

RIVER VALLEY

FAMILY HEALTH CENTERS

MEDICAL, DENTAL, & EMOTIONAL WELLNESS INTEGRATED SERVICES

2025 Annual Report

**NO BARRIERS
TO HEALTH CARE**



LETTER FROM OUR CEO



River Valley navigated 2025 with grace. We served 8,500 community members with warmth and support. Whether it was the Referral Team connecting 5,589 people with specialty care, the Pharmacy filling 51,810 scripts, the Call Center answering 80,796 calls, or our billers mastering dental billing, their hard work translated into 32,997 patient-centered visits. We opened a convenient care in Montrose, provided Title X outreach to students at Vista Charter School, provided sports physicals to Ouray and Ridgeway students, initiated two new support groups, outreached to 120 businesses, participated in 11 community events, switched to a new IT company, hired 4 new medical providers and 1 new dental provider (3 of whom are new graduates), and started a dental student rotation program - all the while maintaining our status as a national Top 10% Gold Quality Leader— the only Federally Qualified Health Center in Colorado to do so this year.

River Valley is entering 2026 in a position of strength. We are proud to offer accessible whole body health care to our communities. We are seeing high patient satisfaction scores while reaching our quality goals. Our team is strong and our culture continues to thrive through the ups and downs of our world. Our combination of integrated behavioral health, dental, medical and pharmacy services all under one roof sets River Valley apart in the health care industry. Our team knows that when we deliver for our clients, our business will grow and thrive. And that is what we intend to do.

In 2026 and beyond, our focus will remain squarely on removing barriers, opening access, and delivering topnotch care to our community. We will:

1. Expand access to care and services offered.
2. Be an employer of choice in our communities.
3. Sustain financial health of the organization to ensure affordable healthcare.
4. Maintain High Quality of Care Standards.

I'm optimistic about the future of River Valley, and I'm grateful for your continued trust in us.

Kaye Hotsenpiller, CEO

MISSION

To provide high quality healthcare in an integrated and culturally respectful manner to our community.

VISION

To offer affordable and easy access to quality care for all, while being an employer of choice.

ORGANIZATIONAL VALUES

Patient-Centered, Quality Care
Accountability
Integrity
No Barriers to Care

WHO WE ARE & WHAT WE DO

River Valley is a Federally Qualified Health Center

- **3 clinic locations in Montrose, Delta and Olathe** – with in-house pharmacies in the Montrose and Delta clinics.
- **Services:** Integrated medical, dental, counseling, and pharmacy services UNDER ONE ROOF.
- **Reducing barriers to care:**
 - Financial/Lack of Insurance—River Valley offers a sliding fee discount scale for those who financially qualify, including patients with no insurance and for those with very high deductibles.
 - Transportation – FREE transportation with All Points Transit to any of our three clinics for patients.
 - Language – River Valley has bilingual staff and a translation service with over 200 languages.
 - Discounts on prescription medications - Through the 340B program, our pharmacies can provide high dollar medications at a fraction of the price. The 340B program is an essential part of River Valley's mission to remove financial barriers, helping patients to receive their life-saving medications.

EXECUTIVE LEADERSHIP



Kaye Hotsenpiller,
Chief Executive Officer



Jessica Sweet,
Chief Operations Officer



Jeannie Mueller,
Chief Medical Officer



Casey Payne,
Chief Financial Officer



Dr. Marisa Borchardt, DMD,
Chief Dental Director

BOARD OF DIRECTORS

JACQUE DAVIS, CHAIR
KELSEY MCCARTHY, VICE CHAIR
ANGELA FEDLER, SECRETARY
FELICIA VELASQUEZ, TREASURER
TED MOE
ELISA RODRIGUEZ
ANNE GALLEGOS

