

Polk County Mental Health and Disability Services Region

2021 Integrated Services Program

Outcomes Evaluation

IOWA | LAW

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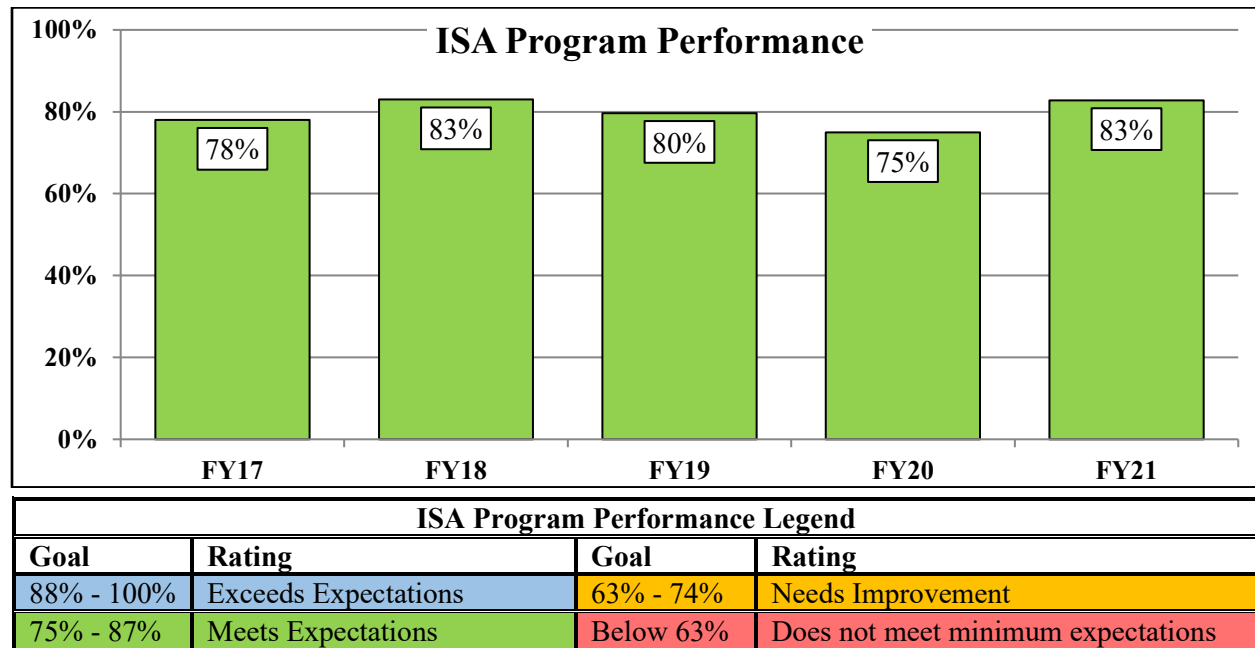
INTEGRATED SERVICES PROGRAM EVALUATION SUMMARY

SUMMARY

Overall, the ISA system met expectations in continuing to provide quality services that meet the needs and expectations of program participants. This is the twenty-fourth year for implementing value-based contracting through the Polk County Region's ISA program. The system has weathered the transition to managed care organizations and a pandemic while maintaining high participant and concerned other satisfaction and demonstrating improved results in many outcome areas. The ISA programs and staff should be praised for their continued dedication to Polk County's residents.

This is a report on the findings of the independent evaluation of the Polk County Region Integrated Services Program from July 1, 2020, through June 30, 2021. The four integrated service agency (ISA) programs evaluated are **Broadlawns Medical Center (PATH)**, **Eyerly Ball**, **Community Support Advocates (CSA)** and **Easterseals (AIM Program)**.

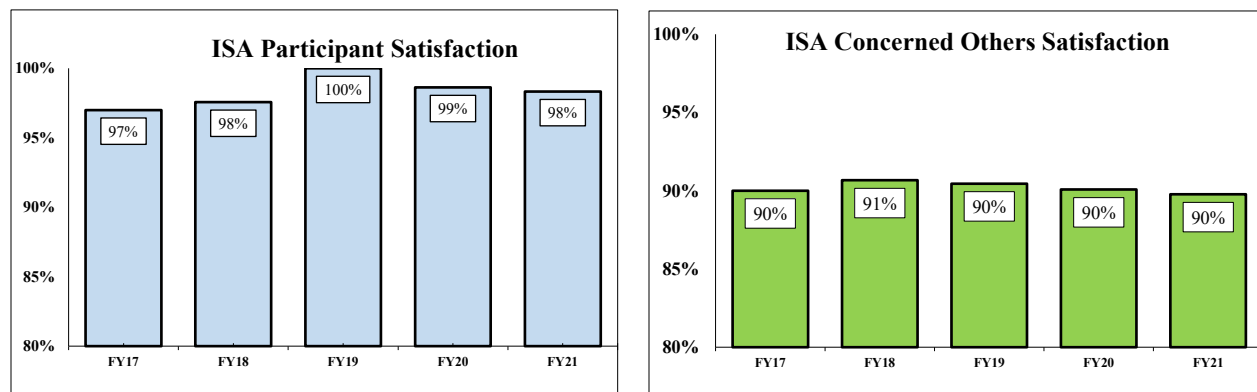
The Integrated Services program consists of the four Integrated Service Agencies (ISA) as well as the Polk County Region and Polk County Health Services, where all share risk and are vested in the program's success. Similar to last year's performance, the evaluation indicates that the ISA system met expectations. All programs met overall program performance expectations, with two of these programs exceeding expectations for FY21.



Program system averages met or exceeded expectations for 14 of 16 outcome areas, resulting in an overall average of 83%. The system exceeded expectations in eight outcome areas. The system met expectations in six outcome areas. And the system was challenged in two areas.

Program	Avg. No. Participants	
	FY20	FY21
Broadlawns Medical Center (PATH)	177	167
Community Support Advocates (CSA)	167	160
Easterseals (AIM Program)	102	103
Eyerly Ball	164	163
ISA System	612	593

One key measure of any service program is satisfaction. If participants do not report being satisfied with services, they are less likely to participate in the program and the program will not be successful in meeting its objectives. This year, participants and concerned others continued to report satisfaction with the services provided, the ISA staff who work with participants, and with the quality of their lives.



Participants and concerned others had reason to be satisfied with the ISA programs. The ISA system exceeded expectations for community housing. More than nine of every ten program participants were living in safe, affordable, accessible, and acceptable homes.

After several years in gains in employment, the ISA system has seen slight improvements in employment for program participants. This year, about one of every three participants (33%) were working at least 20 hours per week; about half of the participants in the program (50%) were working at least 5 hours per week at or more than minimum wage. The benefits of employment for individuals with disabilities are well documented, including fewer mental health symptoms, reductions in hospitalizations, improvements in medication compliance, higher quality of life, community integration, self-esteem, and self-efficacy (Salyers, et al., 2004; Bond et al., 2001a & 2001b; Fabian, 1992; Harding et al., 1987; Knoedler, 1979; McGurrian, 1994; and Van Dongen, 1996).

In addition to employment, the ISA system demonstrated improvement or maintained expected performance in other outcome areas. Compared to last fiscal year, more than one-quarter (29%) of participants, were pursuing education related to employment. Agencies reported that only 9 participants (0.02 average per person) sought psychiatric care through the emergency room while 44 participants were hospitalized for psychiatric reasons, about the same as FY20 (40). More participants (98%) received somatic care compared to last year (94%).

Participant Empowerment also improved this year at 90%, compared to 87% from FY20. This outcome is a measure of documentation and based solely on the file review. Documenting participants' involvement in goal development and ensuring that individualized and measurable goals are in place and reviewed regularly are essential to providing services. These activities document the agreement between the individual's choices and desires, the services that the program is willing and able to provide, and the basis for which the Polk

County Region provides funding. Without such plans, services are unguided, participants do not know what they can expect, and the Polk County Region does not have a basis to provide funding. Employment and education are expectations for most individuals receiving services. Another part of empowerment is addressing employment or education with participants throughout the fiscal year, which adheres to the Polk County Region's gentle hassling approach. The final component is documentation of services provided. The Polk County Region funds the provision of services in the ISA program through public monies and is accountable to the public for how funds are used. Documentation of services provided is one of the mechanisms by which the Polk County Region verifies their use of public funds.

The ISA service system showed a decrease in jail days (2.98 average from 4.56 in FY20) raising it to meeting expectations this year. The Polk County Region has invested in programs over the past several years to address incarceration rates, including the Jail Diversion and the FACT (Forensic Assertive Community Treatment) programs.

On the other hand, the Negative Disenrollments result was up (1.01% average) from last year (0.49%) yet still meeting expectations.

The system was challenged in two outcome areas. Although participants were more likely to be involved and engaged in their communities with about four out of five participants (82%), compared to last year (72%), the system still rated a Needs Improvement for the Community Inclusion outcome.

This year, the system averaged about three nights homeless (3.00 nights) on average per participant. This was nearly double from FY20 (1.89 nights).

It should be noted that during the year, the state was experiencing the effects of the COVID-19 pandemic and its consequent changes in participant and staff lifestyle, including a period of high infection rates during the winter months.

COVID-19

As noted an additional challenge this year was the COVID-19 pandemic. The Iowa state of emergency began March 9, 2020, with the Governor's Proclamation of Disaster Emergency, with gradual reopening through April and May. The pandemic resulted in statewide job layoffs and furloughs, and many citizens were substantially confined to their residences for several months of the fiscal year, because employers laid off or furloughed much of the workforce, or because of personal decisions about health and safety.

In interviews, participants were asked three questions in addition to questions normally asked to assess satisfaction with the program.

1. Have your needs been met by your care team since the onset of the COVID-19 measures requiring people to shelter in place?

Of the 60 participants who responded to the COVID questions, 51 responded Yes, 1 responded No, and 8 responded "Some, Not All." When asked to elaborate, respondents generally agreed that they were getting their needs met (4 responses) or that there was no change in services (9 responses). Many (15 responses) noted that they were getting their needs met but also noted some changes, such as using masks, social distancing, outside meetings, lack of in-person meetings, no or fewer community and group activities, and the office being closed). Some (6 responses) noted that there were changes but no reduction in services. Two remarked that the staff were doing their best. In addition to these responses, several (8 responses) specifically mentioned that the program is getting back to normal. A few had notable comments: "They went above and beyond." "COVID messed up the program." It is "hard when the office is closed." And the program was "more guarded" because of COVID.

Of those who responded that their needs were not getting met, all indicated that they did not get expected services. Four indicated they were not able to get transportation, usually to get groceries. Two missed in-person contact. One remarked a reduction in “quality time.” Two lost their employment with the agency. One was not able to get help to fix a damaged vehicle.

2. Who initiated contact between you and your team since mid-March?

Of the 60 respondents, 55 responded that contacts were initiated by the agency, 4 responded “Participant Initiated,” and 1 responded “Other.” The participant who responded “Other” elaborated that there was an online system for COVID questions.

3. In what ways did you communicate?

Of the 60 respondents, 5 responded that contacts were conducted via phone, 18 responded by text, 4 responded via Email, and 33 responded “Other.” The other forms of contact included face-to-face (31 responses), video chat/Zoom (4 responses), and Facebook (1 response).

Selected quotations from these questions have been included in the Participant Satisfaction Outcome section below.

Additional Satisfaction Questions Related to COVID-19 Pandemic - System Results				
	Yes	No	Some, Not All	
Have your needs been met by your care team since the onset of the COVID-19 measures requiring people to shelter in place?	51	1	8	
	Participant Initiated	Agency Initiated	Other	Neither Initiated
Who initiated contact between you and your team since Mid-March?	4	55	1	0
	Phone	Text	Email	Other
In what ways did you communicate?	5	18	4	33

DETAILS

Background Information: David Klein, Director of Technology, and Tessa Heeren, Assistant Research Scientist, at the Law, Health Policy & Disability Center (LHPDC) were the primary individuals involved in completion of the evaluation. University of Iowa's Iowa Social Science Research Center (ISRC) conducted the interviews.

Procedures: The following outlines procedures for the FY21 evaluation. Information was obtained from four sources:

- **Meetings with program directors and staff members**
- **File reviews**
- **Interviews with participants and family members**
- **Analysis of data submitted to the Polk County Region**

Meetings. Preliminary results of the file reviews were provided to program directors in June. LHPDC conducted Zoom conversations with directors to review and correct discrepancies in the file reviews. LHPDC

staff then conducted a Zoom consultation with the directors in July to review the outcomes and receive their insights on agency performance for the year. Exit interviews were held with the Polk County Region and agencies' staff in early August to review the complete report and get insights from staff.

File Reviews. LHPDC randomly selected 15 program participant files from each agency for the file review (16 were inadvertently selected for Eyerly Ball), for a total of 61 files reviewed. The File Review Form (Appendix A) was used to monitor documentation. The file review was completed in June. The expectation is that reported results will be consistent with information in the file in order for the Polk County Region to have confidence in and rely on the information reported by the programs. Participant Empowerment outcome is based solely on the file review. As technical assistance, programs were provided with information from the file review. Information from the file review analysis is reported in Appendix E.

Participant Interviews. A total of 60 participants were interviewed as part of the evaluation process. Fifteen participants were interviewed from each of the four programs. Interviews were conducted by phone. The interview questions are included as Appendix B of the report. Agree/disagree responses to the questions make up the statistics used for the Participant Satisfaction and Quality of Life outcome scores. Comments from the interviews are included in the Participant Satisfaction and Quality of Life outcome sections of the report. Although direct quotations are used, neither names of respondents nor staff members are included and gender of both respondents and staff members is randomly assigned to the quotations.

Concerned Others Interviews. Fifty-nine family members or concerned others of individuals supported were interviewed as part of the evaluation process. Fifteen were interviewed from each of the agencies, except Easterseals, which included fourteen interviews. Concerned others commonly include parents, guardians, siblings, spouses, adult children, grandparents, aunts/uncles, and others. These interviews were conducted by phone. Agree/disagree responses to the questions make up the statistics used for the Family and Concerned Others Satisfaction outcome scores. Concerned others were asked to rate their satisfaction using the same scale as that for participants. The concerned others interview questions are included as Appendix C of the report. Comments from the interviews are included in the Family and Concerned Others outcome section of the report. Although direct quotations are used, neither names of respondents nor staff members are included and gender of both respondents and staff members is randomly assigned to the quotations.

Data Analysis. The evaluators were provided with all the data that each of the programs submitted monthly to the Polk County Region.

Scoring: Outcomes were scored according to the following scale:

Exceeds Expectations	4
Meets Expectations	3
Needs Improvement	2
Does Not Meet Minimum Expectations	1

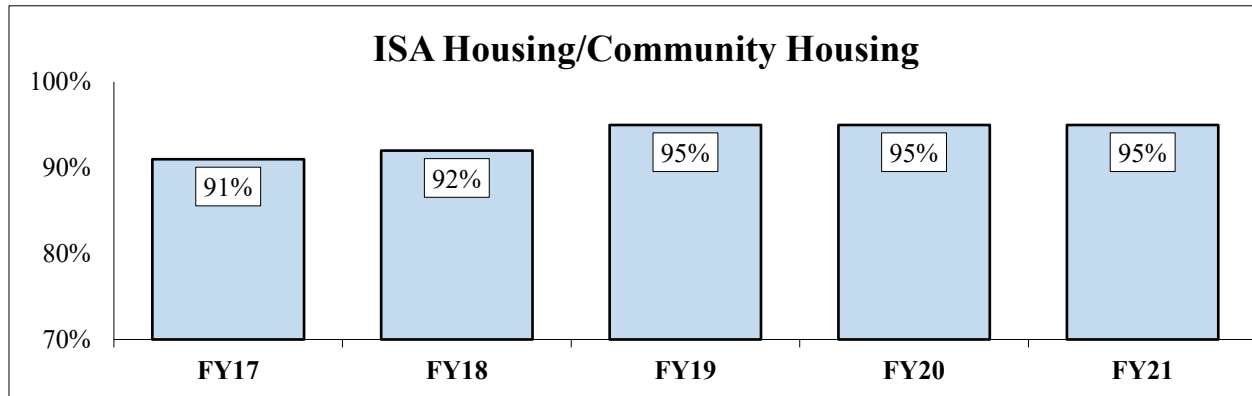
This scale aligns performance evaluation with contract expectations. Scores of two or less indicate unmet goal areas.

OUTCOMES

This section of the report includes descriptions of and results for each outcome area. Evaluation results are discussed along with information from file reviews, participant and family member interviews, and meetings with program staff. Specific outcome criteria definitions are included in Appendix F.

COMMUNITY HOUSING

Outcome: Individuals with disabilities will live successfully within the community in safe, affordable, accessible, and acceptable housing. The Polk County Region recognizes with this outcome that individuals with disabilities face challenges to find safe, affordable, accessible, and acceptable housing. The intent of this outcome is to assist individuals with disabilities in establishing a home that is personally satisfying, meets health and safety expectations, provides a barrier-free environment, and allows the individual to have the resources to participate meaningfully and fully in their community. To meet the outcome, individuals must meet all four criteria: safe, affordable, accessible, and acceptable. The criteria for Community Living were developed in FY11. Scores and ratings from FY11 and afterward are not comparable to years prior to FY11.



Goal	Rating	Points
90% - 100%	Exceeds Expectations	4
80% - 89%	Meets Expectations	3
70% - 79%	Needs Improvement	2
Below 70%	Does not meet minimum expectations	1

Community Housing

Organization	2020 Results	2020 Score	2021 Results	2021 Score
BMC-PATH	97%	4	97%	4
CSA	90%	4	89%	3
Easterseals-AIM	95%	4	98%	4
Eyerly Ball	97%	4	99%	4
System Average	95%	4	95%	4

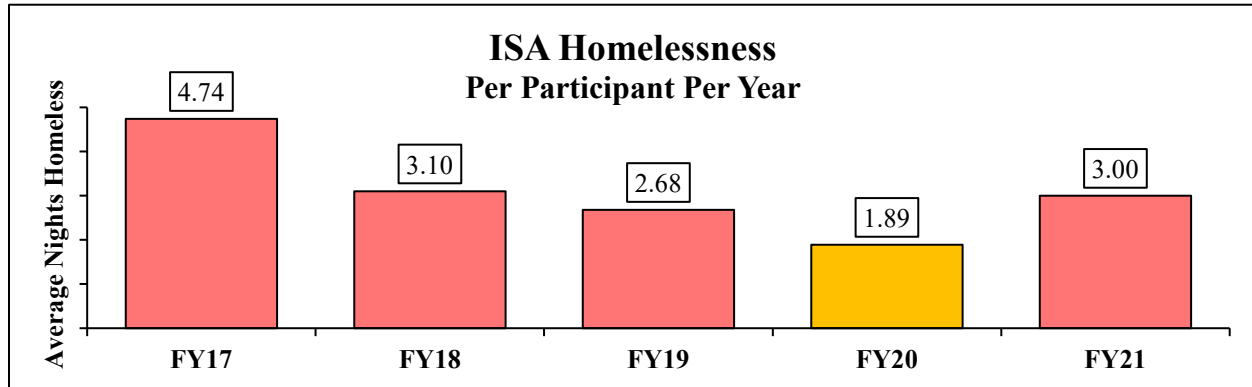
Comments: The ISA system exceeded expectations for Community Housing this year. More than nine of every ten participants were reported to be living in safe, affordable, accessible, and acceptable housing. All programs exceeded expectations. Agencies are required to visit participants in their homes within every 90 days, unless the participant has explicitly requested not to have home visits. In addition, if participants move, agencies must meet the participant in the home twice per month for two months.

All agencies praised the work of the Polk County Housing Coordinator, who they described as extremely knowledgeable of housing resources in the county and who has developed constructive relationships with many landlords, which has helped many participants get housing.

In Community Housing, an overarching theme among agencies was the impact of COVID-19 on the provision of services, including the challenges and resourcefulness of providers in meeting those challenges to assist with securing housing for program participants. Each of the four providers expressed appreciation for the region's Housing Coordinator who worked to develop and maintain beneficial relationships with area landlords to obtain housing for individuals. Two agencies noted that these key relationships were also helpful in avoiding formal evictions for tenants losing their housing, thereby avoiding negative rental records. Housing First, Anawim's Homeless Prevention, and Rapid Rehousing Program, as mentioned by Eyerly Ball, were valued options used to offer permanent housing as a first line service to individuals experiencing homelessness. CSA discussed losing funding from the Iowa Finance Authority (IFA) Rent and Utility Assistance Program resulting in CSA relying on assistance from Economic Impact payments (federal dollars for rent relief) and mutual aid organizations, Des Moines BLM Rent Relief, and DSM Mutual Aid. Other resources accessed to assist program participants ranged from the Low Income Home Energy Assistance Program (LIHEAP), Economic Impact payments, and Free Fridges. Easterseals and Broadlawns reported that the COVID-19 eviction moratorium kept some people in housing longer, which helped the outcome; however, tenants knowing they could not be evicted also created some problems when they quit paying rent, creating financial issues.

HOMELESSNESS

Outcome: Reduce the number of nights spent homeless. The intent of this outcome is to provide adequate supports for people in the community. The outcome is measured by the average number of nights spent in a homeless shelter or on the street per individual per year.



