

Polk County Mental Health & Disability Services Region
**2022 Integrated Health and Service
Coordination**
Outcomes Evaluation

IOWA | LAW

LAW, HEALTH POLICY & DISABILITY CENTER

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Appendix A: Agency Level Summaries

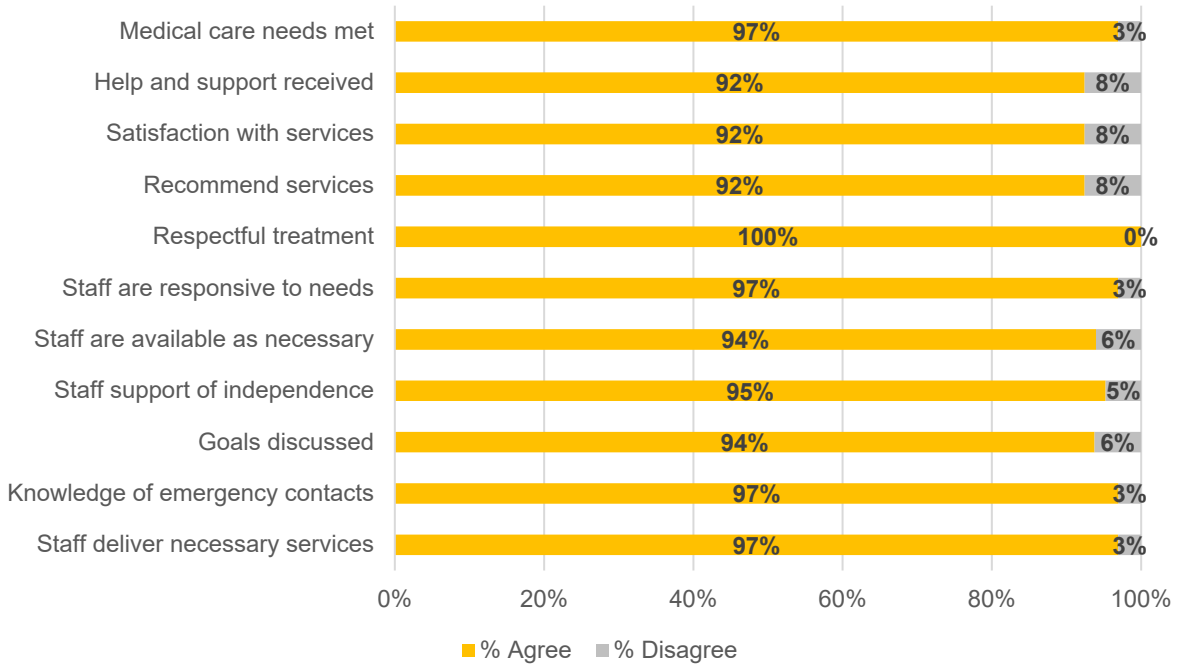
Broadlawns

Table 1. Broadlawns Performance by Outcome 2020-2022

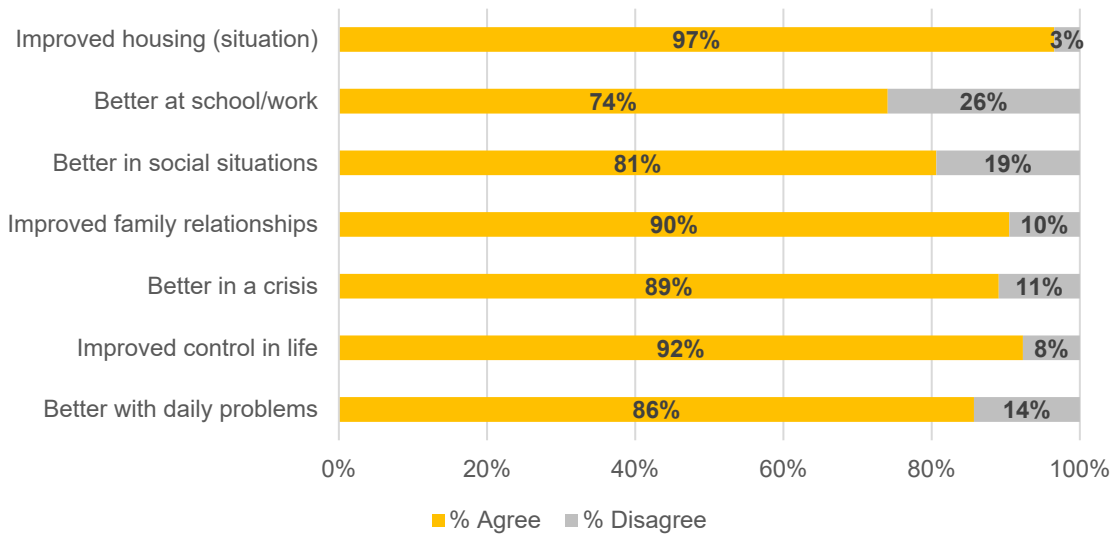
	2020		2021		2022	
	Performance	Score	Performance	Score	Performance	Score
Housing	99%	4	99%	4	99%	4
Engaged Toward Employment	36%	3	41%	4	20%	3
Working Toward Self-Sufficiency	14%	2	19%	3	10%	1
Education	43%	4	31%	3	35%	3
Access to Somatic Care	93%	2	94%	2	92%	2
Community Inclusion	75%	2	48%	1	54%	1
Participant Empowerment	68%	1	60%	1	86%	2
Negative Disenrollment	0.00%	4	0.00%	4	0.45%	4
Hospital Bed Days	1.97	4	1.97	4	3.15	3
Emergency Room Visits	0.02	4	0.01	4	0.02	4
Involvement in the Criminal Justice System	2.16	3	1.46	3	1.00	3
Homelessness	0.5	3	0.41	3	0.88	3
Participant Satisfaction	96%	4	95%	4	95%	4
Quality of Life	91%	3	90%	3	88%	3
Family and Concerned Other Satisfaction	87%	2	83%	1	77%	1
Appropriate Disenrollments	5%	2	32%	4	12%	3
Administrative Outcomes	97%	4	100%	4	94%	3
Agency Overall Performance	75%	3	76%	3	73%	2

	Does Not Meet Minimum Expectations 1	Needs Improvement 2	Meets Expectations 3	Exceeds Expectations 4
Overall Performance	<63%	63%-74%	75%-87%	88%+

Broadlawns Participant Satisfaction Results by Item (N=66)



Broadlawns Quality of Life Results by Item (N=66)



Broadlawns Participant Comments (N=66)

Services Delivered Effectively

If I need help with paperwork, they help with that. They help take care of getting and finding new services. They always keep in touch with me every month to see if there is anything I need. They're there for me, and they do a lot more than other workers that I have had in the past. They work really hard getting back to me too.

They really listen and we work on the goals I want together. They talked about moving into [different housing] and I said, 'No, I want to help them but not live there'. And they listened.

I'm always able to call them whenever I need. I get a grocery voucher, my utilities paid, a taxi voucher. It's awesome.

Positive Relationships with Agency or Staff

I stay to myself really. I'm not from here and my family isn't here. I have built a family here with my support team. I know they are genuine, and don't share your information, and they want to know you. I get comfortable and I trust them. They know what I'm saying, and they've dealt with people who have my symptoms as well. I know they care, and it's not just a job for them.

[In response to whether participant would recommend services] If they could get [Staff Member], they'd be in good hands. They're a hard-working person, which is why I'm so impressed. If they don't have the answer, they'll go and find it for you.

