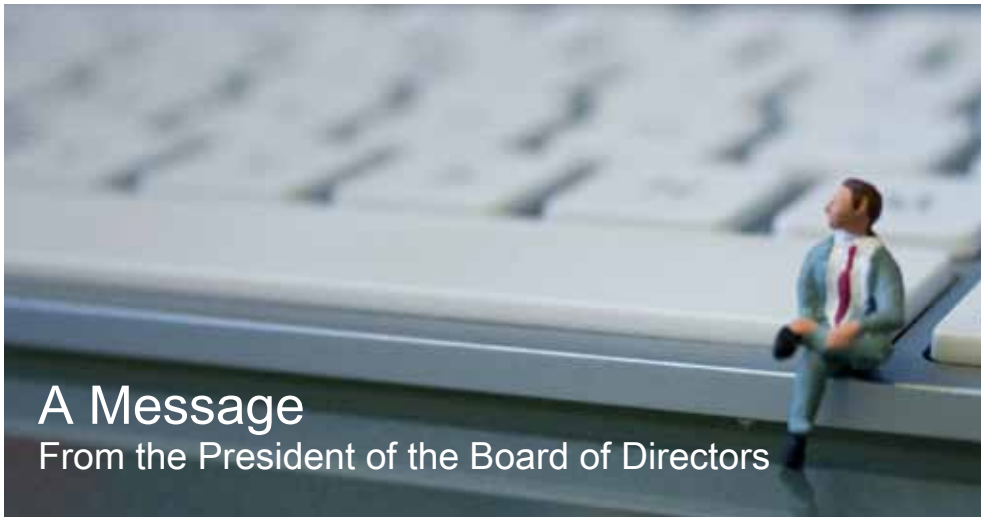




2011 Annual Report
A Little Agency Doing Big Things

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A Message

From the President of the Board of Directors

We have had many successes along with some challenges during the past year. Our budget is very tight with no increase in funding. The board is keenly aware of the extra demands this has placed on our staff, and we would like to thank everyone for meeting the challenge. We are now seeking to regain state funding cut in FY2010.

The new approach to serving our clients as they walk into our office doors for help has been truly inspirational. The wait times for service is the lowest they have been in years. We all know when you need help with mental health and substance abuse problems, you need it now. The walk-in model has let our clients receive help immediately.

At a board training this past year, clients discussed their treatment and recovery, and it was very impactful. It let us know from the clients how hard it is to beat mental health and substance abuse problems and the wonderful job that the Peak Wellness staff is doing.

As I close out my two years of being your board president, I want to thank all of you for the truly great work that you do. We continue to lead this state in case load and program development. You are highly respected by all of your peers in Wyoming.

Ron Olson
President, Board of Directors



A Message From the Executive Director

From a national perspective, these are hard times for community mental health. The economy has put the squeeze on budgets nationwide and national healthcare reform has cast uncertainty over our entire healthcare system. We have been fortunate in Wyoming. Although we experienced a 10% funding cut in FY2010, our system has been stable and weathered the storm relatively well. However, we are now at a tipping point at which we as a state will need to decide if we wish to maintain what we have, or have a system that is dwindling away and leaving thousands of Wyoming citizens without the supports they need.

For several years here at Peak Wellness Center, as well as statewide, we have cut back on staff, salary, benefits, supplies, equipment and building maintenance, etc. We have now “economized” as much as we can and our staff members have rallied to do everything they can with the resources we have provided to them. They remain dedicated, professional and very hardworking. However, our balanced budget going into FY2012 is a tenuous one. Our expectation is that we will need up to \$800,000 in additional funding in FY2013 simply to maintain the programs and services that we currently offer.

We are hopeful that the Department of Health, our Governor, and our legislators will join with us in addressing the oncoming crisis. We are hopeful that the commitment that Wyoming has shown over the past years to its mental health and substance abuse system of care will continue. There is still much to do and many of our citizens need our support.

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.



