

2022 Annual Report



Message from the Executive Director

At the beginning of 2022, I indicated that we had seen a dramatic increase in the demand for mental health services in the face of one of the most severe workforce shortages we have ever encountered. This has continued to impact our organization in ways that I would have never imagined in the past year. For the first time in our history, we had to not once, but twice, pause taking new referrals for new evaluations and therapy services due to the shortage of staff. This has created significant stress on our staff who have done a remarkable job of meeting the needs of our current patients while creating additional problems in access to mental health services in our community which has always been identified as a significant problem prior to the pandemic. COVID 19 continues to create additional challenges that impact our staff, services and organization. Through all of these challenges, I am continually amazed at our staff's resilience, compassion and commitment in serving others, the professionalism and innovation they demonstrate in their work on a daily basis and their laser focus on providing quality services to achieve positive outcomes to those we serve in the face of those unrelenting demands and challenges. I am proud to work with and for these dedicated professionals. The struggles WE are facing are being faced at a national level as reimbursement rates for services remain stagnant while the cost of care continues to increase each year, the workforce shortage is as bad as it has been for decades and yet the demand for mental health services continues to increased exponentially.

In last years report, I also indicated that "I would like to say that 2022 will be "better" and we will be able to return to "normal".....whatever that is". The new "normal" is and will be as challenging as ever. What I DO know is that this organization and the staff who have made a career here will face these whatever challenges we are faced with the same resolve that we have demonstrated over our 74-year history.

I have and will continue to give credit for our success to many including:

- Those who choose the Mental Health Center to receive their services.
- The many community partners who work closely with us to help others.
- Our volunteer Board of Directors who are our ambassadors in the community and help guide our organization into the future.
- The Black Hawk and Grundy County Board of Supervisors, who through the County Social Services Board, support our work.
- Our local legislators who continue to work on improving the service delivery system for those with mental health problems in Des Moines.
- UnityPoint Health whose recognition and support for behavioral health has elevated the discussion about mental health throughout and improved services throughout the State of Iowa.

The following report highlights some of the accomplishments of our staff, services and programs in 2022.

Thomas C. Eachus, LISW
Executive Director

UnityPoint Health Vision:

Best outcome for every patient, every time.

UnityPoint Health Mission:

To improve the health of the people and communities we serve.

Black Hawk Grundy Mental Health Center

Mission Statement:

Improving the lives of the people we serve by providing quality, innovative mental health care.

2022 Board of Directors

- John Miller**, Chairperson
- Mark Little**, Vice Chair
- Mike Schreck**, Treasurer
- Michaela Vandersee**, Secretary
- Troy Belmer** - At Large
- Jena Burch** - Allen Health Systems
- Pamela Delagardelle** - Allen Health Systems
- Sharon Droste** - Educator
- Denita Gadson** - At Large
- Sandi Hasan** - Youth Representative
- Katie Lang** - Grundy County
- Sara Laures** - At Large
- Linda Laylin** - Black Hawk County Board of Supervisors
- Heidi Nederhoff** - Grundy County Board of Supervisors
- Hemanshu Patel** - At Large
- Wes Pilkington** - At Large
- Erich Priebe** - Black Hawk County Bar Association
- Susan Rolinger** - At Large
- Shane Shellhorn** - AT Large
- Daphne Schlampp** - Grundy County
- Jean Seeland** - At Large

