

## MID-YEAR REPORT FOR OUTCOME PROGRESS

**Reporting for: July 1 – November 30 of the current year!**

**Agency Name:** Eyerly Ball Community Mental Health Services

**Program Name:** Psychiatric Evaluation

**Brief Description of Program:** Serving the community for nearly 48 years with over 170 staff members, Eyerly Ball is a non-profit 501©3, non-sectarian agency. Founded in 1969, the mission of the agency is “To provide excellent behavioral healthcare services that empower individuals and families to live healthy and successful lives in the community.” Psychiatric Evaluation services were provided throughout the 2016/2017 reporting year. The Psychiatric Evaluation provides the necessary medical and mental health information a licensed medication prescriber requires to determine an appropriate type and dosage of medication(s) to efficaciously address an individual's mental health symptoms. Appropriate mental health services are intended to positively enhance the overall mental and emotional functioning of individuals receiving these services. During each Psychiatric Evaluation a registered nurse is available to assist the client in the coordination of the service provided by the medication prescriber.

**Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:**

**1. Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:**

- Utilizing reports from our electronic health record, Cerner, the Outpatient Clinics track data on unduplicated and total services for clients served (see #2 below)
- In addition, data regarding provider production, excess capacity, no shows, and discharges are also tracked

**2. Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):**

***CLIENTS SERVED IN STORY COUNTY 07/07/17 – 11/30/17:***

- Psychiatric Evaluation = 110 unduplicated (112 total services)
- 7 Connections clients have utilized ER services since January 2017
- 7 Connections clients have been hospitalized since January 2017

**3. Outcomes Achieved (Result to Clients/Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date:**

- Recruited a full-time, female LMSW to the Ames Clinic
- Increased provider productivity, which increased client access to services, from as low as 40% at pilot to 58% for Therapy and 60% for Medical in October (goal is 65% average overall - production is impacted by vacation requests and time off for illness)

- Eyerly Ball completed a client satisfaction survey in the early December 2017; Analysis is pending at this time
- Reduced the No Show rate from nearly 42% in some months prior to our pilot to 13% in November 2017
  - The Ames Clinic had 47 No Shows in November (of 366 scheduled appointments), 64 in October, 80 in September, 85 in August, 88 in June, and 85 in July
  - 45% of No Shows were for Therapy; This is a consistent trend for Ames
  - Of 44 clients needing to attend Service Readiness Group (SRG) for re-engagement, 23 of 44 clients have attended and completed the SRG; 9 clients are on same day scheduling due to non-compliance with policy and 35 have been discharged year to date
- Added a second walk-in clinic day; Average attendance is now 6 clients per day

**4. Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):**

- While the demand for services continues to grow, provider shortages and struggles to recruit to community based mental health organizations contributes to our ability to serve clients (includes needs for Psychiatrist, ARNP and LISW Therapists)
- As more payors and the government require more automation and electronic reporting, there is a need to upgrade IT systems and infrastructure which is extremely expensive
- Lack of transportation services for Clients (takes 3-days of notice to arrange MCO transport)
- MCOs denying payments if clients see a therapist and med provider on the same day
- As nearly 80% of our population is funded by Medicare and Medicaid, changes to federal programs have largescale impact on our clientele; With 65% of Eyerly Ball clients covered by Medicaid as their primary insurance carrier, block granting of Medicaid funds would dramatically affect Eyerly Ball in a negative fashion
- Timely payment for services rendered from the MCOs

**5. Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):**

- Total unduplicated clients seen in Story County Clinic through 11/30/17 = 790
- Total unduplicated clients seen in Story County Clinic in 2016 = 863
  - \*We have been recruiting for an additional LISW since June 2017, contributing to a decrease in volume for the clinic*

**6. Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?**

- Only LISWs can see Medicare and some private payor insurances; We received county funding for 97 clients (57 medication and 40 therapy); We have been fortunate that the CICS region has allowed us to use open crisis service spots to aid these clients and that CICS has funded having Medicare clients see our LMSW therapist in Ames when there is no available slot on an LISW schedule for the client

**7. Comments:**

- Eyerly Ball is launching an Assertive Community Treatment team in Story County effective 7/1/17 to provide comprehensive, community-based psychiatric treatment, rehabilitation, and support to persons with serious and persistent mental illness; This may increase need for therapy follow-up/crisis treatment services in the region
- In October 2016, Eyerly Ball signed a Letter of Intent to affiliate with UnityPoint Health Des Moines; Finalization of the affiliation will occur in early 2018 and may aid in recruiting of LISW therapy staff
- In October 2017, Eyerly Ball was awarded the RFP to offer Mobile Crisis Response Team Services to the CICS region effective January 1, 2018; This may increase need for services in the region