If it were not for the services, I would be in a worse place than I am now. I wouldn't be able to get to appointments, to the food pantry, or access to resources in the community if not for them. That is life and death there. If I can't get to the doctor, or the food I need, I'm in despair.

Positive Impacts of Services

Oh, yes, I'm better at socializing and just meeting people. Just approaching people was hard. I was a very unsociable person before.

The [mental health symptoms] are much easier to control with the medication and their help. I'm able to think, and look at things, in a more positive way.

Yeah. I just feel better. I feel safer. I don't have parents, so before the program I was not safe. I couldn't fully support myself and I didn't have a foundation.

Concerns

[They help] once in a while. I have to call them. They don't call me, for the monthly check-in, you know? And, I mean, once in a while they reach out to me, but most of the time I have to reach

out to them. I don't know if it's because they have a full case load, or need more case managers.

No not really. I'm not happy with those services at all. I'm disabled, I don't get out of the house very much, and I'm not very happy.

Suggestions

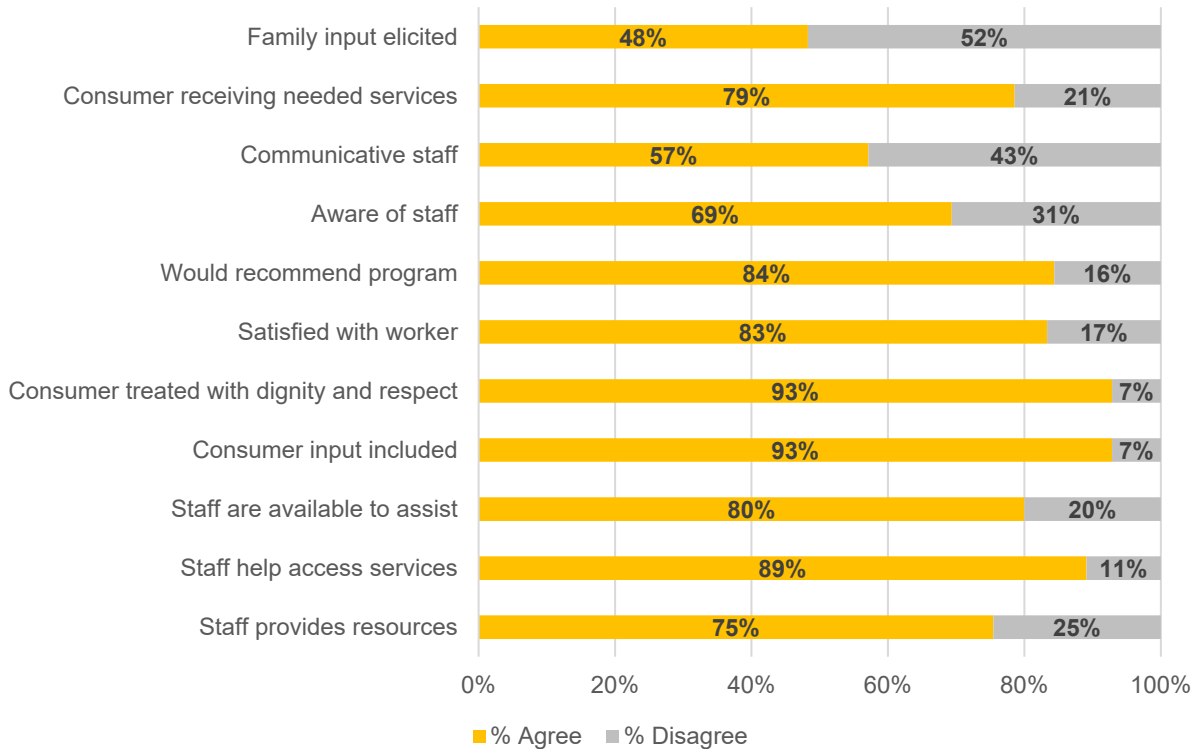
A little bit more time: instead of maybe two hours, do two-and-a-half hours.

I would say I would change a little more of their involvement. [I want them to be] actively communicating with me and not just when they need my signature.

They deserve a raise.

Be more upfront about what all services that are available and what I have access to. I have been here a few years and still don't quite know what's all available.

Broadlawns Concerned Other Satisfaction Results by Item (N=65)



Broadlawns Concerned Other Comments (N=65)

Services Delivered Effectively

They set up meetings with me. I can't tell you the frequency. It's like two or three times a year. And they'll set up a meeting if they think there's something important we need to talk about.

They contacted me a few times when they needed me. [Participant] is pretty good at handling that stuff. But if it gets to the point where they need something, they do contact [me].

If it's urgent, we have a phone call. Normally, we communicate at least once a week via email.

[Staff] responds quickly to [Participant's] calls. They listen nonjudgmentally. They respect [Participant's] opinion, and respond appropriately.

They're very good. We talk on the phone, text, and email each other, depending on the situation. We talk in a lot of different ways, and they're always [as] prompt as [previous staff] was. In the last two weeks, it's been quite a bit. Almost every other day, we've been talking or texting because there's a lot going on with [Participant]. But usually, it's every couple of weeks.

Positive Relationships with Agency or Staff

They're responsive. They go the extra mile to understand the complexity of [Participant's] situation, and the funding stream. They advocate for them.

Everybody who has worked with them down at Broadlawns has been awesome. They all listen to them and respect them.

They're always smiling. 'What do you need? What can I do for you?' They're never mean, never rude, and they kind of get after [Participant] and put pressure on them to take care of themselves, [but not in a disrespectful way].

They're such a fair-minded, compassionate, person who's really good at their job. They have chosen the right job because they're amazing at it.

I would tell them that they are incredibly sensitive to this population. They are well-informed. They have the facilities and the staff to work well with this population.

Positive Impacts of Services

There are so many. They've definitely helped [participant] be more independent, and [we] feel like we can have our own lives, as parents, and be less involved. We are still involved, but they've helped [participant] find other avenues to help them, and other resources in the community.

They sobered up. [Staff are] getting their health a little bit more in line. The drug use isn't there anymore for now. [They're away from bad people and bad influences in their life.]

Their life has improved because there's someone who truly does care about them. Their life has improved by compassion. Their life has improved because of all the services they're getting. [Staff] is truly informed.

They're getting more independent, and knowing that they can do stuff without having all adults do it. [Staff] emails me all the paperwork, and [without] me having to come down there, they help figure everything out.

They have someone to go to outside of their family if they need information or need advice. Having that free service allows them to be independent. They can go to the senior center by

themselves with the cab they provide. They can go to Walmart and get their meds with the cab they provide.

Concerns

It's unfortunate, but I remember over several months calling many, many, many times. Calling and not hearing back, and my concerns not being followed up. Since then, I've dropped it and I get the impression that it's not going to be met in the way that I'm hoping it would.

I'm not aware of none of that. Like I said, I don't even know who their case worker is. I don't have a clue.

[Participant] used to have workers who contacted them all the time and they talked about goals. We have talked about goals maybe twice since [Staff]. That's not moving forward. If you were to ask them today what their goals are, they would say they have none.

Totally changed, [but] not for the good. I don't know who to call, and who to see on my own to find out what's available, because I have no interaction with [Staff]. They said they have too much on their plate.

There is high turnover. And when they were having [Staff] take them around and find places to live, it was like they were getting nowhere.

Suggestions

I think I'd like to see them be a little more aggressive with the vocational training, schooling, things that would get people out of the house, off the couch, out of smoking areas. Get people into more activities.

We think that if they offered some sort of family counselling service, that would help.

