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## A Message From the Executive Director

These continue to be interesting times in the healthcare industry. Despite the Supreme Court's ruling regarding the Affordable Care Act, its future remains in doubt and the extent of its implementation is uncertain. Planning is challenging at best. On some days, it seems impossible.

Nevertheless, there is one fact around which there is no dispute. Mental illness and substance use disorders will not disappear overnight. When people are ill, they need assistance to get better. Access to effective healthcare remains essential. As a society, we must find better ways to provide essential access to healthcare in a cost effective manner.

Here at Peak Wellness that is exactly what we have been doing. We have improved access by essentially eliminating wait times. We have lowered the unit cost of services by increasing productivity. We have improved results by focusing on evidence based practices and monitoring outcomes. Through all this, our staff remains skilled, dedicated, hardworking and professional.

We really don't know what lies in the future. All we can do is be the best organization that we can, and trust that being the best will always be valued. Despite the uncertainty, we know why we are here. We have thousands of clients who need our help. We remain committed to our mission of helping them toward a better future.

David Birney, Ph.D.,  
Executive Director

# About Peak Wellness Center

Peak Wellness Center, Inc. is a private, not-for-profit system of care that provides accessible, affordable and effective mental health and substance abuse services to the residents of Albany, Goshen, Laramie, and Platte Counties in Wyoming.

We are committed to offering a comprehensive, balanced, and coordinated system of community-based services that respects and advocates for the individual dignity of our clients, and that produces meaningful improvements in quality of life for our clients and for our communities.

## MANAGEMENT STAFF

Executive Director - David Birney, Ph.D.

Albany County Clinic Director - Carol A. Sprabery, Ph.D.

Goshen County Clinic Director - Joel Burian, L.C.S.W.

Laramie County Clinic Director - Linda Goodman, M.S.

Platte County Clinic Director - Steve Mincer, M.A.

Business Manager - Nancy VanCise, A.S.

Community Relations Director - Kristi Leavitt, B.S.

Foster Grandparent Program Director - Judi Johnston, B.S.

Human Resources Director - Brenda Hay, B.A.

Information Technology Director - Val Siegel, C.G.

Quality Improvement Director - Dan Miller, B.A.





## A Message

### From the President of the Board of Directors

As is often the case with health care organizations, funding is always a concern. This year was no different, and the future does not look particularly bright either.

Despite this somewhat gloomy outlook, our agency is healthy and is providing the “comprehensive, balanced and coordinated system of community based services” our mission statement envisions. The increased productivity of our staff and the commitment of all within our organization have helped make this vision a reality.

As President of the Board of Directors, I have had the opportunity to associate with an agency that truly respects the dignity of our individual clients by improving their quality of life. I cannot imagine a more important calling. I realize these words sound a bit like an advertising pitch, but they come from the heart, and they represent the views of the Board of Directors and how essential we feel the work is that our agency does. I am proud to be associated with such a “class” organization and group of people.

Jeff Wilhelm  
President, Board of Directors

# Board of Directors

As the governing board for Peak Wellness Center, the Board of Directors oversees the budget and expenditures, hires the Executive Director and ratifies management staff, approves rates charged for client services, gives guidance and consent to enter into contracts, determines operating policies and procedures, and ensures that professional standards are maintained at the Center.

## Officers

President - Jeff Wilhelm  
Vice President - Paul Novak  
Treasurer - Roger Rapp  
Secretary - Sally Goodnight  
Past President - Ron Olson

