



MENTAL HEALTH EXPERTS FOR IOWA'S KIDS

ORCHARD PLACE 2015 ANNUAL REPORT CARD



A MESSAGE FROM CEO ANNE STARR

Greetings from Orchard Place!

During this past year, more than 10,000 children and families came to Orchard Place for help. Through our wide array of mental health services and supports, we were able to provide the right service at the right time, offering state-of-the-art treatment delivered in a variety of settings by our more than 400 highly trained and committed employees. Serving these youth is our highest priority!

Nearly one in four kids has a significant emotional or behavioral disturbance during their childhood and adolescence. These disturbances hinder emotional and cognitive development, may lead to academic failure and dropping out, and increase the likelihood of self-destructive behaviors, including suicide, chronic medical conditions in adulthood, substance abuse, incarceration and, ultimately, a highly compromised future.

This Orchard Place Annual Report Card summarizes our 2015 fiscal year programming. It embodies our relentless commitment to youth with emotional and behavioral challenges, and our abiding belief that there is hope and healing. This report affirms that these youth have an important place in our community and that we are a better community because of them. These young people ground us in the preciousness of childhood, healthy development, and in the amazing resiliency of human beings.

Whether you are a corporate supporter, volunteer, advocate for youth, a passionate donor, or someone reading about us for the first time, each page of our report card tells the story of thousands of youth who are finding health and hope at Orchard Place. We hope this report makes you proud of our community as well.

We don't have to imagine a community without Orchard Place, where there is no place for youth and families to turn for help and healing. We are here for youth and families today, and with your help and continued support, for all their tomorrows.

Sincerely,

A handwritten signature in black ink that reads "Anne Starr".

Anne Starr, MSW | Chief Executive Officer





THE MISSION OF ORCHARD PLACE

Orchard Place works with children, youth and their families who experience mental health and behavioral challenges. By intervening early with appropriate care, we build stronger futures for our young clients.

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 division providing academic instruction, substance abuse treatment, skill-building and Juvenile Court follow-up; and the Orchard Place/Integrated Health Program, our care coordination division providing services to children with severe emotional disturbances.

**2015
IN REVIEW**



VITAL STATISTICS

IN 2015, ORCHARD PLACE:

- Provided care to **10,611** Iowa children and youth
- Employed **407** staff members and utilized the services of **406** volunteers
- Operated on a budget of **\$23.4** million, supported by a diverse funding base
- Limited management and general expenses to only **7.85%** of budget
- Was accredited, audited and licensed by more than **10** entities, including the Joint Commission, 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



**HAVE YOU REMEMBERED THE CHILDREN OF ORCHARD
PLACE IN YOUR WILL OR OTHER ESTATE PLANS?**

CONTACT US AT 515-287-9648 WITH QUESTIONS.

ORCHARD PLACE/ CHILD GUIDANCE CENTER

Children need a safe and nurturing family environment to achieve healthy development. Sometimes families find themselves with challenges that affect their ability to provide a stable and safe living situation. A variety of traumatic events, including natural or man-made disasters and family or community violence, can have a profound impact on families, and often results in children acting out with negative behavior.

Realizing the immediate and long-term health consequences of adverse childhood experiences, Child Guidance Center clinical staff members work to alleviate the effects of parental and family stress and trauma on children's social and emotional development, behavior and well-being. With a welcoming environment, Child Guidance Center's highly qualified staff engages families in a strength-based treatment process that renews hope, resolves problems and builds resilience.

IN 2015, CHILD GUIDANCE CENTER:

- Provided care to **5,102** children and youth
- Conducted **61,674** outpatient treatment and psychiatric visits
- Provided **513** childhood mental health consultations for **24** early care and education programs
- Served **205** families through the Functional Family Therapy program. **92%** of those completing the program remained in their home or with family, and **89%** showed an improvement in family relationships
- Trained **3,650** professionals and community members on the effect of trauma on children, families and organizations through the Trauma Informed Care Project. **94%** of participants responding reported an increase in their knowledge of the effects of trauma

OF THE CHILDREN COMPLETING TREATMENT:

- **90%** of children who received outpatient mental health services stabilized or improved overall functioning
- **90%** of those children age 6-18 receiving outpatient mental health services reduced their risk of harming themselves or others, and **89%** stabilized or improved their behavior and their ability to function appropriately

THROUGH THE CHILD CARE RESOURCE AND REFERRAL PROGRAM:

- Families were provided information on selecting quality child care through **4,111** referrals to various child care programs
- **2,837** on-site consultations were completed for child care programs
- Child care programs contacted our Child Care Resource and Referral program **2,774** times for technical assistance sessions
- **3,402** child care providers attended our Child Care Resource and Referral trainings

**IN 2015, ORCHARD PLACE CAMPUS
HELPED 293 CHILDREN. THE AVERAGE
LENGTH OF STAY WAS 6.9 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 to 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 master-level therapists; bachelor-level milieu treatment counselors; psychiatrists; a pediatrician; 24-hour-a-day nursing staff; a recreational therapist; and a dietician.

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 Schools 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.

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

- **79%** students improved one full grade level in math from the pre-test to the post-test
- **81%** of students improved one full grade level in reading from the pre-test to the post-test

THIS YEAR AT ORCHARD PLACE CAMPUS

- **90%** of youth improved functional status from intake to discharge
- **87%** of youth decreased their risk of harming themselves or others
- **95%** of youth successfully discharged to a lower level of care



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 and the Juvenile Court Department of the Iowa Department of Human Services by collaborating with care providers and families to alleviate behavior issues and encourage accountability. By working with our mental health professionals at Orchard Place/Child Guidance Center and others in the community as partners in the treatment process, we help youth and families develop skills that improve function and relationships.