Goal	Rating	Points
0 – .4 night	Exceeds Expectations	4
.41 – 1 night	Meets Expectations	3
1.01 – 2 nights	Needs Improvement	2
2+ nights	Does not meet minimum expectations	1

Homelessness

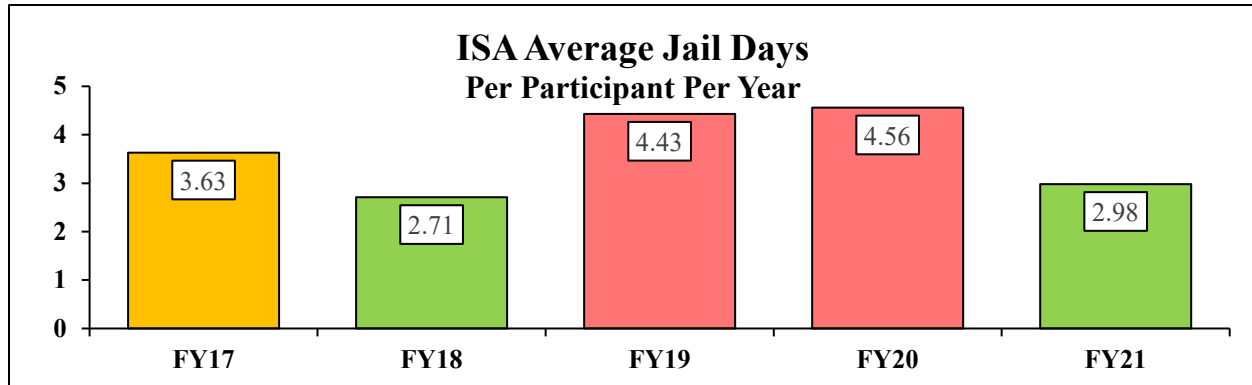
Organization	2020 Results	2020 Score	2021 Results	2021 Score
BMC-PATH	2.31	1	4.81	1
CSA	3.97	1	6.02	1
Easterseals-AIM	0.29	4	0.15	4
Eyerly Ball	0.35	4	0.00	4
System Average	1.89	2	3.00	1

Comments: Homelessness remains a challenging area. Across the system, 19 (3% of individuals served) accrued a total of 1,784 nights homeless, resulting in a Does Not Meet Expectations rating. The homeless nights show an increase from FY20, where 18 individuals accrued 1,159 nights homeless. At each program, the majority of homeless nights were attributable to a few individuals. BMC’s PATH program reported 804 total nights (versus 410 nights in FY20), accrued by 8 participants (versus 8 for FY20). Two participants accrued 368 nights homeless (46% of PATH’s total). CSA reported a total of 965 total homeless nights (compared to 662 in FY20) by 10 participants. Six participants spent more than 3 months homeless, accounting for 94% of the homeless nights for CSA. Notably, Easterseals reported a total of only 15 nights homeless from one participant, and Eyerly Ball reported 0 homeless nights.

Each of the programs used interventions involving tenants and landlords as a means of getting housing and keeping people housed and limiting police involvement and evictions. The housing market in Polk County was noted by all to be limited, with Easterseals stating it is “not good, with limited affordable options, including extended-stay options,” with about 15 area landlords not accepting any housing subsidies. The change in the law to not require landlords to accept Section 8 was reported by Easterseals and CSA as further reducing available affordable housing options.

INVOLVEMENT IN THE CRIMINAL JUSTICE SYSTEM

Outcome: Minimize the number of days spent in jail. The intent of this outcome is to provide adequate supports in the community to prevent offenses or re-offenses. The measure for this outcome is the average number of jail days utilized per person per year.



Goal	Rating	Points
0.00 – 0.99 day	Exceeds Expectations	4
1.00 – 2.99 days	Meets Expectations	3
3.00 – 3.99 days	Needs Improvement	2
4+ days	Does not meet minimum expectations	1

Jail Days

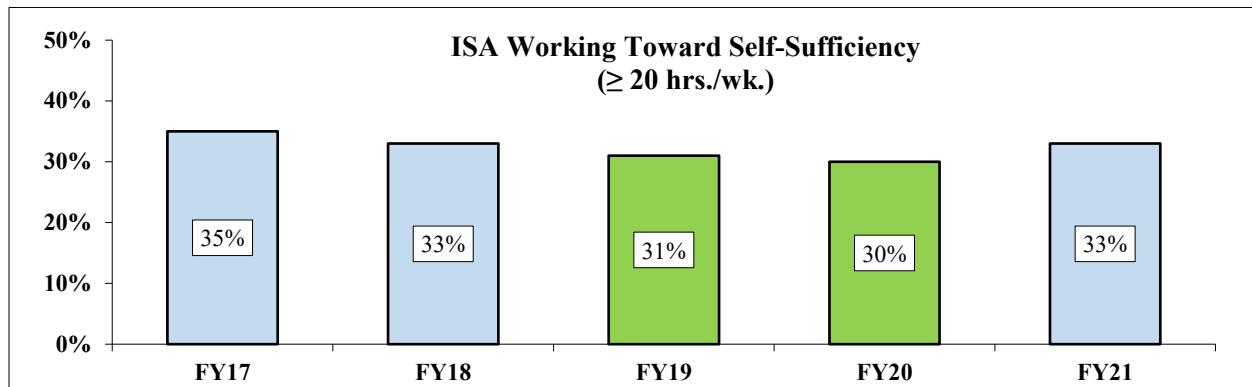
Organization	2020 Results	2020 Score	2021 Results	2021 Score
BMC-PATH	5.20	1	2.37	3
CSA	7.30	1	6.33	1
Easterseals-AIM	0.27	4	1.04	3
Eyerly Ball	3.81	2	1.53	3
System Average	4.56	1	2.98	3

Comments: Average time spent in jail decreased from the previous two years, resulting in a Meets Expectations rating for this outcome. During FY21, a total of 38 participants (6% of ISA participants) served a total of 1,768 nights in jail (compared to 59 participants at 2,792 nights in FY20). Only 4 individuals accounted for more than two-fifths of jail days (716 days, 41%), spending at least three months in jail each (range 105 – 274 days). BMC and Eyerly Ball reported a notable decrease in jail days this year from last year. In FY21, PATH reported a total of 396 days in jail, accrued by 14 participants, compared to 922 days in FY20. Over half of that total (54%) was attributed to two individuals who spent a total of 214 days in jail. CSA reported a total of 1,016 jail days, accrued by 13 participants, also a decrease from FY20 (1,216 days). The majority were attributable to four individuals, who spent a combined 723 days in jail (71%). Easterseals reported 107 jail days for three participants. Eyerly Ball reported 249 jail days among 8 participants, of whom 4 participants accounted for almost all jail days (98%).

Each agency reported that, because of COVID-19, a slowdown of the jail and judicial systems resulted in longer than usual jail time for those incarcerated. When individuals were incarcerated, it was difficult for staff to plan for stabilization with them. Eyerly Ball asserted that some individuals were jailed when they were arrested for trespassing while looking for places to sleep.

EMPLOYMENT OUTCOME – WORKING TOWARD SELF-SUFFICIENCY

Outcome: The number of individuals engaged toward employment during the year will increase. The Polk County Region recognizes that employment is not only a profound issue for the disability community but a key to self-sufficiency. The Polk County Region has developed two employment outcomes with the intent to increase both the employment rate and earned wages. Employment–Working Toward Self-Sufficiency requires being employed 20 or more hours per week and earning at least minimum wage. Engagement Toward Employment requires working 5 or more hours per week and earning at least minimum wage. The employment outcome is measured during four weeks of the year in two reporting periods (typically October and April). Note that prior to FY18 reporting was conducted over four one-week reporting periods (quarterly).



Goal	Rating	Points
33% - 100%	Exceeds Expectations	4
18% - 32%	Meets Expectations	3
12% - 17%	Needs Improvement	2
Less than 12%	Does not meet minimum expectations	1

Employment – Working Toward Self-Sufficiency

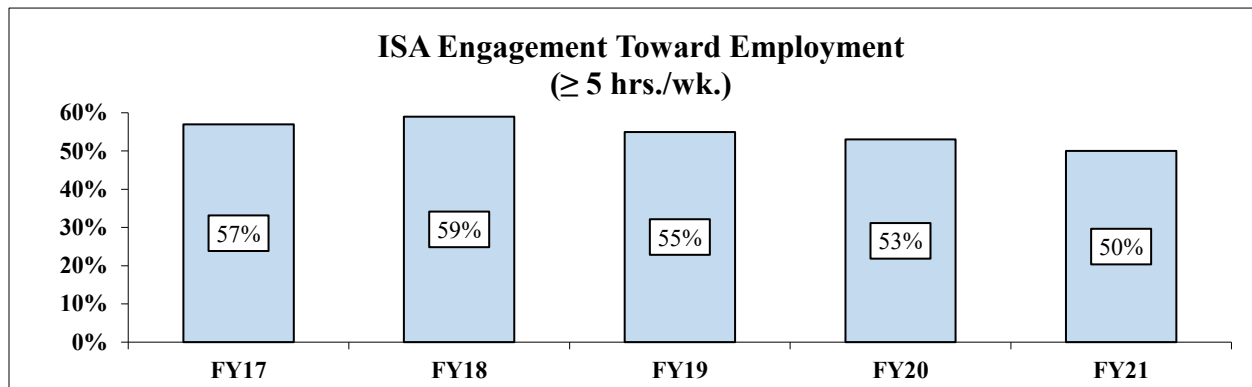
Organization	2020 Results	2020 Score	2021 Results	2021 Score
BMC-PATH	23%	3	23%	3
CSA	22%	3	33%	4
Easterseals	35%	4	39%	4
Eyerly Ball	39%	4	35%	4
System Average	30%	3	33%	4

Comments: ISA programs have been characteristically successful in supporting individuals to pursue and maintain employment. In FY21, the program has improved its levels of employment to an Exceeds Expectations rating. About one of every three participants were working at least 20 hours per week and earning at least minimum wage.

Eyerly Ball's Employment Specialist assisted individuals in finding employment and reported that many participants finding employment gained a feeling of value as workers. It was the consensus among agencies that people willing to work during the pandemic could find employment, including temporary positions. Three agencies noted a need for benefits management and training to address workers' concerns about losing benefits or income when beginning a job or working more hours at existing jobs.

EMPLOYMENT OUTCOME – ENGAGEMENT TOWARD EMPLOYMENT

Outcome: The number of individuals engaged toward employment during the year will increase. The Polk County Region recognizes that employment is not only a profound issue for the disability community but a key to self-sufficiency. The Polk County Region has developed two employment outcomes with the intent to increase both the employment rate and earned wages. Employment–Working Toward Self-Sufficiency requires being employed 20 or more hours per week and earning at least minimum wage. Engagement Toward Employment requires working 5 or more hours per week and earning at least minimum wage. The employment outcome is measured during four weeks of the year in two reporting periods (typically October and April). Note that prior to FY18 reporting was conducted over four one-week reporting periods (quarterly).



Goal	Rating	Points
40% - 100%	Exceeds Expectations	4
18% - 39%	Meets Expectations	3
12% - 17%	Needs Improvement	2
Less than 12%	Does not meet minimum expectations	1

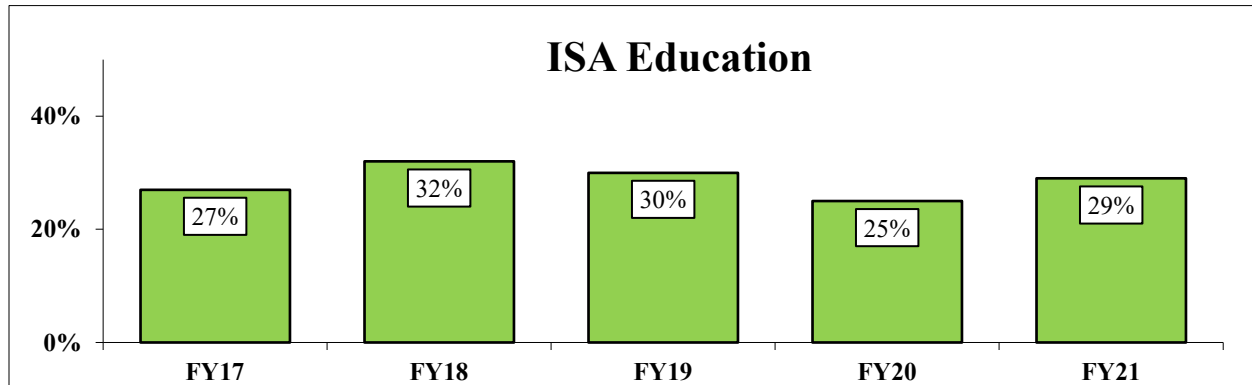
Employment – Engagement Toward Employment

Organization	2020 Results	2020 Score	2021 Results	2021 Score
BMC-PATH	69%	4	59%	4
CSA	37%	3	43%	4
Easterseals	58%	4	52%	4
Eyerly Ball	52%	4	48%	4
System Average	53%	4	50%	4

Comments: ISA programs continue maintain levels of employment for participants working at least 5 hours per week at minimum wage retaining an Exceeds Expectations rating for the system average, with all programs scoring an Exceeds Expectations rating as well. About half of participants (50%) were working at least 5 hours per week and earning at least minimum wage.

EDUCATION

Outcome: The number of individuals receiving classes or training provided by an educational institution or a recognized training program leading to a certificate or degree will increase. The Polk County Region recognizes with this outcome that education has an important impact on independence, employment, and earnings. Their intent for this outcome is to increase skill development. The outcome is measured by the percentage of employable individuals involved in training or education during the fiscal



year.

Goal	Rating	Points
40% - 100%	Exceeds Expectations	4
20% - 39%	Meets Expectations	3
10% - 19%	Needs Improvement	2
Less than 10%	Does not meet minimum expectations	1

Education

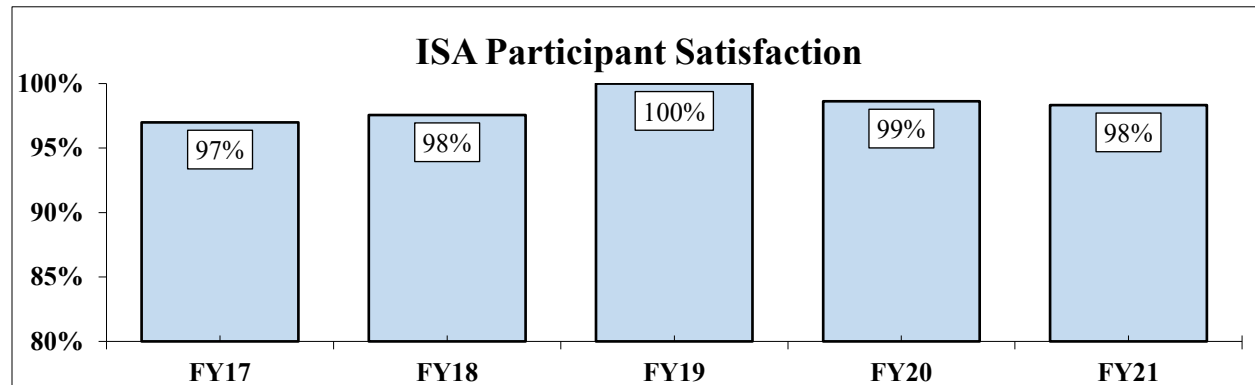
Organization	2020 Results	2020 Score	2021 Results	2021 Score
BMC-PATH	46%	4	44%	4
CSA	22%	3	18%	2
Easterseals-AIM	21%	3	22%	3
Eyerly Ball	22%	3	46%	4
System Average	25%	3	29%	3

General Comments: The system increased the percentage of participants who reported involvement in education activities this year, remaining in the Meets Expectations range. More than one-quarter (29%) of the participants were engaged in adult education related to employment. Eyerly Ball had a notable increase in educational activities this year. CSA was challenged in this outcome this year.

Although COVID-19 slowed activities, participants at each organization were offered educational opportunities in a range of settings on a variety of topics. Eyerly Ball teamed with Wells Fargo to offer program participants budgeting and finance classes. Easterseals used their Garden Program at a 50% capacity to teach participants about employment skills. CSA and Broadlawns participants used educational opportunities offered through Des Moines Area Community College (DMACC), despite issues with COVID-19 and hackers. An identified need for improvement and growth includes soft skills and job training at Eyerly Ball.

PARTICIPANT SATISFACTION

Outcome: Individuals will report satisfaction with the services that they receive. Individuals supported are the best judges of how services and supports are meeting their needs. Participant satisfaction is based on interviews by the independent evaluator of fifteen program participants from each agency. The Polk County Region's expectation is service excellence and expects that the vast majority of individuals will rate their program's service in the highest category.



Goal	Rating	Points
95% - 100%	Exceeds Expectations	4
90% - 94%	Meets Expectations	3
85% - 89%	Needs Improvement	2
Below 85%	Does not meet minimum expectations	1

Participant Satisfaction

Organization	2020 Results	2020 Score	2021 Results	2021 Score
BMC-PATH	99%	4	98%	4
CSA	99%	4	100%	4
Easterseals-AIM	98%	4	97%	4
Eyerly Ball	99%	4	99%	4
System Average	99%	4	98%	4

General Comments: Participant satisfaction continues to be a strength of the ISA programs. The system maintained its Exceeds Expectations rating for this outcome, with all programs exceeding expectations. Participants appear to be very satisfied with the program, its services, and staff.

ISA participants elaborated on the positive impact of support and services they received. Participants noted opportunities to participate in the community, support during crises, accessible communication lines, responsiveness to needs, improved resiliency and problem solving, and progress towards goals.

BMC-PATH: PATH participants reported being very satisfied with the program and the staff that work with them, maintaining the program's Exceeds Expectations rating. In interviews, participants were grateful for the social and emotional support they received. They also liked personalized goals and help with tasks, such as shopping. Representative comments included the following:

Effective Services

They always help me out whenever I need transportation. Like if I need something done, they come to the rescue.

I've really talked with the workers and got coping skills. Knowing that I have someone that I can talk to if I need to, it helps.

Mainly it's hospital and doctor appointments. They help me make the appointment usually. If I have any kind of mental problems, or just problems in general, they will help me.

They helped me on getting my car payment paid. They talk to me into ... when my husband was down, into helping me get groceries, do my laundry, and stuff like that.

They help me figure out if I can't figure out something with human services or we're trying to get out of the place we're living to get a better place to live. They're helping with that.

Positive Relationships with Agency or Staff

They're always there for me. They make me feel like a human being and they're more my family than my own family.

[I would tell them] that they are ... that it's a real good program, and they help you with your needs, and they are nice people, and they work with you through all your problems.

They're respectful. It's kind of the first program that I've ever been with that takes the time to listen to me as a human being.

I would say that it's going to be hard at sometimes, but the payoff at the end is worth it because they'll help you become a stronger person in the end.

Positive Impacts of Services

I'm getting better at things, like doing my mail. And things that used to be really daunting are becoming less overwhelming.

Much better. I mean I used to not even cook. And I would wash one load of laundry that had my one outfit of clothes. I would just eat like microwavable crap. And now I'm in my own apartment and cook full meals. I still have times with panic attacks, but I get over them pretty quickly and I'm always safe. I'm doing well.

They helped me move out of a bad housing situation and into my current place, which is really nice. I would also be homeless without them.

A few participants shared concerns about the agency's capacity to deliver services.

They aren't able to adequately give their services anymore. Not just to me, but to all the clients. It's hard to get in contact with everyone.

No, they don't do that. They don't work with me on goals.

In terms of suggestions for improvement, some respondents wanted better staffing and improved responsiveness from staff.

For the most part, but sometimes I really need something, and it just kind of goes unaddressed for a really long time until it's just forgotten or not attended to. I think that probably comes down to availability, but it can be really hard for me.

There needs to be more staffing, more people in those positions. I mean it's not on them, but sometimes their schedules are really, really full. There's just not enough support for them to fill all the needs.

I'd change a lot. I would say if I were to change anything, I would change it to the point where everybody's on the same page, if that makes sense.

COVID-19

It was hard when the office had to close and things like that, I think. Despite that, they've done a pretty good job still keeping up with everything.

At the beginning, we didn't really have contact or rides. Then we had to wear masks or meet over the phone or on video call. The frequency of the services didn't change, but the delivery did.

My team wasn't all that bad, and I was still seeing my worker, but COVID messed up the program.

The only thing is we don't see them in person as much. We do video chats and phone calls with the doctors, which is really nice.

We can't do the things we do in the community like we used to. They still came to see us, but we just had to wear masks and stuff.

CSA: CSA participants reported being very satisfied with the program and staff this year, resulting in an Exceeds Expectations rating. In interviews, participants appreciated the respect and caring they received from staff. They also liked that the program helped them out in different ways, such as help with rent, shopping, and transportation. Representative comments included the following:

Effective Services

They help me with my food stamp card. They help me with my bus pass. If I need something, and it's an emergency, they help me.

Like to my appointments and stuff, scheduling, sometimes they call a van to come and get me, but they go to my doctors' appointments and stuff with me because I've been going lately a lot.

They helped me with actually trying to get out into the community to hang out with friends or make new friends.

Yes, they helped me move into my next place. They helped me transition here as well.

I can't drive, so they help me do errands. They've also provided referral services, and this past year I also received some financial services too.

Positive Relationships with Agency or Staff

They're always kind and generous. They talk to me like an adult.