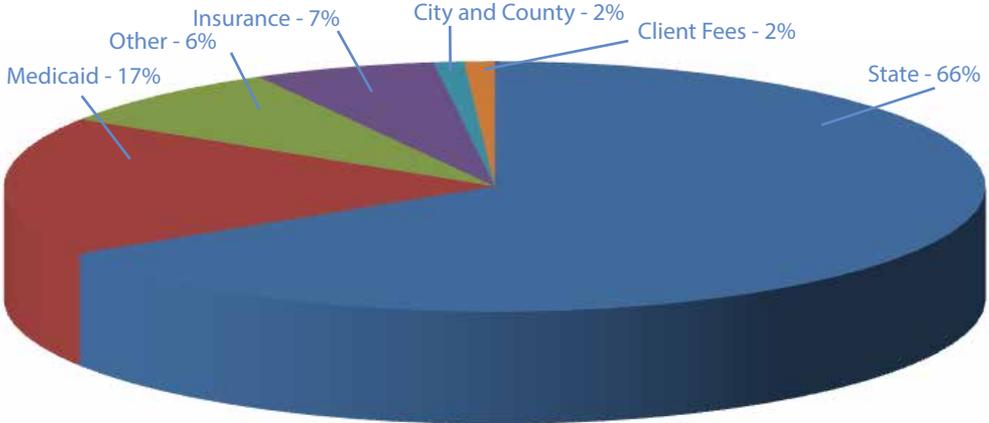
Catherine Ballard, Albany County  
Mitchell Cushman, Albany County  
Caroline Johnson, Albany County  
Patricia Romero, Albany County  
Beth Young, Albany County  
Anne (Nancy) Hobbs, Goshen County  
Endra Moen, Goshen County  
Paul Novak, Goshen County  
Jerry Smith, Goshen County  
Jan Drury, Laramie County  
Robert Fecht, Laramie County  
Jana H. Ginter, Laramie County  
Rob Korber, Laramie County  
Ron Olson, Laramie County  
Roger Rapp, Laramie County  
Ron Rimby, Laramie County  
Sally Goodnight, Platte County  
Charles Thorne, Platte County  
Jeff Wilhelm, Platte County



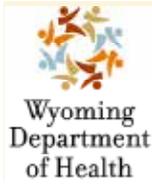
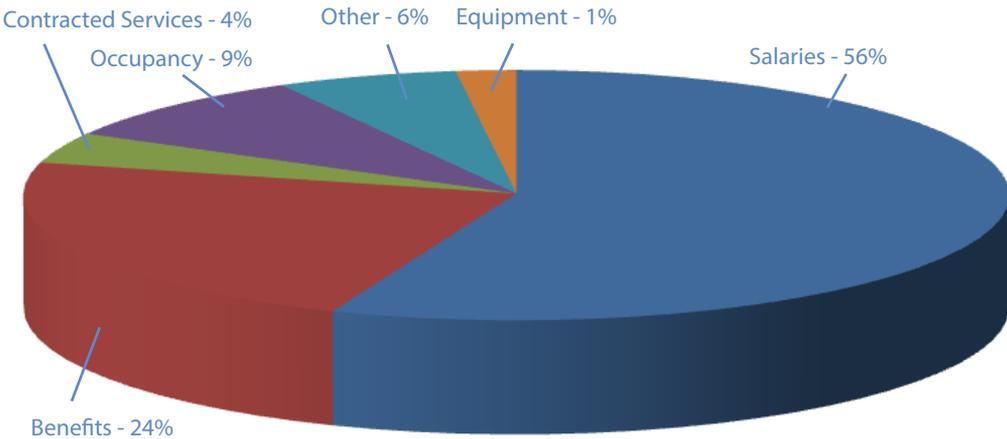
# Funding

The Center receives state, city, county, federal and United Way dollars. Income is also generated through contracts for services, third-party payments, and client fees based on ability to pay. Funding for the services of Peak Wellness Center is a partnership among our clients, our communities, and state and federal governments. Our total operating budget for FY2012 was \$17,230,990.

## REVENUES



## EXPENSES



# Core Clinical Programs



The ADULT MENTAL HEALTH OUTPATIENT PROGRAM's mission is to provide quality comprehensive services that promote and restore mental and emotional health to the community. The goal of this program is to provide services to those requesting them in an effective and timely manner, resulting in improved effectiveness in their community roles.

The ADULT SUBSTANCE TREATMENT and PREVENTION PROGRAM's mission is to enhance the safety, health and prosperity of our communities through providing services tailored to the needs of our individual communities. The goals of this program are to provide people with substance use disorders the help they need, to benefit the persons served with individualized services, and to offer a system of treatment alternatives.

The YOUTH and FAMILY PROGRAM's mission is to provide therapeutic services to youth and families in their communities, thereby empowering them to function in the most productive manner and enhancing their quality of life. The goals of this program are to assist youth in developing age appropriate daily functioning in all major life areas, assist families by tailoring comprehensive mental health and substance abuse treatment services to meet their needs, encourage children to live in a safe and secure environment, and ensure clients have access to services and community resources.