PACE also provides outpatient substance abuse services and alcohol diversion/education classes to youth struggling with abuse or misuse of substances. Assessments, group and individual therapy, and interventions provide alternatives to help stop destructive patterns of behaviors.

PACE provides outreach services to the Latino community by helping families access necessary resources, support and mental health services. PACE's Enrichment program and Kids' Club strive to advance literacy and provide children access to the arts, sciences and culture. Through community partnerships, the Enrichment program and Kids' Club, we create social learning opportunities youth may not otherwise have in an everyday setting.

**IN 2015, PACE JUVENILE CENTER
SERVED 3,253 YOUTH AND FAMILIES.**

THIS YEAR AT ORCHARD PLACE/ PACE JUVENILE CENTER

- **81%** 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 **342** youth on behalf of Juvenile Court Services and the Des Moines Public Schools
- **714** youth received skill-building services from PACE case managers working in conjunction with their therapists
- **233** youth received substance abuse services during the year and **40** attended substance abuse educational classes
- **56** youth participated in after-school enrichment programming, which included cultural, educational, and recreational activities, and **44** youth attended our new PACE Kids' Club summer program



ORCHARD PLACE/ INTEGRATED HEALTH PROGRAM

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

On behalf of each enrolled family, IHP bridges services across multiple providers, creating less fragmented and more integrated care for children. This service coordination provides families more voice in the delivery of support for their children.

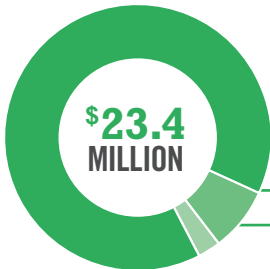
THIS YEAR AT ORCHARD PLACE/ INTEGRATED HEALTH PROGRAM:

- Provided care coordination services to 1,590 youth and families, including both Medicaid and non-Medicaid clients through our partnership with Magellan Health Services 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 body mass index (BMI), follow-up to hospital discharges and attendance at annual doctor appointments, then used this information to help care coordination services. As an example, 85% of our clients had at least one comprehensive ambulatory or preventive care visit during the last 12-month period
- Of the clients responding to our survey, 89% were satisfied with the services they received from our Integrated Health Program

SURVEY RESULTS & FINANCIALS

HERE'S HOW 2,096 PARENTS AND CHILDREN PARTICIPATING IN OUR TREATMENT PROGRAMS RESPONDED IN OUR LATEST SURVEY:

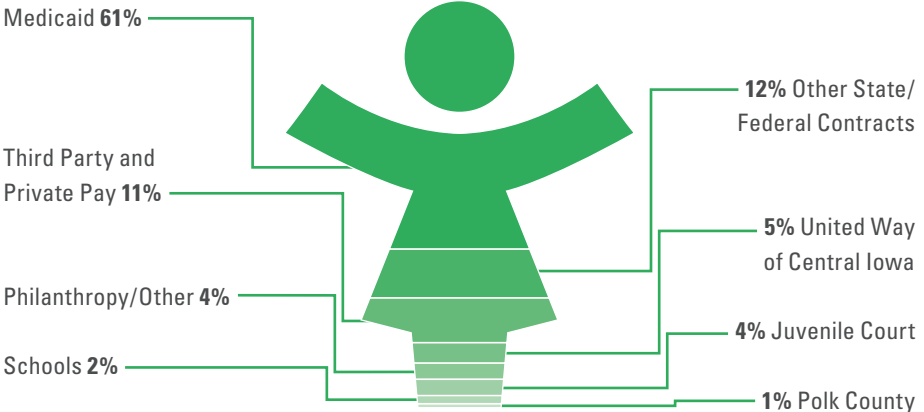
- 91% agreed with the statement *"I am satisfied with the services I received."*
- 94% agreed with the statement *"I felt comfortable calling with questions and concerns."*
- 93% agreed with the statement *"I received services that were helpful."*
- 95% agreed with the statement *"Staff provided a safe environment."*
- 95% agreed with the statement *"I was treated with respect."*



ORCHARD PLACE AND OUR RELATED FOUNDATION HAD AN OPERATING BUDGET OF \$23.4 MILLION IN THE LAST FISCAL YEAR. DISTRIBUTION OF THIS AMOUNT WAS:

- 89.56% PROGRAM EXPENSES
- 7.85% MANAGEMENT AND GENERAL EXPENSES
- 2.59% FUNDRAISING AND MARKETING EXPENSES

THIS YEAR, 10,611 CHILDREN AND YOUTH WERE SERVED BY THESE RESOURCES



ORCHARD PLACE EXECUTIVE OFFICERS

Chief Executive Officer	Anne Starr, MSW
Chief Financial Officer	Val Saltsgaver, CPA
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

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Secretary/Treasurer	Marcus Miller

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Josh Ingalls	Ben McLean	

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SECRETARY/TREASURER	Jayme Fry

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Martha Buenneke	Ken Haynie	Elizabeth J. Ruan
Patricia Crispin	Richard Jacobson	Charlotte Stickler



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PACE JUVENILE CENTER

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