I would be a lot more happier if they could offer more programs where they could offer them a budget to travel, like rideshare to places they need to go to daily, like the doctor or groceries.

We're not really sure what service [Participant] should be getting. We wish [they provided] some brochure or packet with all the services they should be getting.

[I would like to be contacted] either by text or phone, or even in-person would be okay. But text or phone would be best. At least once a month if there's something that's going on, like a review of their stuff, maybe every two weeks.

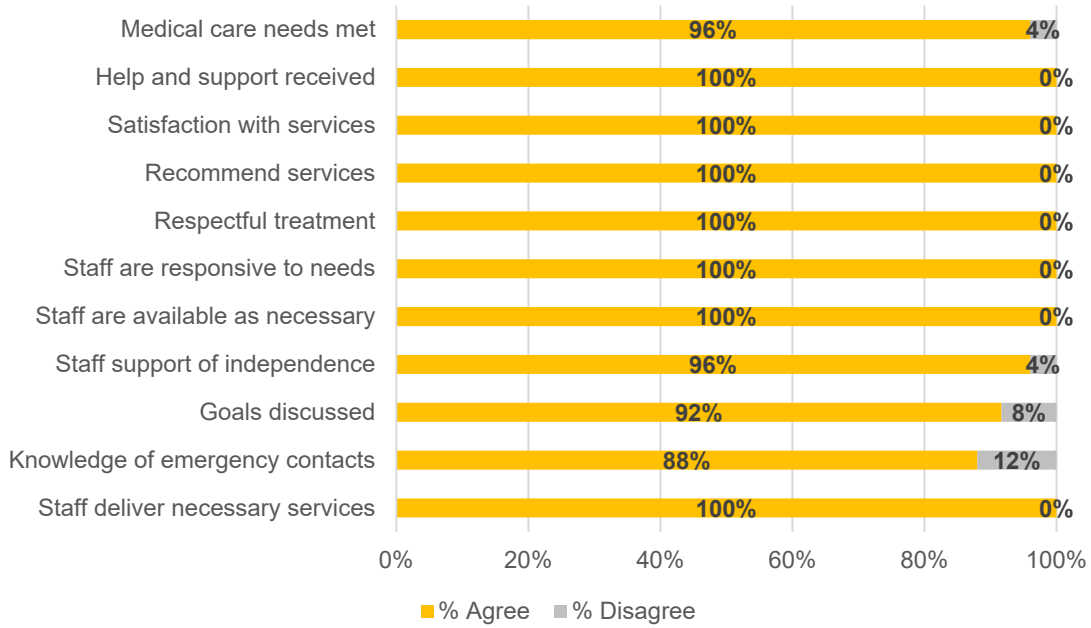
CSA

Table 2. CSA Performance by Outcome 2020-2022

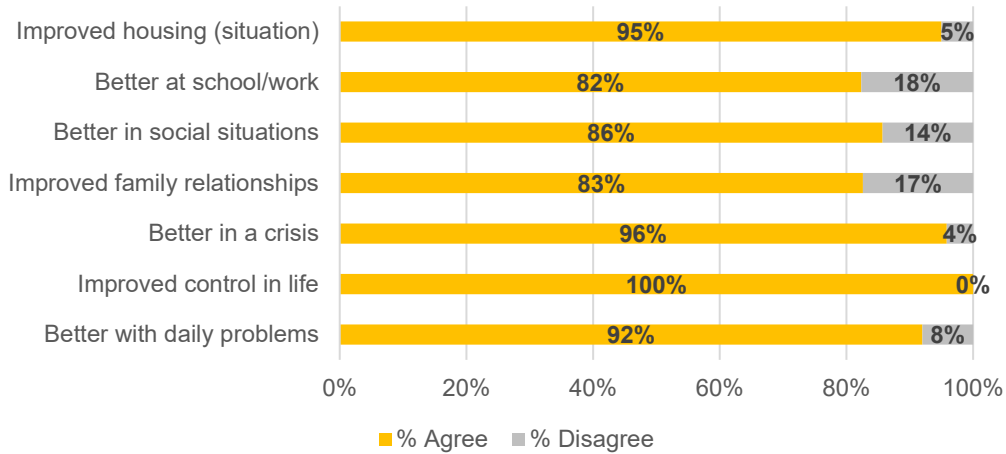
	2020		2021		2022	
	Performance	Score	Performance	Score	Performance	Score
Housing	92%	4	89%	3	91%	4
Engaged Toward Employment	53%	4	47%	4	28%	3
Working Toward Self-Sufficiency	34%	4	31%	3	21%	3
Education	25%	3	20%	3	26%	3
Access to Somatic Care	95%	3	88%	1	79%	1
Community Inclusion	71%	2	59%	1	59%	1
Participant Empowerment	100%	4	92%	3	90%	3
Negative Disenrollment	0.00%	4	0.00%	4	0.00%	4
Hospital Bed Days	1.61	4	0.97	4	1.23	4
Emergency Room Visits	0.08	3	0.1	3	0.06	3
Involvement in the Criminal Justice System	3.07	2	1.78	3	1.75	3
Homelessness	1.68	2	1.6	2	1.73	2
Participant Satisfaction	92%	3	97%	4	97%	4
Quality of Life	76%	1	90%	3	91%	3
Family and Concerned Other Satisfaction	89%	2	83%	1	87%	2
Appropriate Disenrollments	60%	4	11%	3	20%	3
Administrative Outcomes	99%	4	100%	4	97%	4
Agency Overall Performance	78%	3	72%	2	78%	3

	Does Not Meet Minimum Expectations 1	Needs Improvement 2	Meets Expectations 3	Exceeds Expectations 4
Overall Performance	<63%	63%-74%	75%-87%	88%+

CSA IHH-SC Participant Satisfaction Results by Item (N=25)



CSA IHH-SC Quality of Life Results by Item (N=25)



CSA IHH-SC Participant Comments (N=25)

Services Delivered Effectively

Well, they encourage me to get out and do things. They also ... send me stuff in the mail that tells me what's available in the community.

I feel like I can talk to them if I am going through a mental health crisis. I texted them once that I was having a crisis and they were able to call me and help me out.

A lot of my crises are mental health, so once I'm in a crisis they will help me get through it.

Positive Relationships with Agency or Staff

[Staff] has been taking me to [agency program] . They ask me every time if I want to go. They all understand my humor, and I can make my jokes with them, and they get it.

They make sure my needs are met. Just their positive attitude and cheerfulness.

None of them are anti-LGBTQ or bigots.

Positive Impacts of Services

I was homeless before the program and now I have supported living.

I know more things now. If someone does something that annoys me, or I feel upset about something in my head, I do better calming down in my head. I can deal with it on my own. When I'm mad, I take a deep breath and try not to explode and make it other people's problems. I have become more rational.

I feel like my mental health improves every time I see one of them.

Concerns

I left a message like two weeks ago and I haven't heard back from them.