The ADULT RECOVERY SERVICES PROGRAM's mission is to provide psychosocial rehabilitation services assisting individuals with recovery and integration within the community through chosen roles and environments. The goals of this program are to assist clients in meeting their basic needs, help with illness management, and aid with the development and achievement of their goals, and to educate the community about serious mental illness.

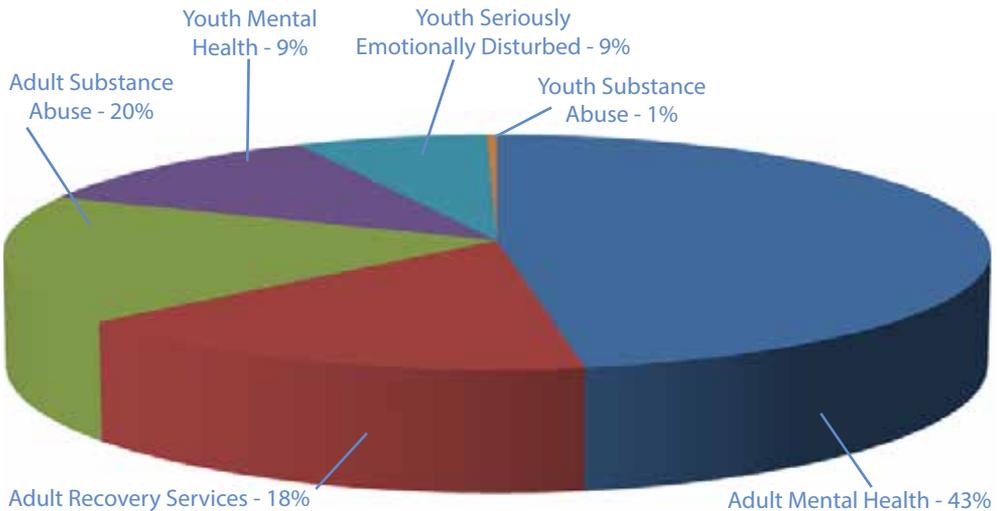
# Our Clients

This past year 5,756 clients were served in our outpatient clinical programs. The majority of these individuals were low income. Our sliding fees helped 99% of Peak's clients to receive services at a lower cost.

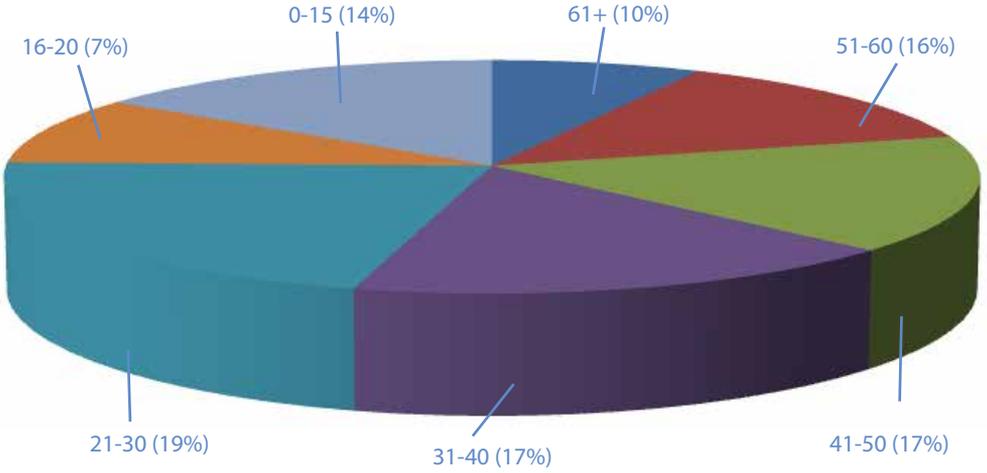
## OUTPATIENT SERVICES

Outpatient Services	# Admissions	# Served	Hours of service
Laramie Co	1,766	3,466	77,528
Albany Co	735	1,122	36,409
Goshen Co	414	677	24,314
Platte Co	372	491	7,684
Totals	3,287	5,756	145,935

