A MESSAGE

FROM ROSE M. LOPEZ, MBA
President & CEO

How vulnerable we are in the face of a single story! Over the years, we have told a single story of mental health that usually ends with, “he/she has problems.” The diagnosis of a mental health condition has often been communicated in a negative context, thus it has led to the belief that people suffering from a mental health disorder are not “normal.” Yes, over the years we made progress by being able to talk more openly about mental health, however the story did not change and, tragically, people continue to avoid seeking treatment due to stigma and discrimination.

This past year, 2020, brought many changes to how we live our lives: uncertainty, altered daily routines, financial pressures, and social isolation. We experienced information overload, rumors, misinformation, and astonishing events occurring in our great Country, right before our eyes. All of this created enormous change, and frankly, has proven to be too much as things just seemed to be out of control. For many it created feelings of stress, anxiety, fear, anger, sadness, and loneliness.

There is no doubt that 2020 will be the most psychologically toxic year that many of us will see in our lifetimes. Many have said that, “mental health is an emerging crisis,” due to the unprecedented isolation and uncertainty. The Kaiser Family Foundation reported 37.7% of adults in the U.S. reported symptoms of anxiety and/or depressive disorder in October 2020, up from 11% in 2019. My opinion is that mental health is already a crisis and it will get worse if we do not change the single story. We need to create a story that does not rob one of their dignity and does not emphasize how they are different from others. It is time to recognize that we are all susceptible to a mental health disorder and that seeking assistance, support, and treatment is a means of finding resilience.

As a country, state, or local community it is time to make the investment in mental health. Not only do we need to adequately fund services, but we need to change the story. Changing the story is a simple process that only requires us to change the messaging; mental health can affect anyone and seeking treatment is critical to overcoming or coping with your condition. All of us can work together and change the mental health story!

Not making the investment in mental health will only add to the many problems our communities currently experience: homelessness, substance use, poverty, etc. I ask all of you to be advocates for the investment that is needed.
I grew up with three siblings: one a genius, one a prodigy, and one who faced multiple mental health challenges. There was an enormous amount of love and acceptance in our family for those who were a bit different, making it easy for me to see my younger brother as a shy, happy, challenged but brilliant child who could sit outside and have bees land on his hand while he simply enjoyed them. He taught me so much about living in the moment, about simple happiness and a loving heart, and then also about being seen as different and how the world around him reacted.

It was difficult when others would tease him and call him cruel names, and I would always step in as the older sister/protector. The ease with which he forgave or was able to work through those situations and to try to understand others amazed me. He carried no grudges but had a memory that would rival Rain Man, yet was never unkind. So much of who I have become had its roots in being raised with my younger brother - most of all, how a simple smile or kind word, a caring moment, made all of the difference in his mood and how he then faced his difficult challenges.

Over the years, I have reached out and found fabulous organizations to assist Rob with much-needed services. I am currently working with Intermountain Centers, here in Tucson, and Rob is flourishing, even now.

As I look around at this pandemic world that we are living in, I see a rise in isolation and depression that frightens me. I hope that we all take notice of our friends, our neighbors, and reach out and check in. Notice if someone we care about is struggling, engage with him or her, be helpful, smile.

In the bigger picture – we within our communities can open our hearts and break down the barriers that keep those who are suffering silenced. We have that power. Sometimes small acts of compassion and kindness can break down a layer of the stigma that silences, that creates differences and fear. As humans, we all need help from time to time and now, during this pandemic, let us take up that banner and while out in our communities, or at home on Zoom, make the effort to reach out to people who appear to be struggling. After all, you would open the door for someone coming up behind you, you would reach out if your friend needed a ride or make a meal if they had been ill. Why not reach out and lend a caring ear, a piece of yourself, and help others to know they are cared for and that mental health is health, not something different. And remember that there are incredible organizations, like Intermountain Centers, to reach out to, just as you would for a doctor or dentist. It’s about being healthy and we are all in it together!

“Why not reach out and lend a caring ear, a piece of yourself, and help others to know they are cared for and that mental health is health, not something different. And remember that there are incredible organizations, like Intermountain Centers, to reach out to, just as you would for a doctor or dentist. It’s about being healthy and we are all in it together!”

-Ann Lovell
INTERMOUNTAIN CENTERS’ CONTINUUM OF CARE AT WORK

In 2011, a member was referred to the Intermountain Health Center (IHC) after being involved, for several years, with the Department of Child Safety (DCS); the member was referred for psychiatric treatment, care coordination, and counselling services. In addition, the member was referred to Community Partners Integrated Healthcare’s (CPIH) Transitional Age Program to focus on securing housing for the member, prior to them turning 18 years of age. The member was immediately referred to the Community Partnership of Southern Arizona’s (CPSA) Supportive Housing Program, Sonrisa.

Currently, the member’s treatment team consists of a DCS staff member, an IHC care coordinator, a CPIH Transition staff member, and the Sonrisa housing staff. The whole team is focused on ensuring that the member continues to receive mental health and primary care services while they transition to independent living. Upon transition the team will continue to provide education, employment, and housing supports. The member will graduate high school in May, 2021, with the goal of working and eventually becoming a veterinary technician.

This success story demonstrates the strength, breadth, and capacity of Intermountain Centers’ Continuum of Care. All three organizations, IHC, CPIH and CPSA are part of the Intermountain Centers family of organizations. This member is receiving the benefits of effective and quality care coordination.

