

Polk County Mental Health & Disability Services Region
**2023 Integrated Health and Service
Coordination**
Outcomes Evaluation



LAW, HEALTH POLICY & DISABILITY CENTER

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Coordination Services Evaluation Results Summary

This is a report on the findings of the independent evaluation of the Polk County Region Integrated Health Home and Service Coordination Programs from July 1, 2022, through June 30, 2023. The Coordination Services program consists of the three Integrated Health Home (IHH) and Service Coordination (SC) agencies, namely, Broadlawns Medical Center, Community Support Advocates (CSA), and Eyerly Ball.

In 2023, the IHH-SC System **Met Expectations** in **2 of 3** outcome areas. Figure 1 and Table 1 show each outcome area by performance.

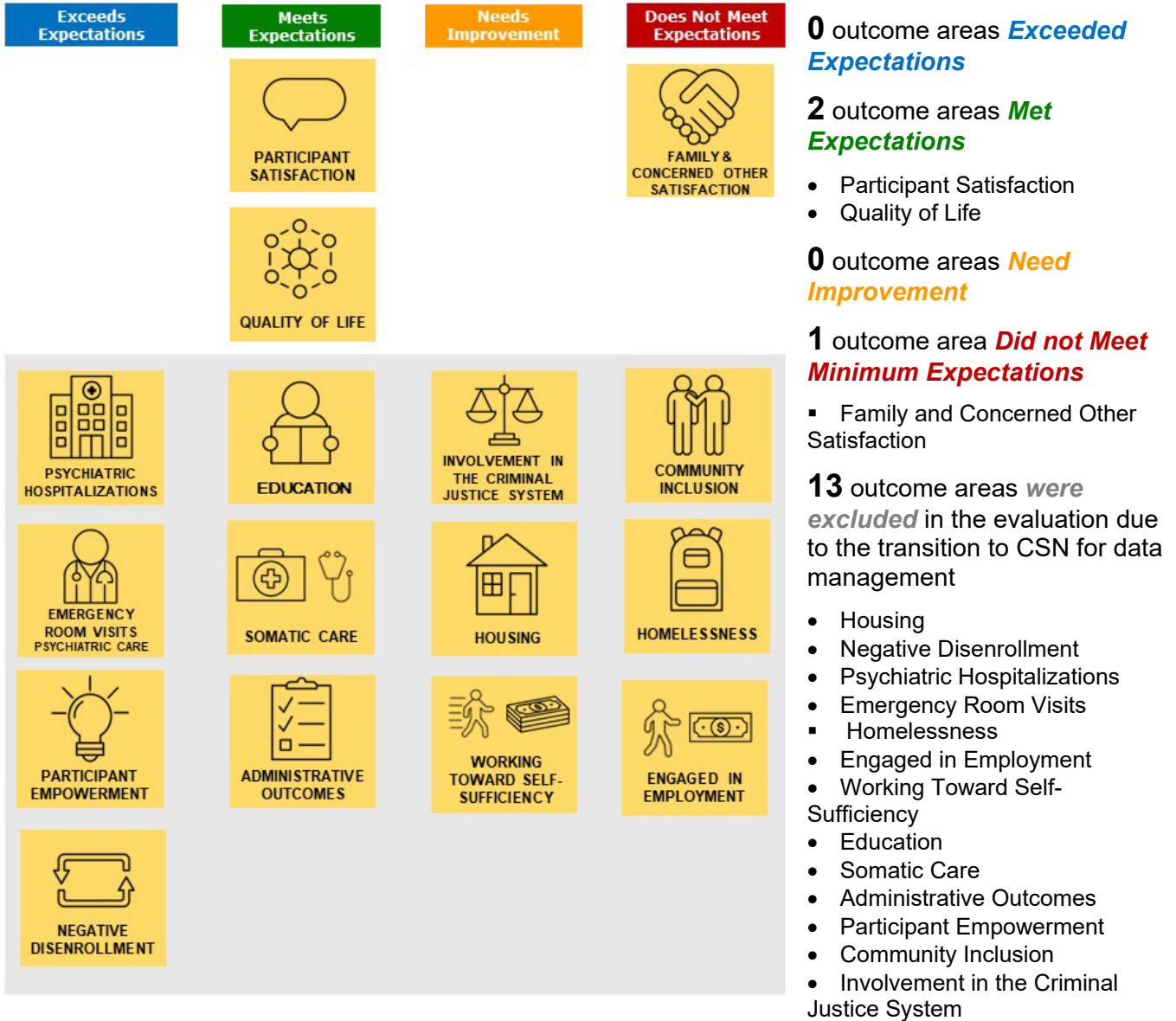
In this reporting period, outcome data is limited because of a transition in data management systems which track outcome reporting. Starting in July 2022, the state of Iowa required all Mental Health and Disability Service (MHDS) Regions to use the Community Services Network (CSN) data management system, hosted by the Iowa Association of Counties. In prior years, Polk County managed its own data system via PolkMIS. When PolkMIS was operational, Polk County providers entered outcome data for 16 areas. PolkMIS was discontinued in June 2022. Due to this transition, this report covers only 3 outcome areas, which are survey-based outcomes. Data reporting on all 16 outcome areas will resume for FY24. While CSN Outcome Reports are being edited for accuracy, the SC agencies have a spreadsheet to accurately reflect the services delivered. The FY24 Coordination Services Outcome Evaluation report will solely cover the Service Coordination program.