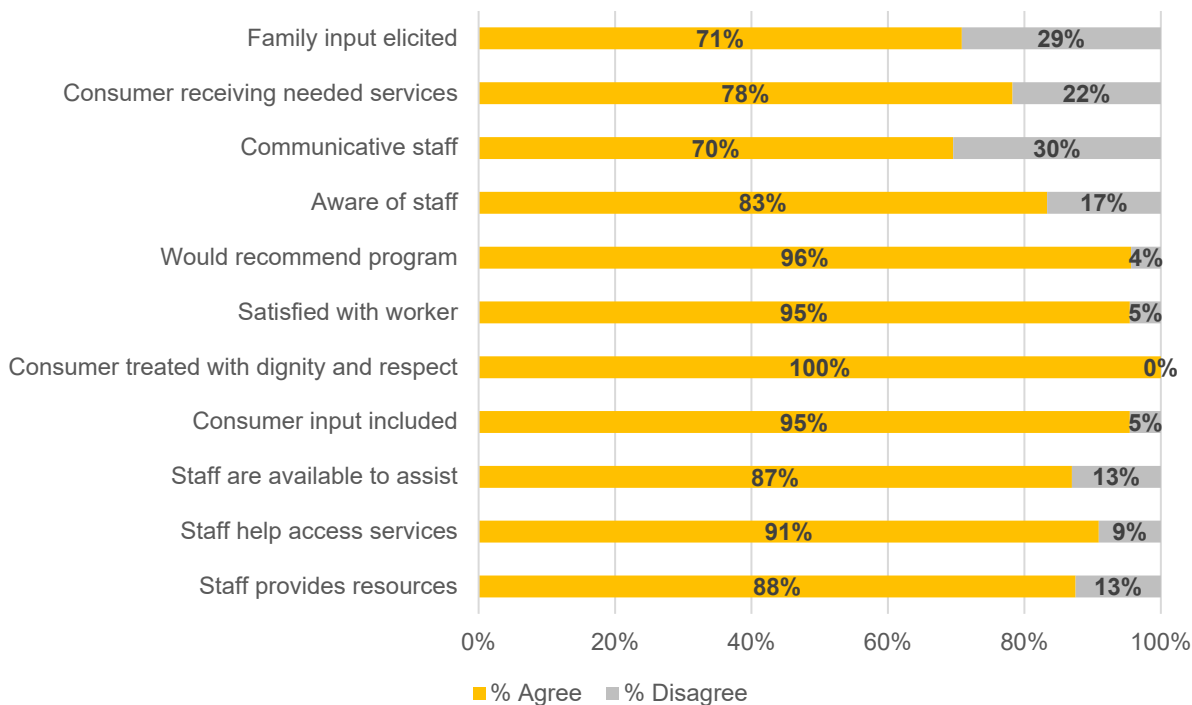
When I do have a crisis, they don't want to see me.

Suggestions

I would have [staff] come more often. And if they could keep the same [staff] throughout the program, that would be great.

I want the staff to come see me more instead of a phone call.

CSA IHH-SC Concerned Other Satisfaction Results by Item (N=25)



CSA IHH-SC Concerned Other Comments (N=25)

Services Delivered Effectively

We have a standing once a month call, and every three months [Staff] come see them in-person. We also are in contact through emails on an as-needed basis.

Yes, anytime I need anything I'll call them. And if they're busy they'll call right back. They're on it.

Every year they have a staffing where any of the service people communicate with [Participant]. They go and they ask [Participant] what are the things you would like to do this year? What are the things you would like to improve? What are you most confident about? Those kinds of questions.

Yeah, we're all in communication with each other and come up with plans when we need to put together their annual report. They have all of their goals and we're all on the same page with how that's going. They're on a reward system to motivate them to do things.

[Staff] has contacted me by email and by phone. I haven't had any problem reaching them either.

Positive Relationships with Agency or Staff

Yes. I think they treat them with respect by being responsive to their needs, calling them back, responding to their needs. When they're in my presence with [Participant], they're always polite and respectful.

Just in general they've been very supportive as far as making suggestions, different things [Participant] could do in the community. [Staff] has been real supportive with making suggestions of different things we could do. Like I said, when we had issues with their community support, [Staff] worked through that with us and see what we can do to improve that.

I feel like it's got good ties with the community and that the people got a genuine care for their clients.

They show dignity and respect with the staffing and making sure they get their input. [The Participant is] very explosive and every time I've ever seen [Staff] they always says, 'Hi, how are you?' And if [Participant] explodes and starts cussing at [Staff] they just ...are kind and are patient and work well with them.

Positive Impacts of Services

They've been able to get a place to live, food, and other things. I think they're doing okay now, much better than they were three years ago. They've got their own place now and everything.

It's amazing looking where he used to be and where he is now. It's a miracle.

It has helped them to build up self-confidence, build more camaraderie with other people.

It's changed in the fact that they've been more aware of what their needs are, and they know there are people out there that care about them. There have been times when things had to change, and [Staff] have changed it for them.

Concerns

I mean, there's been changing in the people [Participant] works with. It's been kind of hard dealing with 'who are the people?', 'who are we working with?', that kind of thing.

I actually asked for the copy to see it on paper. They see the treatment plan all set up, but no one looks at it the rest of the year. Make a game plan. You got to map it out.

No, they're not getting the services they need, because they're not available. They're absolutely deprived of the services they need.

I don't know who to even reach out to anymore.

I haven't spoke to [Staff] since they came to the meeting for the home. They should be in contact with me since I'm the parent.

Suggestions

Certain things you have to wait on or ask for. Sometimes you don't know what you need until you stumble on it. It's hard to get things you don't know to ask for, so maybe a list of services.

I would like to see that if they could be more involved with the housing piece. It may not be their job, but that piece of it

I think set times for check-in's, at least once a quarter, would be helpful.

I would like to see them offer more social interaction activities.

I haven't heard from CSA in years. I guess I would have to say [I would want communication] in writing, text messages, written mail you know goes through the post office, not email ...at least quarterly. At least four times a year it would be nice to know what's going on.

