



# ROCKY MOUNTAIN RURAL HEALTH

## ANNUAL REPORT 2015

### Our Mission:

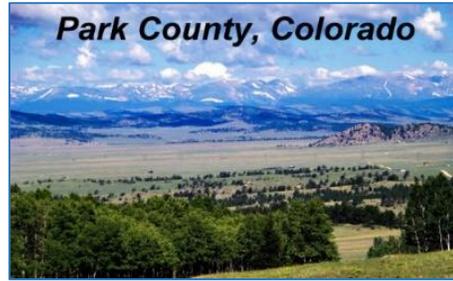
To improve the physical and mental health of Park County Residents

### 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  
To extend support to community initiatives designed to improve the physical and mental health of the people of Park County

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# 2016 – New Year, New Challenges



Rocky Mountain Rural Health welcomes in the New Year with excitement and optimism at what 2016 holds in store. Last year RMRH was very successful in getting full grant support for our many programs. Our busy and well trained staff were able to assist nearly 3,000 clients in the area, focusing primarily on the South Park region. However, the challenges of finding and accessing health related services remain daunting and are an issue for the entire county. Consequently the Board of Directors of RMRH has taken the enormous step of expanding our mission to include all of Park County. Many of our programs already reach into all areas of Park County. These include Connect For Health (with the only two certified health coverage guides in the county), Regional Care Collaborative (RCCO) services for residents with Medicaid, support for the new Park County Mental Health Alliance and the non-emergency medical transport program in partnership with the Senior Coalition. To better serve this larger constituency, RMRH has opened up six additional board positions. This will promote improved community and geographic representation at the board level. Four of these positions have already been filled. The Board of Directors will be exploring opportunities for expanding our program services to residents on both sides of Kenosha Pass in the coming year.

All residents of Park County are invited to learn more about what RMRH has to offer. Our quarterly newsletter, *Health Matters*, will highlight several programs each issue. You can also give us a call at 719-836-2169 or stop by our office at 525 Hathaway in Fairplay. We will also hold regular outreach events in each of the towns in the county. The RMRH Board of Directors and staff encourage anyone in need of assistance in finding access to health related services to give us a call. 2016 promises to be full of new challenges and new successes. Would you like to be a part of this exciting work? Consider volunteering



Park County, Colorado ~ 2,166 Sq. Miles  
Population 16,206 (2012 US Census)

for one of our events (see our web site [www.rmrh.org](http://www.rmrh.org)) or make a generous tax deductible donation to support our programs.

The following Rocky Mountain Rural Health Annual Report details the activities and accomplishments for the past year. We invite you to take some time to read the report and learn more about what we do and who we serve.

Thank you and Happy New Year.

## 2015 PROGRAMS REPORT

In 2015 Rocky Mountain Rural Health made great strides toward accomplishing the goals set out in our strategic plan aimed at achieving our mission of improving the physical and mental health of South Park residents. Indeed many of our programs benefitted not just the South Park region of Park County but residents of the entire county.

Established programs that were continued into 2015 include the Regional Care Collaborative Organization work, breast cancer awareness and screening program, Connect for Health Colorado contracted work, support for Park County Healthcare Alliance (now the Park County Mental Health Alliance), Families in Crisis Fund/Brown Family Foundation assistance programs.

New programs started this year include a needs assessment for Park County residents with disabilities, supported by a new grant from The Independence Center and non-emergency medical transportation collaboration with the Park County Senior Coalition. Additionally in December RMRH was awarded a grant from The Summit Foundation to support navigation and transportation programs in the Fairplay/Alma region.

See Appendix for details on all these programs.

Finally, Rocky Mountain Rural Health received an unsolicited grant from The Colorado Trust for support of our organization as a whole. We view this as a wonderful endorsement of the work we do and a recognition of the impact RMRH has on the betterment of our community.