Historical Information

In 1949, a group of citizens on the Social Services Council in Black Hawk County began discussing the need for a mental health center in our community. These meetings, facilitated by Opal Fore, a visiting social worker from the Iowa Mental Health Authority, Glenda Mabrey, a teacher with the Waterloo Public Schools and Blair Wood, the Black Hawk County Attorney, resulted in the election of the first Board of Directors in December 1949. On March 21, 1950, the Center opened for business with three offices located at 420 Commercial Street. In five short years, The Center had outgrown the space available and a move was made to the corner of West 11th and Washington Street. Again, the demand for service exceeded the staff and space resources available and a waiting list for services was established. Sometimes, it took as long as six to ten months to be seen. The Mental Health Center's first Executive Director, Jack Joelson was hired in November 1955 and in 1957, the agency moved yet again to the Community Services Building located at 2530 University Avenue. Dr. Harold Korner was hired as the first Medical Director in 1961 and in 1964, we began providing services to residents of Grundy County. In the fall of 1966, a new building totaling 5,000 square feet was completed at 3251 West 9th Street. In 1988, we opened our Community Support Center at 907 Independence Avenue for our Outreach, Drop In and Homeless Programs. This facility closed in 2003 due to budget constraints. In 2001, we added a 6,000 square foot addition to our main building and in 2006, we began leasing space in the Black's Building for our Mental Health Recovery/Peer Support Center. In 2011, our second building project at our main office was completed which provided much needed office and meeting room space. We continue to have a daily presence at Allen Hospital where our staff visit patients in multiple locations. In 2021, we signed a five-year lease extension for a building housing our Mental Health Peer Support Recovery Center.

Over the past seventy-four years, we have provided services to over 73,000 individuals and families. With over 6,000 individuals who rely upon us for their services (10,000 annually) and a staff of approximately 80, we continue our efforts to respond to identified community needs in developing our services and programs. A description of these services and our financial performance for calendar year 2022 follows.

Outpatient Services

The Outpatient Program remains the foundation of the services provided by the Center. The provision of mental health evaluations, individual, couples, group, family therapy and medication management has been the backbone of our organization since 1950. In 2022, we provided close to 1,500 initial psychiatric evaluations, 8,000 individual therapy sessions and 15,000 medication management visits.

Services to the Homeless

Since 1988, the Center has been providing services to homeless individuals and families impacted by mental health. We continue to serve approximately 300 individuals per year through outreach, case management, locating housing, information and referral services, etc. We saw an increase in the demand for these services in 2022 as a result of COVID-19 and federal rent assistance ending.

Nursing Services

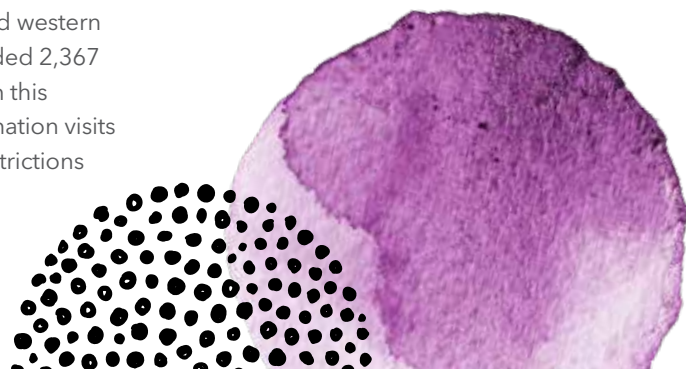
Our nursing program remains one of the busiest programs at the Center given the increase in the number of providers, the increase in patients, the use of medication to treat mental health conditions and the need to coordinate care with other healthcare providers. In a given week, our nursing staff fields literally hundreds of calls, faxes and emails from patients, pharmacies, community agencies and health care providers. In 2022, we had two RN's and two CMA's supporting our provider staff - one psychiatrist and ten Advanced Registered Psychiatric Nurse Practitioners.

Telehealth Services

The Center began providing psychiatric services via telehealth in 2012 due to the shortage of providers. Our employed, contracted and lease back providers provided psychiatric services via telehealth from their homes in Montana and western Iowa in 2022. In 2022, we provided 2,367 medication related visits through this program with 1,229 care coordination visits with nursing staff despite the restrictions created by the pandemic.

School Based Mental Health Services

The Center has been providing on-site mental health services to youth in the Waterloo Community School System since 1990 and to the Cedar Falls Community School System since 2014. During the past year our staff of 14 provided services to 688 youth and their families in 29 different buildings representing over 7,000 therapy sessions and over 2,200 consultations with others involved with the youth served. During the year, we expanded services to Cedar Falls and are implementing telehealth capabilities to eliminate barriers to services. The demand for these services continues to increase with the growing recognition of the mental health needs of this population, the impact of the pandemic and the barriers that exist for youth/families in accessing traditional mental health services.