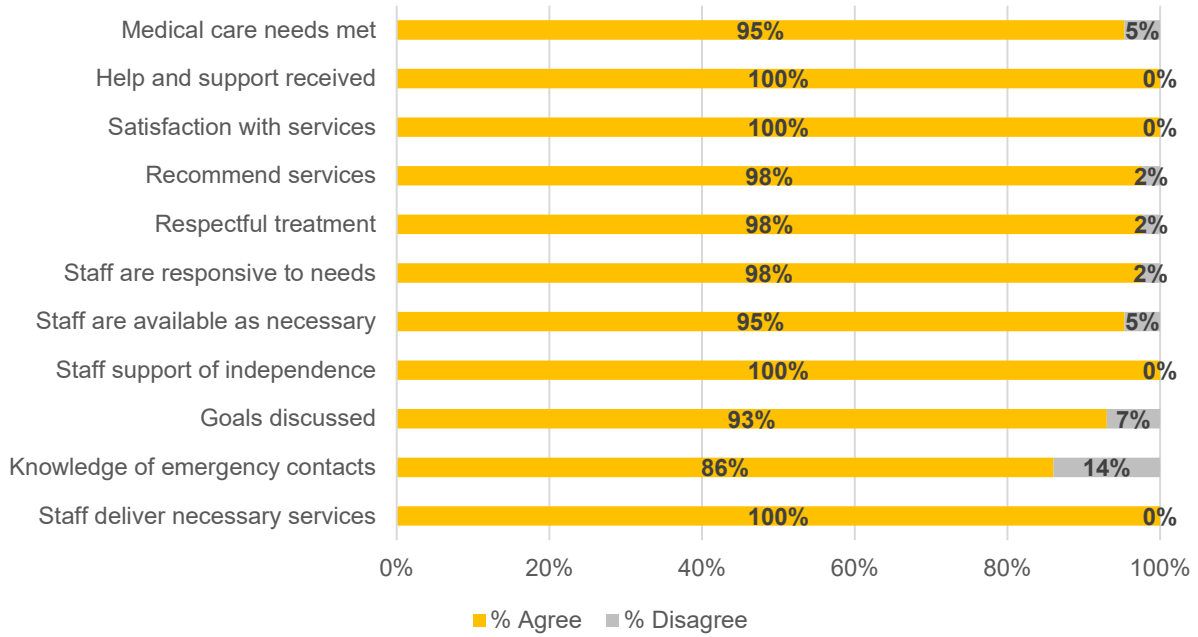
Eyerly Ball

Table 3. Performance by Outcome 2020-2022

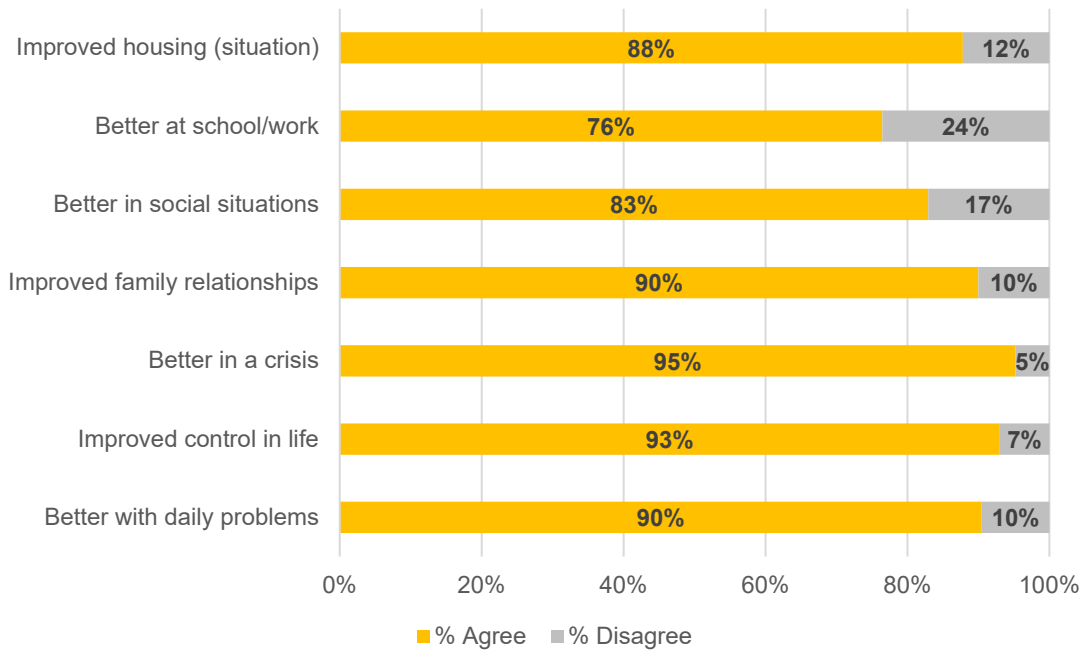
	2020		2021		2022	
	Performance	Score	Performance	Score	Performance	Score
Housing	87%	3	93%	4	97%	4
Engaged Toward Employment	24%	3	34%	3	21%	3
Working Toward Self-Sufficiency	11%	1	19%	3	12%	2
Education	9%	1	10%	2	9%	1
Access to Somatic Care	89%	1	92%	2	89%	1
Community Inclusion	63%	2	59%	1	55%	1
Participant Empowerment	88%	2	82%	1	74%	1
Negative Disenrollment	0.17%	4	0.00%	4	0.95%	4
Hospital Bed Days	2.12	3	0.59	4	1.21	4
Emergency Room Visits	0	4	0	4	0.01	4
Involvement in the Criminal Justice System	2.02	3	2.21	3	1.60	3
Homelessness	5.88	1	4.39	1	2.03	1
Participant Satisfaction	89%	2	95%	4	97%	4
Quality of Life	81%	2	87%	3	89%	3
Family and Concerned Other Satisfaction	88%	2	79%	1	81%	1
Appropriate Disenrollments	58%	4	16%	3	21%	4
Administrative Outcomes	100%	4	100%	4	95%	3
Agency Overall Performance	62%	1	69%	2	72%	2

	Does Not Meet Minimum Expectations 1	Needs Improvement 2	Meets Expectations 3	Exceeds Expectations 4
Overall Performance	<63%	63%-74%	75%-87%	88%+

Eyerly Ball IHH-SC Participant Satisfaction Results by Item (N=43)



Eyerly Ball IHH-SC Quality of Life Results by Item (N=43)



Eyerly Ball IHH Participant Comments

Services Delivered Effectively

[They're] trying to help me reach my goals and we talk about it. [Staff] came to my orientation for HAB [habilitation]. They have come to the house to do the yearly meeting.

Every year we revise my goals. And so they gave me a printout of everything we talked about in that meeting. They help me stay on course.

I know that when we've called them before with a question, even when they're not there and we leave a message, they'll get back to us within 24 to 48 hours.

They ask me monthly if there's any new goals or any that need to be removed. But most of them are goals that I have to continue, like they're ongoing goals. Like trying to learn how to be independent is an ongoing goal, but we can remove that when I'm feeling I'm independent enough.

Well, we do typically once a month, but I keep in contact with them. Like I'll call them or text them if I need something and they're really good at responding within a day. No, I think it's good how it's set up.

Yes, they are. They're always wondering if I'm wanting to work, or if I want to go out into the community and do things, so, yes.

I think we have a meeting once a quarter, but they get in touch with me more often than that.

Yes, they check in with me once a month. And then I think I see them in-person quarterly.

Yeah, I have their card and I've got their after-hours number. And I have [Staff's] cell phone number and their work number as well.

Positive Relationships with Agency or Staff

Staff calmed me down and assured me that everything would be okay and that I could call them anytime. That made me feel special and it confirmed that they are there for me. When [staff] has to [make] their other client wait for a little bit or send someone else over for that other client while they're dealing with me. They doesn't make that other person wait; they send someone else over while they're with me. [Staff] and [Staff] are fantastic. I love them both.

I would say it's a great program. It helps you become more independent, more stable from living on your own.

[Staff] comes to my meetings, even when they're not necessarily IHH meetings, they still come to support.

Yes, they do. They're very professional and they don't lecture me. They're very aware of the challenges of mental illness. They don't pretend to know what's best for me.

Yep absolutely. I couldn't ask for a better team of staff. I have the best of the best. They work well together and independently.

I have no complaints at all. They have been excellent. A rating 1 to 10, I would give them an 11.

Yes, I would. I've actually referred a friend of mine to them a couple years ago. They were having problems with their doctor and getting transportation to their doctor and couldn't meet their appointments and was having problems communicating with their doctors. I told them that they needed to get into Eyerly Ball and get a worker to come to appointments with them. I don't

know if they did it or not, but I know when I first started with Eyerly Ball, they helped me out with transportation and doctor's appointments, and that's why I recommended that friend to Eyerly Ball.

[Staff] comes over and they check to see if everything is going okay with me.

Basically, my needs at that time would've been anything to do with helping me fill out paperwork, dealing with my Section 8 housing, and I think I was with my previous worker at the time [Staff]. [Staff] has been excellent so far as well. Helping me deal with paperwork issues, helping me fill out assistance papers and stuff like that.

Positive Impacts of Services

Yeah, that's what [Staff's] for. One of my goals was I was afraid to leave my apartment because of anxiety problems, you know. I have problems sometimes around a crowd of people. I'm getting better at it. I just have to talk myself down, say it's okay, say there's not really that many people.

I would say Eyerly Ball has helped me to gain some independence to where I've got some classes that are helping me learn coping skills and take my medicine.

I'm not flying off the handle as much, so I'm better able to cope with my anger when I get frustrated.

