

# 2016 Annual Report Rocky Mountain Rural Health



ROCKY MOUNTAIN RURAL HEALTH . 525 HATHAWAY STREET, 2<sup>nd</sup> Floor . PO BOX 1600 . FAIRPLAY, CO 80440

719-836-2169 [info@rmrh.org](mailto:info@rmrh.org) [www.rmrh.org](http://www.rmrh.org)

### Letter from the President

To Our Generous Supporters,

It is with pride that Rocky Mountain Rural Health (RMRH) shares this Annual Report with all those who have supported us over the years. We know you share our passion for helping the residents of Park County gain access to the medical services they need. In the year 2016, RMRH was able to accomplish some pretty amazing things as detailed in this report.

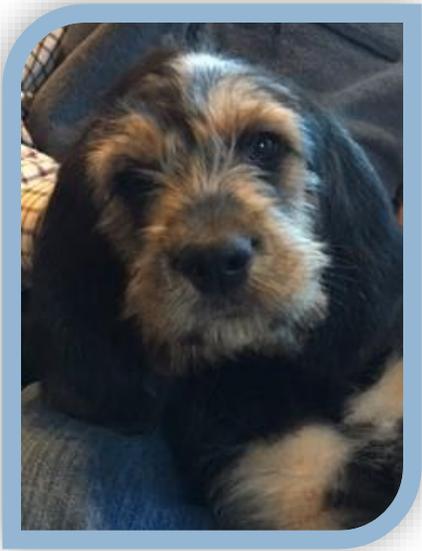
Whether you represent a foundation, are a private donor or a volunteer, thanks to your contributions to RMRH, we have been able to reach more people with more services each year. As you look through the following pages, you will see the impact made by the contributions you have made to this ‘small but mighty’ organization.

We thank you for your ongoing support of this important work. Without you, many would go unserved. Together we will continue to be there for the people of Park County into 2017 and beyond.

Thank you,

*Dale*

Dale W. Fitting  
President, RMRH Board of Directors

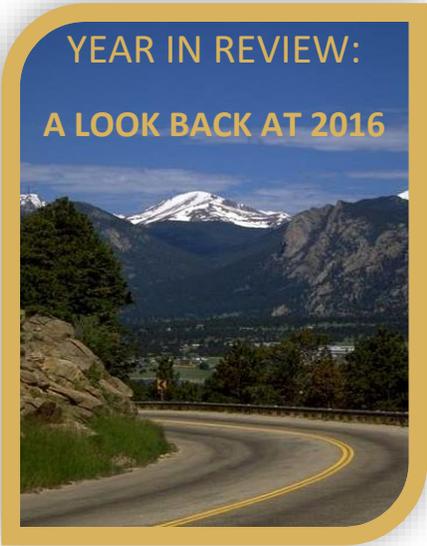


**OUR MISSION**

is to improve the physical and mental health of Park County residents.

**OUR VISION**

- To improve access to quality healthcare in Park County;
- To work with the community to identify and address health-related issues;
- To facilitate communication between the community and healthcare providers; and
- To extend support to community initiatives designed to improve the physical and mental health of the people of Park County.



The staff and Board of Directors of Rocky Mountain Rural Health (RMRH) are always on the lookout for opportunities that help us fulfill our mission **of improving the physical and mental health of Park County residents.** Removing barriers blocking access to care remains a major focus of our efforts and is directly addressed through our Community Health Worker (CHW) program. This past year we have been able to expand the services provided by the CHW program through a number of new grants. These services include patient/client navigation, non-emergency medical transportation reimbursement, health insurance assistance and advance care planning. The Program Report that follows describes this work in detail.

RMRH has raised our profile throughout Park County by increasing the number of outreach events held by the CHWs, scheduling individual appointments with clients both in our offices and in their home communities, participating with our partners in multiple community events and reaching out to county residents through social media and direct mailings. As a result of these efforts, people are turning to RMRH more and more for help accessing care and for assistance in overcoming health related challenges. Our client base continues to grow. We are now reaching over 4000 Park County residents – almost 25% of the total county population.

Please take a few minutes to read this review of our accomplishments in 2016. We invite everyone living in Park County to acquaint themselves with our services and to call us if we can be of assistance. As we move through the uncertainties of health care in 2017, RMRH remains a reliable source of assistance to all in need of help due to health-related challenges.



To find out more about Rocky Mountain Rural Health, please visit our Facebook page (Rocky Mountain Rural Health) and our website [www.rmrh.org](http://www.rmrh.org). You can also learn more about us through GuideStar [www.guidestar.org](http://www.guidestar.org) where we are Silver level participants and through Colorado Gives [www.coloradogives.org](http://www.coloradogives.org).



We hope by learning more about who we serve and how we serve, you will want to partner with us! Your donation check will be gladly received and 100% of it will go to the program you designate. Our mailing address is RMRH, P.O. Box 1600, Fairplay, CO 80440.



RMRH also participates in Amazon Smile



and iGive programs. Please consider designating us as your charity next time you shop online!

## WHAT IS A COMMUNITY HEALTH WORKER?

RMRH in its efforts to fulfill its mission began examining the use of Community Health Workers. Due to the limited health services in Park County, RMRH recognized the value in creating this type of program.

### A Community Health Worker is...

An individual who lives in the community and is familiar with the needs and concerns of the population. Community health workers' (CHWs) roles and activities are tailored to meet the unique needs of their communities. Park County is a diverse community with many different small industries that make its population unique - from construction to agricultural to hospitality Park County has it all...except medical care!!



## WHAT DO THEY DO?

### RMRH's CHWs help by...

- Creating connections between vulnerable populations and healthcare systems
- Managing care and care transitions for vulnerable populations
- Determining eligibility and enrolling individuals into health insurance plans
- Ensuring cultural competence among healthcare professionals serving vulnerable populations
- Providing culturally appropriate health education on topics related to chronic disease prevention, physical activity and nutrition
- Advocating for underserved individuals to receive appropriate services
- Providing informal counseling
- Building capacity to address health issues

RMRH has invested time and money into making sure that the RMRH CHWs working for the Park County community are exceptionally well trained. Both CHWs completed Texas A&M Health and Science Center Community Health Worker Certification Program. Both RMRH CHWs have completed the Colorado Department of Public Health and Environment Patient Navigator Level I training class. Each CHW is required to complete four Continuing Education activities every year in order to stay up-to-date and to maintain competency in the special skills needed to do their work well

**It is RMRH's mission is to Improve the Physical and Mental Health of Park County Residents**

## IMPACT of RMRH COMMUNITY HEALTH WORKER PROGRAM

Park County has a population of nearly 17,000 people spread out over 2,211 square miles [nearly the size of Delaware (2,491 square miles)]. Residents are surrounded by the beauty of the Rocky Mountains and enjoy the benefits of mountain living. However, every upside has a downside. For Park County residents, this means no healthcare – there are no primary care providers, no specialists, no hospitals, no urgent care clinics, no pharmacy, no outlet of durable medical goods, etc. A trip to the doctor means traveling out of county over mountain passes (some exceeding 11,500' or more) in all kinds of weather and road conditions.

Assisting the entire population of Park County in getting the healthcare they need is a daunting task taken as the whole but very doable one person at a time. With that philosophy in mind, here are some of the “one person at a time” people RMRH community health workers have assisted.

