



ORCHARD PLACE

2018

REPORT CARD





A MESSAGE FROM CEO ANNE STARR

Recently, one of our residential treatment staff found a sidewalk chalk drawing while walking the campus. It simply said, “OP Saved Me.” She was so moved by this drawing that she took a photo and shared this message of gratitude and hope with her colleagues across the campus. “This is why we work here,” she said, “When the kids first come, they don’t know it can get better. They feel hopeless and defeated. Then they start to realize their life can be so much better. What we do here is life changing. “

This past year Orchard Place helped more than 8,000 children and their families experience hope and wellness. The positive impact of our work is powerfully illustrated by the outcomes data contained in this report.

What you cannot see in the data are the real stories of children and families who are better off today than they were a year ago. This could be a child who has overcome depression and anxiety, a parent who attends family support groups and finds they are not alone, a teenager who is going to graduate from high school this year because they’ve conquered their traumatic past and achieved academic success.

We cannot do this work alone. If you are reading this, you’ve contributed in some way to the success of a child. You can continue to help us create life-changing experiences through volunteering, donations and advocacy.

We look forward to the coming year. With the help of all of you, we will continue to build strong futures.

Sincerely,

Anne Starr, MSW | Chief Executive Officer

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





THE MISSION OF ORCHARD PLACE

Orchard Place works with families who have children and youth experiencing mental health and behavioral challenges. This includes anxiety disorders, ADHD, autism spectrum disorders, eating disorders and mood disorders, such as depression and/or bipolar disorder.

By intervening early with appropriate care, we build stronger futures for our young clients. Our partnerships with community organizations have helped Orchard Place become an essential resource for Iowa communities.

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 2018, ORCHARD PLACE:

- Provided care to **8,347** Iowa children and youth.
- Employed **368** staff members and utilized the services of **839** volunteers.
- Operated on a budget of **\$21.4 million**, supported by a diverse funding base.
- Limited management and general expenses to only **9.3%** of the total budget.
- Gained accreditation by being audited and licensed through more than **10** entities, including the Joint Commission, by meeting or exceeding more than **800** standards of operation, safety and management.
- Benefited from the charitable support of a large network of individuals, groups, businesses and foundations.

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 psychological health disorders.

This year, Orchard Place/Child Guidance Center began collaborating with Youth Homes of Mid-America in Johnston, IA. Many of the youth seeking care have a compelling mental illness and require medication assessment and management. This partnership provides ongoing medical medication management for approximately 50 youth.

IN 2018, CHILD GUIDANCE CENTER:

- Provided mental health care to **4,376** children and youth.
- Conducted **50,027** outpatient treatment and psychiatric visits.
- Served **99** youth through the Functional Family Therapy Program. Of the families who completed the program, **100%** of their children remained in the home and **88%** showed an improvement in family relationships.
- Increased the number of staff and community partners who are trained in evidenced-based interventions.
- Trained individuals in the following fields: **83** in Trust Based Relational Intervention, **10** in Eye Movement Desensitization and Reprocessing, and **33** in Trauma-Focused Cognitive Behavior Therapy.
- Hosted more than **300** individuals from across the nation at the 8th Annual Trauma-Informed Care conference, expanding attendees' knowledge in trauma and mental health, and **10** clinicians were rostered nationally in Child Parent Psychotherapy.
- Of the children completing outpatient treatment, **93%** stabilized or improved overall functioning.
- Of the children age 6-18 completing outpatient treatment, **90%** reduced their risk of harming themselves or others, and **88%** stabilized or improved their behavior and ability to function appropriately.

THROUGH THE CHILD CARE RESOURCE AND REFERRAL (CCRR) PROGRAM:

- Child care consultants provided **3,126** on-site consultations to child care programs, totaling more than **4,100** hours.
- We offered **1,357** hours of training to child care providers in central Iowa, with **2,634** child care providers attending these training sessions.
- We provided **720** families with assistance regarding choosing quality child care from a CCRR parent referral specialist.
- We matched **5,814** individual technical assistance contacts with child care providers.

**IN 2018, ORCHARD
PLACE CAMPUS
HELPED 268 CHILDREN.
THE AVERAGE LENGTH
OF STAY WAS
5.7 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. Individualized treatment includes services from masters-degree-level therapists, bachelor-degree-level milieu treatment counselors, psychiatrists, pediatricians, nursing staff, recreational therapists, dieticians and other professional staff.

In 2018, Orchard Place named Dr. Stephen Mandler as Chief Medical Officer. Previously, he was the medical director for a 103-bed

residential facility for severely mentally ill children in Billings, Montana. Mandler is an advocate for early intervention, noting that this approach saves time, is less expensive and works to get children back to enjoying learning and their childhood.

His perception of children's mental health care in Iowa is that often it is very reactionary. He adds, "It's unfortunate that it takes a major event to initiate caregivers to seek help for their child's mental health issue." He provides expertise to pediatricians and family practice professionals in Iowa on a regular basis noting that there are not enough child and adolescent practitioners in Iowa to meet the ever-growing demand.

OF THE STUDENTS WHO RESIDED AT ORCHARD PLACE CAMPUS FOR 90 OR MORE DAYS:

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- **82%** of students maintained or improved one full grade level in math from pre-test to post-test.
 - **78%** of students maintained or improved one full grade level in reading from pre-test to post-test.

THIS YEAR AT ORCHARD PLACE:

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- **85%** of youth showed a decrease in total difficulties from intake to discharge.
 - **92%** of youth successfully discharged to a lower level of care.
 - **88%** of youth showed a positive change in emotional regulation from intake to discharge.