Outreach Services

Since 1988, the Center has provided outreach services or community support to individuals with a serious and persistent mental illness in an effort to prevent or reduce hospitalizations and institutional placements while promoting independence in the community. In 2022, we provided 1,825 outreach visits to over 400 individuals in their homes or in the community with services including evaluations, medication monitoring, education, transportation, assistance in accessing benefits or housing, coordinating care with other providers, teaching daily living skills and other related services.

Medication Assistance Program

With the development of newer, more effective medications to treat various mental health problems and with the biological basis of many mental illnesses, the use of medication to remain a significant part of our business. In 2022, we assisted hundreds of individuals in receiving free medication(s) from the pharmaceutical companies. Through our participation in the AmeriCare Program, which supplies medications and supplies to organizations that work with low-income populations, we assisted countless individuals in need of medication with a value of the medications received totaling approximately \$99,000.

Integrated Health Home Program

The Integrated Health Home Program is designed to provide care coordination activities to youth with a Serious Emotional Disturbance (and their families) and adults with a Serious Mental Illness. Too often, care coordination between and among providers does not occur leaving patients and families confused resulting in poor follow through, noncompliance, duplication of care, frustrations with the system, increased costs and overall poor outcomes. This program utilizes a team approach in working with the target population to eliminate or reduce some of these problems with the overall goal of improving the health and well-being of those involved. In 2022, we provided these services to over 1,000 individuals/families.

Mental Health Re-Entry Programs

Through grant funding from the First Judicial Department of Correctional Services along with financial support from County Social Services, we began providing on site mental health services and supports to individuals on probation or parole, residing in the community or returning from the Iowa prison System. In 2022, we provided services to 248 men and 105 women through this program.

Hawkeye Community College Mental Health Program

In August 2016, the Mental Health Center assumed responsibility for the Mental Health Program at Hawkeye Community College. With a full-time Mental Health Professional on campus, we provided services to 127 students for mental health evaluations and provided 739 therapy sessions while providing support to Hawkeye staff through educational presentations and consultations.

Consultation and Education Services

As outlined in our original Articles of Incorporation, "promoting mental health education and training..." has been a service that we have provided to the community since 1950. In this program, we offer consultation, education and training services to individuals, groups, agencies, organizations and the general community about mental health related issues.

Despite the limitations created by the pandemic, in 2022, Center staff provided formal presentations and trainings to over 2,500 consultation and education services to our community.

Professional Training Program

For many years, the Center has provided educational experiences to those enrolled in high school career programs and higher education programs. These experiences range from brief encounters, e.g. students working on a particular topic involving mental health, to job shadowing to structured internships lasting weeks or months.

Cedar Valley United Way Care Coordination

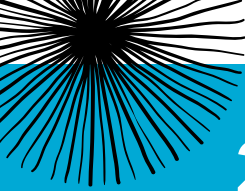
With funding from the Cedar Valley United Way, the Center has been working with both hospitals to improve the communication and coordination of care for individuals referred to the Mental Health Center for the first time. A significant number of these individuals never follow through with outpatient treatment leading to readmissions, increased healthcare costs and poor outcomes. By meeting these individuals before they are discharged to address the multiple barriers that frequently interfere with follow through, we have been able to successfully facilitate this transition of care and improve outcomes for those individuals served. In the past year, we provided services to over 300 individuals.

Mental Health Peer Support Recovery Center

We have been providing peer support services through our Mental Health Recovery Center since 2006. This program is run by consumers who have been trained to be Peer Support Specialists to help others with mental health conditions. The services available include information and referral, educational resources, support groups and facility-based peer support visits. While we had to limit participation in this program due to the pandemic, we were able to serve 109 unique with over 500 visits to the program in 2022.