*~A single parent with a child receiving surgery at a hospital several hours away was assisted with transportation costs and lodging near the hospital.*

*~A stroke victim assisted with their successful application for disability benefits.*

*~Mammograms paid for uninsured women at the RMRH sponsored mobile mammography event. Transportation costs defrayed for women needing additional imaging at out of county facilities.*

*~Firewood donation located for senior citizen in need of heat.*

*~Borderline diabetic and pre-hypertensive client assisted with monthly health screenings.*

*~Clients assisted with personal grant applications and RMRH Community Assistance funds to obtain hearing aids, eye glasses and dentures.*

*~Stage IV breast cancer survivor assisted with finding providers and personal grants through all phases of her treatment, recovery and reconstruction.*



Never worry about numbers. Help one person at a time and always start with the person nearest you.

~ Mother Teresa

## COMMUNITY HEALTH WORK REQUIRES DEDICATION

The popular entertainer, James Brown, was nicknamed the ‘Hardest Working Man in



### OUTREACH EVENTS BRING SERVICES TO PARK COUNTY RESIDENTS

Our CHWs go where people congregate giving them access to a wealth of health related educational items; assistance with finding primary care providers, specialists, durable medical goods, etc.; enrolling them in health insurance plans through the state’s marketplace; giving assistance with Medicaid eligibility and benefits; helping people resolve medical billing issues; giving guidance on Medicare enrollment; distributing clothing and shoes; and by providing free basic health screenings including blood pressure checks, pulse and oxygen levels (O<sub>2</sub> levels are important to know at this altitude) and blood sugar screening. All this with smiles, humor and compassion in all manner of weather and road conditions!

Showbusiness’. Rocky Mountain Rural Health Community Health Workers could easily be known as the ‘Hardest Working CHWs in Healthcare’.

People need healthcare whether they live in downtown Manhattan or the far-flung corners of Park County. Since it is difficult for many Park County residents to access healthcare, our dedicated CHWs take many of RMRH’s services to them. **Outreach events** are held in the major population centers of the county in venues that attract the greatest number of people such as the local library or in slightly more unorthodox places such as pizza places and saloons.

Working out of the box, our CHWs have often found solutions for some complicated situations. We work closely with other agencies and nonprofits to fulfill our mission to improve the physical and mental health of Park County residents. So, whether a person in need calls or comes by the office or attends one of our outreaches or stops one of our CHWs out in the public, the answer is always the same, **‘We Can Help!’**

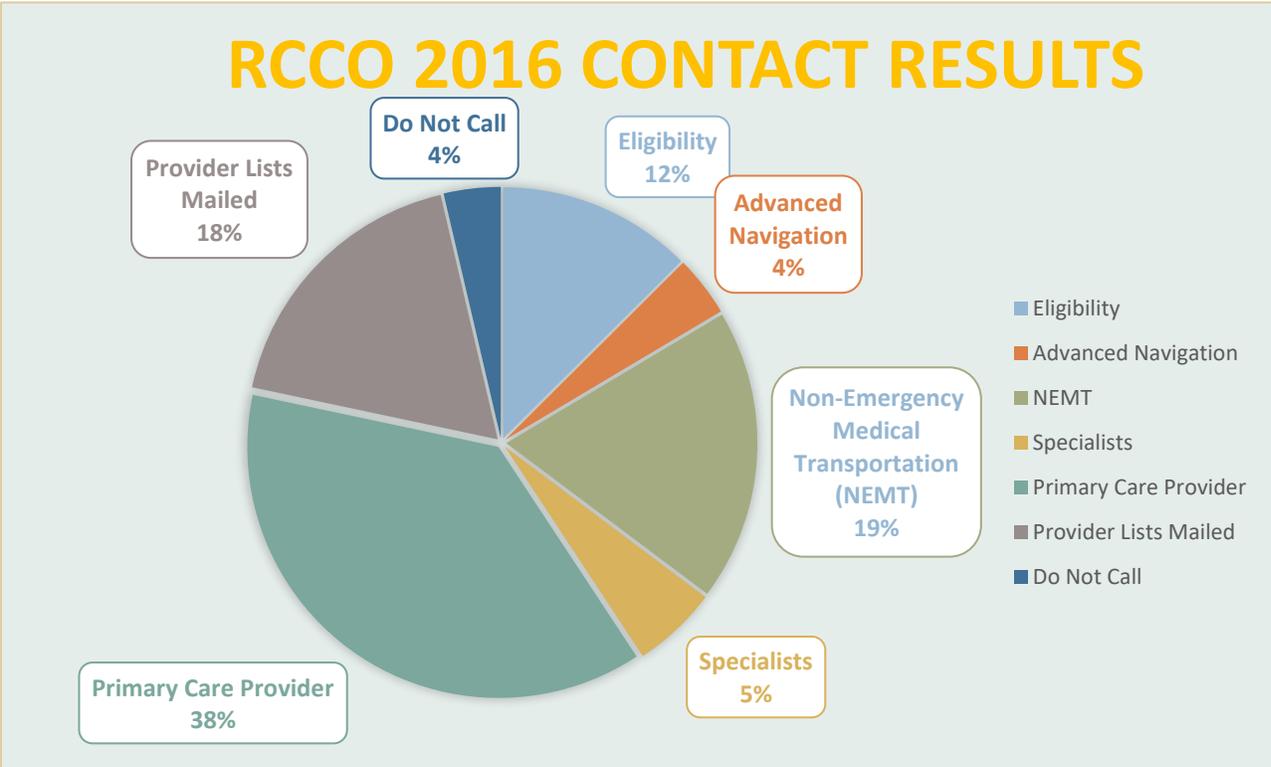
If that isn’t enough to convince you that our CHWs are ‘the hardest working CHWs in healthcare’, in 2016 they crisscrossed Park County to the tune of 2,996 miles. To put that in perspective, the distance between Los Angeles and Boston is 2,986 miles.

[Since two CHWs often travel together we could legitimately



say they racked up 5,992 miles!] As Willy Nelson would say, *‘On the Road Again.’*