I would say that they're responsive to your needs and that the people are very friendly and don't be afraid to reach out if you need help.

They're well-mannered to me. They speak really nice to me, and they're just awesome people to be working with me. I really like them. I can't say nothing bad about them. If it wasn't for them, I don't know where I'd be at.

They're really helpful and attentive to the needs that they're trying to aim for.

Positive Impacts of Services

The biggest problem I had was with my family. They helped me through that and made me realize how to handle it. And if it gets too bad just stay out of the picture.

I went from being homeless to having a nice two-bedroom apartment.

They've been instrumental, and if they weren't there, I think it would've taken a lot longer for me to work on that and move out.

They helped me move out of a bad housing situation and into my current place, which is really nice. I would also be homeless without them.

Concerns:

Before we used to meet like three or four times a month, and now it's just once a month if they have time. It just all depends [on] if they have the time.

Being able to go anywhere was pretty much ... they did not help me anymore get from place-to-place. That service was not there.

Participants offered a few suggestions.

Just having more time within a month to spend time with staff, if possible, because once a month is not enough right now. At least two to three times a month would be best at least to have more time.

Lighten their workload, that's for sure. That'd be the biggest one.

Besides making all the programs available to everybody outside the program, it is fine. I would like to go to some of the other functions schedule-wise.

COVID-19

It was nice before COVID hit to just meet up with people, and now it's like, with COVID, you can't even do a lot and it sucks that you still can't do that.

At the moment, it's not 100% [of the possible support] because we're not meeting up quite like we used to because of COVID.

It was hard on me and everyone too because they couldn't come around as much or meet in person. Everything was over the phone.

Besides transport during lockdown, we would take walks through the neighborhood with masks and six feet but like exercise and stuff.

They did everything over the phone, and they didn't come around as much, but they were still there to talk to.

Easterseals-AIM: Easterseals participants reported being very satisfied with the program and the staff who support them, resulting in an Exceeds Expectations rating. In interviews participants appreciated individual attention and help completing tasks, such as shopping, transportation, help getting employment, exercising, cleaning, and socializing. They also expressed gratitude for the care and respect they get from staff. Representative comments included the following:

Positive Relationships with Staff

They go above and beyond to help you out and to meet whatever needs you have. They're kind and courteous. They are respectful and don't judge you.

Sometimes we all need a little help and encouragement, so Easterseals can be that encouragement.

I love Easterseals and the AIM department, and I'm very satisfied.

Just by their tone of voice, and they always ask me if I need anything else and this and that. It keeps me going.

Positive Impact of Services

I think my work has gotten better. Like I'm doing better at my job.

As I said, they're nice enough to take me to go grocery shopping. They're there for me, so I can talk to them about anything. I like having someone to talk to.

I would say my social skills. Before I had these services, my social skills were weak. Having my worker come over once a week and talk to me has boosted my skills.

Effective Services

They help you achieve stuff when you're an adult that can be hard for people with special needs.

Housing mainly. I don't know where I'd be without them [Easterseals] helping me with housing. It's hard for me to deal with landlords. The stress of that really gets to me, like trying to find places and everything. So they take that aspect, and then they take me around to the showings that work with my income and what have you.

I can call them at any time and they'll get right back to me.

Some participants expressed some concerns, mostly about timely responses.

There's a lot of improvements that can be made. I mean, they can do a lot better. I mean when you ask them for something, they always say they need to see what's in the budget, and then they don't really help.

I wish they would contact me back in a timely manner. Like I said, I haven't talked to them since COVID really.

I put a call in, and they don't call me back. They haven't contacted me in a long time. I got a letter from them saying they might stop by the home, but other than that I haven't talked to them in a while.

A few participants offered suggestions:

I would say at least eighty percent of the time I'm getting what I need. But sometimes they don't spend enough time with me.

I wish they would make the shifts longer than two hours when they come to see me. If I could change the schedule a little bit.

They could really use some improvement like making a scheduled time to be seen every week instead of whenever they feel like it.

COVID-19

No changes due to COVID. They've always seen me once a week like normal. The only thing that was different is that instead of having us in the front seat, they would have us sit in the backseat and have us wear masks. That was really the only change I saw. All my needs have been met.

They increased services during COVID. They were on it.

They wear masks, nothing else changed.

Food and transportation; they stopped coming over as often and stopped communicating as often and stopped scheduling appointments as often.

Eyerly Ball: Eyerly Ball participants reported being very satisfied with the services they receive and the staff that support them, resulting in an Exceeds Expectations rating. In interviews, participants appreciated that they are treated respectfully by staff. Others were grateful for assistance completing daily life activities. Participants also appreciated frequent communication with the program. Representative comments included:

Positive Relationships with Staff

One-hundred-percent over. Oh man, they go out of their way to help us so much. The thing I like mostly about Eyerly Ball: they back my courage up. They give me that strength.

They are like your friend and not your worker. And they laugh too.

I've got [staff] and [staff] on my team, and I can always get ahold of them. I can go to any of them. They know me like a book.

Well, my workers are pretty great, and optimistic, and understanding. That definitely helps and makes it a lot easier for me like if I need to miss something or reschedule. They're pushy in all the best ways.

Positive Impact of Services

They help me pay my rent every month, and then I reimburse them. I wouldn't be able to pay rent without them.

I know who to contact and have a support system.

Just improving my housing situation and getting out to the activities they do. It's helped me stay clean and sober and take pride in where I live.

Absolutely. I would just say that for me personally, it's made a huge impact in my standard of living and to be able to set goals, be more independent, and to have a good support network.

I feel more independent because they got me into my own apartment. Now I can do stuff on my own pace. The cooking lessons and help with budgeting is also helpful.

Effective Services

I got my hearing stuff. They help me get hearing aids. They help me with glasses. I get my physical every year. They help me in so many areas that I had trouble with, and they break it down to where I can understand it. And they have patience with me because I get nervous and upset. They help me get a psychiatrist or therapist I don't know which one. They just go out of their way.

When they figure I need this, and it's going to help me, and they figure it out for me. They know the shortcuts, or they know somebody that does.

I'm satisfied. You know, they wouldn't do anything if it wasn't right for me. They go out of their way, and they put us before them, and if you're having problems, they have a meeting, and it turns out they agree on a way to figure it out.

They've helped me get out into the community and with socialization. They help with my depression and mental health.

I want to say, respectful. And that they know their information. They're very intelligent about their job and know what they're doing.

One participant expressed concerns.

I feel like they don't have enough time for me, and communication is lacking sometimes ... or response time. But overall, I am satisfied with the services.

Participants offered a few suggestions.

More time with the worker or workers is the main thing.

They need better vehicles. I feel bad for the vehicles they are using. They need upkeep.

Just get a bigger building. They took our activities building away, so we just need a big enough building for us to all meet up.

COVID-19

They've done really well with responding to my needs and wearing a mask. They continue to function even throughout the COVID crisis.

Since this virus broke out, Eyerly Ball hasn't turned their back on no client. The services are still the same. They don't let that virus interfere in the program. It's got a barrier, and the clients come first.

Everything was still met [needs were met]. They just weren't doing things for group activities. They would either do a telephone visit or come out with a mask on. Everything was still pretty much the same.

When COVID started, we couldn't do any of the activities, but it's pretty much back to normal.

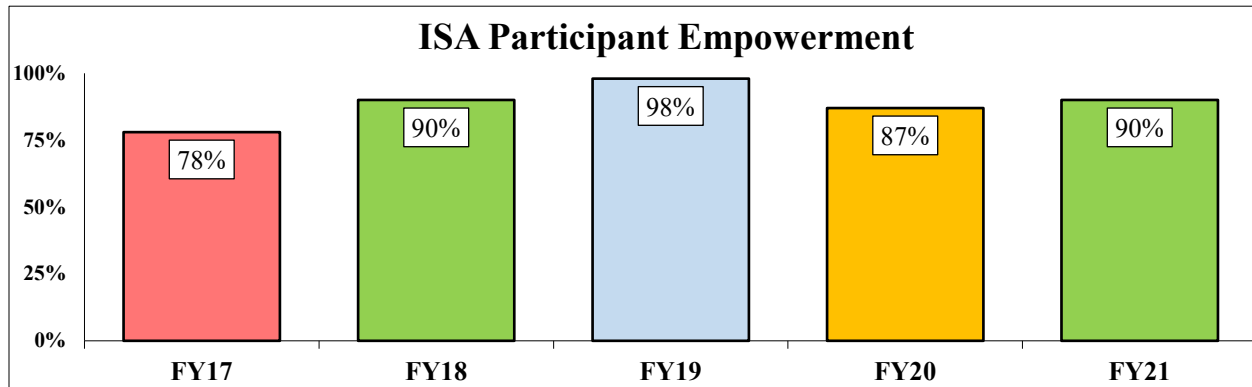
They've met all my needs and I didn't see any changes really. Even if they couldn't come out, they would always call. If I needed anything, they would just come and drop it off at my door. They always wore masks too.

The only change was in the beginning, we didn't meet face-to-face. They were still very diligent about getting in contact once a week. My needs were met.

Maintaining participant satisfaction was an ongoing effort by all agencies. Eyerly Ball stated that they never stopped meeting face-to-face (including telehealth), except for one week, and provided staff and participants with PPE and education on COVID safety, understanding and obtaining vaccinations, offering a choice to meet face-to-face or in person, and providing grocery delivery. Easterseals declared the helpfulness of feedback was appreciated and a means for them to address staff burnout and turnover. CSA reported helping participants to stay safe and healthy throughout the year and use participant comments to improve services. Broadlawns staff noticed an increase in self-reliance by individuals in their programs with fewer opportunities for face-to-face contact, though they reported benefits to participants and the agency in being able to use and bill for video chat contacts.

PARTICIPANT EMPOWERMENT

Outcome: Individuals supported will achieve individualized goals resulting in feeling a sense of empowerment with the system. The Polk County Region recognizes with this outcome that individuals should be treated with respect, allowed to make meaningful choices regarding their future, and given the opportunity to succeed and the right to fail. Empowerment is based on the file review.



Goal	Rating	Points
95% - 100%	Exceeds Expectations	4
90% - 94%	Meets Expectations	3
85% - 89%	Needs Improvement	2
Below 85%	Does not meet minimum expectations	1

Participant Empowerment

Organization	2020 Results	2020 Score	2021 Results	2021 Score
BMC-PATH	60%	1	87%	2
CSA	100%	4	87%	2
Easterseals-AIM	93%	3	87%	2
Eyerly Ball	93%	3	100%	4
System Average	87%	2	90%	3

Measurement: The outcome is the percent of files reviewed that meet the following criteria.

- Whether there was evidence that the participant was involved in setting the goals
- Whether individualized, measurable goals were in place and what services the agency program planned to provide to achieve the goals,
- Whether employment or education goals were addressed with the participant, or community integration if the participant is 65 or older or eligible for Level 5 or 6 supports, and
- Whether goals were regularly reviewed with respect to expected outcomes and services documented in the file

Comments: The ISA system scored a Meets Expectations in Participant Empowerment performance this year, largely based on the performance of Eyerly Ball, which scored an Exceeds Expectations rating. The other programs were challenged for this outcome area this year. Programs were most challenged in documentation of discussions of activities related to employment or education, or for community inclusion for participants who are not eligible for employment. They were also somewhat challenged in documentation services delivered regularly to address participant goals and needs.

BMC-PATH: This year, PATH was challenged in their performance in this outcome area. Of the 15 files reviewed, 13 were found to be complete. All of the 15 files documented clear, measurable goals, which were addressed regularly. All files documented participants' active participation in goal development. All files contained sufficient documentation of employment or education being addressed with the participant. However, several files did not show regular documentation of services delivered to address participants' goals.

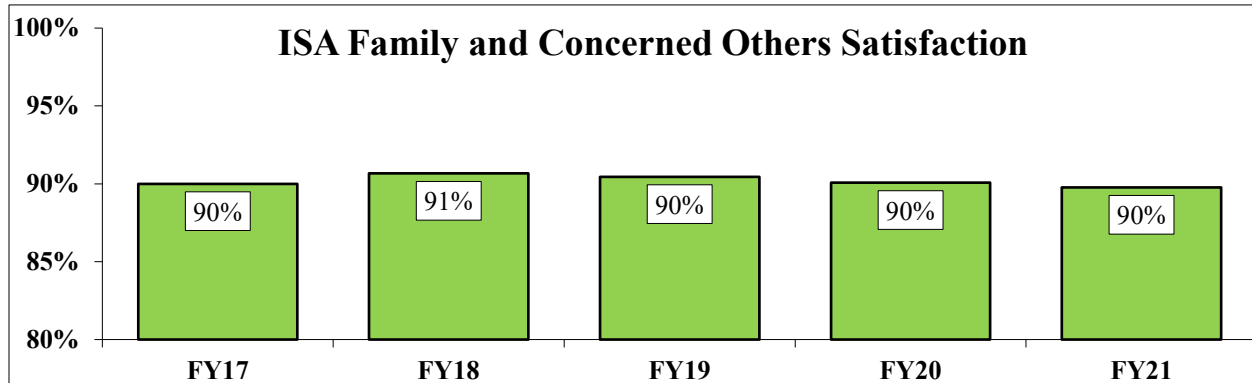
CSA: CSA was also challenged in this outcome area this year. Of the 15 files reviewed, 13 were found to be complete. All of the 15 files documented clear, measurable goals, which were addressed regularly. All files documented participants' active participation in goal development. All files documented that services were delivered regularly toward participant's goals. However, 13 of the 15 files documented regular discussions or activities toward employment or education, or community inclusion for those not eligible for employment.

Easterseals: Easterseals was also challenged in this outcome area this year. Of the 15 files reviewed, 13 were found to address all of the Participant Empowerment outcome criteria. All files documented participants' active participation in goal development. All files documented that services were delivered regularly toward participant's goals. However, 13 of the 15 files documented regular discussions or activities toward employment or education, or community inclusion for those not eligible for employment.

Eyerly Ball: Eyerly Ball attained an Exceeds Expectations rating in this outcome area this year. Of the 15 files reviewed, all 15 were found to address all the Participant Empowerment outcome criteria.

FAMILY AND CONCERNED OTHERS SATISFACTION

Outcome: Families/Concerned Others will report satisfaction with services. The intent of this outcome is to know how the families feel about the supporting agency and to ensure the supporting agency is providing the individuals supported and his/her family member with the needed services and supports. Family/concerned others' satisfaction is based on interviews by the independent evaluator of family members of fifteen program participants from each agency's program. The Polk County Region's expectation is service excellence. They expect that the vast majority of family members will rate their agency's program services in the highest category.



Goal	Rating	Points
95% - 100%	Exceeds Expectations	4
90% - 94%	Meets Expectations	3
85% - 89%	Needs Improvement	2
Below 85%	Does not meet minimum expectations	1

Family and Concerned Other Satisfaction

Organization	2020 Results	2020 Score	2021 Results	2021 Score
BMC-PATH	90%	3	93%	3
CSA	99%	4	92%	3
Easterseals-AIM	84%	1	84%	1
Eyerly Ball	86%	2	90%	3
System Average	90%	3	90%	3

General Comments: Family members and concerned others reported being satisfied with the ISA programs and staff at the system level, maintaining a Meets Expectations system rating. Three programs met expectations. One program was challenged in this outcome area this year.

BMC-PATH: Family members and concerned others of PATH participants improved their satisfaction score with the program and staff this year from FY20 from 90% to 93%, maintaining a Meets Expectations rating. Fifteen individuals provided feedback on PATH. In interviews, concerned others expressed appreciation for the relationships staff have with participants. They remarked on specific ways staff help participants, such as helping them get benefits or housing. Concerned others are also pleased with improvements in participants' lives. Representative comments include the following:

Positive Relationships with Staff

[Participant] is getting the most mental care that she can get. And they are great. They are very supportive and kind. Always polite to me and everyone else that I know. They treat you like a person, not an object looking at you for money.

She makes sure the communication line is open, and she makes sure that there is follow through to do what is necessary. I get calls from [staff] on the weekends sometime to discuss and follow up what's best for him. That is rarely seen in the service delivery system that I've been a part of these past few years.

I think they have a lot of respect for [Participant]. They don't treat him like a mentally ill person. They show him respect, and I'm pleased by their interactions with him. [Staff] especially shows respect to him. He doesn't make him feel like he's dumb, and do it for him, he shows him respect.

Yes, [staff] is very respectful. He doesn't belittle him at all.

I think somebody stable in his life that he's been with. He's been with [staff] for so many years, and he knows him, and so [staff] knows what's going on and how to get him to do things. And the other thing is that my son—my son who is mentally ill—is brought into them like he knows that they are going to be there.

Effective Services

They, PATH, made his psychiatrist appointments face-to-face rather than on the phone, and that made a really big difference. Once he got into the ... hospital, things started to slow down a little, in the right direction.

No, if anything there could be more resources given to this program. I don't see any duplication or anything.

They have been a big help. Right now they are just trying to gain his confidence. He was away from the PATH team for about 10 years. He was doing well. He didn't need the program. But he got really sick and had to be taken off his ... meds, and they are just getting those corrected now. The team has been helpful and given us resources.

They stay in close contact. We talk to them a couple times a week. They let me know how the psychiatrist visits are going, and they ask me how things are going with [Participant], from my perspective, and if they are consistent with what they are seeing.

I've been doing this for quite a while, so it's pretty easy for me to discern the program he should be on, so when I go to see him it's pretty easy for me to tell when he's not been taking his medications. And his staff is really, really helpful to get him to wherever he needs for his medication or to help him take his medication.

Quality of Life

I would say self-confidence because [staff] really encouraged him about school and things to help him become more independent. He's matured a lot too, because he is 26. [Staff] helps push [Participant] with direction and making sure he's on the right path.

I think possibly he is a little more social this year. I've noticed in the past years a difference in the relationship with his sisters. He is more outgoing and talks more.

His housing arrangements have improved. He is now living in a one-bedroom duplex in Section 8 housing. With that it gives him that feeling of living in a house. And he has two cats. I was just looking at some old photos from when he was unstable. And he was living in trash with gnats and a dog that he couldn't take care of. A complete change. I haven't had to buy a single glove or bug spray for his new place. It's great. I would say he's getting out more and a little more social. He's getting back into going to parks and playing basketball more. He's talked to me about interest in getting a gym membership.

She is working now part-time on her disability and is feeling very proud about herself and really good.

Being able to maintain that suitable living facility, that's a major one. Without the help of the PATH program he would not be able to do that. He's been evicted from about every place we can find for him to live.

PATH family members and concerned others offered a few concerns. Two concerned others noted some lack of awareness of resources, limited communication, and understaffing issues.

They don't have sufficient staff, and they don't have a good training program.

The only need of his that has not been met is somewhere structured to live. He lives by himself, and he can lock the door and not let anyone in. That is his only need that has not been met right now.

I can't think of any. The only thing coming to my mind is maybe just some more awareness around [Participant's] health coverage. ... Because he has been on disability for more than 24 months, I would think that PATH might know that, and they should maybe talk about that more and stuff like that: benefits awareness.

The communication is not good, so no I don't think he is getting the services that he needs.

Family and concerned others offered some suggestions. Concerned others suggested more staff, more communication, expanded services, and more diversity in staff.

I would just like to be texted to kind of know what is going on or not going on. Like if they can't get ahold of [Participant], and I've told them this from the beginning.

I would like his worker to take a bit more initiative in adjusting things for him and following through with them. Right now, they're just one more thing for me to manage.

As for the time that he spends with [participant], it is really limited. I think that once every 30 days isn't enough. Maybe more time with him.

I don't know if this is related to PATH, but no. I think he needs a little bit more. Someone that would come over and help him clean. Part of his schizophrenia is that he isn't aware that he isn't clean, or his apartment isn't clean. It would be nice if someone could help with that.

This is like generally but not like big like as a general thing I would like more people of color and more of Latino orient to be a part of the program. This might be something they could look forward

to, because [Participant] has said ... his father's from [country], and his original staff member was too. Sometimes, you know, people want to vibe with people that they know. That's the only thing I have to say, and it's not a bad thing; it's just like maybe look at this. I would like to see help for dental and eye appointments and to just have more staffing. I think [staff] and his team are just way overworked. So sometimes when he needs to go to the food pantry or something he just has to wait, I think the biggest problem is not the staff themselves but the staffing: they're just so short-staffed.

COVID-19

We didn't need any services out of the ordinary and all of the care needs [Participant] had were met. The care team was super responsive during this time and always checking in on us and [Participant's] needs.

The services didn't change. [Staff] met him wearing masks. He picked him up. There was nothing that changed over COVID.

I was kind of concerned at first. They didn't feel like they wanted to go into his apartment and that was concerning, but it's better now because COVID is basically over. People are still mentally ill, and they have needs.

CSA: Family members and concerned others of CSA participants reported being satisfied with the program and staff this year, with a Meets Expectations rating. In interviews, concerned others expressed appreciation for the staff's attention to specific areas they could help participants and go out of their way to do so. They were also pleased with the positive changes the participants experienced. Representative comments include the following:

Positive Relationships with Staff

She gets like 10 stars. She is so amazing.

She likes extra reassurance and help from them. Them checking in on her makes her day.

[Staff] did everything for my family member. He was like a family member.

They are very patient with him. He can be a little slow moving and get distracted and they are patient with him.