**Staff Use Only:**

Change/ Benefits demonstrated for client/ community?	Yes	No
Quantifiable Outcome Measures?	Yes	No
Outcomes Reported?	Yes	No

## MID-YEAR REPORT FOR OUTCOME PROGRESS

**Reporting for: July 1 – November 30 of the current year!**

**Agency Name:** Eyerly Ball Community Mental Health Services

**Program Name:** Medication Management

**Brief Description of Program:** Serving the community for nearly 48 years with over 170 staff members, Eyerly Ball is a non-profit 501©3, non-sectarian agency. Founded in 1969, the mission of the agency is “To provide excellent behavioral healthcare services that empower individuals and families to live healthy and successful lives in the community.” Medication Management services provide the vital follow-up for individuals prescribed medications for a psychiatric disorder. Medication Management services provide for the opportunity to assure medication efficacy and ongoing medical safety for those prescribed medications. Appropriate mental health services are intended to positively enhance the overall mental and emotional functioning of individuals receiving these services. During each medication, management service a registered nurse is available to coordinate the service between the client and the medical provider.

**Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:**

**1. Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:**

- Utilizing reports from our electronic health record, Cerner, the Outpatient Clinics track data on unduplicated and total services for clients served (see #2 below)
- In addition, data regarding provider production, excess capacity, no shows, and discharges are also tracked

**2. Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):**

***CLIENTS SERVED IN STORY COUNTY 07/07/17 – 11/30/17:***

- Medication Management = 379 (858 total services)

**3. Outcomes Achieved (Result to Clients/Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date:**

- Recruited an additional telehealth provider at the Ames Clinic; Now offering medication administration services 5 days per week with two telehealth providers
- Eyerly Ball completed a client satisfaction survey in the early December 2017; Analysis is pending at this time

- Increased provider productivity, which increased client access to services, from as low as 40% at pilot to 60% for Medical in October (goal is 65% average overall - production is impacted by vacation requests and time off for illness)
- Reduced the No Show rate from nearly 42% in some months prior to our pilot to 13% in November 2017
  - The Ames Clinic had 47 No Shows in November (of 366 scheduled appointments), 64 in October, 80 in September, 85 in August, 88 in June, and 85 in July
  - 45% of No Shows were for Med Providers; This is a consistent trend for Ames
  - Of 44 clients needing to attend Service Readiness Group (SRG) for re-engagement, 23 of 44 clients have attended and completed the SRG; 9 clients are on same day scheduling due to non-compliance with policy and 35 have been discharged year to date
  - Added a second walk-in clinic day; Average attendance is now 6 clients per day

**4. Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):**

- In April 2017, we lost our face-to-face ARNP and transitioned clients to telehealth-only Psych ARNP services for psychiatric evaluation.
- While the demand for services continues to grow, provider shortages and struggles to recruit to community based mental health organizations contributes to our ability to serve clients (includes needs for Psychiatrist, ARNP and LISW Therapists)
- As more payors and the government require more automation and electronic reporting, there is a need to upgrade IT systems and infrastructure which is extremely expensive
- Lack of transportation services for Clients (takes 3-days of notice to arrange MCO transport)
- MCOs denying payments if clients see a therapist and med provider on the same day
- As nearly 80% of our population is funded by Medicare and Medicaid, changes to federal programs have largescale impact on our clientele; With 65% of Eyerly Ball clients covered by Medicaid as their primary insurance carrier, block granting of Medicaid funds would dramatically affect Eyerly Ball in a negative fashion
- Timely payment for services rendered from the MCOs

**5. Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):**

- Total unduplicated clients seen in Story County Clinic through 11/30/17 = 790
- Total unduplicated clients seen in Story County Clinic in 2016 = 863

*\*We have been down an in-person prescriber since 4/18/17*

**6. Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?**

- Some payors do not cover telehealth services in their benefit plans, and our only in-person medication prescriber is our Psychiatrist Medical Director based out of Des Moines; We have turned away approximately 8 clients for this reason (when they did not qualify for county funding and were referred to an alternate provider)