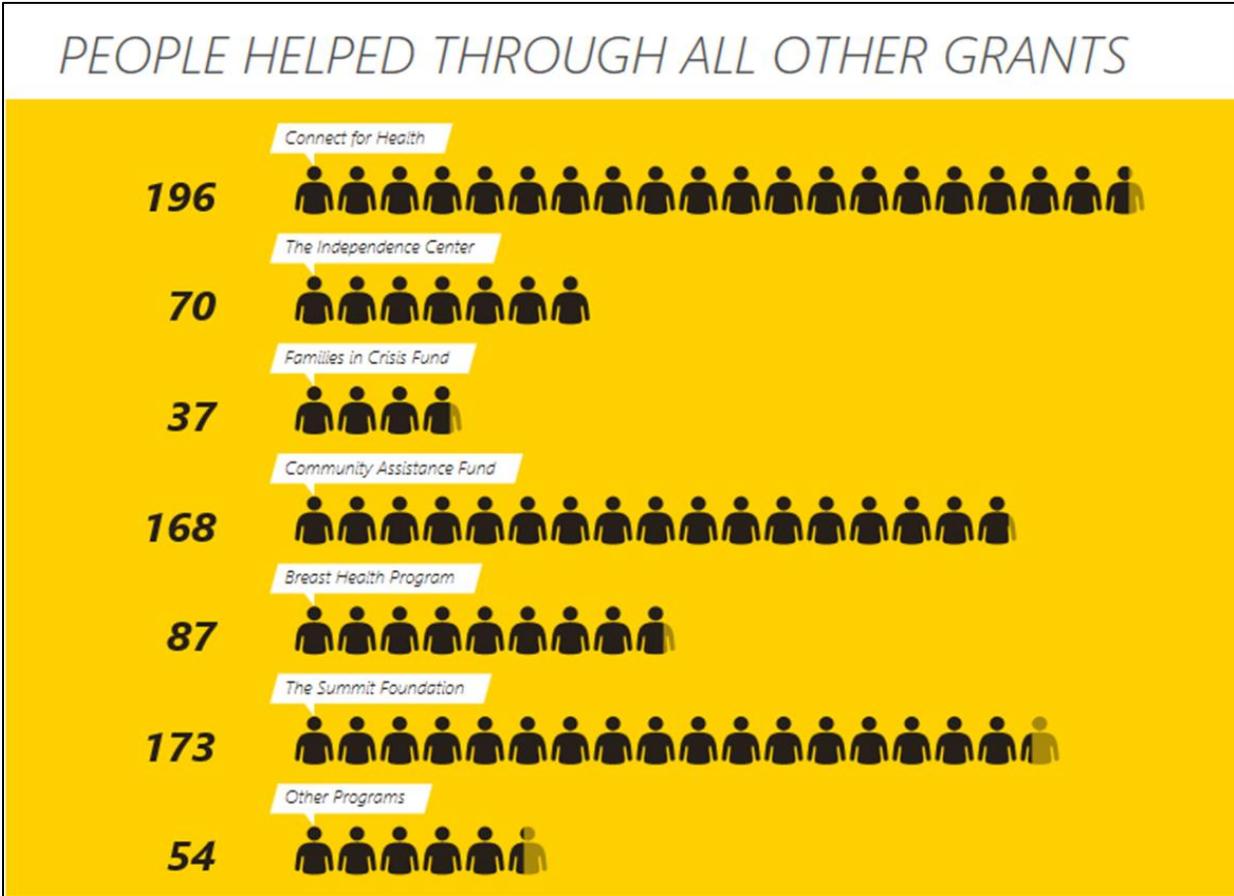
### COMMUNITY HEALTH WORKERS GET RESULTS



The **Regional Care Collaborative Organization (RCCO)** was created due to the expansion of Medicaid under the Affordable Care Act. RMRH has partnered with RCCO since 2014 assisting Medicaid subscribers in finding providers, specialists, dentists, eye doctors and mental health providers that accept Medicaid. RMRH has also been effective in educating clients on their Medicaid benefits including the importance of having a Primary Care Provider (PCP) and mileage reimbursement for non-emergency medical transportation (NEMT).

The work we do for RCCO represents our largest program which translates into thousands of calls to and personal contacts with Medicaid clients. The result has been a dramatic increase in the number of our Medicaid clients being attributed to a PCP from 26% when we started in 2014 to 72% by the end of 2016. Having a PCP may not seem like an issue in other areas, but in Park County our only remaining PCP retired at the end of 2016. Assisting our Medicaid clients in finding providers in surrounding counties is challenging because not all providers accept Medicaid and many others do not accept new Medicaid clients. Our Community Health Workers (CHW) driven by the importance for everyone to have a ‘family doctor’, move ‘mountains’ to get our clients access to care.

Another barrier to care our clients face is the cost of transportation for the long distances traveled to reach medical services. Our CHWs take time to explain the NEMT benefit our Medicaid clients can avail themselves of and more and more are using this benefit to access care.



It is nearly impossible to find one grant that covers all the needs of a medically underserved community. We are thankful to receive funding from a variety of other sources to help Park County.

**Connect for Health Colorado** – With support from them we were able to assist nearly 200 people with enrollment in health insurance through the State’s marketplace.

**The Independence Center** – With their funding we were able to purchase needed educational materials and equipment for special needs students in both of our school districts.

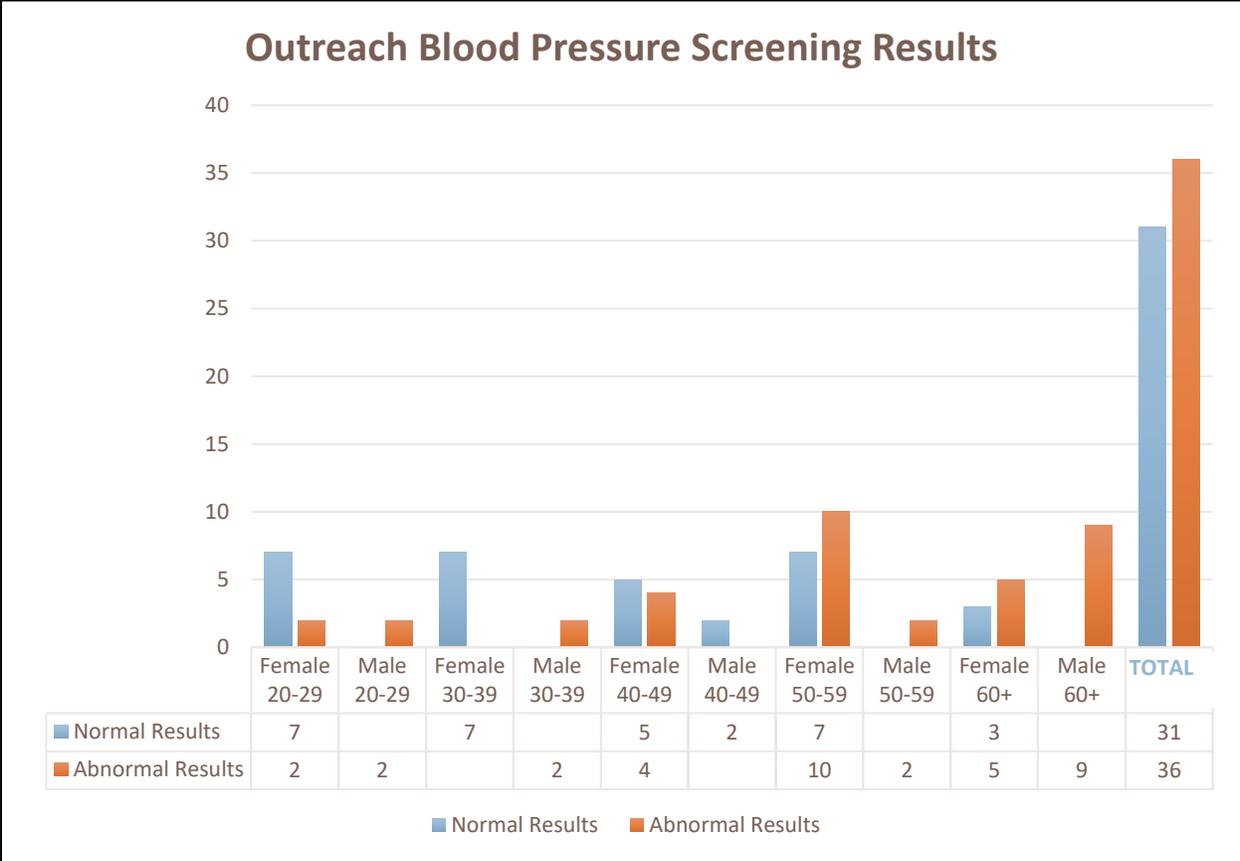
**RMRH Families in Crisis and Community Assistance Funds** - Over 200 people were helped when struggling financially due to a health-related crisis. These funds have also covered home safety assessments, durable medical goods and basic health screenings among other services.

