

Eyerly Ball

Liaison Report 2016

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Eyerly Ball's mission of healthy minds and productive lives is accomplished through psychiatric services, medication management, substance abuse treatment, therapy services, supported community living, and outreach programs. They currently serve over 6000 central Iowa clients in 5 counties including 1200 in Story County. Most of their clients cannot afford private practice services.

Funding for their services is received from Medicaid, Medicare, insurance, the use of a sliding fee for services scale, and Asset. Funding has been complicated by the new MCO model but is improving. There are times when a service cannot wait on approval and then is denied. ASSET funds supported by United Way are used to offset these denials on an individual basis (denied service claims are allocated to UW funds provided through ASSET).

A new position of mental health/police liaison was hired in May, 2016. This person has a master's degree in criminal justice and is available to the police department when they feel an intervention is needed, for example, when there are repeated calls to the same location/person or a crisis situation.

One of the program strengths is its transparency. The current management team is involved in a training model to facilitate better management practices and accountability. The Ames office has evening hours until 8 pm on Tuesday and Thursday to accommodate clients not able to schedule during the day. A tele-health medication prescriber meets with clients Monday, and Tuesday, in addition to the regular face-to-face medication prescriber working in the offices Tuesday, Thursday and Friday.

Other programs include:

-Connections –a voluntary program to help individuals transition from hospital discharge back to the community.

-Integrated Health Home Program-a voluntary program providing support and a point of contact to help person reach their mental and physical goals. This takes the place of case management. There are approximately 1200 people in IHH teams across the Eyerly Ball agency, 240 in Story and Boone counties.

-Walk in Clinic-every Thursday morning in the Ames office for new clients requiring mental health evaluations.

Eyerly Ball collaborates with other community agencies to avoid duplicating services and to make referrals when necessary. They will continue to grow and fill a much needed service provision in the mental health and substance abuse areas.