They listen to him. They call him. They keep appointments that they set. They look out for his best interests for setting and keeping those meetings and keeping his care plan in place. They're all respectful. The entire process is respectful. They stay professional.

She's a decent human being, a good person, and she treats him with respect. And she does what she says she is going to do.

I think it's just in general. She was available when needed and more than happy to help when needed. When I needed her to be on a call with DHS, she was always available and prompt.

They are very respectful of him. They try to treat him as an adult and guide him out of line. They do a good job listening to [Participant] as well.

Very involved with [Participant]. I was so pleased when they were concerned with my feeling and input. They took everything I said into account and contacted me very frequently whenever I wanted.

Positive Impact of Services

I know [Participant] is very happy and just loves the services that she has.

Number one is having a resource. When you're a foster kid or you don't have parents, you have no one, and then what if you have no one who would be your vested interest in doing anything to improve your life? Without them there ... I can think of several people who have no one. Not just [Participant], but anyone that ages out of foster care have no one, and life is about connections. So that would be the number one thing. It provides a source of connection that gives people a reason to keep going forward.

Well, I think I've said this every time but [Participant's] cooking. They have been great with lessons and teaching him, so he isn't eating fast food all the time.

Well, I think that she gets reimbursements for when she rides to medical appointments, and that has helped lift a financial burden for her. And her rent assistance program has helped her.

They've actually done some big things for him. He was on the verge of being homeless, but they've helped him locate housing, and they also help keep track of and coordinate his medical appointments and things, which is really important for him. Because it's a lot for him to keep up on top of all his medical things with his medical conditions. So not only the assistance with getting him to medical appointments and also keeping track of what's going on has been huge for him.

He's not homeless. He has a place with us but getting his own place helps him feel like an adult. They can always sense when he is off his medication and call him out on it. They're a great resource other than family to keep him accountable. He hasn't had a huge crisis in three years, and that has been great. And I'm so thankful for that and the help.

Effective Services

I know that she has goals for every month, and it is so cool. They help her achieve these goals. When she is down and out and needs someone to talk to, she does call [staff]. [Participant] is on disability now but we had some issues, she brought it to [staff], and they helped her out and made it happen. Even if they don't know stuff, they will look it up and help us out.

[I would say] that they are available, and in certain situations it's great to have them. I mean, they have information that I wouldn't know where else to turn to.

I would tell them that they can help the person be more independent and take some pressure away from the parent. That they can help them with housing and resources that the average person may not know about.

Well, the last thing that happened, and this was a while ago, is that [Participant] got a bill from social security. I'd never dealt with them before, and it was saying he owed money, and so I got ahold of them, and I was like you know I don't even know what to do. And so they were able to get research done to track down known information and went with him to social security. They were right there with him the whole way and all the way through to completion of the concern.

Yeah, they assist him with getting him the services he needs in the community. Like right now, for example, working on getting him set up with elderly waivers or worked on getting him into appropriate housing situations, and assistance with medical appointments. And keeping me in the loop with these things.

I would say that it's very helpful because, as a family member who lives out of state, I'm not always able to ... I can't be there to take him to doctor's appointments. It's a lot to keep track of and I would say that having a program or having people that are able to help kind of stay on top of you know to get him the services and get him to those appointments and stay on top of what those needs are and kind of tracking those things are all very valuable to help him get the care he needs. Compared to if it was just a family member trying to do it on their own.

They talk to the parent as well as the young adult to find the plan that best suits that person. And you know what their likes and dislikes are. They try to help the person in the best way that the person can receive it.

CSA ISA family members and concerned others did not express any concerns or negative experiences with the program.

Family and concerned others had a few suggestions. Some had suggestions about additional services. Some considered different ways staffing could be modified or enhanced. Several expressed a desire for more services. Some were concerned about communication among programs.

Maybe better access to housing and help maybe with a deposit or down payment. Our lease is coming up soon, and that is a current issue that we have. Maybe help with getting professional clothes or vouchers.

I guess maybe a little bit more social. I would like to see SAGE come back. I think a few more social events would be really helpful for him.

I don't know the program well enough. If someone would inform me about the program and what's involved with it and what they offer that would be nice.

I would say it might be helpful to be able to have maybe some technological updates as far as like accounts for things online and maybe see what's pending. I would like to be able to see if there are known upcoming appointments and things like that. To be able to see those sorts of things would be great and helpful, some sort of ... like it's very common for the person working with him to have a lot of information but it would be easier if someone is out sick for everyone to kind of know what's going on.

I would absolutely like to be contacted by the staff: maybe once a month at the very least. Or once a quarter ... that would be good. I mean [Participant] has multiple issues so kind of updating with where she's at with that would be very helpful to know if she's making progress or if they see her going backwards.

For me it would be more regular contact, or in this case some contact, and more opportunities for transportation to get the things that will help her enhance her life.

COVID-19

That was like the worst year ever. Very depressive year for [Participant]. She was able to get all the services she needed through CSA that she could get.

I guess. I mean it was hard for everybody let's put it that way. I think his services were less often, and more by phone, than anything. They didn't get together as often, which is probably a good idea. I can't really tell you other than that. Everybody just kind of did the best they could, and I didn't expect any more than that.

I think they were, yeah. I don't know if the services changed because of COVID. But she was definitely getting what she needed.

I think everyone did what they could in the whole situation. They couldn't always take him to the grocery store due to COVID, but that's how it is.

Easterseals-AIM: The Easterseals AIM program was challenged this year in the Family and Concerned Others Satisfaction outcome with a rating of Does Not Meet Minimum Expectations. In interviews, concerned others expressed appreciation for the good relationships staff had with participants and how what they do improves participants' attitudes about themselves. Others appreciate that participants were able to get employment and housing. Representative comments include the following:

Positive Relationships with Staff

You know, it's just that they talk to him like he's anybody else. They listen to him, and they listen to his ideas. And if he tells them things, they're not rude to him.

I'm very satisfied with all the ones I have worked with. I've never been in the history of Easterseals working with my brother ... I've never run into someone that didn't want to help the person they were helping. They all seemed to be a good fit with the job they were doing. They seem to always be upbeat and positive, and that makes my brother feel comfortable around them.

I never see them belittle him, tease him about his weight. They are always encouraging him. He's always happier to see one of the guys.

Their approach is very respectful, and they listen to what he has to say. Never have they been short with him.

I think that their dedication with trying to help him be more independent is very strong. Sometimes he makes it easy because he's pretty independent. But sometimes they do have to work with him.

Positive Impact of Services

She's probably been a bit more stable in the last few years. She's in an apartment. So she's not been homeless. She hasn't been evicted. She's been with the same boyfriend who hasn't been abusive to her, so that's been good. And I think the influence of Easterseals has contributed to that.

He really is. He could take advantage of many more services but some of it has to be on his part. He needs a lot of encouragement. Not long ago he went to the movie.

He loves the personal attention, like when they go on a walk or go out to lunch. He loves the social outings. That has been a very positive for him.

I think she used to be hurt more, her feelings hurt more. She's not as "I can't do this." She now does things that she normally wouldn't have done. You know like going places and not being as trusting of strangers.

I think so because otherwise she would tell me, and then I'd call. They're doing perfect with her. I think she's improved so much from the first time she started working with them.

Like I said, now she doesn't complain as much about work, about people being mean to her. I think she can vent to the staff that comes over and takes her shopping and out walking. I just think they've done really good with her.

Effective Services

I guess setting him up with the bus service, and I know he likes it when someone comes to the house and people work with him. He had a bunch of paperwork recently, and a worker helped him with that, so that was a great relief for me. And making sure he can take care of himself. It was [staff] that helped him with the paperwork and filling out forms that need sent in.

I think they allow her time. She doesn't necessarily always treat them with respect, and they allow her time to kind of use her coping skills. They identify when she needs a break, and I think they use different approaches to try to give her a message in the best way she can hear it.

I think that over a long period of time they work with people who have disabilities. So, I think they're pretty well versed in how to address those types of needs. They have the equipment and the programs to take care of that.

I think I'd say that they're good at getting the person to get a job and helping them with that job when they need it. They're there if you've got any complaints and they're really good with people.

Several family members shared concerns with the programs and services, largely commenting on staff turnover.

I guess the biggest problem is that there's a fair amount of turnover, so he gets to know people and no sooner do they move on to something else. But I don't have any problem with the staff themselves.

They seem to go through a lot of staff, and I don't know why because they have really good staff people. Maybe if they got paid more, they would stay. It's hard because these folks get used to people, and then they're gone.

Last year was a little hard. Let's say there wasn't immediate feedback because of the reduction in types of activities and stuff like that. They usually respond in about a day though.

I think it's wrong that Easterseals contacts clients about donating money. I don't think that's appropriate. We don't even read them anymore, and we just delete them. We had no contact over COVID, and we had to get her shots and care. ... Her friends in other programs have job coaches and help with finding jobs and options. ... Years ago, if I had any concerns, I would call them, and we knew that they would get back to us. All they do is go walking with her once a week. And half of the time they don't show up, and they don't let us know when they are coming. When we first started

with them, they were really, really, good. But it has been going downhill. I know things like budget cuts are a factor, but I wish things could change. She gets one thing a week for an hour.

I don't know that I'd definitely have them at the top of the list of options to recommend. In general, for their services their communication and responsiveness is not great.

Several families and concerned others offered some suggestions. Several requested more contact with the program. Some would like to see more activities. One expressed concern with staff turnover.

In general, for their services their communication and responsiveness is not great.

They have moved to farther away. They moved out to Ankeny which makes it more difficult for us in Des Moines to get to them. They rotate his case workers frequently and it's kind of hard to know who's got him at one time. They rotate frequently, and we don't care for that. We liked having one case worker that we got familiar with.

I think it's wrong that Easterseals contacts clients about donating money. I don't think that's appropriate. We don't even read them anymore, and we just delete them.

I wish they could be a little more involved in her life. She tells the people that she walks with that she wants to get a job, because she hadn't had a job in a while for COVID. Her first job, they helped her get that [and] she was at for 10 years. I just wish they could provide that help again. They have never done anything bad, but the no show, no call is so inconvenient. In the past, when they couldn't make it, they would send transportation or something if she had an appointment, but now nothing.

Right now, he needs rides that are reliable. They could help with showing him understanding how to manage money and paperwork issues with different agencies.

I would like to see them offer more entertainment or activities, help with her job search and CPR training for work at daycares and just in general.

COVID-19

It was wonderful because Easterseals helped when the COVID outbreak first happened. And they were locking down things and everyone had to wear a mask. I helped [Participant] get groceries for the first couple weeks and [Participant] forgot to relate to me that they were also taking him for groceries, so he was getting double groceries. [laughter] I asked Easterseals if they could provide [Participant] a mask. At first, he wasn't wearing it, and Easterseals helped encourage that and made sure he had one. And they wore one, and he eventually got used to it. During COVID things went pretty much as planned.

They've done the best they could with COVID and everything going on. They couldn't go out and do what they normally do. They still had visits. A lot of the time they would be outside, and they couldn't go anywhere.

They did masks and did the social distancing and observed the protocols, but they still came to our house, and we were careful.

Yeah, I think they were learning too and going through the whole process. They did as well as they could in keeping up the regular contact. I know sometimes it was more over the phone or checking in

on how he's feeling. It wasn't a lot of personal contact at first with everybody's concern of transmitting disease. I think they probably did as good as anybody.

Eyerly Ball: Based on interview question responses, the family and concerned others were satisfied with the Eyerly Ball ISA program this year, resulting in the Family and Concerned Others Satisfaction outcome scoring a Meets Expectations rating. In interviews, concerned others remarked at the emotional support provided by the program. They expressed appreciation of the many activities offered by the program. They also described specific ways that staff support participants. Representative comments include the following:

Positive Relationships with Staff

Oh yeah, she's a wonderful person. I would give her a top 10 and over as being a very helpful person.

They're not condescending, they're nice to him. I don't know they're just ... they show respect.

I have never heard them be short with her. They never lose patience with her. It's never happened.

Yes, I have no questions about that. They don't treat her like she's disabled. They treat her like she's a human, and they respect her input.

That it's life changing. It's life changing to get into that because I don't know of any other company that really goes above and beyond to help people like that. And there were a few of them early on, and this is the best one that I've found.

I would say just knowing that there's someone, you know it took a long time to find some people that she's comfortable with. And now with [staff], I know she definitely has. And even just having somebody else to call rather than her parents has been helpful.

Positive Impact of Services

She's had a lot of positive changes. She just seems to be happier and has had some positive medical changes, and she's been doing real well. Her self-esteem has increased by a whole lot since she's been going to Eyerly Ball

Just all the outings they have. He thoroughly enjoys them. He makes friends. He comes home and talks about hanging out with them and the fun he's had. He really gets along great with the staff as well. [Staff] has just recently been out here working on his goal sheet with him as well.

Considering that if it wasn't for Eyerly Ball and getting him into a supportive housing, he would probably be wandering the streets right now.

Effective Services

I don't know all his services, but they have found him housing on several different occasions. They have gotten him food stamps and food stamp cards when he has lost it. They have helped him with transportation to medical appointments and keeping an eye on him. [Staff] hasn't given up on him yet.

For example, he wants to learn to cook, and they've been very good about asking him what he wants to do, and they buy the supplies, and the worker helps him to make whatever it is.

Yeah, they've been very good. They up and keep me posted on his doctor's appointments, and they provide him with different types of social activities. Without the social activities and stuff he would probably be wandering the streets with bad people.

Two family members or concerned others offered suggestions for more time with staff and more services:

I wish that they could see her a little longer. I think that now she has one hour or so a week. It's tough to do much in an hour.

No, but I think that they probably need more mental health programs than the one that they have now because everybody seems like they're understaffed.

COVID-19

They still got him transportation and nutrition and a home even during that time. I trust their guidance.

[I] talked to them a few times when they would come to the house to see [Participant]. Everybody had a mask on, and we were able to chat outside.

They did the best they could. I think they kept their meetings over the phone. There could have even been a Zoom. I'm not sure how they did it, but she has the same communication with them, and if she needed something they could reach out. The only thing that really changed was meeting in-person less, which was appreciated because they had a lot of contact with lots of people.

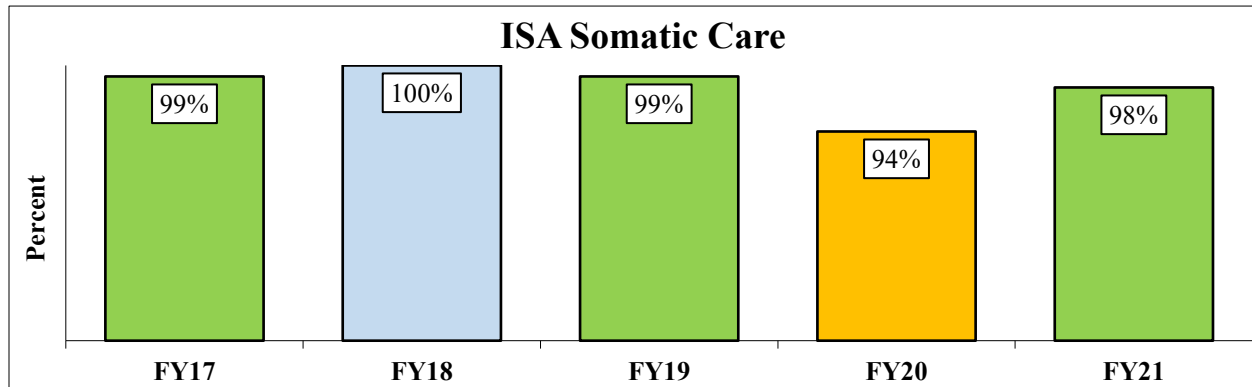
They made sure that he got his COVID shots and, you know, they've talked to him about all the different measures that we have. The services really haven't changed.

I think they have been great. They kept in communication with her and when she had been quarantined, they brought food to her and would set it right by her door.

Each of the agencies worked to determine a balance in the level of interaction between agency staff and family members and concerned others that was equitable to all involved. Broadlawns noted that contact with family members in their program occurred most often among younger participants, although because of COVID-19, not as many face-to-face meetings or opportunities for in-person connections were available. CSA and Eyerly Ball expressed appreciation for feedback from family and concerned others, including from the LHPDC survey comments, and used it as a guide for understanding needs and guiding programming.

ACCESS TO SOMATIC CARE

Outcome: Individuals supported will be linked to and receive somatic care. The intent of this outcome is to ensure that people have accessible and affordable health care. This outcome is measured as the percentage of individuals having documentation supporting involvement with a physician.



Goal	Rating	Points
100%	Exceeds Expectations	4
95% - 99%	Meets Expectations	3
90% - 94%	Needs Improvement	2
Below 90%	Does not meet minimum expectations	1

Somatic Care

Organization	2020 Reported	2020 Score	2021 Reported	2021 Score
BMC-PATH	98%	3	95%	3
CSA	90%	2	96%	3
Easterseals-AIM	86%	1	100%	4
Eyerly Ball	100%	4	100%	4
System Average	94%	2	98%	3

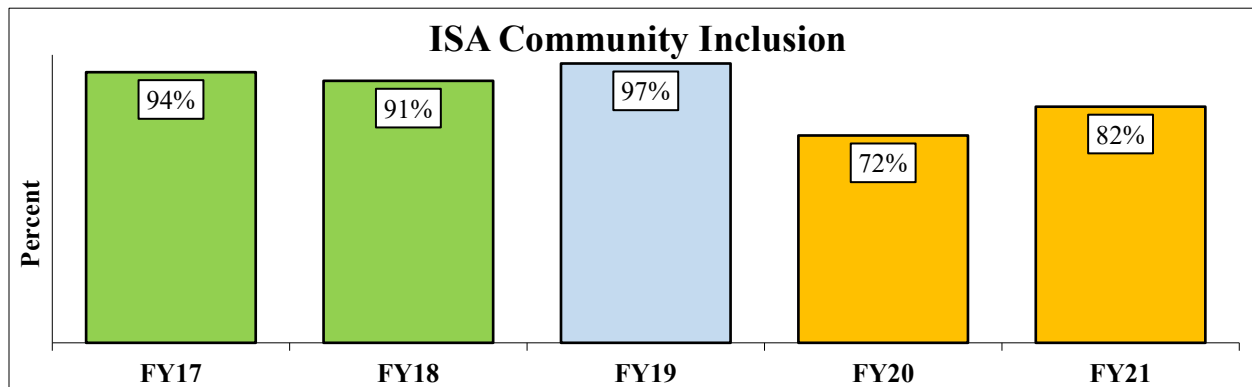
General Comments: Access to somatic care has been a strength of the ISA programs and the expectation for this outcome is high. This year the system rated Meets Expectations, an improvement from FY20. All but 14 participants met the Somatic Care outcome this year.

Each organization expressed facing challenges in persuading participants to attend somatic care programming, especially in the beginning stages of the COVID-19 pandemic. All organizations discussed the important roles of staff in assisting and supporting participants as they attended to somatic needs.

COMMUNITY INCLUSION

Outcome: Individuals supported will participate in and contribute to the life of their community.

People with disabilities spend significantly less time outside the home, socializing and going out, than people without disabilities. They tend to feel more isolated, and participate in fewer community activities than their nondisabled counterparts. [Source: The National Organization on Disability (N.O.D.)]. The intent of this outcome is to remove barriers to community integration activities so people with disabilities can participate with nondisabled people in community activities of their choice and become a part of the community. The outcome is measured as the percent of participants who exhibit ongoing involvement in community inclusion activities. Ongoing involvement is defined by involvement in any one category area three times. The categories are spiritual, civic (local politics & volunteerism), and cultural (community events, clubs, and classes). An activity meets the definition if it is community-based and not sponsored by a provider agency, person-directed, and integrated.



Goal	Rating	Points
95% - 100%	Exceeds Expectations	4
90% - 94%	Meets Expectations	3
60% – 89%	Needs Improvement	2
Below 60%	Does not meet minimum expectations	1

Community Inclusion

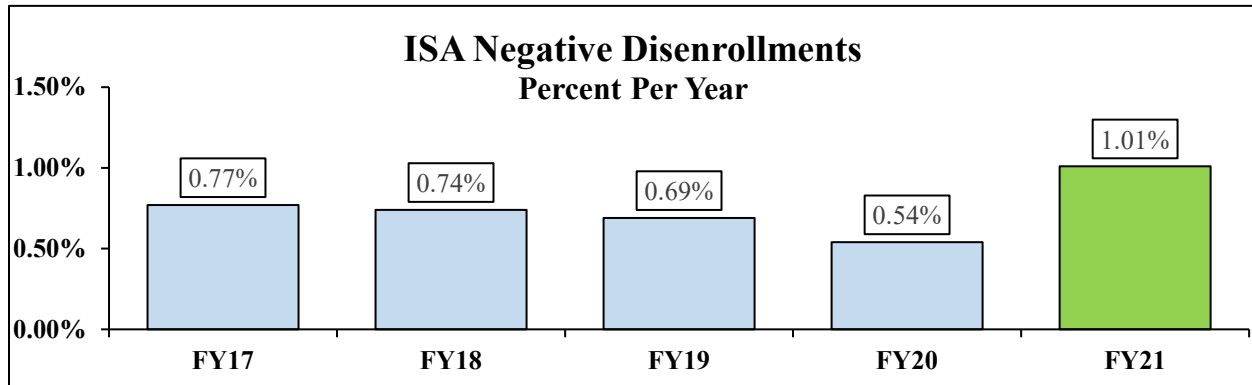
Organization	2020 Results	2020 Score	2021 Results	2021 Score
BMC-PATH	76%	2	66%	2
CSA	60%	2	73%	2
Easterseals-AIM	77%	2	97%	4
Eyerly Ball	77%	2	98%	4
System Average	72%	2	82%	2

General Comments: This year, the ISA system had an improvement in the documented number of participants engaged in their communities, but maintaining the rating of Needs Improvement for the Community Inclusion outcome. Two agencies exceeded expectations and two were challenged in this outcome this year.