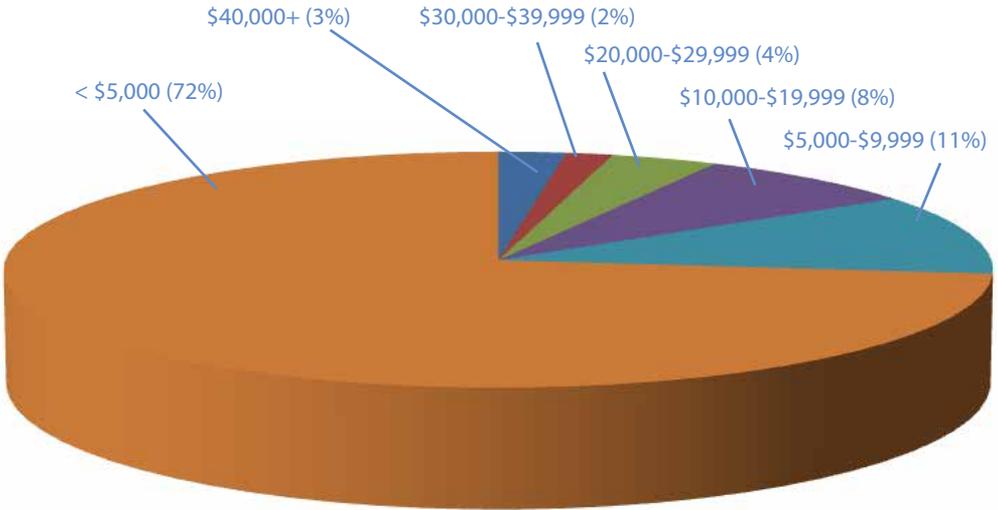
## CLIENTS SERVED BY PROGRAM



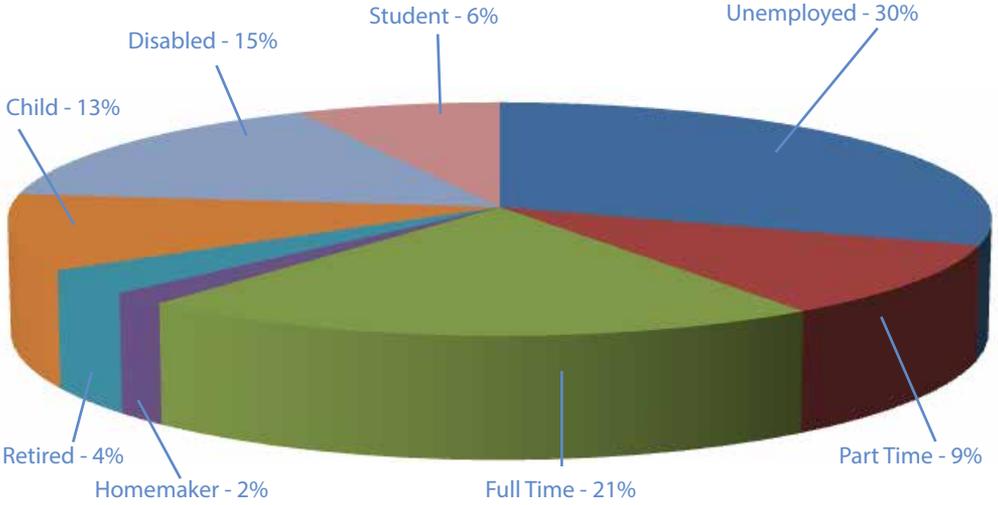
## CLIENTS BY AGE



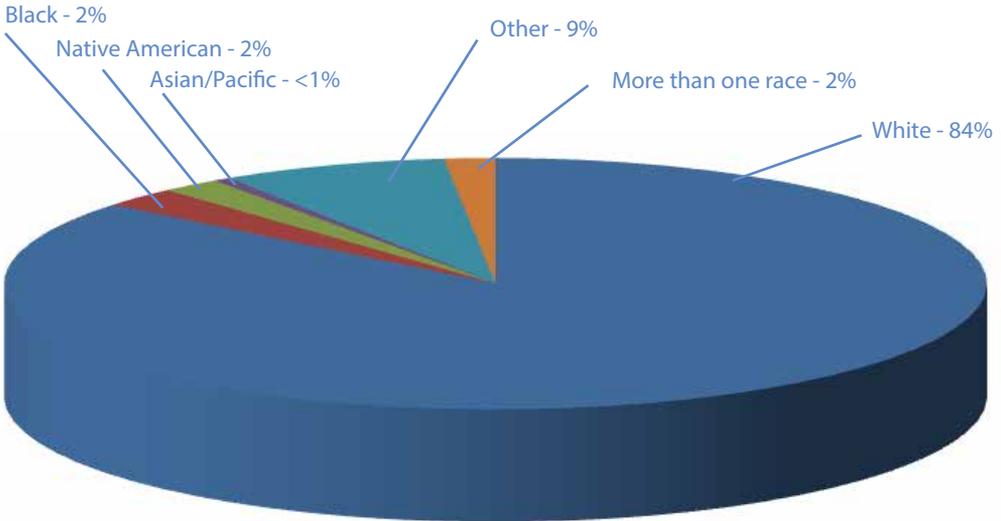
## CLIENTS BY INCOME



## CLIENTS BY EMPLOYMENT STATUS



## CLIENTS BY RACE



\* 14% of clients also report that they are Hispanic



### STAGECOACH DROP-IN CENTER - CHEYENNE

The Stagecoach Drop-in Center's mission is to assist members in developing meaningful roles as they recover, rehabilitate, and enjoy life in all its aspects. We provide volunteer opportunities and social support where people can go to relax, enjoy a snack and a cup of coffee, and share ideas. The Stagecoach encourages our members to plan social activities for people recovering from mental illness. Many activities promote community integration for members and the community alike. Volunteerism is encouraged in all aspects of the Stagecoach. The Center averages over 100 hours of planned monthly activities and welcomes new members.

### SUNDANCE DROP-IN CENTER - LARAMIE

The Sundance Drop-In Center provides consumer-directed opportunities for safe, non-judgmental, and fun socialization, recreational, and other group activities. Sundance meetings and recreational outings are the primary avenue for many of our members to meet their needs for engaging socially with others, both in our community and outside of Laramie. In our new, larger location we have significantly increased our hours of operation and number of groups offered, allowing consumers and their families to feel 'at home' rather than receiving treatment in a clinical atmosphere.

# Residential Services



Supported Living for adults with serious mental illness and substance dependence

Primary Residential Treatment for substance dependence

Primary Residential Treatment for dual diagnosis

Detoxification for both men and women

Therapeutic Foster Care for youth who are seriously emotionally disturbed

# RESIDENTIAL CENSUS

July 1, 2011 - June 30, 2012

Residential Service Programs	Clients Served	Days of Service
Supervised Residence - Cheyenne	7	2,196
Shared Living - Cheyenne	10	1,620
Logan Manor Apartments - Cheyenne	24	6,356