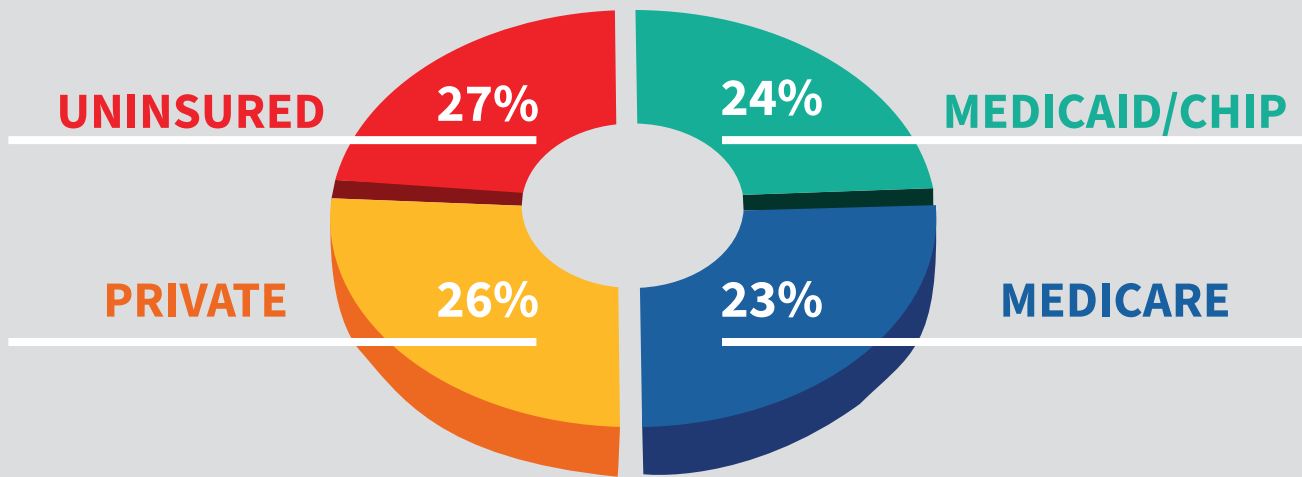
BUD TAYLOR
DR. NAOMI WILLDEN, DDS
PENNY HARRIS
PENELOPE POWEL
KRIS STEWART
LUPITA BALTAZAR
AL SALIMAN

OUR PATIENTS

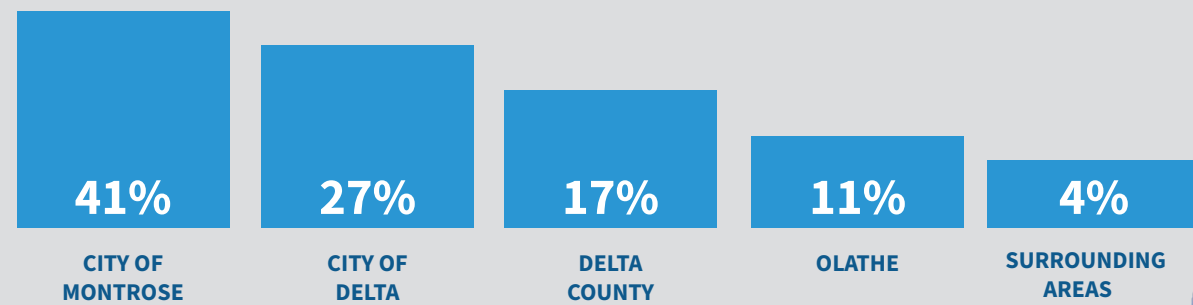
8500

TOTAL PATIENTS SERVED IN 2025

INSURANCE STATUS



COMMUNITIES SERVED



79%
living at or below 200% of the Federal Poverty Level
(of patients reporting income)

20%
living at or below 100% of the Federal Poverty Level
(of patients reporting income)

37%
Hispanic/Latino

30%
Seniors (over 60 years of age)