All the agencies providing ISA services noted a disruption in community activities because of COVID-19. After vaccines began to be administered, three of the four agencies reported an uptick in participation in community activities.

NEGATIVE DISENROLLMENT

Outcome: The agency will not negatively disenroll individuals qualifying for the program. The intent of the outcome is for agencies to develop trusting and meaningful relationships with their participants, ensuring continuity of care and avoiding loss of services for individuals because of their complex needs. This outcome is measured as the percentage of individuals who were negatively disenrolled. Negative disenrollments occur when services are terminated because an individual refuses to participate, is displeased with services, is discharged to prison for greater than 6 months, or the agency initiates the discharge.



Goal	Rating	Points
0% - .99%	Exceeds Expectations	4
1% - 2.99%	Meets Expectations	3
3% - 3.99%	Needs Improvement	2
4% and above	Does not meet minimum expectations	1

Negative Disenrollment

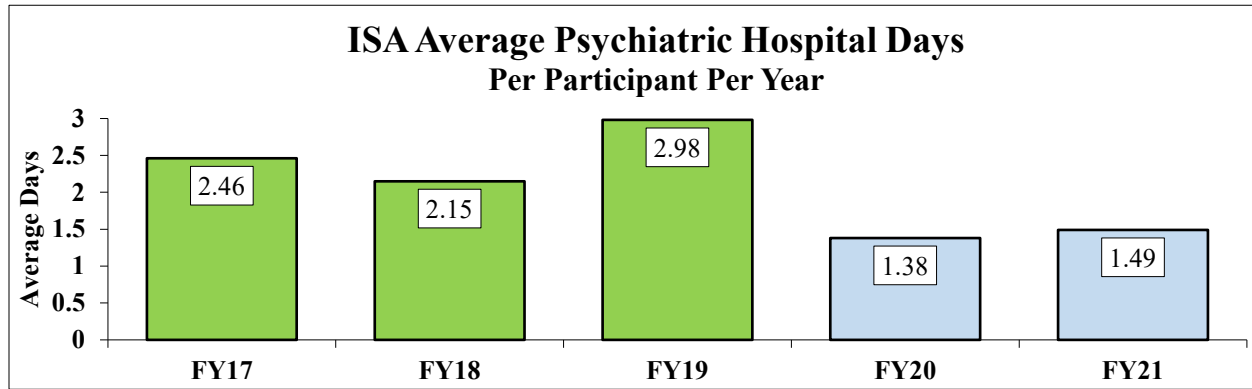
Organization	2020 Results	2020 Score	2021 Results	2021 Score
BMC-PATH	0.00%	4	0.00%	4
CSA	1.20%	3	1.25%	3
Easterseals-AIM	0.08%	4	0.00%	4
Eyerly Ball	0.61%	4	2.45%	3
System Average	0.54%	4	1.01%	3

Comments: The ISA system met expectations for the Negative Disenrollments outcome the year, as drop in score from prior years. The system reported 6 negative disenrollments this year, twice the number (3) from last year.

Broadlawns voiced pride in the staff for “not giving up” on the people they serve. CSA reported two disenrollments: one when the individual was jailed, and the other when the person disappeared prior to graduating from the program. Eyerly Ball also reported two negative disenrollments, each a result of the individuals moving out of the county.

PSYCHIATRIC HOSPITALIZATIONS

Outcome: Reduce the number of psychiatric hospital days. The intent of this outcome is to provide adequate supports in the community, so people can receive community-based services. This outcome is measured as the average number of nights spent in a psychiatric hospital per individual per year.



Goal	Rating	Points
0 – 1.99 day	Exceeds Expectations	4
2.00 – 3.49 days	Meets Expectations	3
3.50 – 4.49 days	Needs Improvement	2
4.5 + days	Does not meet minimum expectations	1

Psychiatric Hospitalizations

Organization	2020 Results	2020 Score	2021 Results	2021 Score
BMC-PATH	1.50	4	3.10	3
CSA	2.01	3	1.52	4
Easterseals-AIM	0.00	4	0.27	4
Eyerly Ball	1.49	4	0.59	4
System Average	1.38	4	1.49	4

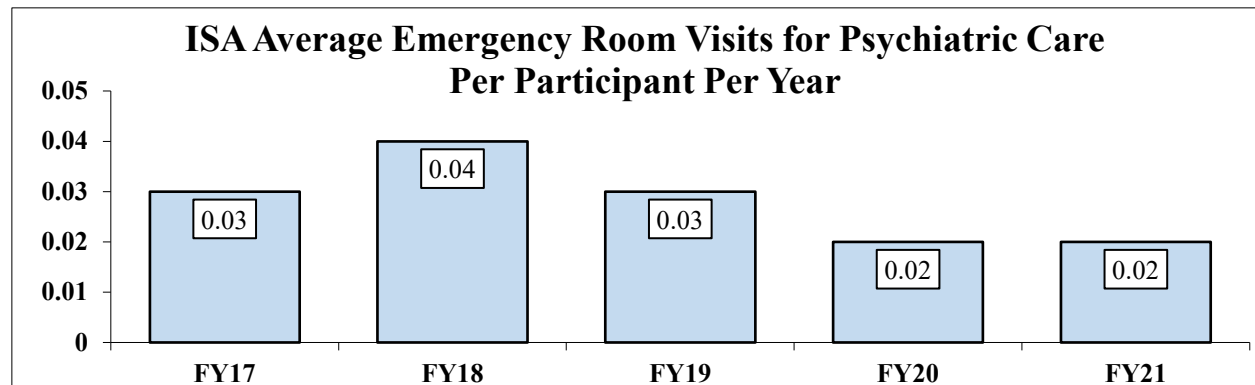
Comments: The ISA programs somewhat increased their overall average psychiatric hospitalizations from last year, rating the Psychiatric Hospitalizations outcome as Exceeds Expectations for FY21. Psychiatric hospital days were reported for 44 participants, 7% of the participants served by the ISA programs. The system reported a total of 877 hospital days, compared to 844 hospital days in FY20. All programs met or exceeded expectations. BMC-PATH, in particular, reported a notable increase in hospital days. BMC reported 20 participants staying at hospitals ranging from 1 night to 165 nights. Two individuals spent a combined total of 261 nights in the hospital, accounting for 50% of the total nights for the agency. CSA reported 13 individuals staying at hospitals ranging from 1 night to 70 nights. Two of their participants spent a total of 126 nights in the hospital accounting for 52% of the agency's nights. Easterseals had 3 participants spend a total of 28 nights, ranging from 1 to 22 nights. Eyerly Ball had 8 participants staying at hospitals ranging from 1 to 44 nights for a total of 96 nights. Two participants accounted for 70 nights, 73% of the total nights for the agency.

CSA shared the story of a participant who was hospitalized for 70 days with mental and physical concerns until an appropriate level of care could be established outside of the hospital. Broadlawns identified that two individuals accounted for the majority of their participants' days hospitalized, noting that many individuals

remained hospitalized while waiting to get into HAB homes because of the lengthy waiting lists. Eyerly Ball found phone contact and access to Behavioral Health Urgent Care to be a useful tools in managing mental health and avoiding psychiatric hospitalizations.

EMERGENCY ROOM VISITS

Outcome: Reduce the number of emergency room visits for psychiatric purposes. The intent of this outcome is to provide adequate supports in the community so that people do not access psychiatric care through the emergency room (ER). The outcome is measured as the average number of emergency room visits per individual per year. Emergency room visits are measured as the number of times the individual goes to the emergency room for psychiatric reasons, is observed, and returned home without being admitted.



Goal	Rating	Points
0 – .05 visit	Exceeds Expectations	4
.06 – .10 visit	Meets Expectations	3
.11 – .15 visits	Needs Improvement	2
.16+ visits	Does not meet minimum expectations	1

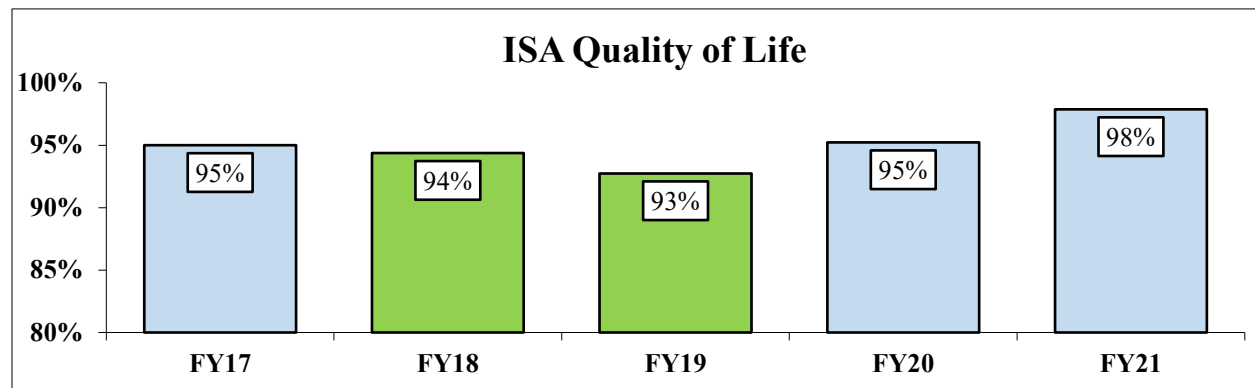
Emergency Room Visits				
Organization	2020 Results	2020 Score	2021 Results	2021 Score
BMC-PATH	0.00	4	0.01	4
CSA	0.08	3	0.04	4
Easterseals-AIM	0.00	4	0.00	4
Eyerly Ball	0.01	4	0.03	4
System Average	0.02	4	0.02	4

Comments: ISA agencies continue to do an exceptional job of supporting individuals and accessing resources to minimize unnecessary emergency room visits for psychiatric care. The system reported a total of 13 emergency room visits for psychiatric care, down from 15 as reported in FY20. All agencies met or exceeded expectations for this outcome this year.

Broadlawns and Eyerly Ball both emphasized the important role that the Crisis Observation Center and Behavioral Health Urgent Care played in decreasing psychiatric hospitalizations. Easterseals shut down for a period to allow for staff training. Eyerly Ball was hoping for additional staff training through the Wellness Recovery Action Program (WRAP) but was sidetracked after losing funding because of COVID-19. CSA reported appreciation for the ability to use and bill phone visits to monitor and communicate with participants regarding their mental health symptoms, reducing emergency room usage.

QUALITY OF LIFE

Outcome: Increase participant satisfaction with housing, employment, education, and recreation/leisure activities. The Quality of Life outcome is based on participant interviews. To assess satisfaction with quality of life, the independent evaluator asks participants to rate their satisfaction in the areas of housing, employment, education, family relationships, and recreation and leisure activities.



Goal	Rating	Points
95% - 100%	Exceeds Expectations	4
85%-94%	Meets Expectations	3
80%-84%	Needs Improvement	2
Below 80%	Does not meet minimum expectations	1

Quality of Life

Organization	2020 Results	2020 Score	2021 Results	2021 Score
BMC-PATH	100%	4	94%	3
CSA	95%	4	100%	4
Easterseals-AIM	98%	4	99%	4
Eyerly Ball	88%	3	99%	4
System Average	95%	4	98%	4

General Comments: All programs met or exceeded expectations for Quality of Life satisfaction this year. Overall, the system experienced a slight increase in percentages from last year, scoring an Exceeds Expectations rating.

Survey respondents answered 7 open-ended questions and provided descriptions about how participation in the ISA program contributed to their quality of life. Comments included various aspects of life, including family relationships, employment, education, housing, finances, and physical and mental health. Some participants described dissatisfaction with the support their ISA provided, such as more opportunities for social inclusion and changes in staffing.

BMC-PATH: Compared to last year, PATH participants reported being satisfied with the quality of their lives, scoring a Meets Expectations rating. In interviews participants expressed coping skills for managing their emotions or problem solving. Others are more social. Others are happy to be in stable housing. Representative comments included:

I'd be homeless right now if it weren't for those guys, just recently even. They kept me above the water ... if you know what I mean.

Just my life before knowing them compared to life after knowing them. It has improved immensely, and they've helped me through some major milestones along the way.

That's what Broadlawns is for, to be the family that I never had. They end up being more your friends instead of counselors and stuff ... at least my own workers do.

Oh yeah, I am. Just over the years, I've learned the different coping mechanisms and what used to trigger me, and they're a lot less now.

CSA: CSA has also roughly maintained an Exceeds Expectations rating for participants' level of satisfaction with their quality of life. Respondents commented on how services have improved their quality of life in relationships, work, school, health, and crisis management. Representative comments included:

I've gotten better control of my finances since I've been with them and better control of transportation issues just getting around the community.

I'm making more friends, that's sort of a demonstrable. I have more friends than when I started. I just feel a little more at ease with myself in approaching new people.

They did immensely help me at DMACC, and I got on the dean's list my last semester. As far as work goes, I don't really get paid for this, but I consider it work. I love creative writing and they've been very supportive.

Yeah, because I take care of my stuff a lot more now and take care of my plants. I've got some beautiful plants and they're really pretty. But, yeah, since I've been in CSA I've done way better. People can tell there's a difference in me too.

Easterseals – AIM: Easterseals participants maintained their score in quality of life this year compared to last year, again resulting in an Exceeds Expectations rating. In interviews, participants expressed that they are more independent now, including in everyday activities. Some expressed that they are more social. Others are grateful for living in better housing. Some have acquired coping skills. Representative comments include the following:

Oh, heavens yes. They've helped me get a note for my therapy cat and helped me find a cat for me to have. I've now got my cat and she is a godsend in my life. Before I got her, my stress and anxiety and depression was way out of control. Since I've gotten her, all that has gone way down. I also have a dog, so they both help me out tremendously.

I'm not as anxious as I used to be, so yeah.

Just overall social skills have improved.

I've lost a couple of family members, so it's good to know that I have someone to talk to.

Housing mainly. I don't know where I'd be without them [Easterseals] helping me with housing. It's hard for me to deal with landlords. The stress of that really gets to me, like trying to find places and everything. So, they take that aspect, and then they take me around to the showings that work with my income and what have you.

I just seem happier and calmer, so they [family] want to be around me more.

I've had a job for a little over a year now. They helped me get this job.

Eyerly Ball: Eyerly Ball participants reported being more satisfied with the quality of their lives in FY21 compared to FY20, with the program scoring at an Exceeds Expectations rating. In interviews, participants expressed better communication, behavioral health, and coping skills. Representative comments include:

I mean, I wouldn't have doctors without them. They get me to the grocery store and to some medical appointments to pick up meds.

Just like daily stress or anxiety has gotten better. Being able to go out and interact with people.

My anxiety and depression are easier to manage.

My anxiety is way easier to control. Meeting people is a lot better now too.

I feel like I am. Just I know that they've got my back. They help me keep track of my appointments and get me where I need to be. They take an interest in things you like and keep you on track.

I feel more independent because they got me into my own apartment. Now I can do stuff on my own pace. The cooking lessons and help with budgeting is also helpful.

I can control it in certain ways with certain things. I beat my brains out trying to figure it out. I know I can talk to Eyerly Ball if I need something and boom: I've got a solution. All I had to do was reach for help.

I still get emotional. I have not really had a family so [ISA support makes a difference].

Eyerly Ball staff discussed the ways in which services allowed participants to obtain stable benefits, housing, and enhanced family relationships. The EB team approached leisure and recreational activities for participants as opportunities to overcome barriers such as anxiety and lack of transportation so participants could develop independent, supportive relationships beyond program staff, have a “safety net through life,” and be seen beyond diagnoses. Easterseals related the success story of an individual who worked on breaking down barriers, the way staff assisted this participant with obtaining a more accessible place to live, and the positive change in life quality that resulted. CSA reported using tools of Positive Behavioral Support, including resources to connect and engage with participants while assisting them with finding the strengths to live their best lives.

ADMINISTRATIVE OUTCOME AREAS

The integrated services program has always had several expectations regarding the level of contact that agencies are to have with participants. Starting in 2003, these outcomes were measured and included in the evaluation report. Although there are several different administrative area outcomes, the agencies receive one score for administrative outcomes, a combined rating of all the categories.

Outcome: Integrated services agency staff will support individuals to allow them to remain in the community.

Goal	Rating	Points
97% - 100%	Exceeds Expectations	4
93% - 96%	Meets Expectations	3
89% - 92%	Needs Improvement	2
Below 89%	Does not meet minimum expectations	1

Administrative Outcomes

Organization	2020 Results	2020 Score	2021 Results	2021 Score
BMC-PATH	85%	1	91%	2
CSA	91%	2	97%	4
Easterseals-AIM	99%	4	99%	4
Eyerly Ball	98%	4	100%	4
System Average	92%	2	97%	4

General Comments: System wide adherence to administrative outcomes scores higher compared to last year, exceeding expectations this year. Three agencies exceeded expectations. One was challenged this year. Three individual outcomes are averaged to create the Administrative Outcomes category. Adherence to level of support assessments remained high at 100%. Monthly face to face contacts went up from 85% last year to 95% this year, raising to an Exceeds Expectations rating. Quarterly face to face contacts in the home scored at 95%, also raising the rating to Exceeds Expectations.

Face to Face Contact

Outcome: ISA staff will have monthly face-to-face contact with each enrolled individual.

Goal	Rating	Points
95% - 100%	Exceeds Expectations	4
85% - 94%	Meets Expectations	3
80% - 84%	Needs Improvement	2
Below 80%	Does not meet minimum expectations	1

Monthly Face to Face Contacts

Organization	2020 Results	2021 Results
BMC-PATH	70%	87%
CSA	82%	94%
Easterseals-AIM	98%	98%
Eyerly Ball	97%	99%
System Average	85%	95%

Face to Face Contact in the Home

Outcome: Every third month, a face-to-face contact should be in the individual's home.

Goal	Rating	Points
95% - 100%	Exceeds Expectations	4
85% - 94%	Meets Expectations	3
80% - 84%	Needs Improvement	2
Below 80%	Does not meet minimum expectations	1

Face to Face Contacts in the Home

Organization	2020 Results	2021 Results
BMC-PATH	84%	86%
CSA	90%	96%
Easterseals-AIM	98%	98%
Eyerly Ball	97%	100%
System Average	92%	95%

Level of Functioning Completion

Outcome: Annually at the time of the individual's plan review (staffing), agency staff should complete a level of functioning assessment.

