



ORCHARD PLACE

2017

REPORT CARD





A MESSAGE FROM CEO ANNE STARR

One in four youth will have a serious, debilitating emotional or behavioral disorder during their childhood or adolescence. By all standards this would be considered a problem of epidemic proportions, yet there's little public outcry about the lack of a uniform approach to this health crisis.

What typically happens in a public health crisis? The standard responses are:

- Governmental agencies prepare and distribute educational materials and curricula to families, schools, physicians, preschools, coaches, and child and adolescent support agencies.
- Media are saturated with pleas for families to learn the warning signs of the health threat.
- Families are urged to take immediate action by contacting specific professionals if they suspect their child is suffering.
- Prevention and intervention services are strengthened.

Unfortunately, none of these efforts is being used to help at-risk youth. So what can parents and individuals do to confront this epidemic?

- Advocate. Tell your local, state and federal government policymakers this is a critical issue and ask them to form a government response to this health threat to our kids.
- Go public. Talk about children's mental health issues. Ask Orchard Place to speak at a lunch-and-learn session at your business, club or church.
- Raise questions. Ask your school if it has trained its teachers to identify children experiencing mental health issues and ways to support youth with mental illnesses.

If you are an Orchard Place donor, you help by supporting access to mental health services for youth, regardless of their families' ability to pay.

Orchard Place is proving children's behavioral and emotional problems are both diagnosable and treatable, and we are getting great outcomes. Now we need to ensure all youth get access to treatment and a strong future.

Sincerely,

Anne Starr, MSW | Chief Executive Officer

United Way
of Central Iowa

United
Way





THE MISSION OF ORCHARD PLACE

Orchard Place works with families who have children and youth experiencing mental health and behavioral challenges. By intervening early with appropriate care, we build stronger futures for our young clients. By partnering with other organizations, we have become an important resource in Iowa communities.

To fulfill this goal, we operate Orchard Place/Child Guidance Center, an outpatient community mental health center for children,

adolescents and their families; Orchard Place Campus, a residential Psychiatric Medical Institute for Children; Orchard Place/PACE Juvenile Center, our community-based branch providing skill-building, substance abuse treatment, Juvenile Court follow-up, and summer programming; and the Orchard Place/Integrated Health Program, our health home branch providing care coordination services to children with severe emotional disturbances.

VITAL STATISTICS

IN 2017, ORCHARD PLACE:

- Provided care to **8,559** Iowa children and youth.
- Employed **358** staff members and utilized the services of **565** volunteers.
- Operated on a budget of **\$21.3 million**, supported by a diverse funding base.
- Limited management and general expenses to only **8.8%** of our total budget.
- Benefited from the charitable support of a large network of individuals, groups, businesses and foundations.



2017 IN REVIEW



“My daughter was seeing the school counselor, who didn’t have time to meet with her because she was split between two schools. I needed someone I could count on. When I heard about School-Based Therapy provided by Orchard Place, I called to make an appointment. I received a call from an Orchard Place School-Based Therapist the same day. My daughter feels comfortable talking with her and so do I. I had insurance issues and my daughter was still able to be seen. I can’t say enough great things about School-Based Therapy. I am very grateful!”

ORCHARD PLACE CHILD GUIDANCE CENTER

Orchard Place/Child Guidance Center in downtown Des Moines has provided child and adolescent mental health services in central Iowa for more than 80 years. Our Child Guidance Center is a federally accredited outpatient mental health center for children and serves as a safety net service provider for children battling mental health disorders in central Iowa.

In 2017, Orchard Place/Child Guidance Center led a community-wide study of the lack of emergency mental health crisis services in the region, funded by grants from the Community Foundation of Greater Des Moines, Mid-Iowa Health Foundation and United Way of Central Iowa. The study found the use of community-based crisis services can be more cost-effective and provide better outcomes for families. The next steps include developing service and funding models.

IN 2017, CHILD GUIDANCE CENTER:

- Provided care to **4,434** children and youth.
- Conducted **51,511** outpatient treatment and psychiatric visits.
- Served **125** youth through the Functional Family Therapy program. In **96%** of the families who completed the program, their children remained with them in the home, and **87%** showed an improvement in family relationships.
- Increased the number of clinicians, both at Orchard Place and at community organizations, who are trained in evidenced-based interventions. Training in Child Parent Psychotherapy was provided to **30** clinicians, Eye Movement Desensitization and Reprocessing to **15**, and Trauma-Focused Cognitive Behavior Therapy to **28**. Additionally, over **500** individuals from across the nation attended the 7th Annual Trauma-Informed Care conference to expand their knowledge of Collaborative Problem Solving and the neurosequential model of therapeutics.