32,997

TOTAL CLINICAL VISITS

MEDICAL VISITS: 22,098

DENTAL VISITS: 5,782

MENTAL HEALTH VISITS: 5,117

TOTAL PRESCRIPTIONS FILLED: 51,810



SERVICES FOR PATIENTS WITH MEDICARE

ANNUAL WELLNESS VISITS

Annual Wellness Visits (AWVs) are important preventive care visits that help patients stay healthy by focusing on prevention, early detection, and personalized care planning. These visits identify health risks, address gaps in care, and support management of chronic conditions, which leads to better health outcomes and stronger patient-provider relationships. AWVs typically include a health risk assessment, a review of medical and family history, screenings and immunizations, personalized health advice, and a plan for follow-up care. Ensuring patients receive these visits is crucial for maintaining their health and preventing complications. Medicare beneficiaries who have not had an AWV in the past year are eligible. River Valley is committed to improving AWV completion through staff training, workflow optimization, and patient outreach to enhance community health access.

2025 STAFF AWARDS



COMMUNITY

DR. ROSALIND RAFANELLI,
Medical Doctor

We strive to deliver the best experience and healthcare outcomes to each patient, through compassion, evidence-based skills, and patient-centered supports.



TEAMWORK

STACY ECKERMAN,
Pharmacist

We understand that teamwork is built through trust, authenticity, safety, and accountability, achieved through good communication, flexibility, and dependability.



CARING

TASHA GIBSON,
Registered Dental Hygienist

We seek to understand the needs of others by approaching them with respect, sincerity, and kindness.



COMPASSION

PAM PEPIN,
LPN

We strive to recognize the basic goodness in everyone and aim for clear communication and self-compassion to recognize and learn from our mistakes.



GROWTH

DENNIS MAGANA,
Medical Assistant Supervisor

We view change and challenges as opportunities to express our diversity and creativity. We use these as tools to spark innovation and deliver excellence to our patients and team.



JOY

KAYLA STEPHENSON,
Medical Assistant

We embrace humor, play, compassion, and gratitude to nurture happy, kind and effective teams.

ADVANCED PRIMARY CARE MANAGEMENT

River Valley partners with ChartSpan to enhance support for Medicare patients enrolled in our APCM (formerly CCM) program. This collaboration ensures that eligible Medicare patients receive consistent monthly outreach, medication and appointment reminders, care-coordination assistance, and help navigating their chronic conditions between visits. The purpose of this partnership is to extend the reach of our care teams, offering patients reliable, proactive support that reinforces their provider's care plan and keeps them engaged in their health. By teaming up with ChartSpan, River Valley strengthens continuity of care, improves patient outcomes, and helps reduce avoidable emergency and hospital utilization, while giving Medicare patients the reassurance of having a dedicated team available to answer questions and connect them with needed resources.



PATIENT HEALTH OUTCOMES

River Valley is committed to providing the highest quality care to our community.

#1 IN COLORADO*

69%

of eligible patients received Colorectal Cancer Screenings

96%

of eligible patients received Depression Screening & Follow Up

74%

of eligible patients received Breast Cancer Screenings

81%

of patients with diabetes received Diabetic Retinopathy Eye Screening

81%

of eligible Children Received Weight Assessment/ Counseling for Nutrition

#2 IN COLORADO*

83%

of patients have their Blood Pressure Under Control

#3 IN COLORADO*

66%

of eligible patients received Cervical Cancer Screenings

83%

of patients with diabetes have their A1c Under Control (>9)