Goal	Rating	Points
97% - 100%	Exceeds Expectations	4
93% - 96%	Meets Expectations	3
89% - 92%	Needs Improvement	2
Below 89%	Does not meet minimum expectations	1

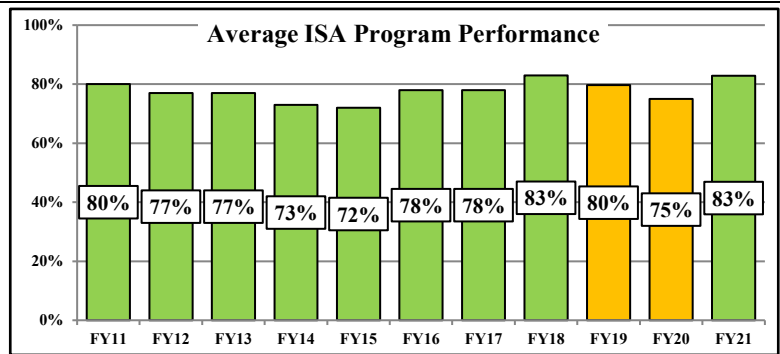
Level of Functioning

Organization	2020 Results	2021 Results
BMC-PATH	100%	100%
CSA	100%	100%
Easterseals-AIM	100%	100%
Eyerly Ball	100%	100%
System Average	100%	100%

SUMMARY OF PROGRAM PERFORMANCE

Program Performance Scale

88% – 100% Exceeds Expectations
75% – 87% Meets Expectations
63% – 74% Needs Improvement
Below 63% Does Not Meet Minimum Expectations



2021 Outcome Score Summary	BMC	CSA	Easterseals	Eyerly Ball	Average
Community Housing	4	3	4	4	4
Homelessness	1	1	4	4	1
Jail Days	3	1	3	3	3
Employment: Working Toward Self-Sufficiency	3	4	4	4	4
Employment: Engagement Toward Employment	4	4	4	4	4
Education	4	2	3	4	3
Participant Satisfaction	4	4	4	4	4
Participant Empowerment	2	2	2	4	3
Concerned Other Satisfaction	3	3	1	3	3
Somatic Care	3	3	4	4	3
Community Inclusion	2	2	4	4	2
Negative Disenrollment	4	3	4	3	3
Psych Hospital Days	3	4	4	4	4
ER Visits	4	4	4	4	4
Quality of Life	3	4	4	4	4
Administrative	2	4	4	4	4
Total Score	49	48	57	61	52
Points Possible	64	64	64	64	64
Percentage	77%	75%	89%	95%	83%

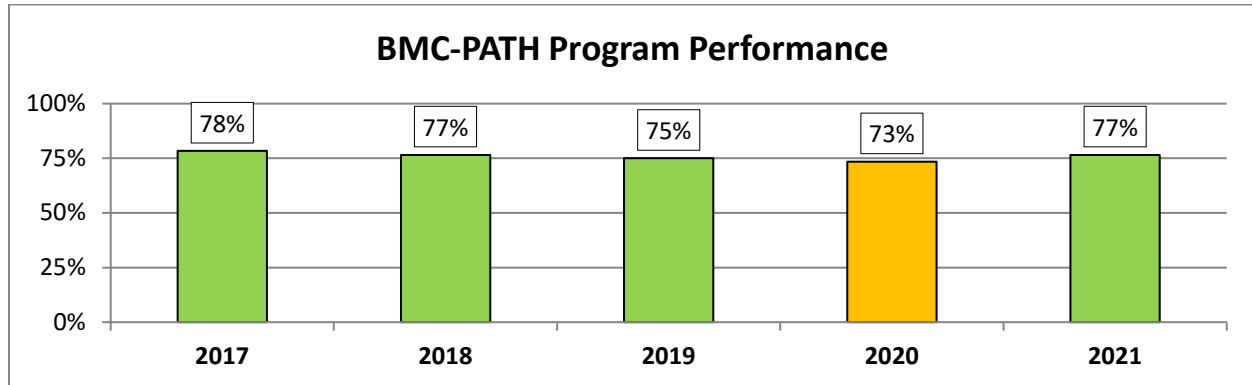
Overall Outcome Summary and Comparison	PATH	CSA	Easterseals	Eyerly Ball	Average
2020 Total Score	47	46	54	55	48
2021 Total Score	48	48	57	61	53
2020 Percentage	73%	72%	84%	86%	75%
2021 Percentage	75%	75%	89%	95%	83%

2021 Outcome Percentage Summary	BMC	CSA	Easterseals	Eyerly Ball	Average
Community Housing	97%	89%	98%	99%	95%
Homelessness	4.81	6.02	0.15	0.00	3.00
Jail Days	2.37	6.33	1.04	1.53	2.98
Employment: Working Toward Self-Sufficiency	23%	33%	39%	35%	33%
Employment: Engagement Toward Employment	59%	43%	52%	48%	50%
Education	44%	18%	22%	46%	29%
Participant Satisfaction	98%	100%	97%	99%	98%
Participant Empowerment	87%	87%	87%	100%	90%
Concerned Other Satisfaction	93%	92%	84%	90%	90%
Somatic Care	95%	96%	100%	100%	98%
Community Inclusion	66%	73%	97%	98%	82%
Negative Disenrollment	0.00%	1.25%	0.00%	2.45%	1.01%
Psych Hospital Days	3.10	1.52	0.27	0.59	1.49
ER Visits	0.01	0.04	0.00	0.03	0.02
Quality of Life	94%	100%	99%	99%	98%
Administrative	91%	97%	99%	100%	97%
Total Score	49	48	57	61	53
Percentage	77%	75%	89%	95%	83%

INDIVIDUAL AGENCY SUMMARIES

BMC-PATH

Overall, the PATH program demonstrated improving performance in FY21, compared to FY20. This year, BMC's PATH program rated a Meets Expectations with an overall 77% performance.



The program exceeded expectations in five outcome areas and met expectations in six others. The program exceeded expectations in Community Housing, Employment-Engagement Toward Employment, Education, Participant Satisfaction, Negative Disenrollment, and Emergency Room Visits for Psychiatric Care. The program met expectations for Involvement in the Criminal Justice System, Employment-Working Toward Self-Sufficiency, Concerned Other Satisfaction, Somatic Care, Psychiatric Hospitalizations, and Quality of Life. The program was challenged in four outcome areas: Homelessness, Participant Empowerment, Community Inclusion, and Administrative Outcomes.

PATH program participants continue to report being very satisfied with the program and staff, as well as the improvements in the quality of their lives since entering the program. The agency also met expectations for the Quality of Life outcome. Staff reported that they are patient with developing trusting relationships, meeting participants on their own terms. With COVID, staff suggested that many people became more self-sufficient because they had less face-to-face staff contact. On the other hand, staff had more frequent contacts because they were not restricted by travel time, making contacts by phone. However, staff did report that there were a few who went to jail or were hospitalized because of less face-to-face contact, and there may have been an increase in substance use during this time (mostly meth, but also alcohol, marijuana, and in one case heroin).

Staff reported that video chat apps, such as Zoom or Duo showed some successes. These tools are faster and more accessible than face to face, particularly when the participant is in crisis. Some enjoyed the option to talk to all staff on the team, sometimes speaking to them at once and sometimes talking to them separately in back-to-back sessions. The agency was provided 50 smartphones by the Region, and 20 are still in use. These were successful, allowing quicker access for users, especially after regular work hours. The program plans to continue this program.

The program met expectations with Family and Concerned Other Satisfaction. The agency reported that participants often do not want family to know about the services they receive, and this reduces the number of available contacts for the satisfaction survey. Also, some family and concerned others would like the agency to provide services that they do not provide, which can be reflected in lower scores on the survey. Staff reported that they had many contacts with the family of younger participants. Staff stressed that they tailor involvement of families to the comfort level of the participants. Staff try to clarify the roles of staff versus

family members to stress that family can limit their roles to being family and not take on too much for the participant.

Participants had reason to be pleased with the program. The program reported that nearly all participants (97%) were living in safe, affordable, accessible, and acceptable housing. The agency reported that this year participants were not moving as freely and were staying at home more because of COVID, so housing was a little easier. The agency reported that the moratorium kept some people in housing. But it also created some problems ("back debt"). Knowing they would not be evicted, some did not pay rent, which created some financial issues. On the other hand, stimulus funds helped pay some rent deposits. Staff praised the regional Housing Coordinator, who was particularly helpful at the beginning of COVID.

Staff reported that they assisted with a civil rights complaint this year and found there was discrimination based on disability (landlord's failure to provide a lease agreement). The agency is waiting on whether the landlord disagrees. If so, the city attorney will still move forward.

Of employment-eligible participants, about three out of five participants (59%) were working at least 5 hours per week, and one of every four (23%) for 20 or more hours per week. Nearly half (44%) were pursuing education related to employment. The agency reported that they were happy that their results were consistent with last year. They had a long term participant who was skilled and self-sufficient and graduated from the program, which could have impacted their employment score. In addition, the agency reported that about half of participants who were participating in education activities were going to traditional school, such as DMACC, and about half were receiving training from their work. The agency has trended toward younger participants, which was beneficial when classes moved toward online coursework, which this population had an aptitude for. Further, staff reported that online was better for some participants who would not have done as well in face-to-face classes.

Staff reported that some participants were able to pick up extra shifts, and several people were using temp agencies. However, hours were not predictable, and they may not be working during the reporting periods. Temp agencies had some appeal. For example, one participant would work for two or three days and then burn out. They could then return to work after a time once they feel better. Staff also noted that some participants limited their employment hours so they could retain Social Security benefits.

The program experienced no negative disenrollments for the fourth year in a row, an indicator that the staff was working to maintain good relationships with their participants and keeping them in the program. The agency reported that they do not disenroll participants. They work with individuals particularly through their most challenging times. The agency remarked that if they drop the challenging individuals, it would defeat the model. Staff added that many participants already have abandonment issues, and they are not willing to feed into that by disenrolling them.

The PATH program also continued to support physical and mental health care for individuals. The program reported a total 519 days where participants were hospitalized for psychiatric reasons, an increase from 265 days in FY20, but still meeting expectations. The agency reported that they had one participant who was inpatient for 6 months and then went to an institution in another county. One was in jail and then moved to hospitalization. For participants who were hospitalized, referrals to other settings such as habilitation homes took longer because of COVID and because people did not want to move. In addition to hospitalizations, the program reported a participant spent 1 day in an emergency room. The agency reported that the use of cell phones is beneficial because they can take calls from participants after hours so that they can de-escalate over the phone and get participants to other services, such as the Crisis Stabilization Center or the Crisis Observation Center. The staff praised the Crisis Observation Center compared to the ER because it is easier to access, it is more comfortable, and has access to more trained specialists, such as mental health

professionals, therapists, psychiatrists, and nurses. In addition, participants can stay up to 23 hours and return right away if needed.

Staff added that in some ways, they were working against their own system. The Broadlawns hospital would be encouraging more hospital days for billing, where the agency would be working to reduce them.

The program continued to be challenged in the area of homelessness. The program reported an increase from 410 homeless nights in FY20 to 804 in FY21 with a score of 4.81 nights per participant average. On the other hand, the number of participants experiencing homelessness remained the same, 8 in both FY20 and FY21. The rating for the Homelessness outcome continues to be Does Not Meet Minimum Expectations.

The agency reported that there were two outliers this year in homelessness. One was on the sex offender registry, where landlords are difficult to work with related to Section 8. This made housing for this individual particularly difficult. This participant was homeless for about the entire year. The agency reported that they value natural consequences of individual choices. If participants make choices that leave them homeless, the agency will continue to support them but will not “reward” them by paying for housing directly. This can force the individual to look at their choices and make different choices for a longterm benefit. The agency reported that they will provide temporary housing for those made homeless through no fault of their own, such as having their apartment burn down.

The staff reported that of the two participants with the most homeless days, one was in and out of homelessness and jail. This person was in housing but destroyed a unit, so the agency decided to allow natural consequences, rather than use flex funds to rehouse. This individual was in two treatment programs from which they were disenrolled and had two payees who both discharged the individual, leaving them without a payee for several months, resulting in suspended benefits. The participant is starting the new year in jail. The agency is hoping to get the participant into a substance use counseling or treatment program.

All but 8 PATH participants accessed somatic care during the year, resulting in a Meets Expectations rating for the Somatic Care outcome this year. The agency reported that 4 participants did not see a physician this year. Two of them were too fearful of healthcare appointments because of COVID and would not be persuaded. Staff reported that some participants are paranoid about physicals—worried about the diagnoses. Younger participants tended to take advantage of telehealth options, though sometimes needing tech support from staff.

The program reported 396 jail days in FY21, compared to 922 in FY20, with 14 participants who spent time in jail. More than half of the jail days (53%) were attributable to two individuals, who each spent more than three months in jail. The agency reported that this year’s total was a huge decrease from last year, which was affected by an outlier who was incarcerated the entire year. This year COVID had an effect because people were staying home and less likely to get arrested.

Staff reported that this year jails were not holding participants for as long, releasing prisoners early because of COVID. Civil cases could be completed virtually. On the other hand, for participants arrested on more serious charges, jail/court processes were slower because of COVID, taking longer to get hearings, for example.

The program was also challenged with the Participant Empowerment outcome this year, scoring 87%, up from 60% in FY20, rating Needs Improvement. The program did well in documenting participants having goals in place and reviewing them regularly, in documenting participant participation and agreement to goals, as well as in encouraging participants to engage in education or employment, or community inclusion if they have significant barriers. However, 2 files did not show sufficient documentation that services were

delivered regularly to meet participants' goals. The agency reported that they improved in their percentage and their rating this year. They improved in getting all signatures on empowerment plans.

The staff expressed that there are many parts of this outcome that can go wrong. In this case the Empowerment score would have been 100% if two contacts had occurred.

Similarly, the agency was challenged in the Administrative outcome, where they scored 91%, up from 85% in FY20, but still giving the agency a Needs Improvement rating for this outcome. The challenge in this outcome was largely in providing consistent monthly face-to-face visits with participants and having face-to-face contact in participants' home at least every three months. The agency reported that they think this challenge was from mistakes in entering data into PolkMIS, and that staff may be missing or miscoding a dropdown selection. On review, this appeared to be validated, and the agency was able to report some additional contacts, changing their score.

About two thirds of PATH participants (66%) participated in activities in the community at least three times during the year, giving them a rating of Needs Improvement for the Community Inclusion outcome for FY21. The agency reported that the staff were limited in the support they could give in the Inclusion outcome because they were generally not able to have face-to-face contact with participants because of institutional policy. They have resumed direct contact starting July 1 of this year. In addition, there were no community activities that took place for much of the year, and now activities such as baseball games and farmers' markets are starting to become available.

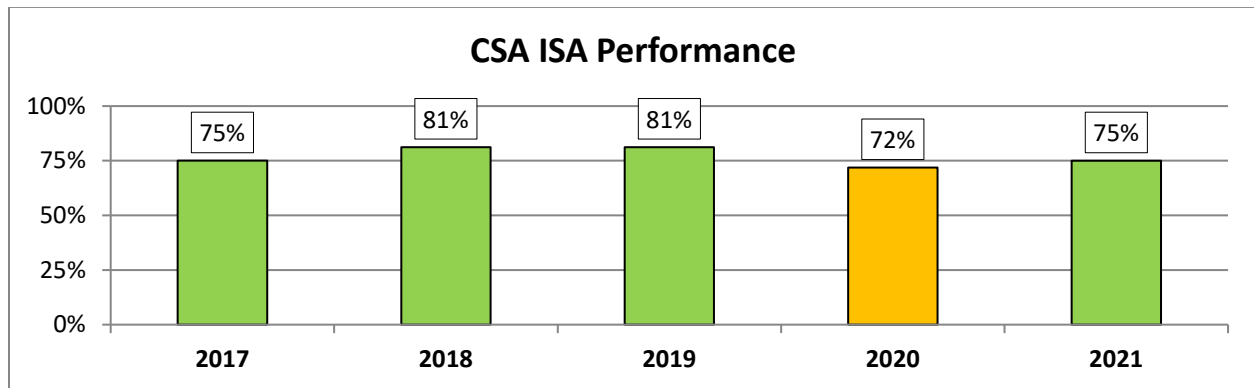
Staff reported that there was little to engage with in the community during COVID. In addition, the program does not have a community inclusion specialist by design. Each staff works with participants on inclusion individually. Further, the agency's policies, based on Broadlawn's hospital policies, encouraged staff to work from home. So staff had one person in the office, with mitigation strategies, while others on the teams worked from home. Further, the offices flooded toward the end of the year, and staff lost access to the office for two months.

Additional Satisfaction Questions Related to COVID-19 Pandemic – BMC Results				
	Yes	No	Some, Not All	
Have your needs been met by your care team since the onset of the COVID-19 measures requiring people to shelter in place?	14	1	0	
	Participant Initiated	Agency Initiated	Other	Neither Initiated
Who initiated contact between you and your team since Mid-March?	0	15	0	0
	Phone	Text	Email	Other
In what ways did you communicate?	2	2	1	10

The agency wanted to credit the diligence and effort from the team. They also remarked that the reporting and rules are changing constantly, creating additional challenges to reporting services. In addition, this year was taxing and overwhelming as staff were constantly worried about getting sick.

Community Support Advocates (CSA)

This year, CSA's ISA program scored in the Meets Expectations rating with an overall 75% performance.



The program exceeded expectations in seven outcome areas and met expectations in three others. The program exceeded expectations in Employment-Working Toward Self-Sufficiency, Employment-Engagement Toward Employment, Participant Satisfaction, Psychiatric Hospitalizations, Emergency Room Visits for Psychiatric Care, Quality of Life, and Administrative Outcomes. The program met expectations in Community Housing, Family and Concerned Other Satisfaction, Access to Somatic Care, and Negative Disenrollments. The program was challenged in five outcome areas: Homelessness, Involvement in the Criminal Justice System, Education, Participant Empowerment, and Community Inclusion.

CSA program participants and concerned others reported being satisfied or very satisfied with the program and staff, as well as the improvements in the quality of participants' lives since entering the program. The agency reported that they continually look for ways to improve. This year, COVID challenged staff's ability to meet people where they are at, particularly with the need to have contacts with participants using telehealth calls. This created extra requirements that staff had to adjust to. The agency reported that they put some effort into buffering participants from agency and system disruptions through the year. The agency reported that one challenge toward quality of life was that there were few opportunities for social situations, and most opportunities were just virtual. This was also a challenge for connecting with family and concerned others. The agency did not hold large events, which they usually do, where family members are invited and get an opportunity for a natural flow of information about the program and how it affects participants.

Staff noted that they use tools for Positive Behavior Supports, motivational interviewing, skills, and resources to connect and engage to find strengths so that participants can live their best life.

The agency reported enduring through program changes, while supporting participants and keeping everyone safe and healthy throughout the year. Staff reported looking forward to hearing comments to improve services. Staff members are appreciative of comments from family and concerned others as they provide helpful feedback for learning and/or correcting what people want and need. Staff explored opportunities to engage with family and concerned others as the spring picnic was cancelled and the fall picnic is in jeopardy of being cancelled because of COVID. It was noted that younger program participants do not want their closest connections to know they are involved in social services.

Nine out of ten participants (89%) were living in safe, affordable, accessible, and acceptable housing. The agency reported that affordable housing appears to be getting harder to find. For example, one apartment complex that has been used for participant housing in the past has been sold and the new landlord is now refusing to accept Section 8 funding. Some participants were able to keep their housing because of the

COVID eviction moratorium. The agency also reported that one of their important values is integrity, and as staff were learning to fill out housing checklists, they were more likely to err conservatively and label Community Housing form items as not meeting criteria, which can affect the housing score.

Staff reported that Iowa Finance Authority (IFA) funds bridged the gap between no support and Section 8 until it was lost, resulting in a couple participants dropping out of the program. It was noted that the region Housing Coordinator was very helpful. Resource streams accessed by CSA included the Economic Impact payments (federal dollars for rent relief), North DM Mutual Aid, the DSM BLM Collective, and the Free Fridges program.

More than two out of five of the participants (43%) were working at least 5 hours per week, and one-third (33%) were working 20 or more hours a week, both exceeding expectations. The agency reported that COVID had little effect on participants' employment, with help from the staff. A few were laid off but were quickly rehired. And now with businesses hiring, the agency hopes there will be an increase in employment.

Staff reported that one participant employed as janitor at a group home was laid off and did not qualify for unemployment. This was isolating and caused difficulties for the individual as they were used to having a regular schedule. This person was off work for eight months but is back working now.

The agency met expectations in the Somatic Care outcome this year, as 6 participants did not obtain a somatic care visit (96%), an increase in score (90%) from FY20. The agency praised the staff for getting participants to the doctor when they needed to, in particular when preventive care was less prioritized during COVID.

Staff reported that COVID made it challenging to complete somatic care, especially with anxiety increasing during that time. Staff relayed the story of a participant who had unaddressed health concerns. They supported this individual to develop rapport with and trust in healthcare providers. Staff assisted this same individual with practicing communication and providing supports with scheduling to track appointments, thereby building confidence and making it so that obtaining somatic care was possible.

The program reported a decrease in psychiatric hospital days, compared to the previous year. The program reported a total of 244 hospital days, accrued by 13 participants, compared to 334 days in FY20, accrued by 15 participants. Four participants accrued 178 nights, accounting for almost three-quarters (71%) of the total nights. The agency reported that 3 participants spent between 30 and 70 nights inpatient, not able to be discharged until they were connected to higher level of care. One of these participants enrolled in the FACT program. One participant recorded a psychiatric hospitalization of 70 nights. This individual had physical health concerns in addition to being delusional and aggressive and was hospitalized until a higher level of care became available.

Similarly, emergency room visits for psychiatric care went down this year (0.04 average) compared to last year (0.08), scoring the ER Visits outcome at a Exceeds Expectations rating. One participant visited the ER 10 times during last year, which decreased to 3 this year. Having the ability to use and bill for phone calls allowed staff to communicate with individuals when they were in crisis and symptomatic, thereby reducing emergency room visits. With a full team approach and call schedule, staff were more accessible. One participant called often, so staff eventually promised this person they would come when called, seeming to reassure the participant who, in turn, called less frequently.

Two participants were negatively disenrolled from the program this year, as in FY20. The agency consequently has a Meets Expectations rating for the Negative Disenrollments outcome. The agency reported that one longterm participant disengaged and then "disappeared," not allowing the program to transition them out (graduation). Another participant was sent to prison after some jail time.

The agency also exceeded expectations in the Administrative outcome this year, scoring 97%, a notable increase from FY20, where they scored 91% (Needs Improvement). Staff reported that the team does a good job of tracking and aligning with individual's empowerment plans and incorporating those pieces annually. Face-to-face contacts and the timeliness of documentation sometimes results in missing notes before data locks on the 15th of each month.

The program was challenged in five outcome areas. The program reported 965 homeless nights accrued by 10 participants, as compared to 662 nights in FY20. Six participants accounted for the vast majority of homeless nights (87%) of the program's total homelessness with 911 nights. The agency reported that they experienced unique and challenging housing issues this year. Three participants made up 50% of the homeless nights. One has been evicted from nearly every place in Polk County and was also evicted from the Shelter. This person consequently experienced a homelessness-jail cycle. Another participant had a partner on the sex offenders registry, making finding an apartment challenging, but she did not want to live without him. The agency remarked that it is hard to find landlords willing to work with them with these individuals.