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 - Ron Olson

Vice President - Jeff Wilhelm

Treasurer - Roger Rapp

Secretary - Sally Goodnight

Catherine Ballard, Albany County

Jim Pond, Albany County

Patricia Romero, Albany County

Dan Socall, Albany County

Anne (Nancy) Hobbs, Goshen County

Paul Novak, Goshen County

Jerry Smith, Goshen County

Susan Alms, Laramie County

Kent Davis, Laramie County

Jan Drury, Laramie County

Rob Korber, Laramie County

Ron Olson, Laramie County

Elaine Quade, Laramie County

Roger Rapp, Laramie County

Ron Rimby, Laramie County

Sally Goodnight, Platte County

Charles Thorne, Platte County

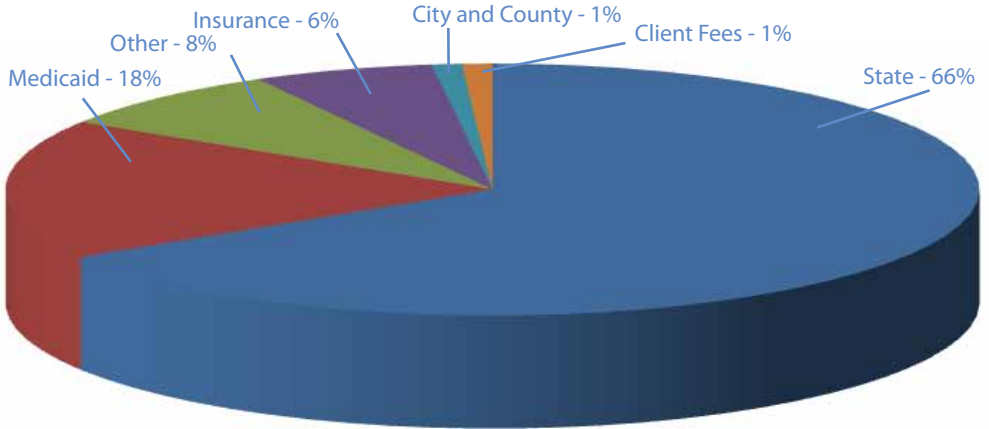
Jeff Wilhelm, Platte County

Cherie Wilson, Platte County

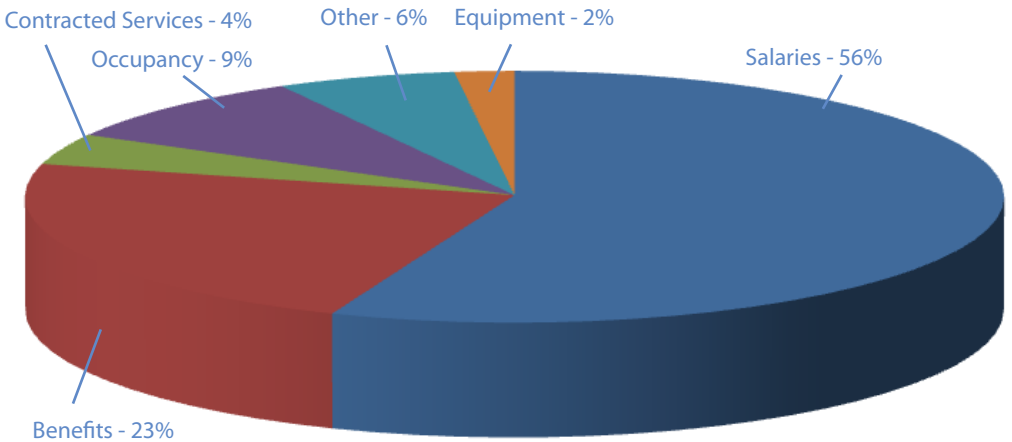
FUNDING

The Center receives state, city, county, federal and United Way dollars. Income is also generated through contracts for services, third-party payment, 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 FY2011 was \$17,624,407.

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.