Gables Apartments - Laramie	11	3,616
Muriel's Apartments - Laramie	10	3,660
Snowy View Apartments - Laramie	15	3,512
Mountain View Apartments - Torrington	11	3,199
The Haven - Cheyenne	23	2,384
Casa de Paz - Cheyenne	95	1,389
Transitions Residential Program - Cheyenne	87	8,578
Chrysalis House - Pine Bluffs		
Women	18	2,866
Children	22	2010
Alcohol Receiving Center - Cheyenne	555	977
V.A. Recovery Houses	22	4,002
Phase IV Women's Recovery House - Cheyenne	5	699
Phase IV Men's Recovery House - Cheyenne	14	1,586
Therapeutic Foster Care - Cheyenne	6	809
Therapeutic Foster Care - Torrington	2	536
<b>Total</b>	<b>937</b>	<b>49,995</b>

# Foster Grandparent Program



Grandpa John Urbigit received the Foster Grandparent Program Advisory Council Special Recognition Award in December, 2011, for mentoring troubled youth at Triumph High School. He was nominated by his teacher for his outstanding assistance in her science classrooms working with students struggling with academics and personal problems in their lives. Several of the students spoke at the award ceremony about how Grandpa John has had a positive influence in their lives, earning their trust and respect by his ethical work standards, dedication and commitment to his position at the school. One of the students said, "Grandpa John teaches us more than just science. He teaches us life!" John was also honored in April when he received the prestigious Jefferson Award for his volunteerism and community service. John represented Wyoming at the national awards ceremonies in Washington DC in June, 2012.

Foster Grandparents are assigned to volunteer agencies such as schools, Head Start Programs, and Boys and Girls Clubs where they provided one-to-one or small group attention to struggling youth. In 2011-2012, 84 Foster Grandparent volunteers served more than 1200 children with special and/or exceptional needs and generated 71,862 hours of volunteer service. In return, Foster Grandparents received \$190,436 to supplement their annual incomes, helping to keep them active and self-sufficient. Services are provided in Converse, Goshen, Laramie, Platte and Niobrara counties.