Staff reported that a handful of program participants accumulated the majority of homeless days, with one individual in particular struggling with getting housing. This person got an apartment at the YMCA in supportive housing program and lost it due to mental health symptoms and substance use, eventually becoming homeless and difficult to engage. Later this person went to substance treatment at United Community Services, moved into Russel House Transitional Housing, and is now focusing on obtaining employment. Staff reports attempting to meet participants where they're at, especially when they consistently make poor choices, and use flex funds to secure housing when individuals lose Section 8. Staff reported making attempts to maintain positive relationships with landlords, since this can impact all participants. When participants choose homelessness, staff note that they help with health and safety by providing sleeping bags, tents, and other resources.

Less than one of every five participants (18%) were pursuing education related to employment, a decrease from FY20 (22%), scoring a Needs Improvement rating. The agency reported that they struggled to get participants into educational opportunities. For example, some opportunities, such as the High School Equivalency Test (HiSET) program (DMACC), were closed for face-to-face education.

Staff emphasized that many opportunities for education, particularly job skills training, were not available this year because of COVID. One participant came from a residential program after getting kicked out. This individual was working on high school education but aged out and needed only one credit to graduate so wound up going to DMACC for HiSET. At DMACC, there were issues noted with COVID-19 and hackers, but this individual moved forward with assistance from staff. In addition to the HiSET, this person was also able to work with Connect 2 Careers program and gain additional employment skills, eventually graduating.

The program was challenged this year for its Participant Empowerment performance, based entirely on the file review, changing to a Needs Improvement rating. Of the 15 files reviewed, all files had goal plans in place and reviewed regularly, documented participant involvement and approval of goal setting, and documented that services were delivered to address goals. However, 13 files documented that staff regularly addressed employment or education during visits or community inclusion for those not eligible for employment. The agency reported that they did not do well having conversations about employment or education, which was hard when the priority was safety during a pandemic.

Staff believed they did an outstanding job of realigning program elements such as completing the filing of meeting sign-in sheets from the previous year. Staff admitted struggled with employment and education discussions, which resulted in the Empowerment score.

The program reported a total of 1,016 jail days, accrued by 13 participants (8% of the program participants) as compared to 1,216 days for FY20, and rates the outcome at a Does Not Meet Minimum Expectations. The bulk of jail days (71%) were attributable to four individuals, who had 723 of the jail days for the program, with more than three months each. The agency reported that one participant had 274 nights in jail. One spent at least a year, carried over from last year, waiting for a trial, but needed to have competency determined. Then COVID caused hearings to be closed for a while, so the participant remained in jail until determined not competent. One participant was ordered to a higher level of care and had to remain in jail until a placement was found. Another was sentenced for less than 6 months, so the agency retained their enrollment until release.

Staff reported that during COVID the jail process was slowed down resulting in longer incarceration times. When individuals were incarcerated, it was difficult for staff to see them for stabilization.

Almost three-quarters of participants (73%) in the program participated in at least three community-based activities during the year, an increase from a 60% score in FY20, but still rating Needs Improvement. This is not typical of the program, which has in prior years consistently scored above 90%. The agency reported that they looked for community activities, but not many existed in the first part of the year and started to return in the spring. Some tried virtual events.

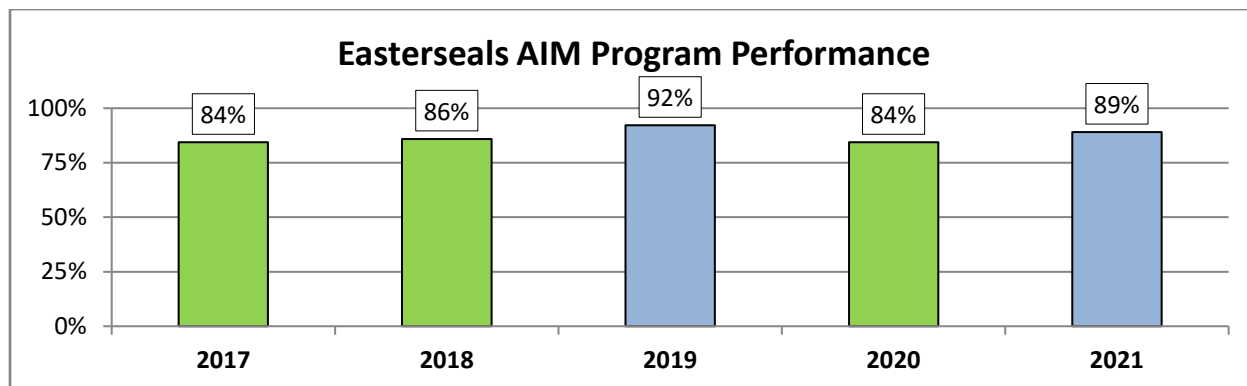
Staff noted that additionally the population served is considered at higher risk from COVID because of underlying conditions. Staff encouraged people to practice safety measures and to consider online social options when available. After receiving COVID vaccinations, more individuals felt comfortable going into the community to places like Blank Park Zoo, the Botanical Center, baseball games, and the Art Center.

Additional Satisfaction Questions Related to COVID-19 Pandemic – CSA Results				
	Yes	No	Some, Not All	
Have your needs been met by your care team since the onset of the COVID-19 measures requiring people to shelter in place?	12	0	3	
	Participant Initiated	Agency Initiated	Other	Neither Initiated
Who initiated contact between you and your team since Mid-March?	0	15	0	0
	Phone	Text	Email	Other
In what ways did you communicate?	0	12	1	2

Overall, the agency reported that they have been working on some areas to improve scores and are glad to see some go up. They remarked that they do what they can to provide high quality service and supports.

Easterseals-AIM

This year, the AIM program exceeded expectations with an overall 89% performance.



In FY21, the program exceeded expectations in twelve outcome areas and met expectations in two others. The program exceeded expectations in Involvement in the Community Housing, Homelessness, Employment-Working Toward Self-Sufficiency, Employment-Engagement Toward Employment, Participant Satisfaction, Access to Somatic Care, Community Inclusion, Negative Disenrollments, Psychiatric Hospitalizations, Emergency Room Visits for Psychiatric Care, Quality of Life, and Administrative Outcomes. The program met expectations for Criminal Justice System and Education. The program was challenged in Participant Empowerment and Concerned Other Satisfaction.

Participants reported being very satisfied with the services the program provided, the staff who work with participants, and the improvements in participants' quality of life. Staff noted that survey feedback was appreciated. In staff teams, there was a lot of changeover and rotations in staffing and this feedback is helpful with turnover and burnout. Staff reported that one individual had barriers and, through a willingness to break down those barriers, is now living in a beautiful new home. Another individual with a visual impairment who struggled with living in an apartment on the fourth floor of a building was relocated to a first-floor unit with improved accessibility, and the anxiety and stress from living on the fourth floor with an unreliable elevator has subsided.

More than nine out of ten participants (95%) were in accessible, affordable, acceptable, and safe housing. The program explicitly praised the region's Housing Coordinator, whom they describe as very helpful at knowing about resources and knowing what to do and what not to do to support housing for their participants. Staff reported a relatively stable year due to staff and the region's Housing Coordinator, working to maintain supports to keep participants in their homes. Staff noted that a few participants are homeless by choice or natural consequences, while some participants have stayed in their homes for three or more years.

The program participants experienced only 15 days of homelessness in FY21, compared to 30 in FY20. These days are attributed to one participant. The agency reported that homelessness and jail days tend to parallel each other. To assist with homelessness, staff respond with medication management and exploring outside resources, such as the Economic Impact payments, which provide emergency cash assistance for rent, the homeless shelter, and St. Vincent de Paul, which provides services such as referrals and financial assistance for transitional or permanent housing. The agency also noted that they are completing their own "respite" house so they will have temporary housing available at Camp Sunnyside. Housing at this site provides a place where individuals can begin employment to improve their chances for overall stability.

Staff noted increased stress because of the COVID-19 moratorium on evictions resulting and some participants choosing not to pay rent, so were facing eviction as a result. The housing market in Polk County was reported as not good, with limited affordable options, including extended-stay hotel options. Some landlords (about 15) are not accepting any subsidies. In April of 2021, the Governor signed a law stating that landlords do not need to accept Section 8, so many property owners are selling and asking tenants to move out so that properties may be renovated, resulting in 70 participants being forced to move.

The program has also been successful in maintaining low rates of jail days (107 days for 3 individuals), achieving a Meets Expectations rating for Involvement in the Criminal Justice System outcome. The agency reported that there were 2 participants in particular with extended incarceration. One had multiple diagnoses (substance use, mental health, and intellectual disability), making the individual hard to get into treatment. For example, mental health treatment programs often do not allow people using substances. The other participant is in jail waiting for a court-appointed guardian.

Staff reported that there was difficulty in getting guardianship for one individual, so that individual's jail stay was extended. Communication with the lawyer was difficult, causing this individual to fall through the cracks as a result of needing support at multiple levels because of multi-occurring mental health and intellectual disability diagnoses.

The program has been particularly successful in supporting participants to find and maintain employment. In FY21, more than half of participants (52%) were working five or more hours per week, and more than one of every three (39%) were working twenty or more hours per week. The agency reported that they were happy doing well in both outcomes (Self-Sufficiency and Engagement). Many participants were eager to get out and work as COVID restrictions were relaxed. The agency also noted that employment, accountability, and self-sufficiency are agency cultural values. They assist participants in a pathway to employment, from inclusion, volunteering, leading to work. They often refer participants to their job coaching and employment specialists, though all staff encourage employment.

The agency reported that most program participants did not lose their jobs with COVID. Individuals working 5 to 19 hours had a stigma of not wanting to work additional hours because of possibly losing benefits, with staff noting that benefits management is key here to getting participants to understand that they will not actually lose income. The agency's employment program has a good reputation in the community according to staff, making employers who are already working with participants more willing to hire additional Easterseals workers, as was the case at a local movie theater.

More than one of every five (22%) participants were pursuing education related to employment. The agency reported that they do a lot of promoting for education. They provide some job training, especially for those who are returning to school after a long time. This includes some job training, financial curriculum, promoting classes facilitated onsite, and ensuring transportation to class. Job soft skills, such as interviewing, prepare for reentry into work. The agency's food skills program was closed down much of the year. However, their garden program, where participants work in a garden, is outside and continues to be successful, even though the farmer's markets were also closed this year. The agency regards the garden program not only for employment training but also therapeutic and a reason for people to get out of the house.

Staff reported that the agency garden program was at 50% and doing well. The agency is constructing buildings including a classroom and storage area, providing more opportunities for worker trainings. The High Tunnel (similar to a greenhouse) was damaged in the derecho and is being put back up. The program is scheduled for three more farmer's markets this year and have made a connection with Food-to-Table, supplying jellies, herbs, and other garden produce.

The program has also been successful in maintaining low rates of psychiatric hospitalizations (28 days) and emergency room visits for psychiatric care (0 days), exceeding expectations for these outcomes. The agency reported that somatic care—meeting health professionals for preventive care—helps reduce hospitalizations. They were surprised in particular that one person was hospitalized. The agency suggested that participants now are different from 5 to 10 years ago. There is more trauma, or at least it is talked about more and recognized more. There are additional concerns for people with cognitive disabilities and mental health diagnoses. For example, they may not be able to keep up a journal. Staff reported that one individual has epilepsy leading to hallucinations and then a hospitalization. The participant received an appropriate level of care and is now able to identify when hallucinations are happening.

To avoid the emergency rooms, the agency reported that they encourage calls to staff before going to the ER so that they can be de-escalated and staff can touch base the next day. The agency also has a 24-hour hotline, which can take calls even if they do not seem to be an emergency. At one point, the agency shut down to do some training to make sure that staff has tools.

The program had no disenrollments this year, indicating that they are working to establish strong relationships with participants, encouraging them to stay with the program to be successful. The agency noted that they are starting to have disenrollments because participants are aging and some are needing additional care. The agency emphasized that their program philosophy and culture does not consider disenrollment as an option.

The program Exceeded Expectations in the Administrative outcome area again this year. The agency praised their case coordinator who is on top of tracking face-to-face and at-home visits and helps the team to follow through. Staff reported that a Case Coordinator sends out e-mails and texts to remind staff of face-to-face appointments, schedules, and weekly team meetings to help staff performance with participants.

The program showed a notable improvement in ensuring that all program participants accessed somatic care, with 100% accessing somatic care, completing an annual physical, having ongoing care from a medical specialist or seeing a primary care physician, compared to FY20 where the agency scored 86%. This puts the agency in the Exceeds Expectations for the Somatic Care outcome. This is consistent with the agency's Somatic Care score, which has been 100% for all years prior to last year. The agency reported that the somatic care outcome was slowed initially because of staff turnover, but the team understood the importance of somatic care. The staff were creative in finding ways, such as through MCO portals, in determining whether participants had completed their somatic care to facilitate conversations with them.

Staff reported that communication with staff has helped with somatic care performance. There were issues with participants not going to the doctor at all during COVID because of those reluctant to go to the doctor, and doctor's offices were not taking appointments.

The program also excelled in the Community Inclusion outcome, with a score of 97%, up from 77% from FY20, rating the outcome at Exceeds Expectations. The agency reported that they benefited from conversations around the definitions in the Community Inclusion outcome, and the team was able to come up with ideas for getting into the community. As an agency value, the staff de-emphasized COVID as a fear-based experience. So staff continued to meet with participants normally, which encouraged participants to go about their lives normally, giving them control over this part of their lives but also encouraging them to be safe.

Staff reported that participants were more willing to get out into the community after COVID restrictions were lifted and vaccinations began. Staff tracked participant interest behind the scenes to be better able to recommend future activities that participants might enjoy. This was also a useful tool in buffering against staff turnover as new staff are able to learn participant interests quickly.

The program was challenged in two outcome areas this year. The agency was challenged in the Family and Concerned Others Satisfaction outcome, rating Does Not Meet Minimum Expectations (scoring 84%). The agency reported that they were “disappointed” in the score, having made an effort to reach out and connect with guardians and concerned others to meet the participants’ needs this year. They suggested that one reason for the score is that family and concerned others may not be invited to planning meetings, which is left up to the participant. They also suggested that family and concerned others do not like the structure of services, where caseloads are shared (as opposed to participants having a single care coordinator), which increases the number of staff who know the participant well, can result in better service, reduces staff burnout, and promotes new ideas and fresh perspectives. However, this approach does not provide a single point of contact for family. The agency noted that participants have more needs and are more complicated than they have been historically.

The program’s Participant Empowerment performance score was 87%, based entirely on the file review, by meeting the four components of Empowerment, giving them a Meets Expectations rating. Of the 15 files reviewed, 13 met expectations for all the components of empowerment. Of the 15 files reviewed, all files had goal plans in place and reviewed regularly, documented participant involvement and approval of goal setting, and documented that services were delivered to address goals. However, 13 files documented that staff regularly addressed employment or education during visits, or community inclusion for those not eligible for employment. The agency reported that they thought this was a good year, but it turned out that they need to continue quarterly “gentle hassling” participants about employment and education, despite circumstances (e.g., homelessness). The agency praised their case coordinator for keeping files in good shape (quality assurance).

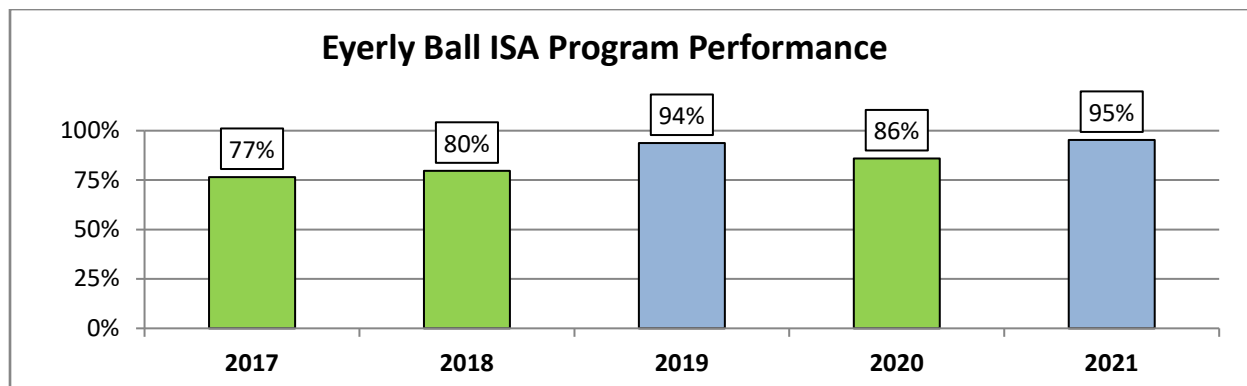
Staff reported that staff shortages impacted the role of essential workers as in-person services continued. One concerned other voiced a desire to be contacted for annual meetings, while staff noted that it was difficult to determine which guardians and which participants are interested in being involved. The idea of developing natural support connections such as parents, landlords, or roommates was raised.

Staff reported that wage reporting will change from two to four times a year, which will allow staff to get back on track with quarterly employment discussions and reminders like face-to-face contacts. Empowerment is embedded in the agency and a high score is an expected outcome.

Additional Satisfaction Questions Related to COVID-19 Pandemic – Easterseals Results				
	Yes	No	Some, Not All	
Have your needs been met by your care team since the onset of the COVID-19 measures requiring people to shelter in place?	11	0	4	
	Participant Initiated	Agency Initiated	Other	Neither Initiated
Who initiated contact between you and your team since Mid-March?	2	12	1	0
	Phone	Text	Email	Other
In what ways did you communicate?	1	4	1	9

Eyerly Ball

This year, Eyerly Ball's ISA program exceeded expectations with an overall 95% performance.



The program exceeded expectations in thirteen outcome areas and met expectations in three others. The program exceeded expectations in Community Housing, Homelessness, Employment-Working Toward Self-Sufficiency, Employment-Engagement Toward Employment, Education, Participant Satisfaction, Participant Empowerment, Access to Somatic Care, Community Inclusion, Psychiatric Hospitalizations, Emergency Room Visits for Psychiatric Care, Quality of Life, and Administrative Outcomes. The program met expectations for an additional three outcomes: Involvement in the Criminal Justice System, Concerned Other Satisfaction, and Negative Disenrollments. The agency had no outcomes scoring as Needs Improvement or Does Not Meet Expectations.

Eyerly Ball program participants continue to report being very satisfied with the program and staff, as well as the improvements in the quality of their lives since entering the program. Staff reported that during COVID staff never stopped meeting face-to-face except for one week. During that time, phone contacts rose and telehealth was embraced as a means of obtaining healthcare and social connections. Staff supported participants through providing PPE and education on COVID safety, understanding and obtaining vaccinations, offering a choice to meet face-to-face or in person, and providing grocery delivery. Staff were reported feeling supported by the agency through pay bonuses, sick days when needed, and two extra paid holidays.

Staff added that, for improving the quality of their lives, program services allowed participants to obtain stable benefits, housing, and family relationships. One individual, who had been estranged from their family, reportedly became more stable and confident after getting housing, and was able to begin reestablishing that relationship. Leisure and recreational activities and events for participants were geared to individual preferences and helped participants overcome barriers, like anxiety and lack of transportation, through encouragement of community inclusion and the development of independent supportive relationships beyond staff. These activities were seen as developing a "safety net through life" and a way to look beyond individuals' diagnoses.

Based on the evaluation results, participants had reason to be pleased with the program. Almost all participants (99%) were living in safe, affordable, accessible, and acceptable housing. In addition, the program had 0 nights of homelessness, maintaining an Exceeds Expectations rating from FY20. The agency reported that they put a lot of money into motels and hotels to keep participants housed. Sometimes, participants chose homelessness over the shelter. They had multiple participants who experienced unstable housing for a couple of days this year when they were between evictions and locating new housing. The agency remarked that after years of involvement in the community, they have determined that housing is the

key for living independently, so the agency values a Housing First philosophy, prioritizing housing over other outcomes. Besides the regional Housing Coordinator, the agency has its own housing specialist, which is a part of the agency philosophy. Further, the agency also reflected that it appears that landlords have become more reluctant to work with the ISA subsidy, presumably because they lose some control over evictions. Further, fewer apartments are accepting Section 8 funding.

The regional Housing Specialist arranged virtual housing tours for participants because of COVID and secured resources through partnerships with Anawim Housing, Aging Resources, Economic Impact payments, Low Income Home Energy Assistance Program (LIHEAP), Section 8, and Rapid Rehousing as well as creating strong relationships with landlords in the community who were thereby more willing to solve problems with tenants rather than going through the court system. Housing First is an approach prioritized by the agency, with a primary focus of keeping participants safe and in housing, including through subsidizing housing until HUD resources become available.

Program participants experienced zero days of homelessness in the past year because of the team stepping in, despite understanding the natural consequences that can disrupt relationships with landlords and lead to a loss of housing, to assist with maintaining housing and limiting police or city involvement. An example was when a participant who was dealing with mental illness and trauma had accumulated a great deal of trash at their home. The team stepped in to clean things up, thereby avoiding intervention by the city inspector and possible loss of housing and Section 8 funding for this individual.

Participant employment maintained high levels as compared to FY20. Almost half of participants (48%) were working at least 5 hours per week, and over one of every three (35%) were working 20 or more hours per week, making Exceeds Expectations ratings for both outcomes for FY21. The agency reported that they have an employment specialist, who conducts classes for participants. In addition, employers were supportive of participants during COVID, and people continued to work. Some changed jobs as employers started rehiring. COVID has shown that the jobs held by the program's participants are essential.

