



DEVELOPING STRONG FUTURES

ORCHARD PLACE
2016
REPORT CARD



A MESSAGE FROM CEO ANNE STARR

Greetings from Orchard Place!

This annual report card is our opportunity to share with our valued partners the tremendous impact we continue to make, offering a glimpse into the programs supporting the community as well as outcomes achieved for these young people.

This past year we provided mental health services and support to almost 10,000 youth and their families. Of the 261 youth served in our psychiatric residential program this past year, 92% significantly improved their ability to manage their lives and were able to live with a less intensive level of care, typically moving back to their family homes. This is a phenomenal outcome for these youth, who came into the Orchard Place residential program after many other treatments had failed. It is an outcome that demonstrates our staff's commitment to bringing state-of-the-art treatments, hope and healing to our youth and their families.

Other exceptional outcomes occurred throughout our outpatient services and programs, with 91% of children showing significant improvement in their ability to function within the community and enjoy a higher quality of life.

Creating opportunities for growth and healing for all youth regardless of their circumstances has been our goal since we began in 1886. The means to do so, however, is always in flux. There have been significant changes in the Iowa Medicaid program, which provides critical funding for more than 60% of our Orchard Place youth. We are eager to realize the opportunities promised in the new Iowa Medicaid plan, especially in expanding key mental health crisis services currently missing in the continuum of care for youth. The mental health needs of Iowa youth are great and, as always, we will seek opportunities to leverage our expertise and resources to achieve the best outcomes possible for the children we serve.

For 130 years, developing strong futures has been our highest priority. Many thanks to you, our employees, volunteers, stakeholders and faithful donors, for all you do to develop strong futures for the young people we serve.

Sincerely,

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

Anne Starr, MSW | Chief Executive Officer

United Way
of Central Iowa

United
Way





THE MISSION OF ORCHARD PLACE

Along with their families, Orchard Place works with children and youth 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 that provides skill-building, substance abuse treatment, Juvenile Court follow-up and summer programming; and the Orchard Place/Integrated Health Program, our home health division that provides care coordination services to children with severe emotional disturbances.