ORCHARD PLACE PACE JUVENILE CENTER

Orchard Place / PACE Juvenile Center is our community-based branch, providing skill-building services for a diverse population of youth and families struggling with mental health and/or substance use issues. PACE works to enhance the functions 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 2018, Orchard Place was approached by the Child Abuse and Neglect Prevention Council to undertake the coordination of community-wide parent education classes. Since the council decided to disband earlier in the year, council members chose Orchard Place to carry on this valuable community resource, given our quality reputation and dedicated mission to the well-being of children and families. PACE is pleased to begin offering community-wide Love and Logic classes from this new funding source starting fall 2018.

These classes complement the existing Love and Logic classes offered by PACE's Early Services Project for parents of youth involved in the juvenile justice system to divert future incarceration. Participant surveys indicate 100% satisfaction with class content with a high degree of appreciation for learning new parenting strategies. One participant expressed, "I can't wait to be able to enjoy my kids again. Thank you."

The contract for the Kindergarten to 3rd-grade attendance initiative that began in 2017 was renewed. The funding for this program comes from Des Moines Public School districts. The program improved K-3rd-grade attendance by 70%. Research shows that absenteeism dramatically increases the chances of a student dropping out of school.

PACE continues to provide vital outreach services to the Latino community in helping families access necessary resources, support and mental health services.

IN 2018, PACE JUVENILE CENTER SERVED 2,411 YOUTH AND FAMILIES. THE RESULTS WERE PROMISING:

- 76% of youth served were successfully discharged from services.
- 90% of youth/families served reported satisfaction with services received.
- PACE's school-based partnerships in six area high schools served **483** youth on behalf of Juvenile Court Services and the Des Moines Public Schools.
- **590** youth received skill-building services from PACE case managers, working in conjunction with their therapists.
- **201** youth received substance use services during the year and **16** attended substance abuse educational classes.
- **26** youth participated in after-school enrichment programming, which included cultural, educational and recreational activities, with **45** youth attending our PACE Kids' Club summer program.

ORCHARD PLACE INTEGRATED HEALTH PROGRAM

Our Integrated Health Program (IHP) helps children facing behavioral and emotional challenges to succeed at home, in school and as a part of 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, a nurse care manager and a family peer support specialist to ensure services are matched to each child.

Like PACE, IHP also supplements programming with quality parent support classes. In 2018, IHP launched Strengthening Families, an evidence-based seven-week course focused on interactive skill building for both parents and youth ages 10-14. After program completion, all families reported significant improvements in many areas, including problem-solving at home, rule-setting, and follow-through, listening to each other when upset and much more. Parents also said their children had fewer melt-downs and learned how to better identify when they were feeling upset.

Strengthening Families is offered in English and Spanish and was provided in partnership with Iowa State Extension and Outreach. IHP offered Strengthening Families two times in 2018, and based on parental interest, is pleased to offer it again in 2019.

THIS YEAR, THE ORCHARD PLACE/INTEGRATED HEALTH PROGRAM:

- Provided care coordination services to **1,292** youth and families, including both Medicaid and non-Medicaid clients 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 guide care coordination services.
- Received **95%** satisfaction rate from clients responding to our survey about the services they received from our Integrated Health Program.



SURVEY RESULTS & FINANCIALS

HERE'S HOW 2,095 PARENTS AND CHILDREN PARTICIPATING IN OUR TREATMENT PROGRAMS RESPONDED IN OUR LATEST SURVEY:

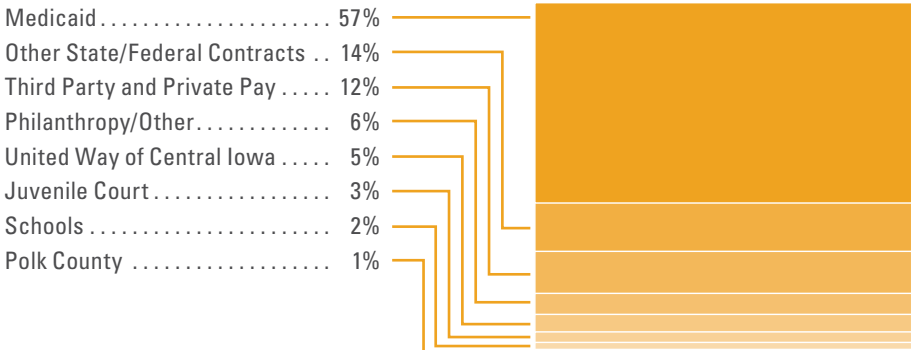
- 92% were satisfied with the services they received.
- 92% felt comfortable calling with questions and concerns.
- 88% thought the services they received were helpful.
- 95% thought the staff provided a safe environment.
- 95% felt they were treated with respect.



ORCHARD PLACE AND OUR RELATED FOUNDATION HAD AN OPERATING BUDGET OF \$21.4 MILLION IN THE LAST FISCAL YEAR. DISTRIBUTION OF THIS AMOUNT WAS:

- 88.0% PROGRAM EXPENSES
- 9.3% MANAGEMENT AND GENERAL EXPENSES
- 2.7% FUNDRAISING AND MARKETING EXPENSES

THIS YEAR, 8,347 CHILDREN AND YOUTH WERE SERVED BY THESE RESOURCES:



ORCHARD PLACE EXECUTIVE OFFICERS

Chief Executive Officer	Anne Starr, MSW
Chief Financial Officer.....	Val Saltsgaver, CPA
Chief Medical Officer	Stephen Mandler, DO
Vice President, Development.....	Wendy Ingham
Vice President, Orchard Place/Child Guidance Center	Nicole Beaman, LISW
Vice President, Orchard Place Campus	Amber Rand, LMHC, IAADC
Vice President, Orchard Place/Integrated Health Program and PACE Juvenile Center.....	Sonni Vierling, MA

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Patricia Crispin	Catherine McGarvey	