

**2013**  
**ORCHARD PLACE**  
**REPORT CARD**



**DEVELOPING**  
**STRONG**  
**FUTURES**



## A MESSAGE FROM CEO ANNE STARR

We are pleased to share the positive impact of our children's mental and behavioral health services in this year's annual report card. As a valued stakeholder, we know you join us in celebrating these outcomes. Often the only media coverage about children struggling with mental health issues includes tragic acts of violence or suicide. While it's important for the public to understand the consequences of untreated mental health issues, these stories don't emphasize mental illness as diagnosable and treatable or highlight success stories.

Orchard Place offers a wide array of mental and behavioral health services designed specifically for children and delivered by compassionate and highly trained physicians, nurses, therapists, social workers, residential treatment staff and psychologists. It is this group of dedicated professionals whose work we celebrate in this report.

I also want to specifically acknowledge and celebrate our valued public and private community partners, whose services and support are invaluable in achieving positive outcomes.

This year we are happy to announce the July 1st launch of the Orchard Place Care Coordination Services Division, serving 2,700 Medicaid-eligible children and adolescents with mental health issues in an innovative Medicaid-funded service called Care Coordination. Our new VP of Care Coordination Services, Patricia Freeland, RN, MSN, brings an extensive background in nursing, mental health and case management services. Care coordination teams are comprised of nurses, family peer support staff and care coordinators who work with families to connect mental and medical health care resources, coordinate with the child's educational program and provide a single point of contact for families in need. This new service offers a true integration of services across providers and systems that will improve the health of the child.

Thank you for your support of children's mental health and developing strong futures for Iowa children.

Sincerely,

Anne Starr, MSW | Chief Executive Officer



## THE MISSION OF ORCHARD PLACE

Orchard Place works closely with children and youth who have mental health and behavioral challenges. By interceding early with appropriate care, we develop stronger futures for our young clients.

To accomplish 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; and Orchard Place/PACE Juvenile Center, providing academic instruction, substance abuse treatment, skill-building services and Juvenile Court follow-up.

## VITAL STATISTICS IN 2013, ORCHARD PLACE:

- Provided care to 7,845 Iowa children and youth
- Employed 359 staff members and utilized the services of 444 volunteers
- Operated on a budget of \$19.3 million, supported by a diverse funding base
- Limited management and general expenses to only 7% of budget
- 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
- Began initial efforts in our newest operating division, Care Coordination Services, including hiring 35 staff, coordinating training and orientation services with University of Iowa and Magellan Health Services, and preparing to serve 2,700 clients beginning on July 1.





## ORCHARD PLACE/ CHILD GUIDANCE CENTER

Children need a safe and nurturing family to achieve healthy development. However, sometimes families have to deal with challenges to their ability to provide a safe and nurturing environment. A variety of traumatic events including natural/man-made disasters and family or community violence can have a profound impact on families. Families are increasingly more stressed and children often act out their stress behaviorally. We know the immediate and long-term health consequences of these adverse childhood experiences. Orchard Place/Child Guidance Center clinical staff members are working to alleviate the effect of parental and/or family stress and trauma on children's social and emotional development, behavior and well-being. Within a welcoming environment, Child Guidance Center clinicians engage the family in a strength-based treatment process that renews hope, resolves problems and improves resilience.

### IN 2013, CHILD GUIDANCE CENTER:

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- Provided care to **5,203** children and youth
- Conducted 56,119 outpatient treatment and psychiatric visits
- Provided 399 childhood mental health consultations for 36 early care and education programs
- Served 201 families through Functional Family Therapy
- Served 140 families through the System of Care program
- Trained 3,412 professionals on the effect of trauma on children, families and organizations through the Trauma Informed Care Project. 92% of participants responding reported an increase of their knowledge about the effects of trauma.

### OF THE CHILDREN COMPLETING TREATMENT:

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- 92% receiving outpatient mental health services stabilized or improved overall functioning
- 94% of those 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
- 79% of those age 2-5 with social or emotional concerns stabilized or improved from intake to discharge, and 84% with behavioral concerns stabilized or improved between intake and discharge

### THROUGH THE CHILD CARE RESOURCE AND REFERRAL PROGRAM:

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- Families were provided information on choosing quality child care through 4,791 referrals to various child care programs
- 1,862 on-site consultations were completed for child care programs
- Child care programs contacted the Child Care Resources and Referral program 1,762 times for technical assistance sessions
- 9,234 child care providers attended Child Care Resources and Referral trainings



## ORCHARD PLACE CAMPUS

When a child or adolescent's problems require more than outpatient treatment, they may be referred to Orchard Place Campus, home to our Psychiatric Medical Institute for Children, a temporary residence program of intensive treatment and supervision. Orchard Place Campus seeks to meet all of our 103 young clients' needs through individualized treatment that includes services from masters level therapists, agency-trained bachelor level milieu treatment counselors, psychiatrists, psychologists, a pediatrician, 24-hour a day nursing staff, a recreational therapist and a nutritionist. Treatment also includes activities and social training, alcohol and drug prevention education, substance abuse evaluation and treatment, and regular school attendance at an accredited school for general and special education students. The goal is to minimize the disruption to their lives during treatment, getting them better and back to their families, friends and schools as quickly as possible.