**RMRH Breast Health program** - The mobile mammography van from St. Joseph’s Breast Care Center was sponsored for two visits to Fairplay. The program also supplied educational material and financial support.

**The Summit Foundation** – Navigation and non-emergency medical transportation (NEMT) services were provided to local residents not covered under other grants or programs.

### REWARDS OF BEING A COMMUNITY HEALTH WORKER

One of the most rewarding aspects of providing basic health screenings, is seeing the same faces time and again availing themselves of this free service by our CHWs. Each participant gets a screening card with their results so they have a record, can keep track of their readings and have a convenient way to share them with their Primary Care Provider. Folks with results outside of normal range are referred to their PCP. If they do not have a PCP, they are encouraged to make that connection and assistance is offered in finding one.



This chart shows blood pressure screening results from outreaches during 2016. Of the 67 captured here, [54% had out of normal range readings](#) and were referred to their PCPs.

Another rewarding aspect of being a CHW in Park County, is having direct contact, either by phone or in person, with Medicaid subscribers and being able to explain the benefits they have with their plan. One of the lesser known benefits our clients have is for mileage reimbursement for non-emergency medical transportation (NEMT) which covers trips for medically related appointments such as doctor visits, radiology or lab testing, physical therapy, etc. Our clients are often pleasantly surprised when they learn of this benefit and frequently request NEMT

information. Our CHWs are pleased to pass along this information because the bottom line is, our clients will find it easier to make and keep medical appointments when they do not have to make a choice between paying a bill, putting food on the table or putting gas in the car to go to the doctor.

In 2016  
116,118  
miles were  
reimbursed  
to Park  
County  
RCCO  
members.  
Just for  
context –  
this is 4.5  
times  
around the  
globe at the  
equator.



Perhaps the biggest joy our CHWs have is in assisting families facing a medical crisis. In 2016, they worked very closely with two families with young children dealing with serious illnesses; an individual in need of a hospital bed; a family dealing with the aftermath of serious injury; an individual in need of hearing aids; single parent families in need of the basics and many more people in need. Although dealing with some devastating situations, our CHWs help each person as if they were members of their own family.

# Come Join Our Community Events



**Community Christmas Dinner** This annual event is held every Christmas Day. RMRH provides the food for the main meal. Staff coordinates volunteers for this event. The purpose of this event is to provide those in the community a place to go for dinner and enjoy community fellowship in the spirit of the season.



### **BBQ Barn Dance**

This annual event occurs the Saturday evening of Burro Days. It is held at the Legion Hut from 5:00 pm to 9:00 pm. The purpose of this event is to raise RMRH’s profile in the community and the services we provide as well as provide a family friendly fun night out. Dinner is served and live music is provided.

**Llama Rama** This annual event occurs the Saturday afternoon of Burro Days. It is a 5K walk /run with teams of 4 and a llama. The theme for 2016 was James Bond: Licensed to Give.

The purpose of this event is to raise organ and tissue donor awareness and is the longest running awareness event in the state. Teams compete for multiple prizes. Lunch is provided.



**Annual Sports Physicals**

Every year RMRH sponsors the sports physical event. This event is offered to all student athletes participating in school sponsored athletics at Park County Re-2 School District. RMRH coordinates the medical volunteers and the South Park Athletic Association (SPAA) coordinates the parental volunteers. Park County Public Health participates by informing students and parents of needed immunizations. Students are charged \$25.00 for a physical with



scholarships for those in need. Proceeds from this event are donated to SPAA. In 2016, \$650.00 was raised to help SPAA purchase needed equipment and supplies for the school athletes.

**Parent Appreciation Day**

RMRH supports local high school athletes and their families by sponsoring Parent Appreciation Day for each sport. RMRH purchases flowers that the student athletes present to their parents. RMRH promotes the importance of physical activity and is proud of the student athletes in our community. This event allows RMRH to help recognize the commitment parents make to get their children to and from after school sports.



**Clothing Donation**

A generous benefactor from the Front Range supplies RMRH with gently used clothing and household items. RMRH staff attend events and offers vouchers for clients to come pick out what they need. This donation also includes athletic shoes which are donated to the school’s athletic department for distribution to the students.

# Meet Our Community Partners

**Park County Mental Health Alliance (PCMHA)** RMRH is an active participant in the Mental Health Alliance. RMRH attends the regular monthly meetings and is a voting member of the Alliance. In 2016 RMRH served as the fiscal agent for the Alliance administering grant funds from The Colorado Health Foundation.



**Park County Public Health (PCPH)** The staff of both RMRH and Park County Public Health work together on mutually beneficial projects. PCPH assists RMRH with the annual sports physicals; advising parents which immunizations the student is due for. One of RMRH’s board members meets monthly with PCPH to address public health issues. PCPH identifies health related needs through the annual County Health Assessment and shares this information with RMRH.



**Park County Foodbanks**



RMRH CHWs have attended food banks in Fairplay (South Park Food Bank) and at the Seventh-day Adventist church and provided health screenings for blood pressure and blood oxygen saturation (pulse oxygen screening). At the foodbanks RMRH has provided vouchers for clients to come to the office for clothing donations and RMRH has also attended the foodbanks setting up a table of clothing donations.

**Park County Re-2 School District** K. Fitting, MD and RMRH board treasurer conducted drug education programs for the school district and serves as team doctor for the South Park High School Football Team. She is pictured here demonstrating proper stance. Perhaps she will be asked to be an assistant coach as well as the team doctor.



**Boys and Girls Club of the High Rockies**

RMRH works with the Boys and Girls Club on prescription drug safety and National Prescription Drug Take Back Day. This day was created by the federal government aiming to provide a safe, convenient, and responsible means of disposing of prescription drugs, while also educating the general public about the potential for their abuse.

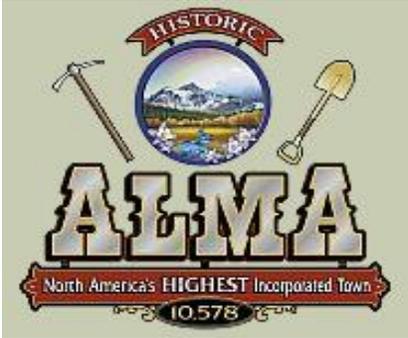


**Park County Senior Coalition** RMRH works with the Park County Senior Coalition assisting clients and working toward shared goals. RMRH presented a description of services at the Coalition’s annual meeting and regularly attends their Senior Information Day.