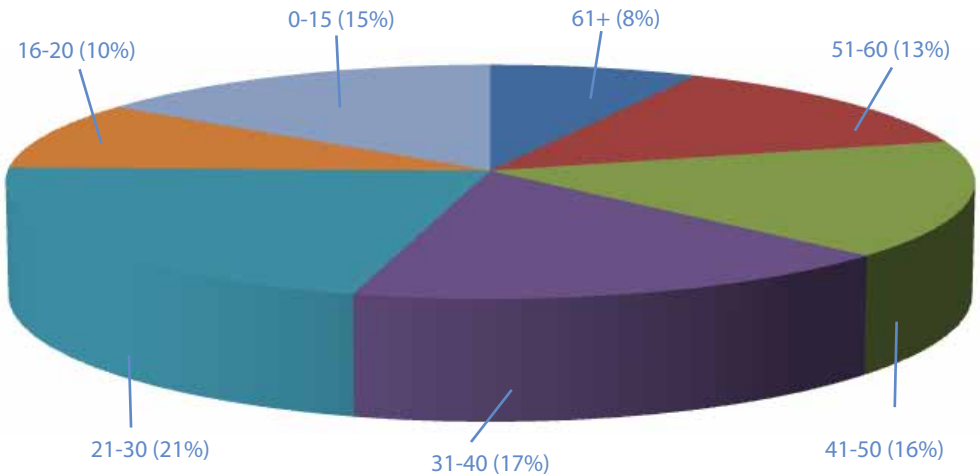
The ADULT RECOVERY SERVICES PROGRAM's mission is to provide psychosocial rehabilitation services assisting individuals with recovery and integration within the community through chosen roles and environments. The goals of this program are to assist clients in meeting their basic needs, help with illness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

OUR CLIENTS

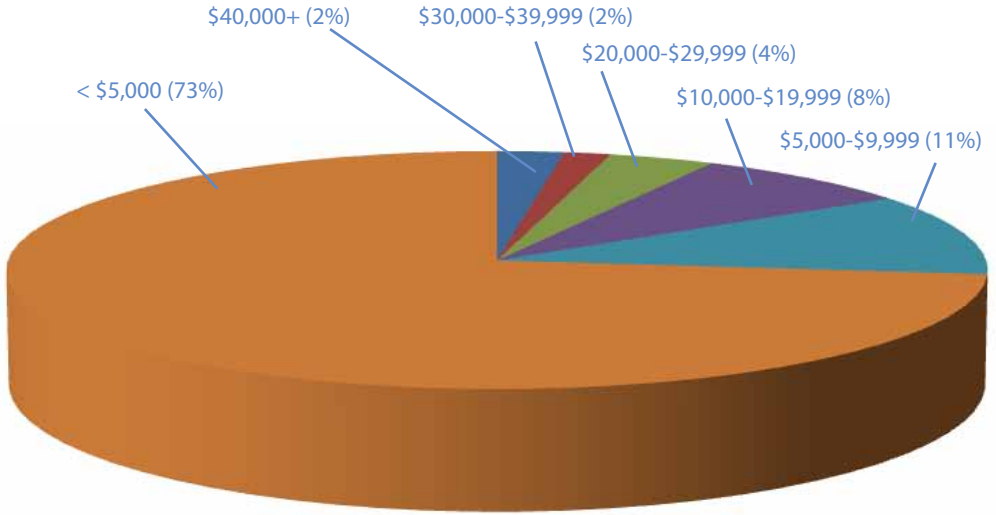
This past year 5,726 clients were served in our outpatient and residential clinical programs. The majority of these individuals meet the federal poverty guidelines. Peak's sliding fee scale assisted 98% of the individuals needing treatment by providing lower cost services.



