion of therapy, he expressed surprise at the positive impact it has had on his life. This transformation inspired him to refer his younger sister for our services, recognizing the potential benefits she might gain from meeting with us.

Alex's experience highlights the power of our therapeutic approach in fostering resilience, empowering individuals to overcome challenges, and inspiring them to advocate for the well-being of themselves and their loved ones.

## TROUBLE AT HOME

---

Due to a concerning escalation in negative behaviors at home following a visit to Carmen's biological father, she was referred to us by her school. Carmen lived with her grandparents, and her interactions with her grandmother had become increasingly problematic and physical.

During her time with our clinician, less than a year, Carmen focused on developing assertive communication skills and learned to regulate her emotions without resorting to harm. She and her grandparents actively participated in therapy sessions to address and reduce negative behaviors within the home.

Thanks to the collaborative efforts and commitment of all involved, Carmen has made significant progress. She successfully discharged from our services and has been thriving both at home and in the school setting for the past year without the need for ongoing therapy.

The power of therapy helped this individual recognize and express her emotions in healthy ways, fostering more positive relationships and behavior change.





## ROAD TO INDEPENDENCE

In a heartwarming story of an elderly gentleman living in rural Colorado, we discover the power of compassion and determination. Joe, a dedicated biker, found himself facing physical challenges after being discharged from rehab and struggling to walk even short distances due to weakness in his legs.

Initially bitter and frustrated, Joe's outlook changed when the Complex Care Team reached out to him. This team made it their mission to improve Joe's situation after learning about him through a referral.

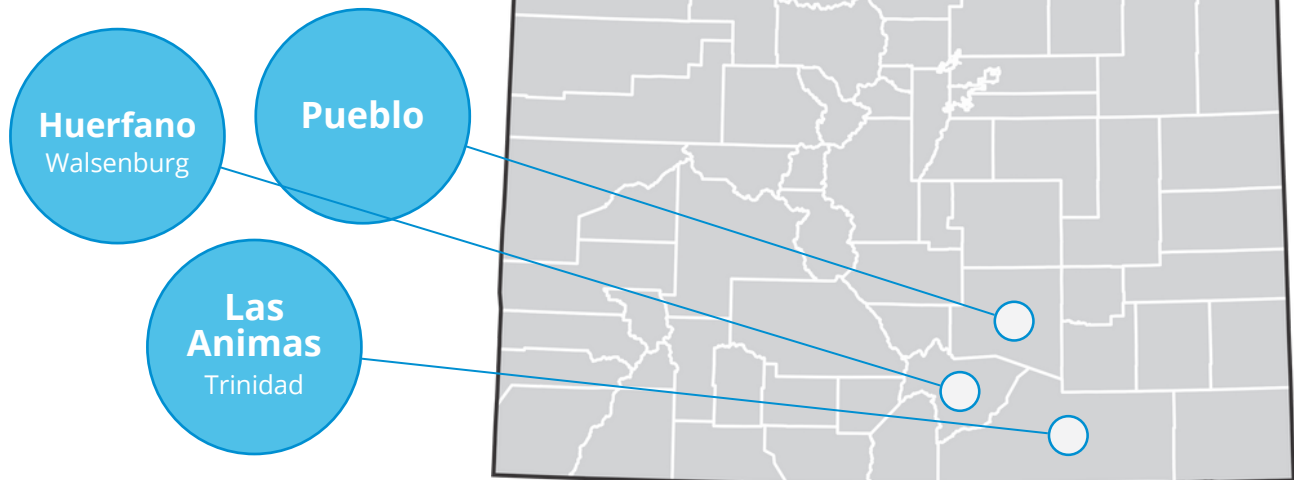
During early conversations, they discovered his needs for assistance with walking and home health physical therapy. Joe expressed his concerns about relying on frozen meals and not being able to cook for himself. He also shared his frustration with previous promises of help that had gone unfulfilled.

Determined to make a difference, the team took action. First, they contacted Joe's home health agency to address the issue of his personal care worker (PCW) not providing meals. The agency was unaware of the situation and committed to rectifying it. The team also formulated a plan to get Joe to his primary care physician (PCP) so that he could obtain an order for a motorized wheelchair, granting him the freedom and independence he desired.

With a new positive outlook, Joe agreed to make an appointment with his PCP on a day when his son could accompany him.

In a recent follow-up phone call, the impact of the team's efforts became evident. Joe was thrilled about his upcoming motorized wheelchair and the prospect of outpatient physical therapy. He had already had a ramp installed, making his home more accessible.

# HEALTH SOLUTIONS LOCATIONS



## ADMINISTRATIVE OFFICES

41 MONTEBELLO ROAD, SUITES  
200 & 202  
PUEBLO, CO 81001  
(719) 545-2746

## ADULT SERVICES, FORENSICS & CRESTONE RECOVERY (SUD)

41 MONTEBELLO ROAD,  
SUITE LL1  
PUEBLO, CO 81001  
(719) 545-2746

## CAREER HORIZON SERVICES

41 MONTEBELLO ROAD, SUITE LL2  
PUEBLO, CO 81001  
(719) 545-2746

## FAMILY MEDICINE & MEDICATION ASSISTED RECOVERY CENTER (MARC)

41 MONTEBELLO ROAD, SUITE 116  
PUEBLO, CO 81001  
(719) 423-1500

## CRESTONE RECOVERY SERVICES

41 MONTEBELLO ROAD, SUITE 104  
PUEBLO, CO 81001  
(719) 545-2746

## FAMILY CENTER (ADULT/YOUTH) INTENSIVE OUTPATIENT SERVICES

1591 TAOS ROAD  
PUEBLO, CO 81006  
(719) 545-2746

## ADULT SERVICES

1304 CHINOOK LANE  
PUEBLO, CO 81001  
(719) 545-2746

## ACUTE TREATMENT UNIT

1302 CHINOOK LANE  
PUEBLO, CO 81001  
(719) 545-2746

## CRISIS SERVICES, CRISIS LIVING ROOM & RESPITE SERVICES

1310 CHINOOK LANE  
PUEBLO, CO 81001  
(719) 545-2746

## YOUTH AND FAMILY SERVICES

1012 WEST ABRIENDO AVENUE  
PUEBLO, CO 81004  
(719) 545-2746

## THE LEARNING TREE

1591 TAOS ROAD  
PUEBLO, CO 81006  
(719) 423-1348

## THE LEARNING CENTER

512 HENRY AVENUE  
PUEBLO, CO 81004  
(719) 544-6373

## RECOVERY SOLUTIONS

2003 EAST 4TH STREET  
PUEBLO, CO 81001  
(719) 544-6373

## RURAL SERVICES

### HUERFANO COUNTY

926 RUSSELL STREET  
WALSENBURG, CO 81089  
(719) 738-2386

### LAS ANIMAS COUNTY ADULT AND YOUTH SERVICES

417 SOUTH INDIANA  
TRINIDAD, CO 81082  
(719) 846-4416

### LAS ANIMAS COUNTY ADULT SERVICES AND MEDICATION

ASSISTED TREATMENT  
910 EAST MAIN STREET  
TRINIDAD, CO 81082  
(719) 631-3370

 Follow Us Tag Us Connect with Us Grow with Us

*Hope.*  
*Health.*  
*Together*



[www.health.solutions](http://www.health.solutions)