**Churches**

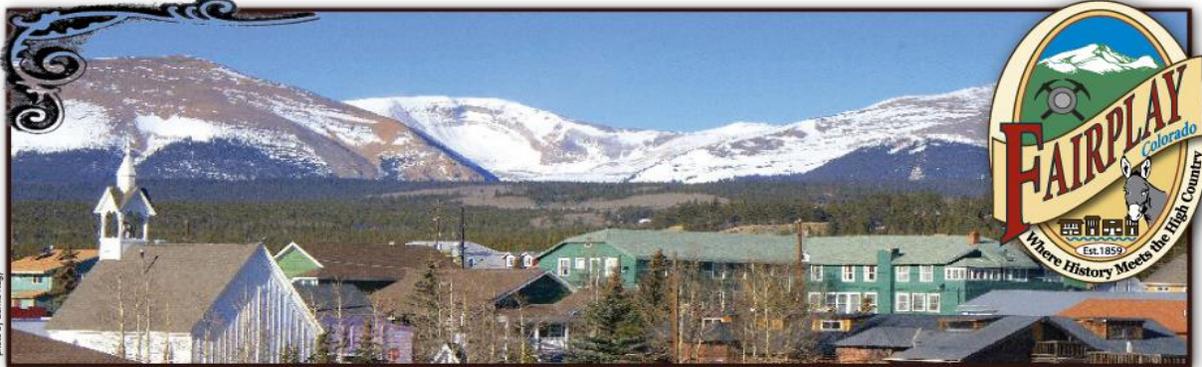
RMRH has reached out to all the churches in the county offering assistance in making their facilities more handicap accessible, offering them health tips on a multitude of issues for publication in their weekly bulletins and offering to present ACP Advance Care Planning information sessions to their congregants.





**Towns of Fairplay and Alma**

Park County is a medically underserved area and a designated health provider shortage area. In an effort to bring primary care back to Park County, RMRH is working with these towns as well as Park County government on a steering committee dedicated to reopening the existing clinic building in Fairplay.



**Park County Government Library System**

RMRH and Park County Government enjoy a strong partnership. The library system hosts RMRH Community Health Workers for outreaches in Bailey, Lake George, Guffey and Fairplay. This beneficial relationship has resulted in getting services to the remote areas of Park County.



**Your Name Here**

Our Community Partners are one of our greatest assets representing a cross section of public and private entities. We invite like-minded individuals to partner with us as well. By giving of your time to RMRH as a volunteer and/or donating money, you help advance the cause of improving access to healthcare in Park County. Please consider partnering with us and give us a call at 719-836-2169. We appreciate your help!

# RMRH Funded Services

*The following services are not covered by any other grants. RMRH would like to thank our donors and supporters for making these essential services available for the residents of Park County.*

*THANK YOU!*

**Families in Crisis Fund** RMRH offers financial assistance to families who are struggling financially due to a health-related crisis. This can be in the form of paying for an electric bill, fire wood, food assistance, gas vouchers or similar needs. This program works in conjunction with the Brown Family Foundation which allows RMRH to assist many clients struggling through a difficult medical situation.



**Community Assistance Fund** RMRH offers a community assistance fund. This fund allows Community Health Workers (CHW) to work with community members helping them obtain medical services they need that are not covered by insurance. For example, RMRH has assisted clients with the purchase of hearing aids, glasses and dentures. The CHW works with the client to apply for personal grants from philanthropic organizations and RMRH offers matching dollars in support of their applications.



**Prescription Assistance** RMRH offers assistance to clients who are unable to pay for their prescription. This assistance is offered in conjunction with the programs offered by drug manufacturers. In 2016, RMRH CHWs assisted in saving clients over \$4,500 in prescription costs.

**Navigation Services**



Client navigators assist clients in finding the medical services they need. This can be primary care providers, specialists, diagnostic testing, treatment and durable medical goods. These services are offered to all clients regardless of insurance status.

**Mental Health Services**

Rocky Mountain Rural Health set aside funds to assist local mental health professionals in providing services to residents that do not have sufficient mental health insurance coverage. In 2016 RMRH assisted 2 families affecting 6 individuals get the mental health services they needed.



**Breast Health Program** After many years of support and partnership from Komen Colorado, RMRH board of directors decided it was time to run its own breast health program. RMRH is committed to educating and providing screening services to all Park County residents. Breast health information is offered at all outreaches. RMRH is now partnering with St. Joseph Breast Care Center. Their mobile mammography van comes to Fairplay twice a year. RMRH provides mammograms for those that are uninsured or underinsured.