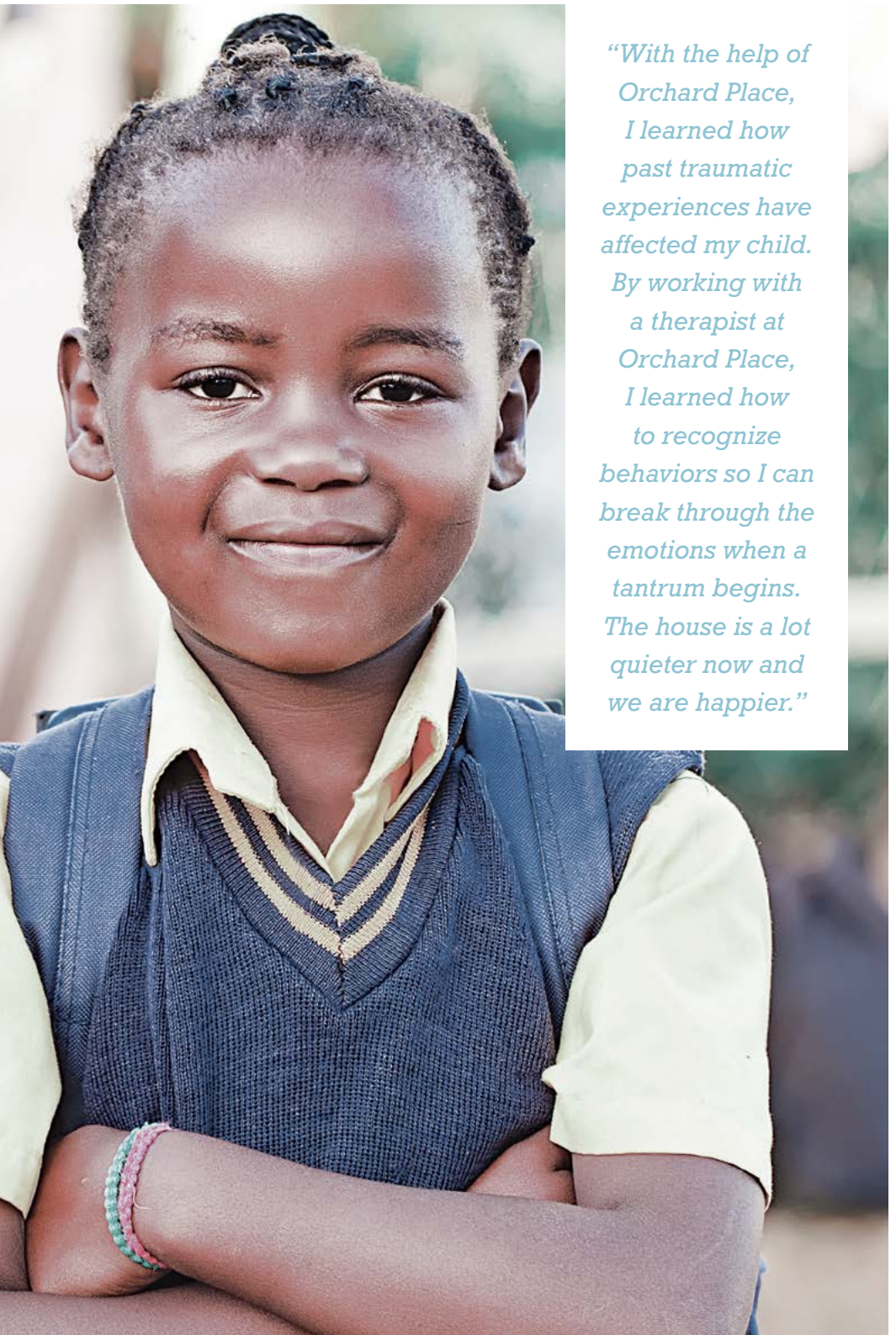
VITAL STATISTICS

IN 2016, ORCHARD PLACE:

- Provided care to **9,903** Iowa children and youth.
- Employed **370** staff members and utilized the services of **439** volunteers.
- Operated on a budget of **\$22 million**, supported by a diverse funding base.
- Limited management and general expenses to only **8.48%** of our total budget.
- Benefited from the charitable support of a large network of individuals, groups, businesses and foundations.



2016 IN REVIEW



“With the help of Orchard Place, I learned how past traumatic experiences have affected my child. By working with a therapist at Orchard Place, I learned how to recognize behaviors so I can break through the emotions when a tantrum begins. The house is a lot quieter now and we are happier.”

ORCHARD PLACE/ CHILD GUIDANCE CENTER

Children need a safe and nurturing family environment to achieve healthy development. Sometimes families face 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, have a profound impact on families, and often result in children acting out through 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 **5,156** children and youth.
- Conducted **53,820** outpatient treatment and psychiatric visits.
- Provided **936** childhood mental health consultations for **17** early child care centers and schools.
- Served **134** families through the Functional Family Therapy program. **96%** of those completing the program remained in their homes or with family, and **91%** showed an improvement in family relationships.
- Trained **2,582** professionals and community members on the effects of trauma on children, families and organizations through the Trauma Informed Care Project. **94%** of participants responding reported an increase in their knowledge of child trauma and its impact.

OF THE CHILDREN COMPLETING TREATMENT:

- **91%** of children who received outpatient mental health services stabilized or improved overall functioning.
- **94%** of children ages 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:

- Families were provided information on selecting quality child care through **3,695** referrals to various child care programs.
- **2,940** on-site consultations were completed for child care programs.
- Child care programs contacted our Child Care Resources and Referral program **4,598** times for technical assistance sessions.
- **3,584** child care providers attended our Child Care Resources and Referral training sessions.

IN 2016, ORCHARD PLACE CAMPUS HELPED 261 CHILDREN. THE AVERAGE LENGTH OF STAY WAS 6.1 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, 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; 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 and 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 their families.

The goal is to improve and stabilize each child, making him or her mentally healthier and able to return to his or her family, friends and school as quickly as possible.

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

- **80%** of students maintained or improved one full grade level in math from the pre-test to the post-test.
- **81%** of students maintained or improved one full grade level in reading from the pre-test to the post-test.

THIS YEAR AT ORCHARD PLACE CAMPUS:

- **92%** of youth improved functional status from intake to discharge.
- **85%** of youth decreased their risk of harming themselves or others.
- **92%** of youth were successfully discharged to a lower level of care.

*“Thank you
for repairing
the relationship
with my child.
It’s been years
since we’ve
been able to
communicate
and enjoy each
other’s company.”*

Father of a former Orchard Place client



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. Our mental health professionals at Orchard Place/Child Guidance Center and others in the community work as partners in the treatment process, helping 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 in helping to 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 provide social learning opportunities youth may not have in an everyday setting.

**IN 2016, PACE JUVENILE CENTER
SERVED 3,049 YOUTH AND FAMILIES.**

THIS YEAR AT ORCHARD PLACE/ PACE JUVENILE CENTER:

- **80%** 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 **498** youth on behalf of Juvenile Court Services and the Des Moines Public Schools.
- **743** youth received skill-building services from PACE case managers working in conjunction with their therapists.
- **213** youth received substance abuse services during the year and **18** attended substance abuse educational classes.
- **55** youth participated in after-school enrichment programming, which included cultural, educational and recreational activities, and **96** 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 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 coordinator, nurse manager and family peer support specialist to ensure services are matched to each child.