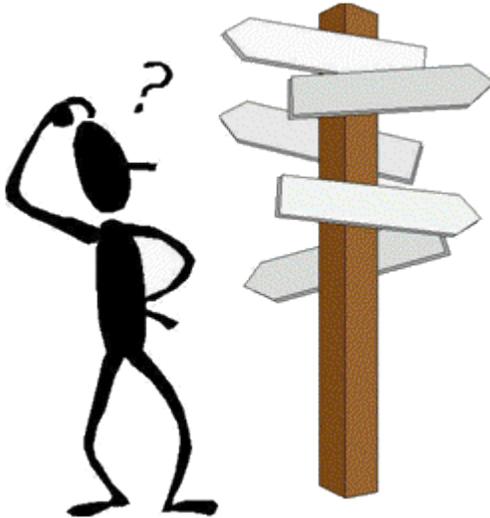
*St. Joseph's new state of the art 3D Mobile Mammography Van came to Fairplay in November as part of a Susan G. Komen Colorado grant.*



*Outreach events conducted by RMRH community health workers deliver information and services to Park County residents in our widely scattered communities.*

## NAVIGATION SERVICES – It’s what we do

Park County residents deal with an extensive list of ‘Nos’ when it comes to health care: No practicing medical doctor, no hospital, no pharmacy, no urgent care clinic, no durable medical goods provider, no nursing home. However, the cornerstone of Rocky Mountain Rural Health’s mission and vision is navigation which means we guide clients through and around barriers in the health care system to ensure quality care, diagnosis and treatment. Every one of our grants and programs contain an element of navigation services with the express purpose of helping clients find a ‘Yes’ solution to their healthcare needs.



Sometimes this takes the form of helping someone find a primary care physician or providing gas money so someone can continue their treatments. It could mean helping someone get hearing aids or other durable medical goods. Sometimes it means helping someone connect with a pharmaceutical company in order to get reduced cost on an expensive prescription. It also means sponsoring mobile diagnostic services and assisting people through the insurance application process.

Here are some real life examples of what RMRH does.

***‘Making a phone call...making a difference’*** ...A client was cold called – we do this with our RCCO folks as per our grant with Regional Care Collaborative Organization. He said, ‘Thank you so much for calling, I was just released from the hospital with a diagnosis of cancer and I don’t know what to do now.’ During the conversation he mentioned that he has a drinking problem as well. We were able to navigate this client to a primary care physician and an oncologist, both who take Medicaid. We also provided him with gas money to get to these appointments. We found the closest AA center and gave him that information. When we followed up three months later, he was in treatment for the cancer, had already attended multiple AA meetings and was over 90 days sober. He was back to work and on his feet again. He was very happy with the assistance he received and realized that there is help out there for many situations.

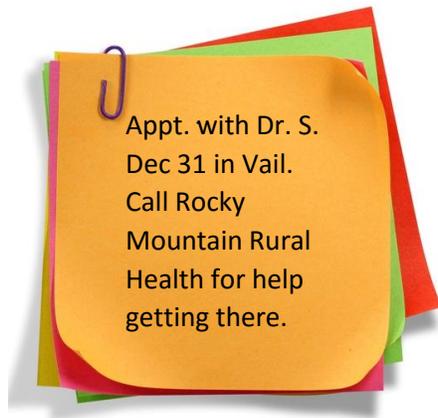
***‘When there is nowhere else to turn’*** ...A client in the Bailey area called with concerns. She was in need of a mental health provider that accepts her insurance but without a computer she was finding the task virtually impossible. We researched all options in her area and found three providers for her to choose from that take her insurance. She was given the contact information and she stated she would call each one and get set up with one of them. We also gave her the number for Colorado Crisis Services in case she needed to talk to a mental health professional while she was waiting to get established with care. She couldn’t thank RMRH enough for the assistance provided.

## Non-Emergency Medical Transport – You CAN get there from here!!

Non-Emergency Medical Transport is the latest buzz term. Non-emergency Medical Transportation addresses the need for a person to travel to a medical appointment. These types of appointments include doctors' visits, dental visits and medical procedures. It can also include appointments for testing such as x-rays, scans or lab work. Many communities, both urban and rural across the country struggle with how to provide transportation services to their clients in need. This issue is so huge that the Federal Government has been studying it since 2010, without a lot of solutions. Here in Park County geography and climate coupled with no public transportation make this an even more pressing issue.