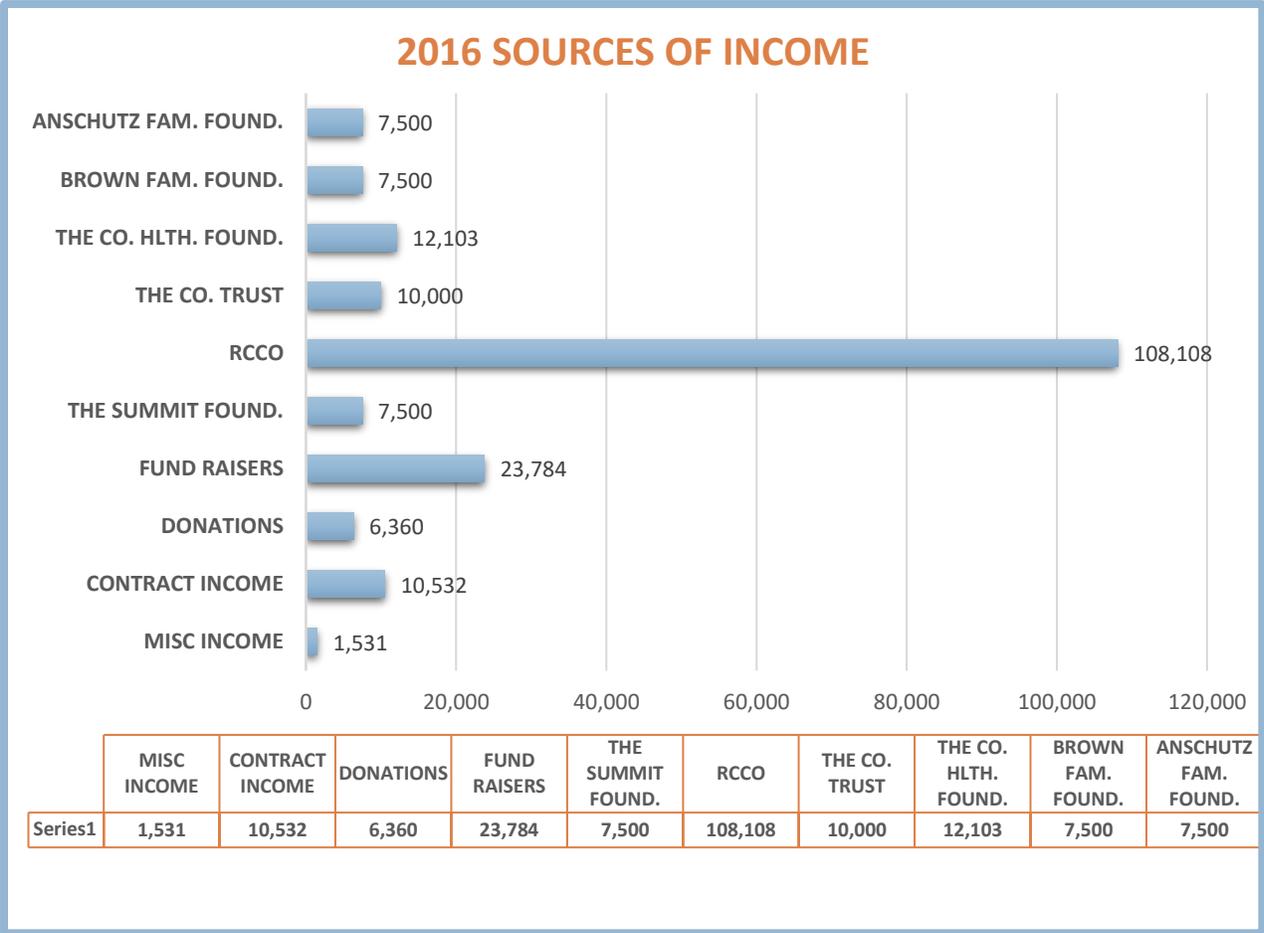
## Statement of Finances

Rocky Mountain Rural Health, Inc.	2016	Annual	Report
<b>2016 Income</b>		<b>2016</b>	<b>2015</b>
Contributions (donations, grants)		169,404	131,058
Contract Service Revenue		10,532	8,964
Fundraisers		23,781	7,721
Investment Income		210	191
	Total	203,927	147,934
<b>2016 Expenses</b>			
Program Services (Marketing, Supplies Indiv & Agency Assistance)		86,107	47,383
Program Services: Payroll		93,028	73,555
	Subtotal	179,135	120,938
Administration		13,923	13,079
Fundraising		5,133	6,213
	Subtotal	19,056	19,292
	Total	198,191	140,230
<b>Assets</b>			
		<b>End 2016</b>	<b>End 2015</b>
Cash, Receivables		182,165	184,023
Land, Buildings & Equipment		30,598	36,145
Liabilities		-	(2,952)
<b>TOTAL</b>		<b>212,764</b>	<b>217,216</b>

Details may be found in our IRS 990 posted on our website - [www.rmrh.org](http://www.rmrh.org).

We trust as you read our annual report that you will see that RMRH is *effective* in making a difference in the healthcare needs of Park County. We are showing results. We are improving lives. We are making an impact in an area of great need. But we are *efficient* as well. 93% of all monies granted or donated go to programs. Please consider donating to RMRH and become part of our one-two punch...*effective and efficient*.

# 2016 Funding Sources



We are extremely grateful for those that have caught our vision to improve access to healthcare for Park County residents. Your partnership has enabled RMRH to help so many people overcome the significant barriers keeping them from quality healthcare.

**THANK YOU!**

Other less tangible aspects need to be combined with our Funding Sources so that our vision may be attained. The equation looks something like this:

$$\text{Committed Finances} + \text{Committed Volunteers} + \text{Committed In-Kind Support} + \text{Committed Staff} = \text{Improved Lives}$$

RMRH's **Committed Volunteers** are ordinary people with extraordinary compassion that help our organization in countless ways big and small. They decorate floats for the 4<sup>th</sup> of July parade as well as the Burro Day parade; they bring their burros to events wearing RMRH saddle blankets to advertise our presence in the community; they sort through and organize mountains of donated clothing; they clean the facilities, they assist with mailings; they cook up a storm and donate food for Christmas dinner; they decorate for events, setting up and cleaning up; they keep their calm in the chaos of Llama Rama making it a seamless event for the participants; they are all hands on deck when it comes to fundraisers. There is just one word for them – priceless!

RMRH's **Committed In-Kind Support** represents a special class of **super volunteer**. These are the folks that donate their professional time and talent to our organization that we would be hard pressed to find funds to compensate according to standards in their professional circles. RMRH is extremely blessed to be the recipient of the time, talent and expertise of a medical doctor, an accomplished grant writer with many years' experience working in the nonprofit realm and a gifted IT consultant.

RMRH's **Committed Staff** may be camera shy but they are not shy when it comes to being 'boots on the ground' working daily to carry out the purpose and vision of RMRH.

#### The Loyal Staff of Rocky Mountain Rural Health



*Barbie*



*Julie*



*Anne*

*Barbie* McBee, Program Director, is a Level II Patient Navigator and Community Health Worker. She has been with RMRH for four years.

*Julie* Johnson, Program Assistant is a Level I Patient Navigator and Community Health Worker. She has been with RMRH for nearly two years.

*Anne* Bresnahan, Administrative Assistant, has been with RMRH for 2 ½ years.

## Our Grantors

There are many granting opportunities in the non-profit world. The generosity of our grantors is always appreciated, and handled with the utmost respect. General Operating grants are very hard to come by, but are essential in addressing the 'costs of doing business'. These funds allow organizations such as Rocky Mountain Rural Health to continue day to day operations while applying for new grants and running existing programs. Without these funds RMRH would have to divert funding from other programs in order to keep the lights on and a roof over our heads. This year RMRH was awarded two general operating grants to help continue all our programs. We are truly appreciative of the funds provided to us by the following organizations.

### Anschutz Family Foundation

**Term:** November 22, 2016 to December 1, 2017

**ANSCHUTZ  
FAMILY  
FOUNDATION**

<u>Objective</u>	<u>Description / Notes</u>	<u>Status</u>
General Operating	RMRH was awarded general operating funds.	With these funds RMRH will be able to keep its office functioning through 2016-2017 and allow us to assist clients that come to the office in need of assistance but do not fall into a specific grant category.

**Description of the Project:** The Anschutz Family Foundation's Mission and Values are to support rural and urban Colorado nonprofit organizations that assist people to help themselves while nurturing and preserving their self-respect. They encourage endeavors that strengthen families and communities and advance individuals to become productive and responsible citizens.

RMRH works daily towards the goal of helping clients own their health and learn to self-advocate. With limited services in the county navigation and advocacy become the primary source of getting the medical attention needed.

**Reporting Requirement:** Final report due December 1, 2017



**The Colorado Trust**

**Term:** September 30, 2016 to August 31, 2017

<b><u>Objective</u></b>	<b><u>Description / Notes</u></b>	<b><u>Status</u></b>
General Operating	RMRH was awarded two general operating grants, one through Rural Philanthropy Days and a second from The Colorado Trust Board of Directors.	With these funds RMRH will be able to keep its office functioning through 2016-2017 and allow us to assist clients that come to the office in need of assistance but do not fall into a specific grant category.

**Description of the Project:** The Colorado Trust is a non-profit foundation dedicated exclusively to the health of the people of Colorado. It is the mission of The Colorado Trust to advance the health and well-being of the people of Colorado. The folks at The Colorado Trust believe that all Coloradans should have fair and equal opportunities to lead healthy, productive lives regardless of race, ethnicity, income or where we live.

RMRH agrees strongly with these values and is proud to be associated with The Colorado Trust and all the good work they do.