Well, I'm not a hermit anymore, so I don't hide in my house. I used to only wear pajamas out and I don't do that. I go to appointments now. And most of this is because Eyerly Ball got me into a [supported community living] program.

They got me hooked up with housing and that took a burden off of me. They also helped with part of my Social Security hearing and getting there, the disability hearing. The coordination with all the other health agencies I work with has been wonderful.

My mental health. They're not so stressed out about everything because I have someone to talk to.

When I entered the program, I was at an apartment at a homeless shelter, and now I've got a regular apartment. So, you could say it's improved somewhat, yes.

They went out of their way to make sure I had a roof over my head. Without them I'd be in a homeless shelter.

I've been getting along with my family pretty well. Yeah, I would say it's better. Yes.

Concerns

[Staff] doesn't call me when they change their time for the appointment or if they're going to show up or not. They don't understand that I don't read minds.

It's made no difference. I don't think this program is set up to help me. It's more to get information for the state. That's what social workers do. They get information for the state. That's their job. I mean that's what they're required to do.

I would have to say no, because you can't hardly ever get ahold of them. It's really hard to get ahold of them and by the time I do I already have a hab [habilitation] worker at my house.

[The participant said that they mostly use their IHH services to make sure they can stay on Section 8 and to keep their Hab habilitation] services. When they need something, they go to their Hab habilitation] services first.]

No, I don't have emergency numbers.

Suggestions

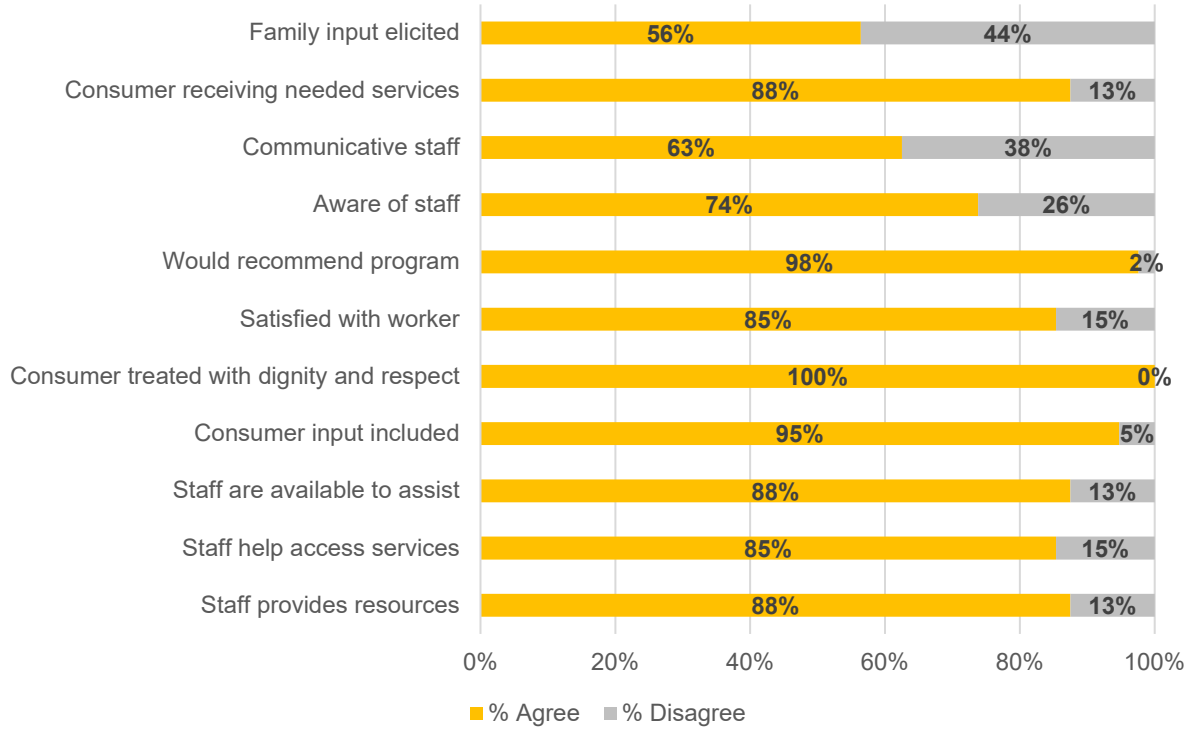
They would let you know if they were leaving or if they had a job change and that they wouldn't just take off.

There's always an issue with funding when it comes to mental health in America. I think Eyerly Ball could use more funding to get more programs. They're pretty solid and they do their job well.

I actually have no clue. Maybe they could check in more frequently, instead of once a month, maybe twice a month.

Again, staffing levels. If I could change that, I would give more staff.

Eyerly Ball IHH-SC Concerned Other Satisfaction by Item (N=43)



Eyerly Ball IHH-SC Concerned Other Comments (N=43)

Services Delivered Effectively

They really focus on making sure that we are on-point with the appointments. [They] reminded them to make sure they go to their doctor appointments. They assist them in any way they can. They get, like, a voucher. Sometimes, the food stamp money helps. If they needed transportation, they get them a bus to pick them up.

I think it's mainly just kind of follow up, and basic activities of daily living. Being responsible, managing money, staying up to date on prescription refills, keeping up with programs, going to psychiatrist appointments.

I believe so. I believe their insurance is also involved, so yeah, I think they have enough services.

Positive Relationships with Agency or Staff

They love their work. That's their number one priority. We get along with the staff, and [there's] open communication, I guess not much more I can say.

They listen to them and encourage them. They don't force them into anything they're uncomfortable with. They'll encourage them to try things, but not force them.

I think they are working towards that. [Staff] has a good handle on it, and their goals have been great to establish that. I think Eyerly Ball is doing what they can to help us, and I feel like they have our back. I don't know what I would do without [staff]. We really depend on [staff] because we live [far] away from them. I think they have a direction they are headed, and I would love to see where they are at in a year from now.

Positive Impacts of Services

It's been remarkable. It's improved their life so much. They function at a higher level. They get out and make their appointments where before they would not do that. They make complex appointments, and phone calls, which they would not make before, such as insurance, which can be very complicated. They do that where they wouldn't do that before. Yeah, it's been really beneficial.

They live independently. They work. They weren't able to hold down a job before. They've had the same job for [many]years and work in [employment field]. They have a steady [significant other]. They've made really strong leaps and bounds.

Tremendously. I can't even tell you. It was affecting even ... it was so hard. If we hadn't gotten [participant] out of their living situation, they may not be here today. Their health has improved a lot. I sleep better at night knowing where they're living now. When you talk to them, you know

they're taking their meds now for their illness. Their illness is way better managed. They have improved so much.

Concerns

With the previous worker was able to take her to her mental health appointments and pick up prescriptions. That's all stopped with [staff]. It's all on me, and that's a problem because I have had several adverse health events and have issues driving.

Getting ahold of the actual Eyerly Ball office is very difficult.

No. I'm not satisfied, no. They try to talk to them. As far as they know, they don't even have a worker. If [staff] is their worker, they're not doing their job, because they have not even called to see if they want to do anything.

Suggestions

We'd like to see dollars increased. These [staff] don't get enough pay.