Rocky Mountain Rural Health currently has two different funding sources to help our clients get to their medical appointments.

RMRH through its grant with Community Care of Central Colorado (RCCO) established a pilot program in conjunction with the Park County Senior Coalition. This is a two pronged approach: 1. RMRH works with the Senior Coalition and its volunteer drivers to provide rides to those who can't drive themselves. 2. During RMRH's RCCO outreach calls clients are advised that this service is available to them and that reimbursement for mileage is also available. This service is available to seniors (over 60 years of age), veterans, and Medicaid clients. What about the rest of the population?



Rocky Mountain Rural Health received a grant through The Summit Foundation. With this grant RMRH is able to assist those clients that are under the age of 60, not a veteran, or have

private insurance or no insurance at all with rides and mileage reimbursement. This grant serves clients in the Alma / Fairplay area.

RMRH is continuing to work at solving these issues for Park County Residents through discussions with the Colorado Department of Transportation, the Park County Senior Coalition, the Park County Department of Human Services, and Neighbor to Neighbor (a transportation non-profit located in Salida.)

**RMRH Client in need:** Sometimes we create our own work here at RMRH. A Fairplay resident scheduled an appointment on the Mobile Mammography Van (which RMRH brings to Fairplay twice a year) last October. Her results came back and there was a questionable spot on the films. When contacted to see if she had followed up, the client advised that living on a very limited budget she put off her visit to St. Joseph Hospital in Denver for additional images because of the cost of gas. Through the grant from the Summit Foundation RMRH was able to provide a full tank of gas, purchased at the South Park Shell station. The client received the additional images needed and fortunately all is well with our client. She said she will definitely be back next year for her screening mammogram!

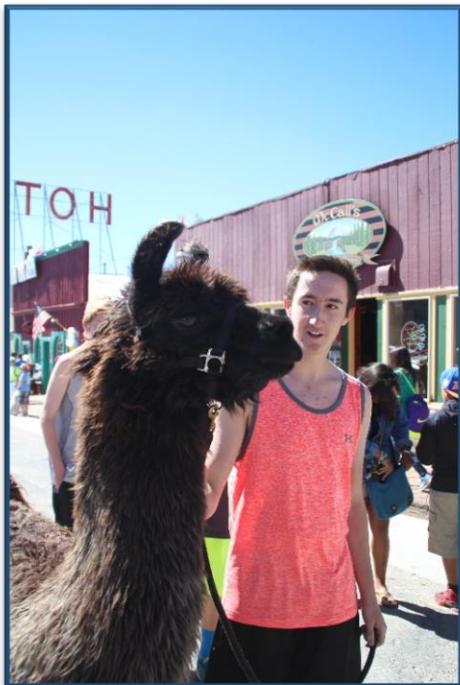
## Rocky Mountain Rural Health Raising Its Profile in the Community

The Board of Directors and staff of RMRH have worked hard to raise community awareness of our organization. Park County residents need to know we exist in order to take advantage of our programs. By participating in and/or sponsoring community events throughout the year, RMRH is becoming better known as a service organization. This emphasizes the fact that we are a grass roots organization intimately involved in the challenges and victories of the community.

### *Events this year included:*



**4<sup>th</sup> of July** - RMRH staff, board of directors and volunteers put together a float for the July 4<sup>th</sup> parade in Fairplay. We won 2<sup>nd</sup> place and \$50 from the Town.



## BURRO DAYS EVENTS

**Llama Rama** – This was the 17<sup>th</sup> year for this event put on by RMRH to raise awareness for organ and tissue donation. Held on the Saturday of Burro Days, this event draws hundreds of people to Fairplay as participants and spectators. The thousands of people in town for Burro Days are encouraged to sign up for the Colorado Organ and Tissue Donor Registry.