93%

of eligible Adults Received Weight Assessment/ Counseling for Nutrition

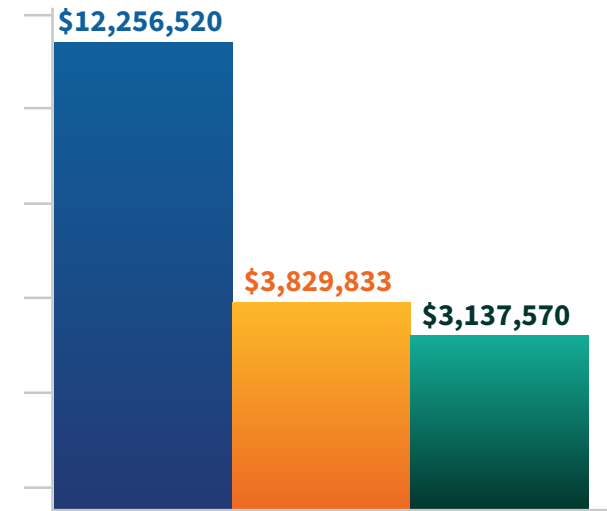
95%

of eligible patients received Tobacco Cessation Counseling

*Ranking among the 20 Colorado Community Health Centers

FY 2024-25 FINANCIALS

AT A GLANCE
Fiscal Year ending May 31, 2025



\$12,256,520

Patient and third-party revenue, net

\$3,829,833

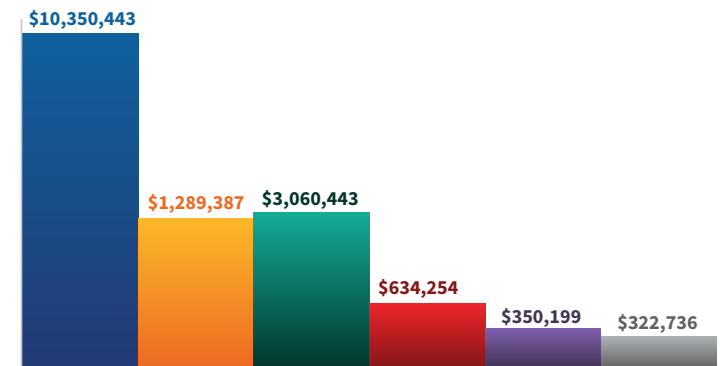
Grant Revenue

\$3,137,570

Contributions, donations and other revenues

TOTAL: \$19,223,923

EXPENSES



Salaries and Wages: \$10,350,443

Purchased and Professional Services: \$1,289,387

Supplies and other expenses: \$3,060,443

Occupancy expense: \$634,254

Depreciation: \$350,199

Interest: \$322,736

TOTAL: \$16,007,462

NATIONAL QUALITY AWARDS

Gold Level Health Center Quality Leader

We are in the top 10% of ALL Federally Qualified Health Centers in the country for our quality metrics. This is the 6th year in a row that we have won this prestigious award!



National Quality Leader for Behavioral Health



National Quality Leader for Diabetes Health

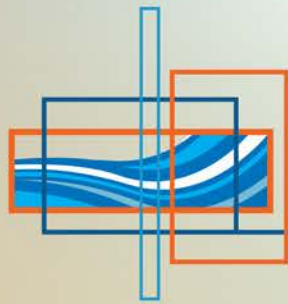


Advancing Health Information Technology for Quality.

FUNDERS & DONORS

The generous support from our federal, state and local partners, along with individual donors, allowed us to expand access to health care in 2025.

- All Points Transit
- Colorado Community Health Network
- Colorado Department of Human Services Behavioral Health Administration
- Colorado Department of Public Health & Environment —Zero Suicide Colorado
- Colorado Family Planning Program
- Colorado Health Foundation
- Colorado Primary Care Fund
- Colorado Provider Stabilization Fund
- Colorado State Dental Health Care Program for Low Income Seniors
- Community Health Provider Alliance
- Delta Community Fund
- John G. Duncan Charitable Trust
- Montrose Community Foundation
- Montrose Regional Health
- Rocky Mountain Health Foundation
- Rocky Mountain Health Plans
- San Juan Health Foundation
- Shepherd's Hand Food Pantry
- Southwest Colorado Opioid Regional Council (SWCORC)
- Title X Program



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This institution is an Equal Opportunity Provider.