Appendix B. Interview Scripts

Participant Interview Script

Full Survey item (<i>Participant Satisfaction</i>)	Abbreviated Survey item
My (staff) helps me get the services I need	Staff deliver necessary services
I know who to call in an emergency	Knowledge of emergency contacts
My staff talks with me about the goals I want to work on	Goals discussed
My staff supports my efforts to become more independent	Staff support of independence
My staff are willing to see me as often as I need	Staff are available as necessary
When I need something, my staff are responsive to my needs	Staff are responsive to needs
The staff treat me with respect	Respectful treatment
If a friend were in need of similar help, I would recommend my program to him or her	Recommend services
I am satisfied with my [program] services	Satisfaction with services
I am getting the help and support that I need from [staff] and [agency]	Help and support received
Do you have medical care if you need it?	Medical care needs met
Full Survey item (<i>Quality of Life</i>)	Abbreviated Survey item
Since I entered the program, I deal more effectively with daily problems	Better with daily problems
Since I entered the program, I am better able to control my life	Improved control in life
Since I entered the program, I am better able to deal with a crisis	Better in a crisis
Since I entered the program, I am getting along better with my family	Improved family relationships
Since I entered the program, I do better in social situations	Better in social situations
Since I entered the program, I do better at school or work	Better at school/work
Since I entered the program, my housing situation has improved	Improved housing (situation)

Family and Concerned Other Interview Script

Full Survey item (<i>Concerned Others Satisfaction</i>)	Abbreviated Survey item
I am confident that our[program] staff provides me with resources about programs and services that are beneficial to my family member and family	Staff provides resources
Staff helped us in obtaining access to the services he/she needed	Staff Help Access Services
Staff are available to assist me when issues or concerns with services arise	Staff are available to assist
Consumer's input into the service plan was well-received and his/her ideas were included in the plan	Consumer input included
The staff where my family member receives services treats him/her with dignity and respect	Consumer treated with dignity and respect
I am satisfied with my family member's worker	Satisfied with worker
If I knew someone in need of similar help, I would recommend the program that works with my family member	Would recommend program
My family member and I know his or her staff	Aware of Staff
My family member's staff contacts me, when appropriate, so I feel informed	Communicative Staff
My family member is getting the services she or he needs	Consumer receiving needed services
Did consumer's staffing team ask you what services and support he/she needed to stay healthy and safe at home [and work]?	Family input elicited

Appendix C. Data Sources

Procedures: The following outlines procedures for the FY19 evaluation. Information was obtained from four sources:

1. Meetings with program directors and staff members
2. File reviews
3. Interviews with participants and family members
4. Analysis of data submitted to Polk Management Information System (Polk MIS)

Meetings

Phone consultations were conducted with each of the program directors in to review the file review results. Finally, exit interviews were held with PCHS and program staff in early August to review the complete report.

File Reviews

LHPDC randomly selected 15 program participant files from each agency for file review, for a total of 60 files reviewed. The File Review Form (Appendix D) was used to monitor documentation. The expectation is that reported results will be consistent with information in the file for PCMHDS 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 A.

Interviews – Participant and Concerned Others

Participants and Concerned Others were interviewed as part of the evaluation process. A target of fifteen participants and fifteen concerned others were interviewed from each IHH-SC program. 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, Family and Concerned Other Satisfaction** and **Quality of Life** outcome scores. Comments from the interviews are included in Appendix A. Although direct quotations are used, neither names of respondents nor staff members are included and gendered pronouns (e.g. he, she his, hers) of both respondents and staff members were replaced with they/ them to de-identify comments.

Outcome Data

The evaluators were provided with all the data that each of the programs submitted monthly to PCMHDS.

Appendix D. File Review Form

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

- Reviewer 1
- Reviewer 2
- Reviewer 3
- Reviewer 4
- Other

Q1.5. Member Identification

PolkMIS ID	<input style="width: 100%;" type="text"/>
Participant First Name	<input style="width: 100%;" type="text"/>
Participant Last Name	<input style="width: 100%;" type="text"/>
Alias	

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Date of Birth

Age

Date of Enrollment

Agency

Staff First Name

Staff Last Name

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"/>
Housing Status (write in event type(s)) <input type="text"/>	<input type="text"/>
Employment status (write in event type(s)) <input type="text"/>	<input type="text"/>
Education	<input type="text"/>
Somatic Care	<input type="text"/>
Community Inclusion	<input type="text"/>

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	Polk MIS Event List Date(s)
Homelessness	<input type="text"/>
Jail	<input type="text"/>
Negative Disenrollment	<input type="text"/>
Psychiatric Emergency Department	<input type="text"/>
Psychiatric Hospitalization	<input type="text"/>



Q2.2. PolkMIS events notes

Level of Functioning

Q3.1. Level of Functioning (LOCUS/ICAP/SIS)

	Date(s)		PolkMIS and document consistent?		Assessment		
	PolkMIS	LOF document	Yes	No	LOCUS	ICAP or SIS	Document missing
Most Recent Level of Functioning	<input type="text"/>	<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q3.2. LOF is 5 or 6?

- Yes
- No (1-4)

Q3.3. Level of Functioning notes

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Housing

Q4.1. Housing Checklist and PolkMIS Events

Additional housing events can include

- Change of address
- Change in CL criteria
- Housing checklist completion

PolkMIS Event type		Date		Checklist Meets Criteria	
		PolkMIS	Checklist	Yes	No
<input type="checkbox"/> Annual Documentation		<input type="text"/>	<input type="text"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/> Additional housing event 1		<input type="text"/>	<input type="text"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/> Additional housing event 2		<input type="text"/>	<input type="text"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/> Additional housing event 3		<input type="text"/>	<input type="text"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/> Additional housing event 4		<input type="text"/>	<input type="text"/>	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/> Additional housing event 5		<input type="text"/>	<input type="text"/>	<input type="radio"/>	<input type="radio"/>

Q4.2. Home visits

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Enrollment Date:

Home visit criteria: no more than 90 days lapse between home visits

	Addressed 4 times throughout year? Enter at least one date for each quarter				Not applicable	Hor
	~July-Sept	~Oct-Dec	~Jan-Mar	~Apr-June	Request not to visit at home	Total found
Home Visits phone and video call meet criteria	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>



Q4.3. All housing events agree and documented? If no, explain in notes

- Yes
- No

Q4.4. Housing notes (documentation source, address, relocation dates, checklist details, etc.)

Employment and Wage Reporting

Q5.1. Employment

Select all applicable employment statuses during the reporting period and write in dates of active status

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From PolkMIS:

Employed

-
- Employed (includes Competitive, Does not meet criteria, CWE for MEPD, Enclave, Self Employed, Supported Employment, Workshop)
- >=20'/wk & >=min wage
- 5'-19'/wk & >=min wage

Inactive employment

- Unemployed (includes Engaged, not engaged, education skills/training)
- Not in Labor Force (includes LOS 5/6, retired)

Q5.2. Does the participant's PolkMIS status indicate any type of Employment in the fall (10/18/20 - 10/31/20) or spring (4/16/21 - 4/30/21) reporting periods?

- Yes, fall reporting period
- Yes, spring reporting period
- No, neither reporting period

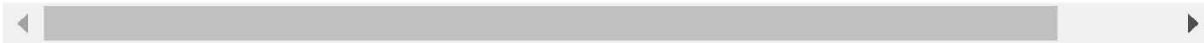
Q5.3. Hours worked and wages

	Hour and wage reporting			Source of wage reporting
	Hours worked (over 2 week time period)	Wage (per hour)	Date verified	
Fall Reporting Period (10/18/20 - 10/31/20)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="v"/>

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	Hour and wage reporting			Source of wage reporting
	Hours worked (over 2 week time period)	Wage (per hour)	Date verified	
Spring Reporting Period (4/16/21 - 4/30/21)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="▼"/>



Q5.4. Employment and Wage and Hour reporting comments

Examples:

Dates active in each employment status

Change in job

Documentation inconsistencies

Education

Q6.1.