**7. Comments:**

- Eyerly Ball is launching an Assertive Community Treatment team in Story County effective 7/1/17 to provide comprehensive, community-based psychiatric treatment, rehabilitation, and support to persons with serious and persistent mental illness; This may increase need for medication administration follow-up/crisis treatment services in the region
- In October 2016, Eyerly Ball signed a Letter of Intent to affiliate with UnityPoint Health Des Moines; Finalization of the affiliation will occur in early 2018; This may aid efforts to recruit ARNPs
- In October 2017, Eyerly Ball was awarded the RFP to offer Mobile Crisis Response Team Services to the CICS region effective January 1, 2018; This may increase need for medication management follow-up/crisis treatment services in the region

**Staff Use Only:**

Change/ Benefits demonstrated for client/ community?	Yes	No
Quantifiable Outcome Measures?	Yes	No
Outcomes Reported?	Yes	No

## MID-YEAR REPORT FOR OUTCOME PROGRESS

**Reporting for: July 1 – November 30 of the current year!**

**Agency Name:** Eyerly Ball Community Mental Health Services

**Program Name:** Mental Health Evaluation

**Brief Description of Program:** Serving the community for nearly 48 years with over 170 staff members, Eyerly Ball is a non-profit 501©3, non-sectarian agency. Founded in 1969, the mission of the agency is “To provide excellent behavioral healthcare services that empower individuals and families to live healthy and successful lives in the community.” The Mental Health Evaluation provides the necessary social and mental health information a licensed therapist requires to determine an appropriate treatment plan and develop a course of treatment to efficaciously address an individual's mental health needs. Appropriate mental health services are intended to positively enhance the overall mental and emotional health functioning of individuals receiving these services.

**Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:**

**1. Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:**

- Utilizing reports from our electronic health record, Cerner, the Outpatient Clinics track data on unduplicated and total services for clients served (see #2 below)
- In addition, data regarding provider production, excess capacity, no shows, and discharges are also tracked

**2. Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):**

***CLIENTS SERVED IN STORY COUNTY 07/07/17 – 11/30/17:***

- Mental Health Evaluation = 127 (128 total services)

**3. Outcomes Achieved (Result to Clients/Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date:**

- Recruited an additional female, LMSW therapist at the Ames Clinic
- Increased provider productivity, which increased client access to services, from as low as 40% at pilot to 58% for Therapy in October (goal is 65% average overall - production is impacted by vacation requests and time off for illness)
- Reduced the No Show rate from nearly 42% in some months prior to our pilot to 13% in November 2017
  - The Ames Clinic had 47 No Shows in November (of 366 scheduled appointments), 64 in October, 80 in September, 85 in August, 88 in June, and 85 in July

- 55% of No Shows were for Therapy; This is a consistent trend for Ames
  - Of 44 clients needing to attend Service Readiness Group (SRG) for re-engagement, 23 of 44 clients have attended and completed the SRG; 9 clients are on same day scheduling due to non-compliance with policy and 35 have been discharged year to date
  - Added a second walk-in clinic day; Average attendance is now 6 clients per day
4. **Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):**
- In June 2017, we lost a therapist at the clinic
  - While the demand for services continues to grow, provider shortages and struggles to recruit to community based mental health organizations contributes to our ability to serve clients (includes needs for Psychiatrist, ARNP and LISW Therapists)
  - As more payors and the government require more automation and electronic reporting, there is a need to upgrade IT systems and infrastructure which is extremely expensive
  - Lack of transportation services for Clients (takes 3-days of notice to arrange MCO transport)
  - MCOs denying payments if clients see a therapist and med provider on the same day
  - As nearly 80% of our population is funded by Medicare and Medicaid, changes to federal programs have largescale impact on our clientele; With 65% of Eyerly Ball clients covered by Medicaid as their primary insurance carrier, block granting of Medicaid funds would dramatically affect Eyerly Ball in a negative fashion
  - Timely payment for services rendered from the MCOs
5. **Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):**
- Total unduplicated clients seen in Story County Clinic through 11/30/17 = 790
  - Total unduplicated clients seen in Story County Clinic in 2016 = 863
  - Total clients served in SCL in 2017 (through 11/30/17) = 36
- \*We have been for an additional LISW since June 2017, contributing to a decrease in volume for the clinic*
6. **Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?**
- Only LISWs can see Medicare and some private payor insurances; We received county funding for 97 clients (57 medication and 40 therapy); We have been fortunate that the CICS region has allowed us to use open crisis service spots to aid these clients and that CICS has funded having Medicare clients see our LMSW therapist in Ames when there is no available slot on an LISW schedule for the client
7. **Comments:**
- Eyerly Ball is launching an Assertive Community Treatment team in Story County effective 7/1/17 to provide comprehensive, community-based psychiatric treatment, rehabilitation, and support to persons with serious and persistent mental illness; This may increase need for mental health evaluations in the region