Staff reported that the program employment specialist assists with finding interview clothes (Goodwill's Dress for Success Program assisted here when possible), interview prep, resumé's, online employment applications, follow-up, preparing participants for employment, and celebrating successes such as wage increases in employment. The employment specialist reported lots of participants finding stable employment and a feeling of being valued as workers.

Staff remarked that 20 hours of employment per week is good for a person's independence. For participants working fewer hours, the employment specialist met with this group weekly to provide encouragement to maintain employment. In addition, this group had quarterly educational visits from Misty Johnson with Disability Rights Iowa addressing participant concerns with the ways Social Security benefits are affected by having a job.

Almost half of participants (46%) were pursuing education related to employment, a notable increase from FY20 (22%). The agency reported that they do a lot of promoting for education. Staff present educational opportunities, and participants can take online classes at the Eyerly Ball office so they can get technical support. The agency is also providing onsite, live courses, and will soon have an instructor who is a professor at DMACC, who will conduct back-to-work classes covering motivation, interpersonal skills, and interviewing skills.

Staff reported that participants were offered a budgeting and finance class through Wells Fargo. Soft skills and job skills training programs were limited this year because of COVID but were also needed. Staff noted that education can lead to employment, which can lead to further motivation.

The file review results exceeded expectations in the Participant Empowerment outcome. Of the 15 files reviewed, all 15 were found to meet expectations for all four Participant Empowerment criteria. The agency reported that they had one week without face-to-face contacts, and then they returned to regular contact with participants. However, this did lead to some staff turnover. But they remarked, “our clients need us.” Staff reported that the quality assurance staff does a good job of keeping people up to date and organized with paperwork and providing clear communication.

All participants met the Somatic Care outcome during the year for the sixth year in a row. The agency reported that they do a lot of “gentle hassling” to both staff and participants about regular health visits. Staff added that access to somatic care was an area where it was noted that a lot of gentle hassling was needed to maintain the agency priority of attendance at somatic care appointments. The agency had 100% for a second year in a row in participants completing the annual wellness exam.

Almost all (98%) of participants were reported to be involved in community activities. This score resulted in an Exceeds Expectations rating for the Community Inclusion outcome, a notable increase compared to 77% of participants in FY20. The agency reported that they provide lots of reminders to staff and participants to engage in community activities. During COVID many activities went online. However, as restrictions have eased, participants were eager to get out.

Staff reported that participants expressed eagerness to get out into the community, particularly in the last quarter of the fiscal year, after being restricted because of COVID. When some activities resumed, they were online and staff supported individuals learning how to engage online. Staff also supported participants by providing a list of free community activities and assisting with logistics for other community activities, such as transportation to Tulip Time in Pella. Transportation was noted to be a barrier, at times, for participants attending community events.

The agency reported 96 nights for participants hospitalized for psychiatric reasons, down from 245 nights for FY20. Emergency room visits remained low at 5 visits in FY21 from 1 visit in FY20. Both outcomes rated Exceeds Expectations. The agency reported that for participants hospitalization is a last resort, so they contact staff and actively try to stay out. Staff try to connect participants with resources at the point of crisis. Staff also reduce emergency room visits by promoting health goals, so staff and participants spend a lot of time talking about health and making sure participants have good diets and exercise.

Staff reported that phone contact was shown to be a valuable tool in de-escalating conflict and providing increased opportunity for check-ins, thereby offering staff the opportunity to notice patterns of participants cycling through emotions so that preventative measures could be used and hospitalizations reduced. Access to Behavioral Health Urgent Care and walk-in services allowed participants access to needed medications, another means of reducing inpatient treatment.

Staff also reported that accessing Behavioral Health Urgent Care was helpful in reducing psychiatric ER visits. During the COVID crisis, agency staff reported taking on therapeutic roles in listening to the thoughts and concerns of program participants and assisting with problem solving. Wellness Recovery Action Planning (WRAP) training for staff was planned for April 2020 but was sidetracked after funding was lost because of COVID.

The agency also rated an Exceeds Expectations in the Administrative outcome with a score of 100% this year. The agency reported that they have a good quality assurance system, which consistently reminds staff to do due diligence with paperwork. The agency reported that they maintained quality assurance, focusing on things that could be controlled while maintaining gentle pressure on all outcomes, allowing for consistent levels of support toward progress by participants.

Participants were reported to have notably fewer nights in jail (249 nights) this year compared to FY20 (626 nights), which rates the Involvement in the Criminal Justice System outcome at a Meets Expectations. These jail nights were attributed to 8 participants. Of these, almost all jail days (98%) were attributable to four individuals, each of whom spent more than one month in jail. The agency reported that to some extent jail days are out of their control, and sometimes they are manifested in extended jail stays for particular individuals. The staff try to be cognizant of the needs of participants, and sometimes individuals need a higher level of services, such as in the FACT program.

Staff reported that some program participants were jailed longer than usual because of COVID and court delays. Last year, staff attributed some jail time as a result of homeless individuals needing a place to sleep and trespassing to do so, resulting in arrest. The care team kept a focus on housing as a preventative factor in reducing jail days this year.

The program had 4 negative disenrollments this year (1 in FY20), rating the agency at Meets Expectations. The agency reported that one participant needed a higher level of care and went to a residential program outside Polk County and was subsequently unable to be contacted. Another was transferred to a residential facility outside the county at the insistence of the guardian. The individual is doing well and expected to return.

The Concerned Others Satisfaction outcome scored 90% this year, making this outcome a Meets Expectations rating. The agency reported that they knew they needed to improve. They also conducted their own survey in January to family and concerned others and changed activities based on the feedback. They hosted a barbeque and invited family and concerned others.

Staff reported that many of the program Coordinators worked with families and concerned others to understand the vital importance of keeping participants on track, especially during COVID, and worked to act as bridge for relaying information when participants were more isolated from family and concerned others. The agency connected with families and concerned others through surveys and used the performance improvement plan and the LHPDC survey to learn and address family's and concerned other's needs. Individual and family/concerned others' perspectives and engagement levels varied, sometimes resulting in a disconnect between desired service outcomes.

Additional Satisfaction Questions Related to COVID-19 Pandemic – Eyerly Ball Results				
	Yes	No	Some, Not All	
Have your needs been met by your care team since the onset of the COVID-19 measures requiring people to shelter in place?	14	0	1	
	Participant Initiated	Agency Initiated	Other	Neither Initiated
Who initiated contact between you and your team since Mid-March?	2	13	0	0
	Phone	Text	Email	Other
In what ways did you communicate?	2	0	1	12

Last case notes reviewed:

APPENDIX A: FILE REVIEW FORM

IOWA

Administrative

Q1.1. File Review Start Date

Q1.2. File review status

- ☐ First round (July-February)
☐ Second round (March-June)
☐ Final disposition (post discrepancy meeting)

Q1.3. Integrated Service type

- ☐ ISA
☐ FACT
☐ KEY

Q1.4. Reviewer

- ☐ Amy Blessing
☐ Helaina Graves
☐ Tessa Heeren
☐ David Klein
☐ Other

Q1.5. Member Identification

PolkMIS ID	<input type="text"/>
Participant First Name	<input type="text"/>
Participant Last Name	<input type="text"/>
Alias	<input type="text"/>
Date of Birth	<input type="text"/>
Age	<input type="text"/>
Date of Enrollment	<input type="text"/>
Agency	<input type="text"/>
Staff First Name	<input type="text"/>
Staff Last Name	<input type="text"/>

Q1.6. Are the Member ID fields above consistent with PolkMIS sample list?

- ☐ Yes
☐ No

Polk MIS events

Q2.1.

Enter the Date(s) listed in PolkMIS

Enter NA if event isn't documented in PolkMIS during the reporting period (July 1 2020 - June 30 2021)

If an event type has more than one status, enter the most recent and active status

	Polk MIS Event List
	Date(s)
LOCUS / LOF	<input type="text"/>

APPENDIX B: PARTICIPANT SATISFACTION SURVEY QUESTIONS

Participants are asked whether they agree or disagree with the following eleven questions. The agency receives a point for every question that the participant agrees with (i.e., is satisfied). Participants are also asked additional questions about quality of life indicators and ideas for improving their ISA program.

B2. My (staff) helps me get the services I need.

B3. I know who to call in an emergency.

B6. My staff talks with me about the goals I want to work on.

B7. My staff supports my efforts to become more independent.

B8. My staff are willing to see me as often as I need.

B9. When I need something, my staff are responsive to my needs.

B10. The staff treat me with respect.

B11. If a friend were in need of similar help, I would recommend my program to him/her.

B12. I am satisfied with my staff.

B13. I am getting the help and support that I need from staff and agency.

B18. I have medical care available if I need it.

To assess improvement in quality of life, participants are asked the following seven questions. Agencies receive one point for each statement that the participants agree with (i.e., is satisfied).

B5A1. I deal more effectively with daily problems, since I entered the program.

B5A2. I am better able to control my life, since I entered the program.

B5A3. I am better able to deal with crisis, since I entered the program.

B5A4. I am getting along better with my family, since I entered the program.

B5A5. I do better in social situations, since I entered the program.

B5A6. I do better in school and/or work, since I entered the program.

B5A7. My housing situation has improved, since I entered the program.

APPENDIX C: CONCERNED OTHERS SATISFACTION SURVEY QUESTIONS

Family members are asked whether they agree or disagree with the following ten questions. The agency receives a point for every question that the participant agrees with (i.e., is satisfied). Family members are also asked for their ideas for improving their family member's ISA program.

B1. My family member and I know my family member's ISA staff.

B2. I am confident that our ISA staff provides me with resources about programs and services that are beneficial to my family member and family.

B3. Our ISA staff helped us in obtaining access to the services that our family member needs.

B4. My family members ISA staff contacts me, when appropriate, so I feel informed.

B5. ISA staff are available to assist me when issues or concerns with services arise.

B7. My family members input into the service plan was well-received and his or her ideas were included in the plan.

B8. The staff where my family member receives services treats him or her with dignity and respect.

B9. I am satisfied with my family members ISA worker.

B10. My family member is getting the services she or he needs.

B11. If I knew someone in need of similar help, I would recommend the program that works with my family member.

APPENDIX D: EXAMPLES OF COMMUNITY PARTICIPATION

Spiritual

Attended church worship
Attended a church party
Participated in a virtual women's church group

Civic

Volunteered at Energy for Life Food Pantry

Cultural

Visited the Alamo (Texas)
Visited Asian Gardens
Participated in Anger Management Classes
Visited Aspen Gym
Attended a baseball game at the James W. Cownie
Baseball Park
Visited the Botanical Center
Visited a casino
Visited Center Grove Orchard
Attended grandson's baseball practice
Visited Historical Museum in San Antonio, TX
Visited Iowa Capitol
Attended Knoxville race events
Participated in a National Federation of the Blind
national conference
Participated in Online support group
Attended Pella Tulip Festival
Participated in Pumpkin Patch in Winterset
Visited Pappajohn Sculpture Park
Visited the Rose Garden
Participated in a Save the Children rally
Visited Statues at the State Capitol
Participated in a Trump rally
Visited YMCA gym

APPENDIX E: FILE REVIEW RESULTS

Outcome Area	Specific Outcome	BMC-PATH		
		Frequency	Expected	Accuracy
Housing	File and PolkMIS Agree	14	15	93%
Education	File and PolkMIS Agree	15	15	100%
Employment	File and PolkMIS Agree	3	4	75%
Participant Empowerment	All Goal Components Present	13	15	87%
Somatic Care	File and PolkMIS Agree	15	15	100%
Community Inclusion	File and PolkMIS Agree	15	15	100%
Homelessness	File & PolkMIS Agree	15	15	100%
Jail	File and PolkMIS Agree	15	15	100%
Negative Disenrollment	File & PolkMIS Agree	15	15	100%
ER Visits	File and PolkMIS Agree	15	15	100%
Psychiatric Hospitalizations	File and PolkMIS Agree	15	15	100%

Outcome Area	Specific Outcome	Community Support Advocates (CSA)		
		Frequency	Expected	Accuracy
Housing	File and PolkMIS Agree	14	15	93%
Education	File and PolkMIS Agree	15	15	100%
Employment	File and PolkMIS Agree	7	7	100%
Participant Empowerment	All Goal Components Present	13	15	87%
Somatic Care	File and PolkMIS Agree	15	15	100%
Community Inclusion	File and PolkMIS Agree	15	15	100%
Homelessness	File & PolkMIS Agree	15	15	100%
Jail	File and PolkMIS Agree	15	15	100%
Negative Disenrollment	File & PolkMIS Agree	15	15	100%
ER Visits	File and PolkMIS Agree	15	15	100%
Psychiatric Hospitalizations	File and PolkMIS Agree	15	15	100%

Outcome Area	Specific Outcome	Easterseals - AIM		
		Frequency	Expected	Accuracy
Housing	File and PolkMIS Agree	15	15	100%
Education	File and PolkMIS Agree	15	15	100%
Employment	File and PolkMIS Agree	4	4	100%
Participant Empowerment	All Goal Components Present	13	15	87%
Somatic Care	File and PolkMIS Agree	15	15	100%
Community Inclusion	File and PolkMIS Agree	15	15	100%
Homelessness	File & PolkMIS Agree	15	15	100%
Jail	File and PolkMIS Agree	15	15	100%
Negative Disenrollment	File & PolkMIS Agree	15	15	100%
ER Visits	File and PolkMIS Agree	15	15	100%
Psychiatric Hospitalizations	File and PolkMIS Agree	15	15	100%

Outcome Area	Specific Outcome	Eyerly Ball		
		Frequency	Expected	Accuracy
Housing	File and PolkMIS Agree	16	16	100%
Education	File and PolkMIS Agree	16	16	100%
Employment	File and PolkMIS Agree	4	4	100%
Participant Empowerment	All Goal Components Present	16	16	100%
Somatic Care	File and PolkMIS Agree	16	16	100%
Community Inclusion	File and PolkMIS Agree	16	16	100%
Homelessness	File & PolkMIS Agree	16	16	100%
Jail	File and PolkMIS Agree	16	16	100%
Negative Disenrollment	File & PolkMIS Agree	16	16	100%
ER Visits	File and PolkMIS Agree	16	16	100%
Psychiatric Hospitalizations	File and PolkMIS Agree	16	16	100%

APPENDIX F: OUTCOME CRITERIA

Community Housing: To meet the outcome, individuals must meet all four criteria: safe, affordable, accessible, and acceptable.

A living environment meets safety expectations if all of the following are met [or if an intervention is addressed in the individual's plan/action to resolve the situation has been taken]: (a) the living environment is free of any kind of abuse (emotional, physical, verbal, sexual, and domestic violence) and neglect, (b) the living environment has safety equipment (smoke detectors or fire extinguishers), (c) the living environment is kept free of health risks, (d) there is no evidence of illegal activity (selling/using drugs, prostitution) in the individual's own apartment or living environment, and (e) the individual knows what to do in case of an emergency (fire, illness, injury, severe weather) [or has 24-hour support/equivalent]. All living situations with abuse are considered unsafe, even if a plan is in place.

A living environment meets affordability expectations if no more than 40% of the individual's income is spent on housing (i.e., cost of rent and utilities), or if they receive a rent subsidy. PCHS has set this criterion at 40% of income to be consistent with the U.S. Department of Housing and Urban Development's Housing Choice Voucher Program (Section 8) requirements. Income sources include Employment Wages, Public Assistance, Social Security, SSI, SSDI, VA Benefits, Railroad Pension, Child Support, and Dividends. Starting FY16, the Affordability criteria for Community Living was broadened to allow for participants to pay more than 40% of their income to rent and utilities provided that (1) the individual is on the Section 8 waiting list and is aware that they will either need to move or will not be eligible for Polk County Rent Subsidy should they be offered Section 8 and (2) the individual is able to pay bills to ensure their basic needs are met.

A living environment meets accessibility expectations [or has 24-hour equivalent] if the living environment allows for freedom of movement, supports communication (i.e. TDD if needed), and supports community involvement (i.e. being able to reach job and frequently accessed community locations without use of paratransit or cabs).

A living environment meets acceptability expectations if the individual (rather than guardian) chooses where to live and with whom. There may be a number of parameters (i.e. past decisions, earned income) which may limit individuals' choices, but the environment should be acceptable at the point in time when choices are presented. Individuals with guardians should participate and give input into their living environment to the greatest extent possible.

Homelessness: The outcome is measured by the average number of nights spent in a homeless shelter or on the street per individual per year. For the purposes of this outcome, transitional shelters are not considered a shelter. A transitional shelter is a program and/or residence in a shelter where the individual pays toward rent and/or is developing skills to acquire housing.

Involvement in the Criminal Justice System: The measure for this outcome is the average number of jail days utilized per person per year. Jail days are measured by the number of nights spent in jail. Jail time assigned for offenses committed prior to enrollment in the program is not included in the calculations.

Employment Outcomes: Employment– Working Toward Self-Sufficiency is measured as the percentage of employable individuals working 20 hours or more per week and earning the minimum wage or greater during the four specified reporting weeks. Engagement Toward Employment is measured as the percentage of employable individuals working at least 5 hours per week and earning the minimum wage

or greater during the specified reporting weeks. The employment outcomes do not apply to individuals between 18 and 64 who have been assessed a level of support of 5 or 6, involved in an ongoing recognized training program (secondary school, GED, or post-secondary school), or individuals 65 or older who choose not to work (i.e., are retired).

Because employment may vary during the year, the employment outcome is assessed during four specific weeks of the year. The final outcome is the average of participants who were working toward self-sufficiency or engaged toward employment during these four reporting weeks.

Education: The outcome is measured by the percentage of employable individuals involved in training or education during the fiscal year. A recognized training program is a program that requires multiple (3 or more) classes in one area to receive a certificate to secure, maintain, or advance the individual's employment opportunities.

Participant Satisfaction: Participant satisfaction is based on interviews by the independent evaluator of fifteen program participants from each agency. The interviewer asks program participants questions regarding access, empowerment, and service satisfaction. Participants are asked eleven questions concerning their satisfaction with their caseworker, agency program and services. A point is awarded for each question for which the participant reports being satisfied (i.e., agrees with the question). Occasionally, people chose not to respond to all questions. A program's score is based on the percentage of points achieved out of the total possible points for the program given the number of responses.

Family and Concerned Other Satisfaction: Family/concerned others' satisfaction is based on interviews by the independent evaluator of family members of fifteen program participants from each agency's program. The interviewer asks questions regarding access, empowerment, and service satisfaction. Family members are asked ten questions. A point is awarded for each question for which the family member reports being satisfied (i.e., agrees with the question). Occasionally, family members choose not to respond to all questions. A program's score is based on the percentage of points achieved out of the total possible points for the program. Similar to participant satisfaction, PCHS's expectation is service excellence. They expect that the vast majority of family members will rate their agency's program services in the highest category.

Access to Somatic Care: This outcome is measured as the percentage of individuals having documentation supporting involvement with a physician. Someone is linked to somatic care if the person has had an annual physical, if any issues identified in the physical exam needing follow-up are treated, if ongoing or routine care is required, or if the individual sees a doctor for a physical illness. The independent evaluator also discussed somatic care with participants and family members during interviews.

Community Inclusion: The outcome is measured as the percent of participants who exhibit ongoing involvement in community inclusion activities. Ongoing involvement is defined by involvement in any one category area three times. The categories are spiritual, civic (local politics & volunteerism), and cultural (community events, clubs, and classes). An activity meets the definition if it is community-based and not sponsored by a provider agency, person-directed, and integrated. Individuals can participate in activities by themselves, with friends, support staff persons, or with natural supports. Activities sponsored by or connected with an agency serving people with disabilities and everyday life activities do not count toward activities for the purposes of this outcome area. The evaluator will also verify community activities through file reviews.

Negative Disenrollment: This outcome is measured by the percentage of individuals who were negatively disenrolled. Disenrollment is the termination of services due to an individual leaving the

program either on a voluntary or involuntary discharge. Negative disenrollments occur when an individual refuses to participate, is displeased with services, is discharged to prison for greater than 6 months, or when the agency initiates discharge. Neutral disenrollments occur when the individual no longer needs services or is no longer eligible, leaves Polk County, dies, has a change in level of care, or is incarcerated due to activity prior to enrollment.

Psychiatric Hospitalizations: This outcome is measured as the average number of nights spent in a psychiatric hospital per individual per year. If an individual is hospitalized under an 812, then the days spent at Cherokee or Oakdale are counted as jail days; however, if the individual is hospitalized as a 229, then those days are counted as psychiatric bed days.

Emergency Room Visits for Psychiatric Care: The outcome is measured as the average number of emergency room visits per individual per year. Emergency room visits are measured as the number of times the individual goes to the emergency room for psychiatric reasons, is observed, and returned home without being admitted.

Quality of Life: The Quality of Life outcome is based on participant interviews. To assess satisfaction with quality of life, the independent evaluator asks participants to rate their satisfaction in the areas of housing, employment, education, family relationships, and recreation and leisure activities. Individuals are asked seven questions. A point is awarded for each question for which the individual reports being satisfied (i.e., agrees with the question). Occasionally, individuals chose not to respond to all questions. A program's score is based on the percentage of points achieved out of the total possible points for the program.

APPENDIX G: REFERENCES

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