### OF THE STUDENTS WHO ATTENDED CAMPUS SCHOOL FOR 80 OR MORE DAYS:

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- 100% of elementary students improved in both math and reading
- 88% of middle school students improved in both math and reading
- 79% of high school students improved in math and 85% improved in reading

### THIS YEAR AT ORCHARD PLACE CAMPUS:

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- 98% of the children who received mental health services stabilized or improved overall functioning
- 95% of the children who received mental health services reduced their risk of harming themselves or others
- 92% of children discharged moved to a lower level of care (all of these were discharged to parents/other family)

**IN 2013, ORCHARD PLACE CAMPUS  
HELPED 244 CHILDREN. THE AVERAGE  
LENGTH OF STAY WAS 9.17 MONTHS.**







## **ORCHARD PLACE/ PACE JUVENILE CENTER**

Orchard Place/PACE Juvenile Center is our community-based operating 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 Juvenile Court/Department of Human Services by collaborating with providers and families to alleviate behavioral issues and promote accountability. We offer youth and families the skills to improve functioning and relationships by working as partners with our mental health professionals at Child Guidance Center and in the community.

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

**IN 2013, PACE JUVENILE CENTER  
SERVED 2,398 YOUTH AND FAMILIES.**

- 91% of the youth served remained in their home or community
- 96% were in school or had graduated at the time of their discharge
- PACE has school-based liaisons in six area high schools, working on behalf of Juvenile Court Services and the Des Moines Public Schools
- 404 youth received skill-building services from PACE case managers, working in conjunction with their therapists
- 194 youth received substance abuse services during the year and 28 attended substance abuse educational classes
- During 2012, PACE began two new programs: Latino Outreach – designed to engage Latino youth in services that are available in the community and the Enrichment Program – offering after school and summer enrichment activities in a structured environment.

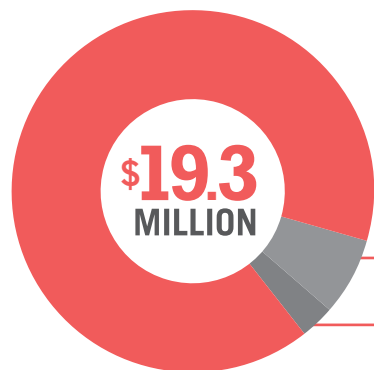
**HAVE YOU REMEMBERED THE  
CHILDREN OF ORCHARD PLACE IN  
YOUR WILL OR OTHER ESTATE PLANS?**

**CONTACT US AT 515-287-9648 WITH QUESTIONS.**

## SURVEY RESULTS & FINANCIALS

**1,522 CLIENTS, BOTH PARENTS AND CHILDREN, RETURNED OUR 2013 SURVEY. THE RESULTS ARE A TESTAMENT TO OUR STAFF.**

- 94% agreed with the statement “I AM SATISFIED WITH THE SERVICES I RECEIVED.”
- 93% agreed with “I FELT COMFORTABLE CALLING WITH QUESTIONS AND CONCERNS.”
- 94% agreed with “I RECEIVED SERVICES THAT WERE HELPFUL.”
- 96% agreed with “STAFF PROVIDED A SAFE ENVIRONMENT.”
- 96% agreed with “I WAS TREATED WITH RESPECT.”



**ORCHARD PLACE AND OUR RELATED FOUNDATION HAD AN OPERATING BUDGET OF \$19.3 MILLION IN THE LAST FISCAL YEAR. OF THAT AMOUNT:**

**90% PROGRAM EXPENSES**

**7% MANAGEMENT AND GENERAL EXPENSES**

**3% FUNDRAISING AND MARKETING EXPENSES**

57% Medicaid

14% Other State/Federal Contracts

12% Third Party and Private Pay

6% United Way of Central Iowa

5% Philanthropy/Other

3% Juvenile Court

2% Schools

1% Polk County

**THIS YEAR, 7,845 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 & Marketing ..... Nancy Bobo, CFRE  
 VICE PRESIDENT, Orchard Place/Child Guidance Center ..... Dave Stout, LMSW  
 VICE PRESIDENT, Orchard Place/PACE Juvenile Center ..... Mark Cowan, LISW  
 VICE PRESIDENT, Orchard Place Campus ..... Amber Rand, LMHC, IAADC  
 VICE PRESIDENT, Orchard Place/Care Coordination Services ... Patricia Freeland, RN, MSN

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 VICE PRESIDENT ..... Ben McLean  
 SECRETARY/TREASURER ..... Mike C. Gartner

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Neil Broderick	Betty Grundberg	Todd Millang
Christine Cownie	Reginald Jackson	Brenda Mouw
Virginia Craig	Mic Jurgens	Nancy Norman-Uhl
Johnny Danos	William Ketch	John Parmeter
Connie Freeman	Jan Koder	D. Bryan Shiffler

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 VICE PRESIDENT ..... Rob Gavin  
 SECRETARY/TREASURER ..... TJ Amos

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Jayme Fry	Andrea Jansa	

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Nancy Bone	Ken Haynie	Elizabeth J. Ruan
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Patricia Crispin	Catherine McGarvey	
Paula Duncan	Bonnie Percival	





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**PACE JUVENILE CENTER**

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**ORCHARD PLACE CAMPUS**

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**CARE COORDINATION SERVICES**

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