In 2023, the IHH-SC System scores were comprised of the three survey-based outcome areas. Of these three outcome areas, the IHH-SC system **Met Expectations** in *Participant Satisfaction* and *Participant Quality of Life*, and **Did not Meet Minimum Expectations** in *Family and Concerned Other Satisfaction*. Table 1 and Figure 1 show each outcome area by performance.

Table 1. Summary Table of IHH-SC Outcome Performance by Agency

	N (# of Participant respondents)	Participant Satisfaction		Participant Quality of Life		N (# of Concerned Other respondents)	Family and Concerned Other Satisfaction		Agency Overall	
		Performance	Score	Performance	Score		Performance	Score	Performance	Score
Broadlawns	64	93%	3	88%	3	64	81%	1	87%	3
CSA	20	97%	4	91%	3	20	89%	2	92%	4
Eyerly Ball	43	96%	4	93%	3	43	88%	2	92%	4
System Average	127 (total)	94%	3	90%	3	127 (total)	84%	1	89%	4

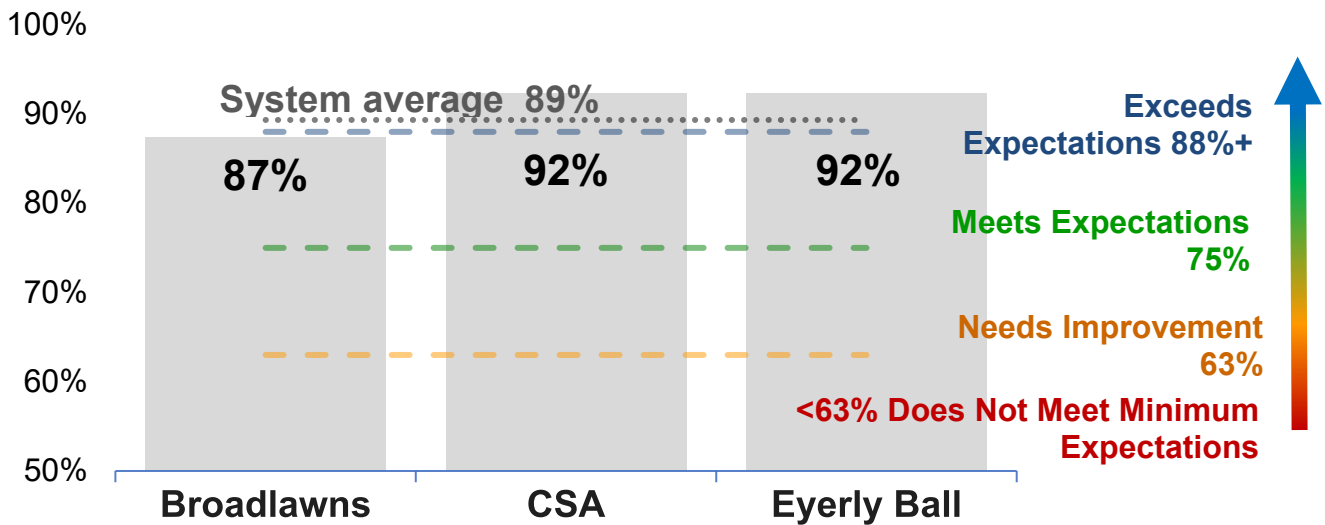
Figure 1. Outcome Areas by 2023 Performance IHH-SC System Averages



Three entities serve as Coordination Service Agencies (IHH-SC) to Polk County residents, namely Broadlawns, Community Support Advocates (CSA), and Eyerly Ball. The calculation for **Overall Performance** in 2023 was adjusted to compensate for missing outcome areas.