**Barbecue and Barn Dance** – Held on the Saturday of Burro Days, this RMRH event is always well attended. We serve BBQ brisket and all the trimmings. Dinner is followed by an hour and half of folk dancing. This very family friendly event is great fun for kids and adults alike.



**BURRO DAYS FESTIVITIES  
JULY 25 & 26, 2015**



**Outhouse Race –**

After the burros with their ‘miners’ take off on their marathon race, the infamous Fairplay Outhouse Race follows. Having lost a wheel off our outhouse in the first heat, the RMRH entry did not win the coveted ‘Golden Toilet Seat’, but we did get voted the ‘People’s Choice Award’ which came with a \$50 prize.



**Sports Physicals** – This annual event is held the second Tuesday of August. Staff coordinates volunteers with the South Park Athletic Association and from the medical community. The purpose of the event is to allow each student athlete the opportunity to participate in sports by providing a low cost (or in some cases free) sports physical. Proceeds from the event are donated to SPAA.

**Clothing Drive** – A generous benefactor from the Front Range supplies RMRH with gently used clothing and household items. RMRH staff attend events and offer vouchers for clients to come and pick out what they need. This benefactor also includes a large donation of athletic shoes which are turned over to the school’s athletic department for distribution to the students.





**Community Christmas Dinner** - This annual event is held every Christmas Day. RMRH provides the food for the main meal. The staff coordinates volunteers for all the preparation, cooking and serving. The purpose of this event is to provide those in the community a place to go for dinner and to enjoy community fellowship.



## Strategic Alliances within the Community



Rocky Mountain Rural Health strongly believes in the power of collective impact. In 2015 we worked at growing our collaboration with community partners. Through these strategic alliances we have been able to reach a broader population with our programs and services. By identifying alignments of our mission with those of likeminded organizations, we have helped to amplify the impact of many programs through collaborative efforts.

### *The following are counted among our Community Partners:*

Park County Public Health

Fairplay mental health providers

Park County Department of Human Services

Town of Fairplay

Park County Public Libraries

Timberline Clinic

Fairplay Family Practice

Fairplay Adventist Community Food Bank

Park County Schools – RE 1 and RE 2

Park County Senior Coalition

Park County Victim Services Program

South Park Athletic Association

Boys & Girls Club of South Park

South Park Food Bank

Park County churches

## Rocky Mountain Rural Health, Inc. 2015 Annual Report

<b>2015 Income</b>	
Contributions (donations, grants)	131,058
Contract Service Revenue	8,964
Fundraisers	7,721
Investment Income	191
<b>Total</b>	<b>147,934</b>

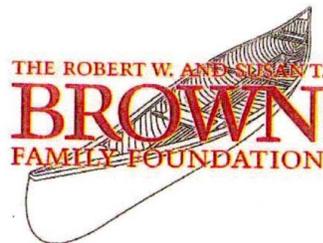
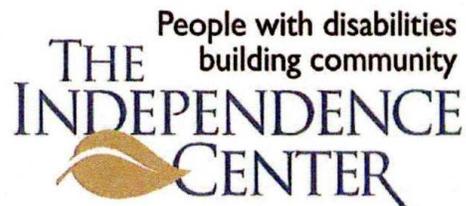
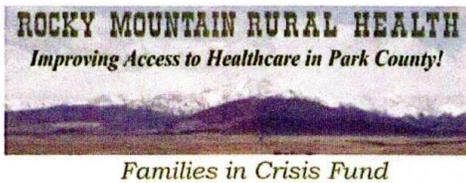
<b>2015 Expenses</b>	
Program Services (Marketing, Supplies Indiv & Agency Assistance)	47,383
Program Services: Payroll ***	73,555
<b>Subtotal</b>	<b>120,938</b>
Administration	13,079
Fundraising	6,213
<b>Subtotal</b>	<b>19,292</b>
<b>Total</b>	<b>140,230</b>

<b>Assets</b>	<b>Beginning 2015</b>	<b>End 2015</b>
Cash, Receivables	175,990	184,023
Land, Buildings* & Equipment	371,520	36,145
Liabilities	(2,619)	(2,952)
<b>TOTAL</b>	<b>544,891</b>	<b>217,216</b>

\*Clinic Building reverted to Town of Fairplay per the terms of the DOLA grant used to build it. It was written off our books as of 1/1/2015.