**Reporting Requirement:** Final report due August 31, 2017





### **Regional Care Collaborative Organization (RCCO)**

**Term:** July 1, 2016 to June 30, 2017

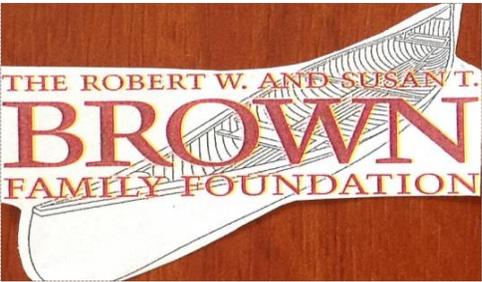
<b><u>Objectives</u></b>	<b><u>Description / notes</u></b>	<b><u>Status</u></b>
Client Navigation and Outreach	The goal is to achieve 72% attribution by 6-30-17.	RMRH achieved a 72% attribution rate as of December of 2016. RMRH made over 900 calls to RCCO clients in 2016.
NEMT Transportation	RMRH CHWs advised all RCCO clients of the mileage reimbursement benefit provided to them by Medicaid and explained the process to access the reimbursement.	In 2016 116,118 miles were reimbursed to Park County RCCO members. Just for context – this is 4.5 times around the globe at the equator.
Education and Health Literacy	Outreach events are held throughout the county to inform Park County residents of services available and to provide health screenings.	In 2016 RMRH conducted 40 outreaches resulting in over 290 in person contacts.
Education and Training	RMRH's goal is to have well trained CHWs to best guide our clients.	RHRM has sent its CHWs through training with Texas A&M, ECHO – CDPHE, Connect for Health Re-certification training and Advance Care Planning training.
Partnership with Park County Public Health (PCPH)	RMRH staff will work with PCPH to compliment services provided by each organization.	PCPH has attended three outreach events with us. Both organizations worked together on the annual sports physical program for the student athletes in Fairplay. PCPH and RMRH refer clients to each other based on needs and services provided.

**Description of the Project:** The Colorado Medicaid Accountable Care Collaborative is a statewide framework that empowers local leaders with resources and the flexibility they need to improve the health of all members of their communities. It seeks to improve each individual’s experience of--and access to--health care. At the same time, it defines roles and establishes accountability for cost management and improved health.

Rocky Mountain Rural Health is the local representative for RCCO 7 which serves all of Park County. We are contracted with Community Care of Central Colorado who is the regional collaborative fiscal agent for the State of Colorado Medicaid. Rocky Mountain Rural Health has been contracted to perform the work of the RCCO since June of 2014.



**Reporting Requirements:** Invoice every three month and final report due on 6-30-17.



**The Brown Family Foundation**

**Term:** August 28, 2016 to April 30, 2017

<b><u>Objective</u></b>	<b><u>Description / Notes</u></b>	<b><u>Status</u></b>
Direct Assistance to Clients	These funds are used in conjunction with the Families in Crisis Funds. The purpose is to provide direct support to families that find themselves in a medical crisis and are financially unable to meet their obligations.	In 2016, The Brown Family Foundation through RMRH assisted 15 families experiencing a medical crisis. Over \$4,900 was disbursed to these clients, providing assistance with food, electricity, rent and other essentials that the families were not able to provide for themselves.
Matching funds	These funds can be used to match personal grant dollars for the purchase of durable medical goods; such as uninsured prescriptions and hearing aids.	Assistance to clients in obtaining additional funding: 1 client RMRH funds - \$500.00 Other agencies funds - \$2,000.00

**Description of the Project:** The Brown Family Foundation is a wonderful family foundation from Neenah, Wisconsin. This foundation has been donating to RMRH for many years, and their only request is that we use the funds to benefit the community. Each year it seems we find more and more families with more and more needs. The generosity of this funder is appreciated by community members each and every year.



**Reporting Requirements:** Final report due May 15, 2017



**The Independence Center (IC)**

**Term:** September 25, 2015 to September 30, 2016

<b><u>Objective</u></b>	<b><u>Description / Notes</u></b>	<b><u>Status</u></b>
Needs Assessment	Clients are contacted in conjunction with the RCCO project. Contacts made with non-profit agencies including churches and schools for needs in their specific area of service.	707 calls were made to residents of Park County to ascertain need for service. Ten churches and all the schools were surveyed to determine what obstacles existed that RMRH and the Independence Center could help them overcome. RMRH provided needed products and services to Platte Canyon High School, South Park High School and Lake George Charter school
Disability Survey	Determine the nature and needs of Park County's disabled population	A survey was produced and sent out into the communities via social media, website and local non-profit organizations. It was determined that most individuals with physical limitations do not self-identify as disabled.

Directory of Services	A directory of services for residents with disabilities	RMRH has published on its website a directory of services encompassing medical, mobility, mental health, learning disabilities and government services on its website. It is updated as needed.
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**Description of the Project:** The Independence Center is a nonprofit organization which provides traditional and self-directed home health care, independent living, and advocacy services for people with disabilities. These services range from providing peer support, skills classes, and employment assistance to individuals and advocacy to affect change within and outside the disabilities system. The IC's mission is to work with people with disabilities, their families, and the community to create independence so all may thrive.

The Independence Center located in Colorado Springs is a large organization dedicated to assisting people with disabilities. RMRH engaged the Independence Center for a grant to do a needs assessment of Park County to determine how RMRH can better serve the community with the expectation of program development in future years.

**Reporting Requirement:** Final report due September 30, 2016.

### Connect for Health Colorado

**Term:** July 1, 2016 to June 30, 2017



<u>Objective</u>	<u>Description / Notes</u>	<u>Status</u>
Open and Special Enrollment Periods	Assists clients in enrolling for health insurance plans through the Connect for Health Colorado web-site during open enrollment and for those with special enrollment periods.	In 2016 RMRH conducted 108 appointments with 41 unduplicated clients effecting 129 lives. RMRH worked with Family and Intercultural Resource Center (FIRC) health coverage guides to hold a community event in June for clients losing their insurance for the season at the local ski areas.

<p>Training / Education</p>	<p>Connect for Health requires each Certified Health Coverage Guide to take training classes and recertify each year prior to open enrollment.</p>	<p>Both RMRH Certified Health Coverage Guides earned their recertification through Connect for Health Colorado and regularly attended weekly web-based meetings for updates during and after the open enrollment period</p>
<p>Data Tracking - Connector</p>	<p>Track all appointments on gov't website and input client status</p>	<p>All Connect for Health Colorado appointments were put into the government website through open enrollment.</p>

**Description of the Project:** The ACA was enacted to increase the quality and affordability of health insurance, lower the uninsured rate by expanding public and private insurance coverage, and reduce the costs of healthcare for individuals and the government. It introduced mechanisms like mandates, subsidies, and insurance exchanges. The law requires insurance companies to cover all applicants within new minimum standards and offer the same rates regardless of pre-existing conditions or gender. Part of the ACA requires that Certified Health Coverage Guides are available to the general public for assistance in obtaining health insurance.

Rocky Mountain Rural Health entered into a Memorandum of Understanding (MOU) with the Family and Intercultural Resource Center to act as the fiscal agent in dealing with Connect for Health. This is a reimbursement grant, which means that RMRH bills for the hours worked on a monthly basis.



RMRH has the only active Certified Health Coverage Guides in Park County.

The ACA has two periods, open enrollment and closed enrollment. During open enrollment, all citizens are eligible to purchase health insurance through the marketplace aka Connect for Health. During the closed enrollment only those citizens with qualified life change events are allowed access to the marketplace. RMRH serves clients during both enrollment periods.