# We Rock!

## DISTINGUISHED SERVICE AWARDS

These awards have been given to staff who have been recognized as providing outstanding service to the Center and to the communities in which we live:

### Administration

Chris Hardy

### Albany County

Colleena Emmett, Marcia Brown,  
Maria Stickley,  
Sandra Wirtz and Cambria Zellmer

### Goshen County

Darcy Clark, Heather Samson and Kay Boston

### Laramie County

Ram Pavani, Willie Lovett, John Goodman,  
Kathryn Hopfensperger, Tonya O'Dell,  
Michael Pellecchia, Richard Esquibel,  
and the Jail Diversion Team:  
Dawn Miller, Danny Ruiz, Kenny Fone,  
Susan Sanchez and Lou Dowell

### Platte County

Denise Alcalá

## PRODUCTIVITY

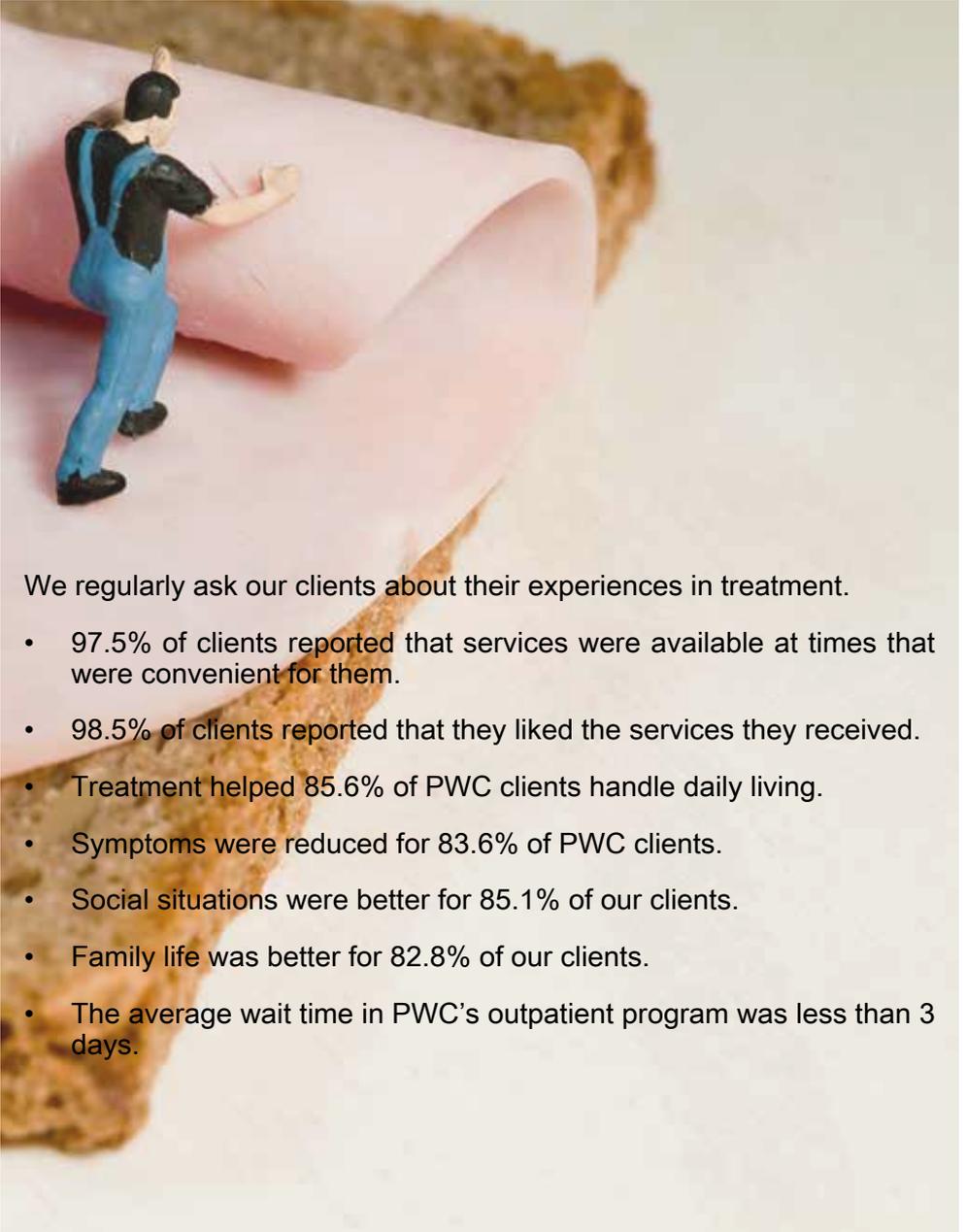
In FY2011, each clinical staff member had a goal for billable hours and all PWC staff worked hard to get there. The following staff exceeded his or her goal:

Emily Clark, Jim DeMuth, Jane Robinett, Carolyn Bartlett, Danny Ruiz, Emily McGaffin, Helen DeGabain, Joe Madrid, Jennifer Thobro, Mike Alles, Richard Esquibel, Susan Sanchez, Andi Neuda, Michael Pellecchia, Natalie Milligan, Donna Sigward, Frankie Warner, Jennifer Simpson, Karla Meeks, Karen Nielsen, Krysten Keck, Michelle Terry, Katrina Martin, Leslie Stringham, Michelle Schreiber, Cody Emmett, Jason Custer, Rusty Pettis, Gary Engen, Kerry Jinks, Lynda Baumgardner, Mitsi Corwin, Monnie Mylet, Susan Sorrick, Melanie Wolfe, Kalyn Krotz, and Ray Snapp.

# Highlights from the Past Year

- Continued to maintain very low wait times due to open access application system.
- Over 80% of clinical staff members were successful in meeting new productivity standard.
- Increased hours of client service by 8% with fewer staff than the previous year.
- Finalized and implemented statewide outcomes management system
- Implemented on-line pre-billing audit system and improved billing program to streamline collections.
- Created quarterly electronic newsletter to tell our story better to the community
- Hardly a “highlight”, but suffered a massive hailstorm in July that caused thousands of dollars of damage to facilities and vehicles.
- Expanded waiting room at the Laramie County Clinic to accommodate increased client flow.
- Joined with other Laramie County agencies to create a county wide care coordination system called “Goal Connect.”
- Created webpage for Board members that provided easy access to key documents
- Opened office in Pine Bluffs to improve access for the residents of eastern Laramie County

# Outcomes



We regularly ask our clients about their experiences in treatment.

- 97.5% of clients reported that services were available at times that were convenient for them.
- 98.5% of clients reported that they liked the services they received.
- Treatment helped 85.6% of PWC clients handle daily living.
- Symptoms were reduced for 83.6% of PWC clients.
- Social situations were better for 85.1% of our clients.
- Family life was better for 82.8% of our clients.
- The average wait time in PWC's outpatient program was less than 3 days.

# Offices

Administrative Offices,  
Laramie County Youth Family Services  
and Foster Grandparent Program  
510 West 29th Street  
Cheyenne, WY 82001  
PH: (307) 632-9362  
FAX: (307) 637-6852



Laramie County Adult  
Recovery Services  
604 East 25th Street  
Cheyenne, WY 82001  
PH: (307) 637-3953  
FAX: (307) 638-6805

Transitions Complex  
2310 East 8th Street  
Cheyenne, WY 82001  
Alcohol Receiving Center (ARC)  
PH: (307) 632-6433  
FAX: (307) 635-5419  
Transitions Residential Program (TRP)  
PH: (307) 632-6435  
FAX: (307) 635-7982





Albany County Clinic  
1263 North 15th Street  
Laramie, WY 82072  
PH: (307) 745-8915  
FAX: (307) 745-8761

Goshen County Clinic  
501 Albany Avenue  
Torrington, WY 82240  
PH: (307) 532-4091  
FAX: (307) 532-8409



Platte County Clinic  
1954 West Mariposa Parkway  
P.O. Box 1078 - Wheatland, WY 82201  
PH: (307) 322-3190  
FAX: (307) 322-3198



Laramie County Clinic  
2526 Seymour Avenue  
P.O. Box 1005 - Cheyenne, WY 82003  
PH: (307) 634-9653  
FAX: (307) 638-8256







[www.PeakWellnessCenter.org](http://www.PeakWellnessCenter.org)