**The RMRH Form 990 will be available on the web site for those who wish more financial detail**

**APPENDIX**  
ROCKY MOUNTAIN RURAL HEALTH GRANTS AND PROGRAMS



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

**Term:** July 1, 2015 to June 30, 2016

**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. This work is done through Regional Care Collaborative Organization or RCCO 7 (Park County).

Rocky Mountain Rural Health is the local representative for RCCO 7. We contracted with Community Care of Central Colorado who is the regional collaborative contracted with the state of Colorado Medicaid. Rocky Mountain Rural Health has been contracted to perform the work of the RCCO since June of 2014.

<b><u>Objectives</u></b>	<b><u>Description / notes</u></b>	<b><u>Status</u></b>
Client Outreach and Navigation	The goal is to achieve 70% attribution (connecting clients with a primary care provider) by 6-30-16	Currently at 68.8% of the 2200 Medicaid clients in the county
Non-Emergency Medical Transportation (NEMT)	This pilot program is to identify the need for NEMT and work toward a self-sustainable program	Ongoing – rides scheduled 50 / completed 26
Education and Health Literacy	7 outreach events have been held and 6 future dates are scheduled	Ongoing – outreaches to Bailey, Hartsel, Lake George, Guffey, Alma, and Fairplay
Presumptive Eligibility Site	Allows RMRH to act as an assister in signing clients up for Medicaid	Completed – these services are now available to RMRH clients
Partnership with Park County Public Health	RMRH staff assisted with PCPH immunization clinic. PCPH staff assisted with Sports Physicals	Ongoing – with monthly meeting and routine collaboration
Partnership with Park County Senior Coalition	Monthly meetings to collect data and monitor the NEMT Transportation Program.	Ongoing – currently exploring funding opportunities through C-DOT

## **Susan G. Komen Colorado**

**Term:** April 1, 2015 to March 31, 2016

**Description of Project:** Komen is the global leader of the breast cancer movement investing hundreds of millions of dollars each year for research, education, screening and treatment and encouraging governments everywhere to make cancer a top priority.

RMRH has partnered with the Komen Foundation for the last 6 years. With Komen's assistance RMRH has served more than 350 women getting their annual screening.

<b><u>Objective</u></b>	<b><u>Description / Notes</u></b>	<b><u>Status</u></b>
Education	4 community outreach events providing educational material	Completed – 10 events through the county
Screening	Complete 2 mobile mammography screenings in the grant period	50% completed, the second visit of the MMU is scheduled for March 17-18.
Diagnostics	Families In Crisis Fund provided gas money for one client to receive additional services in Denver	ongoing
Clinical Breast Exams	Complete two CBE screening events	Two CBE events completed

## **Connect for Health Colorado**

**Term:** July 1, 2015 to June 30, 2016

**Description of the Project:** The Affordable Care Act (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. Part of the ACA requires that Certified Health Coverage Guides are available to the general public for assistance in obtaining health insurance.

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.

Rocky Mountain Rural Health entered into a Memorandum of Understanding (MOU) with Chaffee County Public Health who 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.

<b><u>Objective</u></b>	<b><u>Description / Notes</u></b>	<b><u>Status</u></b>
Open Enrollment Period	Assists clients in enrolling for health insurance plans through the Connect for Health Colorado web-site during open enrollment	106 appointments serving 156 lives
Special Enrollment Period	Assist clients in changing or adding health insurance through a special enrollment on the Connect for Health web-site	19 appointments (July to October) serving 30 lives

## **The Colorado Health Foundation**

Term: June 1, 2015 to May 31, 2016

**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 an agreement with The Colorado Health Foundation on 7-1-2014 to facilitate the formation of a health alliance in Park County. Since that time RMRH staff has worked to develop relationships between like-minded groups to form the health alliance. 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 and has been renamed Park County Mental Health Alliance. RMRH is a member of the PCMHA, acts as its fiscal agent and provides administrative support.