OF THE CHILDREN COMPLETING TREATMENT:

- **92%** of children who received outpatient mental health services stabilized or improved overall functioning.
- **94%** of those children age 6-18 receiving outpatient mental health services reduced their risk of harming themselves or others, and **90%** stabilized or improved their behavior and their ability to function appropriately.

THROUGH THE CHILD CARE RESOURCE AND REFERRAL PROGRAM:

- **3,216** on-site consultations to child care programs were provided by child care consultants, totaling more than **4,400** hours.
- **1,592** hours of training were offered to child care providers in central Iowa. **3,584** child care providers attended our training sessions.
- **836** families were provided direct assistance with information regarding choosing quality child care from a child care resource and parent referral specialist.

IN 2017, ORCHARD PLACE CAMPUS HELPED 280 CHILDREN. THE AVERAGE LENGTH OF STAY WAS 5.8 MONTHS.

ORCHARD PLACE CAMPUS

When a child or adolescent's mental health problems require more than outpatient treatment, he or she may be referred to Orchard Place Campus, home of our Psychiatric Medical Institute for Children (PMIC), for a temporary residential program providing intensive treatment. Orchard Place Campus seeks to satisfy all of our clients' needs with individualized treatment, including services from masters-degree-level therapists; bachelor-degree-level milieu treatment counselors; psychiatrists; a pediatrician; nursing staff; a recreational therapist; a dietician; and other professional staff.

Treatment includes individual and family therapy, medication management, group therapy, skills training, recreational therapy activities, alcohol and drug prevention education, substance abuse evaluations and treatment. Regular attendance is required at our on-campus school, accredited through the Des Moines Public School system for both general and special education students. We utilize a trauma informed care model with our residents and families.

The goal is to improve and stabilize each child, making them mentally healthier so they are able to return to their families, friends and schools as quickly as possible.

THIS YEAR AT ORCHARD PLACE CAMPUS:

- **91%** of youth improved functional status from intake to discharge.
- **87%** of youth decreased their risk of harming themselves or others.
- **94%** of youth were successfully discharged to a lower level of care.

OF THE STUDENTS WHO ATTENDED ORCHARD PLACE SCHOOL FOR 90 OR MORE DAYS:

- **55%** of students maintained or improved one full grade level in math from the pre-test to the post-test.
- **75%** of students maintained or improved one full grade level in reading from the pre-test to the post-test.

“Because of Orchard Place, I finally have a life. Orchard Place not only saved my life but helped me live. I will never forget what I learned on Campus.”

Youth who was an inpatient resident at Orchard Place Campus



ORCHARD PLACE PACE JUVENILE CENTER

Orchard Place/PACE Juvenile Center is our community-based division, providing skill-building services for a diverse population of youth and families struggling with mental health and/or substance abuse issues. PACE works to enhance the services of mental health professionals, educators, Juvenile Court Services and the Iowa Department of Human Services by collaborating with care providers and families to alleviate behavior issues and encourage accountability.

In 2017, PACE received funding from the Des Moines Public Schools district to provide a family-based kindergarten-to-third grade attendance initiative. This program will help identify and eliminate roadblocks families face that cause chronic absenteeism. Research shows that absenteeism makes it harder for children to learn how to read. If they are not proficient readers by the end of the third grade, children are four times more likely to drop out of school. Programs like the PACE attendance initiative have proven to improve student achievement and increase graduation rates.

PACE also provides outreach services to the Latino community in helping families access necessary resources, support and mental health services.

**IN 2017, PACE JUVENILE CENTER
SERVED 2,395 YOUTH AND FAMILIES.**

THIS YEAR AT ORCHARD PLACE/PACE JUVENILE CENTER:

- **79%** of youth served were successfully discharged from services.
- **94%** of youth/families served reported satisfaction with services received.
- PACE's school-based partnerships in six area high schools served **457** youth on behalf of Juvenile Court Services and the Des Moines Public Schools.
- **641** youth received skill-building services from PACE case managers, working in conjunction with their therapists.
- **195** youth received substance abuse services and eight attended substance abuse educational classes.
- **19** youth participated in after-school enrichment programming, which included cultural, educational and recreational activities, and **50** youth attended our PACE Kids' Club summer program.



ORCHARD PLACE INTEGRATED HEALTH PROGRAM

Our Integrated Health Program (IHP) helps children facing behavioral and emotional challenges be successful at home, in school and in the community. Our IHP team works with families in developing whole-health goals that focus on their children's physical, emotional and social well-being. Each family is assigned a team consisting of a care coordinator, nurse care manager and family peer support specialist to ensure services are matched to each child.

In 2017, families served by IHP were invited to spend an evening learning, sharing and meeting with other parents who have children facing similar mental health conditions. Participants of the 'Parents United' group now meet once a month to develop informal supports and understand the issues facing their families are not uncommon.