“This success story demonstrates the strength, breadth, and capacity of Intermountain Centers’ Continuum of Care.”

- Anonymous Staff Member
BRIAN

Brian received his first autism diagnosis at age 3 based on early markers, and a comprehensive assessment at age 9 due to increased behaviors impacting his ability to be in mainstream classroom. In 2012, when Brian was 12, we moved to Tucson where Brian attended public school in both special ed and mainstream classrooms (with an aid). Brian has always been friendly, funny, and likable. But, as he matured, his meltdowns turned aggressive at school and at home. By his first year of high school, he spent more and more time out of school. We were at our wits’ end. Brian needed an environment that was supportive, geared to his special needs, where he could blossom.

In 2016, we found Intermountain Academy. When we met with their principal, Kyle, his office was quiet, with soft light, in a comfortable space. Kyle was immediately disarming and loving, putting Brian at ease. When he was told he could attend, Brian was excited about school again. The smaller classrooms with multiple, specialized teachers were a great fit for Brian. However, he continued to struggle with his behaviors. We thought, “here we go again, they are not going to let him stay”. Instead, they worked with Brian and with his mother and me, assigned an excellent Recovery Coach, helped us all set goals, tracked data, welcomed outside team members, and helped Brian succeed. This was a true blessing to both Brian and our family.

In 2017, with Brian’s behavior still an impediment, he attended Intermountain’s AIC, a 30-day intensive behavior support program, and then transferred to an Intermountain behavioral home to continue his therapies, have his medications reviewed, and to focus on behavioral self-management skills. After a few months, he moved to a small group home and continued his focus on self-control. Brian has come a long way. We all enjoy our regular family time together and witnessing Brian’s personal growth.

Through all of this, Brian remained at Intermountain Academy, focused on his academics, and participated in their first graduation ceremony in May 2019. We were so proud of him, and Brian of himself – we all teared up at the graduation. Brian is now in Intermountain Academy’s LIFT program, focusing on job skills, self-advocacy, internships, and is ready to seek employment. He is on a path to semi-independence and is happy.

Brian has received medical, psychological, therapy, and case management services through Intermountain Centers and now Community Partners Integrated Healthcare. They adjusted to the pandemic and have kept Brian engaged and supported through a very difficult time. He is now on a path to adulthood. Brian’s goal is to be more independent, live in an apartment, and do the things he enjoys. Intermountain Centers continues their positive support of Brian’s journey.

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- Eric Peterson
Intermountain Centers provides an array of services throughout the state of AZ.

**Services offered are:**

**Community Behavioral Health Outpatient Services:**
- Assessment
- Care Coordination
- Counseling and Therapy
- Behavior Intervention
- Early Childhood Autism Services
- Evaluation, Intervention & Consultation - Autism
- Psychiatric Services
- School-Based Services
- Supportive Employment
- Wellness Programs

**Education:**
- Intermountain Academy – K-12

**Foster Care Services:**
- Children’s Regular and Therapeutic Foster Care
- Adult Behavioral Health Therapeutic Home
- Adult Developmental Homes

**Housing:**
- Semi-Independent Supportive Permanent Housing
- Affordable Housing Subsidies

**Healthcare Business Solutions:**
- Food Prep and Services
- Environmental Services

**Integrated Healthcare:**
- Primary Medical Care
- Psychiatric/Medication Management
- Behavioral Health Outpatient

**Residential Services:**
- Children/Youth Residential (short-term)
- Assessment & Intervention Center
- Substance Use Program
- High Acuity & Intensive Group Home
- Semi-Independent Living
- Adult Residential
- SMI Group Home
- Developmental Group Home
- Brief Intervention Program
- Sub-acute/short term crisis stabilization

**Substance Use Services:**
- Intensive Outpatient Program
- Medication Assisted Treatment
- Outpatient Individual & Group
DONOR LIST

$50,000 and above
1st Bank of Arizona - Arizona Leadership Foundation
Geico - Arizona Leadership Foundation
Guardian Life Insurance - Arizona Leadership Foundation
Brandt and Vicki Hazen
Hazen Family Foundation
Connie Hillman Family Foundation
David and Norma Lewis Foundation
Marshall Foundation
Philadelphia Insurance - Arizona Leadership Foundation
Roberts Foundation
Safety National Insurance - Arizona Leadership Foundation
United Healthcare - Arizona Leadership Foundation

$25,000 to $49,999
Community Foundation of Southern Arizona
GreaterGood.org
Ann-Eve Hazen Family Foundation
Tucson Conquistadores

$10,000 to $24,999
Arizona Community Foundation
Paul Baker
Banner Health
Institute for Better Education
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$1,000 to $9,999

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Jane Whittemore
FINANCIAL REPORT

October 1, 2018 - September 30, 2019

REVENUES & SUPPORT
Contracts with Governmental and Other Agencies $61,474,667
Contributions $1,061,969
Rental Income $4,566,683
Other Income $797,991
Investment Loss, net ($246,420)
Loss on Disposal of Assets ($52,872)
Total Revenue $67,602,018

EXPENSES
Program Services $56,599,189
Support Services $10,026,491
Fundraising $46,243
Total Expenses $66,671,923

Change in Net Assets $930,095
“Your kind donations are changing so many children’s lives for the better by giving them a chance at a brighter future. There is no way we can put into words what Intermountain means to our family and how thankful we are for their support and services.”

- The McCutcheon Family
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