- In October 2016, Eyerly Ball signed a Letter of Intent to affiliate with UnityPoint Health Des Moines; Finalization of the affiliation will occur in early 2018; This may aid efforts to recruit LISWs
- In October 2017, Eyerly Ball was awarded the RFP to offer Mobile Crisis Response Team Services to the CICS region effective January 1, 2018; This may increase need for mental health evaluation services in the region

**Staff Use Only:**

Change/ Benefits demonstrated for client/ community?	Yes	No
Quantifiable Outcome Measures?	Yes	No
Outcomes Reported?	Yes	No

## MID-YEAR REPORT FOR OUTCOME PROGRESS

**Reporting for: July 1 – November 30 of the current year!**

**Agency Name:** Eyerly Ball Community Mental Health Services

**Program Name:** Mental Health Therapy

**Brief Description of Program:** Serving the community for nearly 48 years with over 170 staff members, Eyerly Ball is a non-profit 501©3, non-sectarian agency. Founded in 1969, the mission of the agency is “To provide excellent behavioral healthcare services that empower individuals and families to live healthy and successful lives in the community.” Mental Health Therapy provides regular, ongoing psychotherapy treatment for individuals suffering from a mental health disorder. The number and frequency of sessions is based on the chronicity of the individual's mental health disorder, and their course of treatment as determined by the Mental Health Evaluation, and the therapy practitioner. Appropriate mental health services are intended to positively enhance the overall mental and emotional functioning of individuals receiving these services.

**Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:**

1. **Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:**

- Utilizing reports from our electronic health record, Cerner, the Outpatient Clinics track data on unduplicated and total services for clients served (see #2 below)
- In addition, data regarding provider production, excess capacity, no shows, and discharges are also tracked

2. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):**

***CLIENTS SERVED IN STORY COUNTY 07/07/17 – 11/30/17:***

- Mental Health Therapy = 144 (442 total services)

3. **Outcomes Achieved (Result to Clients/Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date:**

- Recruited a full-time, female LMSW to the Ames Clinic
- Increased provider productivity, which increased client access to services, from as low as 40% at pilot to 58% for Therapy October (goal is 65% average overall - production is impacted by vacation requests and time off for illness)
- Eyerly Ball completed a client satisfaction survey in the early December 2017; Analysis is pending at this time

- Reduced the No Show rate from nearly 42% in some months prior to our pilot to 13% in November 2017
    - The Ames Clinic had 47 No Shows in November (of 366 scheduled appointments), 64 in October, 80 in September, 85 in August, 88 in June, and 85 in July
    - 45% of No Shows were for Therapy; This is a consistent trend for Ames
    - Of 44 clients needing to attend Service Readiness Group (SRG) for re-engagement, 23 of 44 clients have attended and completed the SRG; 9 clients are on same day scheduling due to non-compliance with policy and 35 have been discharged year to date
  - Added a second walk-in clinic day; Average attendance is now 6 clients per day
4. **Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):**
- While the demand for services continues to grow, provider shortages and struggles to recruit to community based mental health organizations contributes to our ability to serve clients (includes needs for Psychiatrist, ARNP and LISW Therapists)
  - As more payors and the government require more automation and electronic reporting, there is a need to upgrade IT systems and infrastructure which is extremely expensive
  - Lack of transportation services for Clients (takes 3-days of notice to arrange MCO transport)
  - MCOs denying payments if clients see a therapist and med provider on the same day
  - As nearly 80% of our population is funded by Medicare and Medicaid, changes to federal programs have largescale impact on our clientele; With 65% of Eyerly Ball clients covered by Medicaid as their primary insurance carrier, block granting of Medicaid funds would dramatically affect Eyerly Ball in a negative fashion
  - Timely payment for services rendered from the MCOs
5. **Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):**
- Total unduplicated clients seen in Story County Clinic through 11/30/17 = 790
  - Total unduplicated clients seen in Story County Clinic in 2016 = 863
    - \*We have been recruiting for an additional LISW since June 2017, contributing to a decrease in volume for the clinic
6. **Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?**
- Only LISWs can see Medicare and some private payor insurances; We received county funding for 97 clients (57 medication and 40 therapy); We have been fortunate that the CICS region has allowed us to use open crisis service spots to aid these clients and that CICS has funded having Medicare clients see our LMSW therapist in Ames when there is no available slot on an LISW schedule for the client
7. **Comments:**
- Eyerly Ball is launching an Assertive Community Treatment team in Story County effective 7/1/17 to provide comprehensive, community-based psychiatric treatment, rehabilitation,

and support to persons with serious and persistent mental illness; This may increase need for therapy follow-up/crisis treatment services in the region