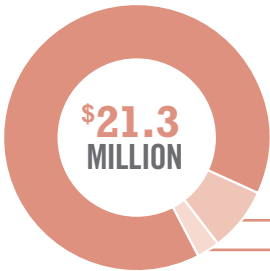
THIS YEAR, ORCHARD PLACE/INTEGRATED HEALTH PROGRAM:

- Provided care coordination services to **1,450** youth and families, including both Medicaid and non-Medicaid care coordination services through our partnership with our Medicaid funders and the Iowa Department of Human Services.
- Provided services with the help of a diverse team of care coordinators, family peer support specialists and nurse care managers.
- Tracked key indicators for clients, including follow-up to hospital discharges and emergency room visits, then used this information to help guide care coordination services.
- Received a satisfaction rating of **92%** from clients who responded to our survey regarding the services they received from our Integrated Health Program.

SURVEY RESULTS & FINANCIALS

**HERE'S HOW 1,829 PARENTS
AND CHILDREN PARTICIPATING
IN OUR TREATMENT PROGRAMS
RESPONDED IN OUR LATEST SURVEY:**

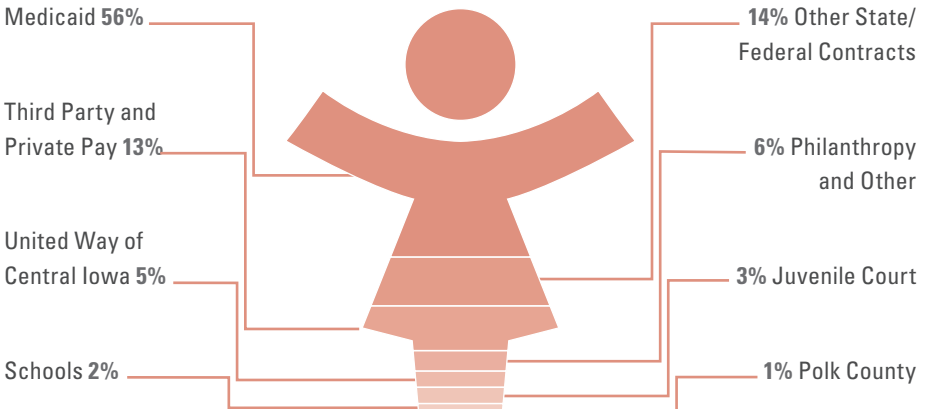
- 93% were satisfied with the services they received.
- 93% felt comfortable calling with questions and concerns.
- 86% thought the services they received services were helpful.
- 96% thought that the staff provided a safe environment.
- 97% marked that they were treated with respect.



ORCHARD PLACE AND OUR RELATED FOUNDATION HAD AN OPERATING BUDGET OF \$21.3 MILLION IN THE LAST FISCAL YEAR. DISTRIBUTION OF THIS AMOUNT WAS:

- 88.5% PROGRAM EXPENSES
- 8.8% MANAGEMENT AND GENERAL EXPENSES
- 2.7% FUNDRAISING AND MARKETING EXPENSES

THIS YEAR, 8,559 CHILDREN AND YOUTH WERE SERVED BY THESE RESOURCES:



ORCHARD PLACE EXECUTIVE TEAM

Chief Executive Officer	Anne Starr, MSW
Chief Financial Officer	Val Saltgaver, CPA
Chief Medical Officer	Stephen Mandler, D.O.
Vice President, Development	Nancy Bobo, CFRE
Vice President, Orchard Place/Child Guidance Center	Nicole Beaman, LISW
Vice President, Orchard Place/PACE Juvenile Center	Mark Cowan, LISW
Vice President, Orchard Place Campus	Amber Rand, LMHC, IAADC
Vice President, Orchard Place/Integrated Health Program	Sonni Vierling, MA

ORCHARD PLACE BOARD OF DIRECTORS

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Vice President	John Parmeter
Secretary/Treasurer	Marcus Miller

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Maria Andrews	Josh Ingalls	Nancy Norman-Uhl
Andrew Boscaljon	Reginald Jackson	Kara Tollett Oakley
Neil Broderick	Mic Jurgens	Toby O'Berry
Christy Cownie	William Ketch	Shane Percival
John Danos	Jan Koder	
Danielle Foster-Smith	Brenda Mouw	

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Vice President	Jayme Fry
Secretary/Treasurer	Jackie Johansen

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Kevin Bannister	Joe DeJong	Ben Rempe
Kelsey Cervantes	Andrew Herrera	Andrea Woodard

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Wesley Boldt	Barbara Gartner	Wes Ritchie
Nancy Bone	Phyllis Hansell	Elizabeth J. Ruan
Martha Buenneke	Ken Haynie	Charlotte Stickler
Patricia Crispin	Catherine McGarvey	



Orchard Place is proud to have received the Gold Seal of Approval® from The Joint Commission for meeting and exceeding standards.



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