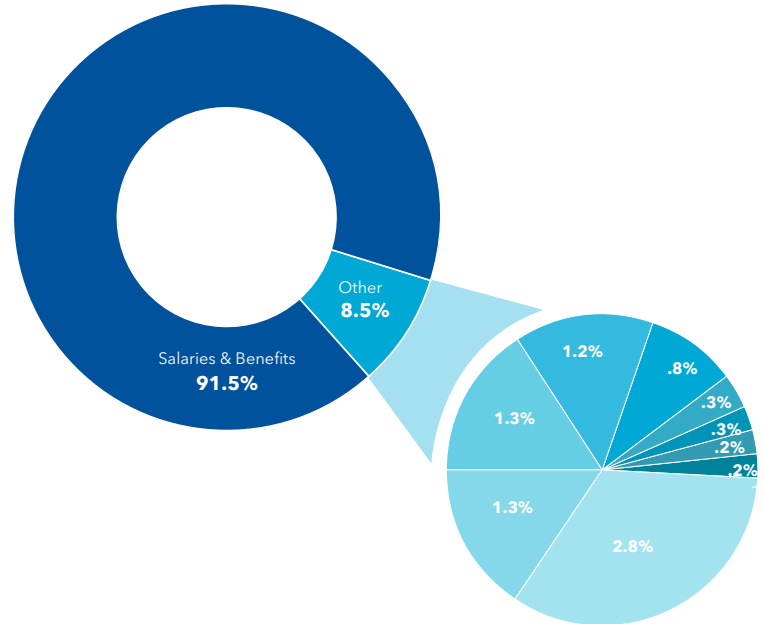
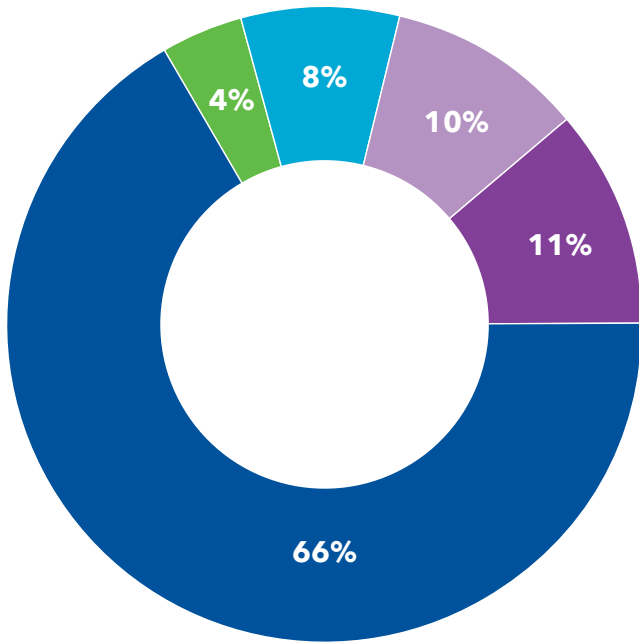
Student Health Coach Services to Columbus High School

In a unique arrangement which could be a model for private schools in the future, we began providing a Student Health Coach to students, parents, families, staff and administration in August 2021. This collaboration has resulted in an increase in students and faculty discussing, advocating and educating themselves and others about mental health. Students are more willing to talk about their personal struggles and to reach out for help and guidance. We started a mental health club allowing a place for students to learn about mental health as well as to advocate for decreasing the stigma surrounding mental health. The staff have been receptive to and supportive of these efforts which has been a win-win for both organizations.



2022 Unaudited Financial Report

(January 1, 2022 through December 31, 2022)



Revenue

◦ Interest Income	\$(53,882)
• Fees	\$4,604,011
• Other Program Income	\$803,664
• Grants	\$690,661
• County Social Services	\$579,593
• Donations.....	\$271,573
◦ Other Income	\$30,948
Total Public Support and Revenues	\$6,293,091

Expenses

• Salaries and Benefits	\$6,129,810
• Other	\$566,516
Equip Repairs/Maint/Rent.....	\$185,802
Miscellaneous	\$85,117
Depreciation	\$84,295
Utilities	\$78,135
Travel	\$50,264
Supplies.....	\$22,799
Community Relations.....	\$18,546
Building Expenses	\$16,503
Fees-Consulting/Legal.....	\$12,950
Dues and Memberships	\$12,103
Total Expenses	\$6,696,325.13

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www.unitypoint.org/waterloo/behavioral-health-services



UnityPoint Health
Black Hawk-Grundy
Mental Health Center