**Reporting Requirements:** Monthly invoice, final report of project June 30, 2017.



## The Summit Foundation

Term: December 23, 2015 to September 30, 2016

## The Summit Foundation

Soul of the Summit

<u>Objective</u>		<u>Description / Notes</u>	<u>Status</u>
Client Navigation		Navigation services for clients from Fairplay and Alma insured by Medicare, private carrier or uninsured.	CHWs educated clients on the availability of navigation services through outreaches and social media and poster placement. 18 outreaches were held in the Alma Fairplay areas reaching 151 clients. Of the 151 clients, RMRH assisted 136 clients with navigation services including assistance with billing issues, finding providers and services, and providing guidance to new Medicare recipients.
Non-Emergent Medical Transportation		Transportation services for clients insured by private carrier or uninsured.	RMRH assisted 14 clients with transportation reimbursement totaling 3600 miles for trips to and from doctors' appointments.
Data Collection and interpretation		Data is compiled monthly and sorted quarterly	RMRH submitted the final report reflecting the above numbers on September 30, 2016.
Grant renewal		In December 2016, the grant was renewed for the new cycle.	The final report will be due on September 30, 2017

**Description of the Project:** The Summit Foundation mobilizes resources to support community organizations in Summit County (and the surrounding communities) that foster health and human services, education, art and culture, sports and recreation and environmental stewardship.

Rocky Mountain Rural Health, in an effort to provide assistance to all residents, applied for this grant to assist those citizens of Fairplay and Alma that fall into the service gap. RCCO covers navigation and NEMT services for Medicaid recipients and the Park County Senior Coalition covers Veterans and seniors. The remaining population are under 60 and have either private or no insurance at all. These are the people who fall into the service gap and are directly assisted by the grant.

**Reporting Requirements:** Final report due September 30, 2017.

**The Colorado Health Foundation (Mental Health Alliance)**



Term: June 1, 2015 to December 31, 2016

<b><u>Objective</u></b>	<b><u>Description / Notes</u></b>	<b><u>Status</u></b>
Governance Structure of Alliance	RMRH is to turnover leadership of the Alliance to interested parties to continue the work. The Alliance will develop a board of directors and voting membership	Completed – RMRH has facilitated the leadership of the new Alliance, and continues to be a voting member.
Service Directory	A listing of services and providers in Park County and surrounding areas	Completed – on RMRH website and is updated as needed. The Mental Health Alliance created paper copy of a service directory. It is available in multiple locations.
Sustainability plan	The Alliance BOD will be responsible for obtaining grants with the assistance and guidance of RMRH	The Park County Mental Health Alliance continues to work on their sustainability plan.
Educational Workshops	The Alliance is planning on implementing a train the	The Park County Mental Health Alliance has held

	trainer program and offering Mental Health First Aid classes	multiple Youth Mental Health First Aid and Mental Health First Aid classes for a very minimal cost and offered them to the general public. Both RMRH CHWs have attended these classes as part of our ongoing training objectives.
Administrative Support	RMRH will continue to be an active/voting member of the Alliance. RMRH will provide administrative support in the form of taking minutes at the monthly alliance meetings.	RMRH completed their administrative support at the end of December 2016, however RMRH continues to be a voting member of the PC Mental Health Alliance.

**Description of the Project:** Colorado Health Foundation’s goal is that through collaboration and partnership, Colorado will become the healthiest state in the nation. Their mission is to improve the health and health care of Coloradans by increasing access to quality health care and encouraging healthy lifestyle choices.

RMRH entered into this agreement on 7-1-2014. Since that time RMRH staff has worked to develop relationships between like-minded groups to form the health alliance. RMRH worked closely with Community Health Partnership to engage the local behavioral health organization, Aspen Pointe. Through these efforts Aspen Pointe increased their staff by three clinicians and one administrative staff person to provide better access to mental health care for Park County’s population. After these relationships were solid, RMRH handed over the leadership of the Alliance to its membership. Due to the extensive amount of work that needed to be done RMRH reapplied with CHF to continue the grant into a second year. The Alliance is now run by a group of mental health providers in Park County. RMRH acted as the fiscal agent and provided administrative support through December 2016.

**Reporting Requirements:** Final report was submitted on January 30, 2017.



**The Colorado Health Foundation [Advance Care Planning (ACP)]**

Term: October 1, 2016 to September 30, 2018



<b>Objective</b>	<b>Description / Notes</b>	<b>Status</b>
Training and materials	RMRH will have two trained CHWs able to work with individual clients on ACP and to present ACP information to community groups. RMRH will create educational materials necessary to best assist clients in executing a proper ACP.	RMRH has developed a training program for its CHWs and both were trained and participated in role playing with actual clients prior to the end of 2016. As of December 31, 2016, RMRH CHWs had appointments with 7 clients.
Outreach to clients	RMRH through its work with RCCO and The Summit Foundation will work to educate clients on ACP through phone calls and community outreach events.	RMRH CHWs began calling clients regarding ACP in January of 2017.
Group education classes	RMRH will conduct group training classes, separate and independent from regular outreaches throughout the county.	As of the writing of this report RMRH had one group education class scheduled in Fairplay and are anticipating four more throughout the course of 2017.
Collaboration with organizations that have similar projects	As part of the grant RMRH will be collaborating with organizations that have similar grants through the Colorado Health Foundation.	RMRH CHWs and Community Development Director met with Community Health Partnership to discuss training materials for the ACP grant in December of 2016. Meetings are attended on a monthly basis.
ACP Resource library	RMRH will create and maintain a library dedicated to pertinent ACP information. This information will be available to the public via our website and in paper form (upon request).	RMRH will be working on this aspect of the grant throughout 2017 and 2018.

Data collection	RMRH will maintain the number of clients contacted via phone outreach and group education classes.	RMRH will be working on this aspect of the grant throughout 2017 and 2018
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**Description of the Project:** Colorado Health Foundation’s goal is that through collaboration and partnership Colorado will become the healthiest state in the nation. Their mission is to improve the health and health care of Coloradans by increasing access to quality health care and encouraging healthy lifestyle choices.

RMRH entered into this agreement on 10-01-2016. Since that time RMRH staff has worked to develop a training program for its CHWs and now have two fully trained in leading educational events both for individual clients and in group settings. A power point program has been developed for community education on the importance of Advance Care Planning.

**Reporting Requirements:** Interim report is due September 30, 2017 and final report is due on September 30, 2018



## ROCKY MOUNTAIN RURAL HEALTH BOARD OF DIRECTORS



*Left to right: Susan Hill; Jill Smola, Board Secretary; Bonnie Guzman, Katherine Fitting, Board Treasurer; Dale Fitting, Board President; and Susan Canterbury (front)*



*Jane Newman*

RMRH is pleased to welcome our newest board member, Jane Newman. Jane is retiring from Park County Re-2 School District where she has served as Middle and High School principal for many years. We look forward to her involvement, insight, and input as we work together toward improving access to healthcare in Park County.

On another note, we wish to thank retiring board members Denny and JoAn Nall and Carol Rafferty for their years of dedicated service to RMRH. They have done much to shape the vision and purpose of our organization and have graciously donated many hours of service and expertise to further the work of RMRH.



*Left to right: Denny and JoAn Nall and Carol Rafferty*