On behalf of each enrolled family, IHP serves as a bridge to 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.

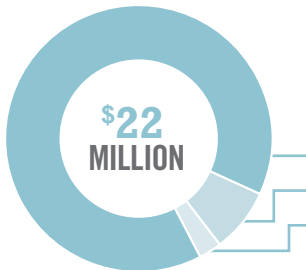
THIS YEAR, ORCHARD PLACE/INTEGRATED HEALTH PROGRAM:

- Provided care coordination services to **1,437** youth and families, including both Medicaid and non-Medicaid care coordination services 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 guide care coordination services.
- Received a satisfaction rating of **86%** from clients who responded to our survey regarding the services they received from our Integrated Health Program.

SURVEY RESULTS & FINANCIALS

HERE'S HOW 1,998 PARENTS AND CHILDREN PARTICIPATING IN OUR TREATMENT PROGRAMS RESPONDED IN OUR LATEST SURVEY:

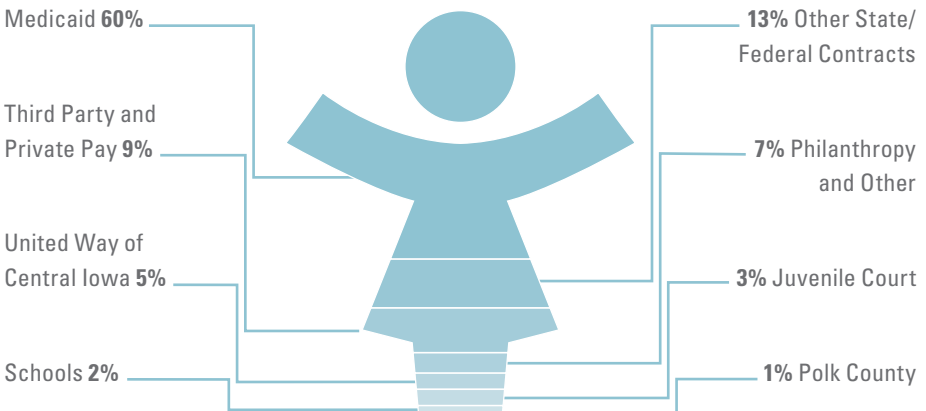
- 96% agreed with the statement *"Staff provided a safe environment."*
- 96% agreed with the statement *"I was treated with respect."*
- 93% agreed with the statement *"I am satisfied with the services I received."*
- 93% agreed with the statement *"I felt comfortable calling with questions and concerns."*
- 90% agreed with the statement *"I received services that were helpful."*



ORCHARD PLACE AND OUR RELATED FOUNDATION HAD AN OPERATING BUDGET OF \$22 MILLION IN THE LAST FISCAL YEAR. DISTRIBUTION OF THIS AMOUNT WAS:

- 89.03% PROGRAM EXPENSES
- 8.48% MANAGEMENT AND GENERAL EXPENSES
- 2.49% FUNDRAISING AND MARKETING EXPENSES

THIS YEAR, 9,903 CHILDREN AND YOUTH WERE SERVED BY THESE RESOURCES:



ORCHARD PLACE EXECUTIVE OFFICERS

Chief Executive Officer	Anne Starr, MSW
Chief Financial Officer	Val Saltgaver, 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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Vice President	John Parmeter
Secretary/Treasurer	Marcus Miller

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Neil Broderick	Mic Jurgens	Nancy Norman-Uhl
Christine Cownie	William Ketch	Kara Tollett Oakley
John Danos	Jan Koder	Toby O'Berry
Josh Ingalls	Ben McLean	Shane Percival

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Vice President	Kim Berthusen
Secretary/Treasurer	Jayne Fry

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Kelsey Beyer	Jackie Johansen	Ben Rempe
Corby DeBord	Laura Martino	Andrea Woodard
Joe DeJong	Bill McDonough	

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Nancy Bone	Phyllis Hansell	Elizabeth J. Ruan
Martha Buenneke	Ken Haynie	Charlotte Stickler
Patricia Crispin	Catherine McGarvey	



Orchard Place completed a triennial accreditation process with The Joint Commission examining more than 1,200 areas throughout the organization. In 2016, Orchard Place received the Commission's Gold Seal of Approval® and is proud to remain accredited by The Joint Commission for meeting and exceeding standards.



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CHILD GUIDANCE CENTER

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ORCHARDPLACE.ORG

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