<b><u>Objective</u></b>	<b><u>Description / Notes</u></b>	<b><u>Status</u></b>
Governance Structure of Park County Mental Health Alliance	RMRH has facilitated the leadership of the new alliance	Completed
Administrative Support to Park County Mental Health Alliance	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	Ongoing
Sustainability plan	The Alliance BOD will be addressing obtaining grants with the assistance and guidance of RMRH	In progress
Updates in Community calendars	Newsletter and other advertising	Ongoing – RMRH features an article about PCMHA in quarterly newsletters
Service Directory	A listing of services and providers in Park County and surrounding areas	Completed – on RMRH website and is updated as needed

## **The Brown Family Foundation and RMRH Families in Crisis Fund**

**Term:** August 28, 2015 to April 30, 2016

**Description of the Project:** The Brown Family Foundation is a small 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. Families in Crisis Fund has been in place since 2010. The fund is maintained through donations from the public. Donations designated for the Families in Crisis Fund by the donors are used exclusively for this purpose.

<b>Objective</b>	<b>Description / Notes</b>	<b>Status</b>
Direct Assistance to Clients	These funds are used to provide direct support to families that find themselves in a medical crisis and are financially unable to meet their obligations	Ongoing - \$2,563.41 as of Dec. 31, 2015 assisting 12 clients
Matching funds	These funds can be used to match personal grant dollars for the purchase of durable medical goods; such as uninsured prescriptions, hearing aids, wheel chairs and other mobility devices, etc.	Assistance to clients in obtaining additional funding: 2 clients RMRH funds - \$750.00 Other agencies funds facilitated by RMRH - \$3,700.00

## **The Independence Center (IC):**

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

### **Description of the Project:**

The Independence Center located in Colorado Springs is a large nonprofit 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.

<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 are made with non-profit agencies including churches and schools for needs in their specific area of service	Ongoing – 707calls to residents of Park County to ascertain need for service – 29 indicated need for additional services for given disability. Total number of students with disabilities in Park County is 201
Prioritize Need	11 mos of data collection will be completed in 2016	Pending
Develop Action Plan	11 mos of data collection will be completed in 2016	Pending
Volunteer Driver Support	Work with the Park County Senior Coalition to increase its volunteer driver base by paying for ads as needed	Pending
Navigation Services	Services are rendered at the request of the client and based on their specific needs	Ongoing
Directory of Services	Directory of service is posted on the RMRH website	Completed– the directory is periodically updated for changes

## **The Summit Foundation**

Term: December 23, 2015 to September 30, 2016

**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 adults over 65 (Medicare). The remaining population are under 65 and have either private or no insurance at all. These make up the service gap.]

<b><u>Objective</u></b>	<b><u>Description / Notes</u></b>	<b><u>Status</u></b>
Client Navigation	Navigation services for clients insured by Medicare, private carrier or uninsured	To begin in 2016
Non-Emergency Medical Transportation (NEMT)	Transportation services for clients insured by Medicare, private carrier or uninsured	To begin in 2016 – anticipate 36 transportation requests in 2016

## Rocky Mountain Rural Health Board of Directors



*Left to right: Dennis Nall, JoAn Nall, Carol Rafferty, Susan Hill, Jill Smola, Bonnie Guzman, Katherine Fitting, Dale Fitting, Susan Canterbury*

### **OFFICERS:**

JoAn Nall, Chair

Dale Fitting, Vice Chair

Jill Smola, Secretary

Katherine Fitting, MD, Treasurer

### **BOARD MEMBERS:**

Dennis Nall

Susan Hill

Susan Canterbury, RN

Bonnie Guzman, RN

Carol Rafferty



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We wish to thank our donors and volunteers for all of the support you have given Rocky Mountain Rural Health over the past year. It is because of you that we are able to do the critical work outlined in this report. We look forward to our continued collaboration in the coming year.

*Rocky Mountain Rural Health Board of Directors*

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