Education

	Dates	Educational activity details

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	Dates		Educational activity details
	From PolkMIS	From file	Activities
	From PolkMIS	From file	Activities
Education	<input type="text"/>	<input type="text"/>	<input type="text"/>



Q6.2. Education notes

Participant Empowerment

Q7.1. Empowerment plan goals

	Goals and services	
	From empowerment plan(s), enter participant goals	From reviewer notes, enter services provided that are aligned with goals
Empowerment plan 1 goals	<input type="text"/>	<input type="text"/>
Empowerment plan 2 goals <i>(if provided and unique from empowerment plan 1 goals)</i>	<input type="text"/>	<input type="text"/>
Empowerment plan 3 goals <i>(if provided and unique from empowerment plan 1 and 2 goals)</i>	<input type="text"/>	<input type="text"/>

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Q7.2. Empowerment Discussion Quarterly Expectations

Enrollment Date:

	Addressed 4 times throughout year? Enter at least one date for each quarter				Empowerment discussions	
	~July-Sept	~Oct-Dec	~Jan-Mar	~Apr-Jun	Found	Expected
Employment or Education discussed	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Community Inclusion discussed	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Q7.3. Empowerment planning

	Yes	No
Individualized and measurable goals are in place (see Q7.1)		
<ul style="list-style-type: none"> Empowerment plans provided for entire reporting period (July-June) Empowerment plan meeting held during reporting period, date(s) <input type="text"/>	<input type="radio"/>	<input type="radio"/>
Documentation supporting consumer involvement in goal development		
<ul style="list-style-type: none"> Client signature included on each plan (or appropriate notation), provide date(s) <input type="text"/>	<input type="radio"/>	<input type="radio"/>
Empowerment discussions (employment, education, community inclusion) regularly held (Q7.2)	<input type="radio"/>	<input type="radio"/>
Documentation in the file reflecting services delivered (see Q7.1)		
<ul style="list-style-type: none"> Monthly contact maintained throughout evaluation period (Q11.1) 	<input type="radio"/>	<input type="radio"/>

Q7.4. Participant Empowerment score (Q7.3 total)

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Score achieved

Score expected

Q7.5. Participant Empowerment comments

Somatic Care

Q8.1. Somatic care

	Dates		Somatic care
	From PolkMIS	From file	Details, describe discrepancy if applicable
Somatic Care	<input type="text"/>	<input type="text"/>	<div style="border: 1px solid #ccc; height: 40px;"></div>

Q8.2. Somatic Care notes

Community Inclusion

Q9.1. Community Inclusion

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	Dates		CI details from file
	From PolkMIS	From file	Activities
Community Inclusion	<input type="text"/>	<input type="text"/>	<input type="text"/>

Q9.2. Community inclusion notes

Include any activities that were reported as community inclusion, but do not meet criteria

Adverse Experiences

Q10.1. Adverse experiences

	Event reported in Polk MIS?	Event documented in file?		Do PolkMIS events agree with file?	
	Date, if applicable	Yes	No	Yes	No
Homelessness	<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Jail	<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Negative Disenrollment	<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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	Event reported in Polk MIS?	Event documented in file?		Do PolkMIS events agree with file?	
	Date, if applicable	Yes	No	Yes	No
Psychiatric Emergency Room Visits (not admitted)	<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Psychiatric Hospitalizations	<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q10.2. Adverse Experiences notes

Routine Expectations

Q11.1. Routine contact

Enrollment date:

	Were services provided and documented?		
	Yes	No	NA
Monthly contact initiated by agency and documented?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dates of program enrollment consistent between PolkMIS and Agency?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Notes are original (not copied and pasted)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q11.2. Routine contact notes

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Reviewer Notes

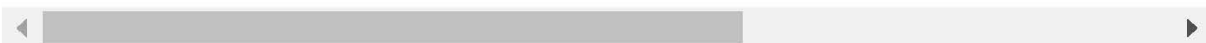
Q11.3. Did any of the following events happen during the reporting period?

	Yes	No
Participant moved to a new home (Housing)	<input type="radio"/>	<input type="radio"/>
Participant started a new job (Employment)	<input type="radio"/>	<input type="radio"/>
Participant was hospitalized (Adverse Experiences)	<input type="radio"/>	<input type="radio"/>

Q12.1. Post-move home visits (should occur twice a month for 2 months)

New housing checklist should be completed for new home, if not provided, list as discrepancy

	Date	Housing checklist completed		Month 1	
	Move date	Yes	No (discrepancy)	Visit 1 Date	Visit 2 Date
Change of Address - new address <input type="text"/>	<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>	<input type="text"/>
Change of Address 2 - new address <input type="text"/>	<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>	<input type="text"/>
Change of Address 3 - new address <input type="text"/>	<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>	<input type="text"/>
Change of Address 4 - new address <input type="text"/>	<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>	<input type="text"/>

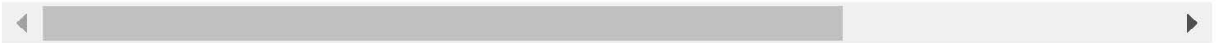


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Q13.1. New job site visits (should occur twice a month for 2 months)

	Date	Month 1		Month 2	
	New job date	Visit 1 Date	Visit 2 Date	Visit 3 Date	Vi
New job employer <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
New job employer 2 <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
New job employer 3 <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
New job employer 4 <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>



Q14.1. Post-hospitalization F2F visits (should occur weekly for one month)

	Date	Month 1			
	Hospitalization date	Week 1 Visit Date	Week 2 Visit Date	Week 3 Visit Date	W
Hospitalization notes <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Hospitalization notes 2 <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Hospitalization notes 3 <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Hospitalization notes 4 <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>



Q15.1. Finalize reviewer notes

Include details such as

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- **Date of contact**
- **Method of contact (include location if face-to-face)**
- **Notable events related to participant circumstances (e.g. transportation, health, housing, major relationships)**
 - **Safety Concerns**
 - **Substance Use**
 - **Housing issues, change in meeting checklist criteria**
 - **Change in Employment**
 - **Education**
 - **Goal planning, annual meeting**
 - **Relocation, moved, change households**
 - **Somatic care**
 - **ED visits**
 - **Hospitalization**
 - **Homelessness**
 - **Jail**
 - **Negative disenrollment**
 - **Transportation issues**
 - **Changes to health**
- **Include details such as dates, sources, context about notable events if applicable**

Examples of "other" notable events can be anything that affects a participant's treatment or progress, such as:

- **Relationship issues**
- **Trauma**
- **Medication mismanagement**
- **Unable to be located**
- **Change in program status (on hold status, disruptions in Medicaid eligibility)**
- **Notes about participant, but not direct contact (such as provider-to-provider communication, or MCO communication)**
-

Note discrepancies such as

- **Gaps in contact for longer than 30 days**

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- Repetitive notes (copied and pasted repeatedly)
- Notes do not match participant file
- Inconsistencies between PolkMIS documents and agency documents
- Mismatch between services and activities and participant goals (when goals are provided)
- Logical inconsistencies
- Date inconsistencies
- Missing documentation

Q15.2. Review notes from previous sections

Q15.3. Final status summary

- No discrepancies to report
- Potential discrepancies to discuss or clarify
- Discrepancies present - scores affected

Q15.4. Please provide all information from your file review needed to understand the context and nature of discrepancies found

Include dates of case notes and how the file is discrepant. For example, how notes and PolkMIS event don't match, lack of documentation supporting requirements, or how notes indicate requirements have not been met.

Start each new discrepancy with ** to keep separate