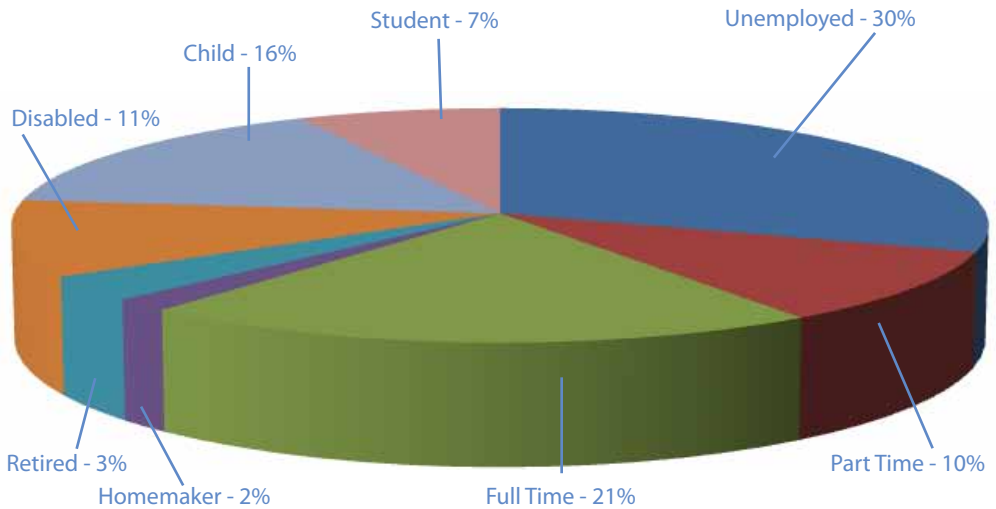
CLIENTS BY AGE



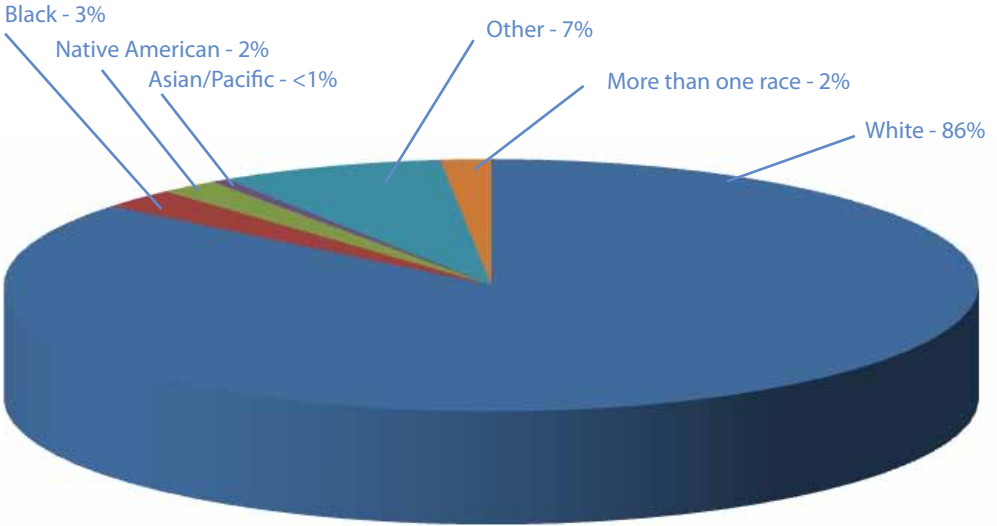
CLIENTS BY INCOME



CLIENTS BY EMPLOYMENT STATUS

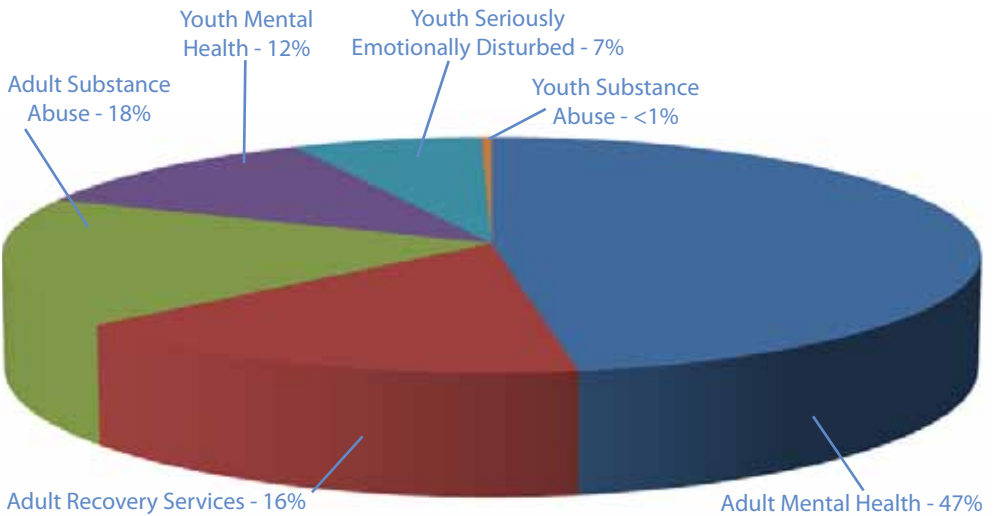


CLIENTS BY RACE



* 15% of clients also report that they are Hispanic

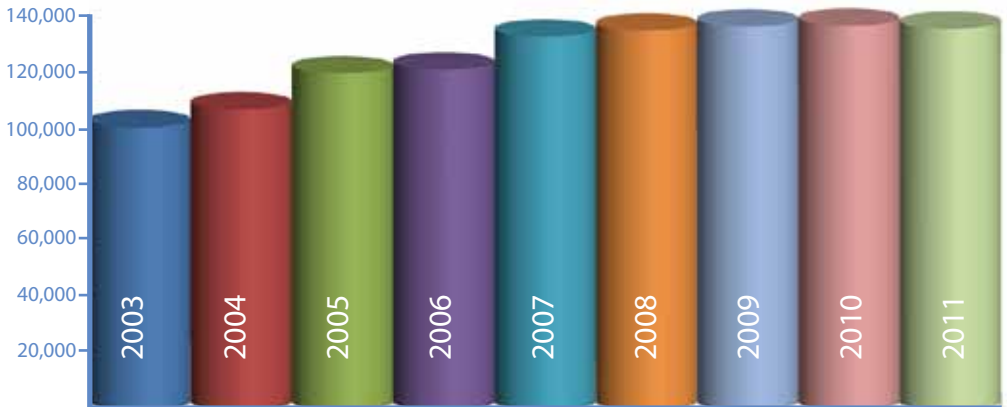
CLIENTS SERVED BY PROGRAM



OUTPATIENT SERVICES

Outpatient Services	# Admissions	# Served	Hours of service
Laramie Co	1,857	3,473	71,843
Albany Co	672	1,045	35,161
Goshen Co	398	674	22,146
Platte Co	389	534	6,079
Totals	3,316	5,726	135,229

HOURS OF SERVICE BY YEAR



RESIDENTIAL SERVICES

Residential services include:

- 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, 2010 - June 30, 2011

Residential Service Programs	Clients Served	Days of Service
Supervised Residence - Cheyenne	9	2,043
Shared Living - Cheyenne	6	1,642
Logan Manor Apartments - Cheyenne	30	5,324
Gables Apartments - Laramie	16	3,067
Muriel's Apartments - Laramie	10	3,619
Snowy View Apartments - Laramie	17	3,129
Mountain View Apartments - Torrington	10	3,229
The Haven - Cheyenne	21	2,463
Casa de Paz - Cheyenne	92	1,848
Transitions Residential Program - Cheyenne	89	8,457
Chrysalis House - Pine Bluffs		
Women	22	2,910
Children	18	1,377
Alcohol Receiving Center - Cheyenne	601	1,253
V.A. Recovery Houses	36	4,210
Phase IV Women's Recovery House - Cheyenne	4	535
Phase IV Men's Recovery House - Cheyenne	21	2,118
Therapeutic Foster Care - Cheyenne	12	2,548
Therapeutic Foster Care - Torrington	2	84
Total	1,016	49,856



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. We have been in our new, larger location for almost a year, and have significantly increased our hours of operation and number of groups offered, including providing a Family Psychoeducation group, allowing consumers and their families to feel 'at home' rather than receiving treatment in a clinical atmosphere.