- In October 2016, Eyerly Ball signed a Letter of Intent to affiliate with UnityPoint Health Des Moines; Finalization of the affiliation will occur in early 2018 and may aid in recruiting of LISW therapy staff
- In October 2017, Eyerly Ball was awarded the RFP to offer Mobile Crisis Response Team Services to the CICS region effective January 1, 2018; This may increase need for services in the region

**Staff Use Only:**

Change/ Benefits demonstrated for client/ community?	Yes	No
Quantifiable Outcome Measures?	Yes	No
Outcomes Reported?	Yes	No

## MID-YEAR REPORT FOR OUTCOME PROGRESS

**Reporting for: July 1 – November 30 of the current year!**

**Agency Name:** Eyerly Ball Community Mental Health Services

**Program Name:** Supported Community Living Services

**Brief Description of Program:** Serving the community for nearly 48 years with over 170 staff members, Eyerly Ball is a non-profit 501©3, non-sectarian agency. Founded in 1969, the mission of the agency is “To provide excellent behavioral healthcare services that empower individuals and families to live healthy and successful lives in the community.” Supported Community Living is an in-home/community based service which some individuals suffering from a mental health disorder may benefit from if they have identified need for assistance in regaining skills of daily living which may have been lost due to their mental health disorder. Supported Community Living can help these individuals regain some or all of their independence. Recovering these skills of independence can help individuals experiencing mental health problems, live happier more fulfilled and productive lives.

**Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:**

1. **Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:**

- Data is collected regularly on the number of these services provided monthly. The Eyerly Ball client record management system known as Cerner captures relevant data about individuals served by the agency. Effort is made to capture numbers of hospitalizations and re-hospitalizations for clients receiving this service.

2. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):**

***CLIENTS SERVED IN STORY COUNTY 07/07/17 – 11/30/17:***

- Supported Community Living Services = 30 unduplicated

3. **Outcomes Achieved (Result to Clients/Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date:**

- Eyerly Ball completed a client satisfaction survey in 2017; Analysis is pending at this time

4. **Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):**

- Inability to fill an open position has affected the program's ability to serve all individuals seeking and eligible for this service in Story County.

- As more payors and the government require more automation and electronic reporting, there is a need to upgrade IT systems and infrastructure which is extremely expensive
  - Lack of transportation services for Clients (takes 3-days of notice to arrange MCO transport) inhibits ensuring we are focused on skill building versus transport
  - Timely payment for services rendered from the MCOs
5. **Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):**
- Total clients seen in Story County Clinic through 11/30/17 = 36 YTD
6. **Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?**
- We have been able to accommodate clients as demand presents; In fact, we have sought additional clients as we have had capacity
7. **Comments:**
- In October 2017, Eyerly Ball was awarded the RFP to offer Mobile Crisis Response Team Services to the CICS region effective January 1, 2018; This may increase need for SCL services in the region

**Staff Use Only:**

Change/ Benefits demonstrated for client/ community?	Yes	No
Quantifiable Outcome Measures?	Yes	No
Outcomes Reported?	Yes	No

## MID-YEAR REPORT FOR OUTCOME PROGRESS

**Reporting for: July 1 – November 30 of the current year!**

**Agency Name:** Eyerly Ball Community Mental Health Services

**Program Name:** Prevention and Education

**Brief Description of Program:** Serving the community for nearly 48 years with over 170 staff members, Eyerly Ball is a non-profit 501©3, non-sectarian agency. Founded in 1969, the mission of the agency is “To provide excellent behavioral healthcare services that empower individuals and families to live healthy and successful lives in the community.” In conjunction with our local partners we strive to educate the community about mental illness and the supports available to help in coping and recovery. Our goal is to prevent adverse consequences to individuals and the community by reaching out and educating individuals and groups about how and where to get mental health treatment and what recovery is. A community wide, Mental Health Awareness Exposition was held on September 19, 2017. This was a well-attended event held at the Iowa State University Memorial Union in Ames. Over 15 additional providers of mental health and substance abuse services in the community were active participants in this event that provided information and education about mental health and mental health services available in Story County.

**Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:**

1. **Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:**

- Qualitative feedback regarding the success of this event was positive. All participating providers stated their intention to be involved in any future events of this nature.

2. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):**

***CLIENTS SERVED IN STORY COUNTY 07/07/17 – 11/30/17:***

- Prevention and Education = MH Expo event financial and booth support, 9/19/17

3. **Outcomes Achieved (Result to Clients/Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date:**

- The Prevention and Education services have been well received by the community in this and previous years. It is also helpful in enhancing relationships between providers

4. **Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):**
  - None
  
5. **Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):**
  - Attendance managed by outside source; Eyerly Ball contributed cash funding and booth participation
  
6. **Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?**
  - We have been able to accommodate participants to event center capacity
  
7. **Comments:**
  - No outside impact or changes are anticipated in the provision of this service in the upcoming year. It is anticipated that the agency will once again sponsor an event in relation to mental health awareness which is a national campaign intended to increase public awareness of mental health and substance use problems.

**Staff Use Only:**

Change/ Benefits demonstrated for client/ community?	Yes	No
Quantifiable Outcome Measures?	Yes	No
Outcomes Reported?	Yes	No



## MID-YEAR REPORT FOR OUTCOME PROGRESS

**Reporting for: July 1 – November 30 of the current year!**

**Agency Name:** Eyerly Ball Community Mental Health Services

**Program Name:** Pre-Commitment Screening/Connections Program

**Brief Description of Program:** Serving the community for nearly 48 years with over 170 staff members, Eyerly Ball is a non-profit 501©3, non-sectarian agency. Founded in 1969, the mission of the agency is “To provide excellent behavioral healthcare services that empower individuals and families to live healthy and successful lives in the community.” Pre-Commitment services provide an alternative response to individuals seeking mental health commitment for persons they are responsible for. This option allows for a screening with the individual/family/significant other to explore alternatives to mental health commitment such and treatment options. Connections provides care coordination support to residents of Story County who are discharging from a behavioral health inpatient setting. Connections provides coordination of aftercare services for these individuals that is intended to promote their mental health recovery and reduce numbers of psychiatric hospitalizations and re-hospitalizations.

**Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:**

1. **Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:**

- Utilizing reports from our electronic health record, Cerner, the Outpatient Clinics track data on unduplicated and total services for clients served (see #2 below)
- In addition, manual data is also tracked by the BH Coordinator each month for ER admissions and hospitalizations

2. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):**

***CLIENTS SERVED IN STORY COUNTY 07/07/17 – 11/30/17:***

- Pre-Commitment Screening/Connections Program = 24 unduplicated

3. **Outcomes Achieved (Result to Clients/Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date:**

- The Pre-Commitment and Connections Program has been in operation since July 1, 2015. This includes all individuals accessing both the Pre-commitment screening process and the Connections Program.

4. **Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):**

- While the demand for services continues to grow, provider shortages and struggles to recruit to community based mental health organizations contributes to our ability to serve clients (includes needs for Psychiatrist, ARNP and LISW Therapists)
- As more payors and the government require more automation and electronic reporting, there is a need to upgrade IT systems and infrastructure which is extremely expensive
- Lack of transportation services for Clients (takes 3-days of notice to arrange MCO transport)
- MCOs denying payments if clients see a therapist and med provider on the same day
- As nearly 80% of our population is funded by Medicare and Medicaid, changes to federal programs have largescale impact on our clientele; With 65% of Eyerly Ball clients covered by Medicaid as their primary insurance carrier, block granting of Medicaid funds would dramatically affect Eyerly Ball in a negative fashion
- Timely payment for services rendered from the MCOs

5. **Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):**

- 24

6. **Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?**

- No

7. **Comments:**

- Eyerly Ball is launching an Assertive Community Treatment team in Story County effective 7/1/17 to provide comprehensive, community-based psychiatric treatment, rehabilitation, and support to persons with serious and persistent mental illness; This may increase need for BH follow-up/crisis treatment services in the region
- In October 2017, Eyerly Ball was awarded the RFP to offer Mobile Crisis Response Team Services to the CICS region effective January 1, 2018; This may increase need for BH follow-up services in the region

**Staff Use Only:**

Change/ Benefits demonstrated for client/ community?	Yes	No
Quantifiable Outcome Measures?	Yes	No
Outcomes Reported?	Yes	No