

**Agency:** Eyerly Ball

**Liaisons:** Colton Kreber, Tim Lubinus, Judy Meierkord

The mission of Eyerly Ball is to provide excellent behavioral health care services that empower individuals and families to live healthy and successful lives in the community.

**Need for the program.** The target population consists of individuals, couples or families who may be suffering from substance abuse, trauma, chronic mental health issues or their first episode of psychosis. From November 2016 to April 2017, 1482 unduplicated clients were recorded in Story County. Most of these clients are adults but may include pre-teens and up. Eyerly Ball considers themselves a safety net provider of mental health services as 65% of their clients are Medicaid funded, 15% Medicare funded, and the remainder a mix of county funding, private insurance, and no insurance. A sliding fee is available for persons without insurance or those who experience gaps in insurance coverage for services and/or medications.

The ASSET Funders priorities addressed by Eyerly Ball are:

**ISU Student Government – Substance abuse prevention and treatment and mental health services, both group and individual** by ‘Mental Health Evaluation’

**United Way – under Health, essential services for healthy lives are affordable and accessible,** by ‘Mental Health Therapy’

**CICS – their Core and Core Plus service priorities** by ‘evaluations, therapy, med management, supported community living, Connections and Restore programs’

**Program Strengths.** A 48 year history in community mental health services allows for recovery focused therapies based on person-centered planning and client directed outcomes. Their Board meets monthly and will be voting in November on the affiliation with Unity Point Health. This affiliation will not affect their non-profit (501.3) status and should be a win for both parties. This past year has brought changes in staffing and programs with a new Outpatient Clinics Director, an additional telehealth med provider, expansion of the walk-in clinic to two days a week, launching an Assertive Community Treatment team in July, and implementation of a Mobile Crisis Response Team for the region beginning January 1, 2018. They have partnered with MTM Services to optimize and standardize processes at all their clinics.

**Program Weaknesses.** Recruiting the necessary providers is a major challenge. Currently a LISW trained therapist is needed to serve the Medicare population. The challenges of dealing with MCOs continues; their payments being delayed or denied. An upgrade to IT systems and infrastructure will be needed if payers and government require more automation and electronic reporting and that will take time and money.

**Financial Outlook.** Eyerly Ball is concerned how changes in state and federal programs and reporting requirements will impact them as 80% of clients have Medicaid and/or Medicare. They continue to address these concerns and lobby our legislators. The increased client numbers will mean a need for a larger space.

**Internal Management Practices.** The impending vote by the Board of Directors to affiliate with Unity Point Health will be decided by December. Once this is approved, 2 members from Unity Point will be added to the Eyerly Ball Board. Administrative changes will include more paperwork, possible rule changes and less autonomy. The current process of standardization should assist staff coping with these changes.

**Agency Comments.** The 3 top funding priorities for Eyerly Ball are:

- Therapy

- Med therapy

- Connections Program

**General Assessment.** Eyerly Ball continues to provide a very necessary program in Story County. Their growth in services and clients will present many challenges but also great opportunities for service.