A Little-Bit-O-Love goes a long way for a child



FOSTER GRANDPARENT PROGRAM

In the fall of 2010, Grandma Carmen was assigned a student who had previously been home schooled. When this student came to Fairview Elementary as a fourth grader he was performing four years below grade level. Grandma Carmen was assigned to work with Brandon who was reading at a Pre-K to Kindergarten level and also needed assistance in writing and math. At mid-year Brandon was showing significant progress and by the end of the year his test scores indicated nearly three years of growth in reading and language arts and he was doing math at a fourth grade level. The classroom teacher attributes Brandon's success directly to Grandma Carmen's mentoring and continuing support. Grandma Carmen has continued to work with Brandon during summer school and will carry on their mentoring relationship this fall. Grandma Carmen says, "Since joining the Foster Grandparent Program, I finally feel like I'm doing something worthwhile. I simply love working with children. Mentally, I feel sharper and emotionally I feel satisfied and happy."

Foster Grandparents are assigned to volunteer agencies such as schools, Head Start Programs, and Boys & Girls Clubs where they provide one-to-one or small group attention to struggling youth. In 2010-2011 the Foster Grandparent Program provided more than 1,000 children with service and generated 68,937 volunteer service hours to children with special and/or exceptional needs. The Foster Grandparent Program, now entering its 36th year locally, provided \$182,685 in volunteer stipends and opportunities to 87 low-income seniors, helping to keep them active and self-sufficient. Services are provided in Converse, Goshen, Laramie, Platte, and Niobrara counties.

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.

Albany County

Sharon Stewart, Jana Saltenberger and Rusty Pettis

Goshen County

Orin Yung, Kerry Jinks, and Goshen County Staff

Laramie County

Bonnie Sohl, Helen DeGabain, Tom Haller, and
Quinn Case Managers: Dawn Miller, Emily Clark, Karla Dieters,
Chadel Andresen, Mickey Lucas, Lori Kempter, Elaine Renfro,
Amy Lowe and Emily McGaffin

Platte County

Ray Snapp

PRODUCTIVITY

Everyone at Peak Wellness Center works hard.

These individuals were extra productive, providing over 1,000 hours of service in FY2011 and deserve a special "THANK YOU!"

Amy Lowe, Alisa Dean, Colleena Emmett, Emily McGaffin, Ernest Pettis, Hye Suk Pilcher, Dr. Kathryn Hopfensperger, Karla Meeks, Lynda Baumgardner, Leslie Stringham, Mitsi Corwin, Maryann Kenny, Megan Jones, Mary Kelly, Michael Pellecchia, Shelly Foster, Susan Sanchez, Susan Sorrick, Stephanie Kettl and Sheri Miller





HIGHLIGHTS FROM THE PAST YEAR

- PWC admitted 15% more clients in FY2011 than in FY2010, primarily due to implementation of a system for walk in assessments in Albany and Laramie Counties.
- Improved client fee collection by 14%, insurance collections by 22% and Medicare collections by 34%.
- Reduced average agency wait times from 11 days to 5 days.
- Received full three year accreditation from CARF International.
- Moved Albany County Sundance Drop In Center to new facility.
- Assumed responsibility for Albany County Drug Court clinical services.
- Restored respite services program in Goshen County.
- Dr. Marta Pieczalska joined PWC's staff as child psychiatrist.
- Nancy VanCise became PWC Business Manager.
- Mike Alles became Director of Casa de Paz.



OUTCOMES

- During fiscal year 2011, clients completed “Wellness Check-ups” at admission, during treatment plan updates, and at discharge.
- 91% of clients reported that services were available at times that were convenient for them.
- 93% of clients reported that they liked the services they received.
- From clients currently in treatment:
 - * 69% of clients are getting along better with their family.
 - * 77% of clients are better at handling daily life.
 - * 73% are better able to cope when things go wrong.
 - * 67% are reporting that their symptoms are not bothering them as much.
- Our outpatient programs had an average wait time of 5 calendar days.
- Residential substance dependence programs had an average wait of 6 calendar days for men and 61 days for women.

PEAK WELLNESS CENTER, INC.

LOCATIONS



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



PEAK WELLNESS CENTER, INC.

LOCATIONS

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



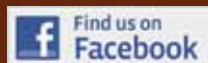
Laramie County Adult
Recovery Services
604 East 25th Street
Cheyenne, WY 82001
PH: (307) 637-3953
FAX: (307) 638-6805



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



NOTES



www.PeakWellnessCenter.org