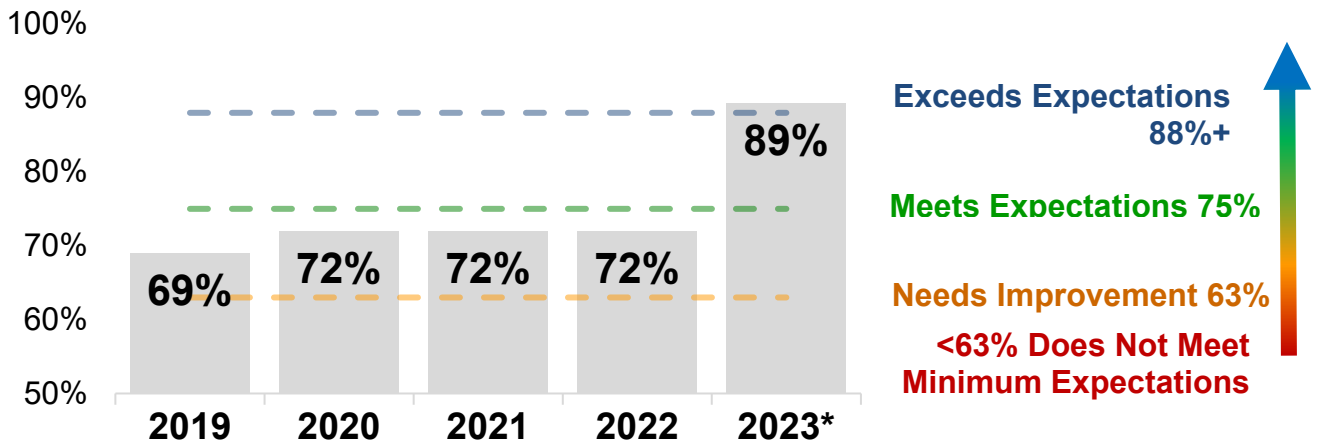
- Agencies varied in performance, with a range of 87%-92%.
- Two agencies received an **Exceeds Expectations** rating.
- One agency received a **Meets Expectations** rating.

Figure 2. 2023 Overall Performance by Agency



The Coordination Services Evaluation shows that the Coordination Services network **Exceeded Expectations** in 2023, with a system average of 89%. The calculation for **Overall Performance** in 2023 was adjusted to compensate for missing outcome areas.

Figure 3. IHH-SC System Performance 2019-2023¹



¹* Overall performance calculations in 2023 were adjusted to accommodate a data management transition

Coordination Services Outcomes

To evaluate agency performance, the Polk County MHDS Region typically uses 16 outcome areas to assess service delivery. In the 2022-2023 evaluation period, 13 outcome areas were *excluded* due to the Polk County MHDS Region transitioning from PolkMIS to CSN.² Additionally, with the transition to the CSN data system, the average number of participants was not measured, but will begin in FY24.

1. Quality Services

1. Participant Satisfaction
2. Quality Of Life
3. Family And Concerned Others Satisfaction

Each outcome area has thresholds established that determine four performance ratings and corresponding point values, namely *Exceeds Expectations* (4), *Meets Expectations* (3), *Needs Improvement* (2), and *Does Not Meet Minimum Expectations* (1).

	Participant Satisfaction	Quality of Life	Family and Concerned Other Satisfaction	Agency Overall
Exceeds Expectations	95%+	95%+	95%+	88%+
Meets Expectations	90% - 94%	85% - 94%	90% - 94%	75-87%
Needs Improvement	85% - 89%	80% - 84%	85% - 89%	63-74%
Does Not Meet Minimum Expectations	< 85%	< 80%	< 85%	<63%

Table 2. Average number of Participants by Agency 2023

Program	Avg. No. Participants			Typical Population per Program Directors
	FY21	FY22	FY23	
Broadlawns	806	659		Mental Illness
CSA	218	206		Mental Illness, Intellectual/ Developmental
Eyerly Ball	560	428		Mental Illness
IHH-SC System	1,584	1,293		

² Outcomes excluded in 2023: [Quality Services] Negative Disenrollment, Participant Empowerment, Administrative Outcomes; [Community Integration], Housing Engagement Toward Employment, Working Towards Self-Sufficiency, Education, Access To Somatic Care, Community Inclusion; [Healthy Days In The Community], Homelessness, Involvement In The Criminal Justice System , Psychiatric Hospitalizations, and Psychiatric Emergency Room Visits



PARTICIPANT SATISFACTION

Metric	The percentage of program participants who reported satisfaction with services, including questions in the areas of access to services, staff support, empowerment, impact of services, suggestions for improvement, and unmet needs
Intent	Program participants will report satisfaction ³ with the services that they receive. Program participants are the best judge of how services and supports are meeting their needs. Increasing literature finds that involving participants in the delivery or re-design of health care can lead to improved quality of life and enhanced quality and accountability of health services (Bombard et al., 2018).
Rationale	<p>When asked, many people who have struggled with brain health or addiction voice that the most important part of their recovery was finding a support plan that worked with them as an individual and not just as part of a system. Strengths-based programs that are person-centered allow individuals to work toward recovery at their own pace and utilize resources that will help them improve (NAMI). One key measure of service programs is satisfaction.</p> <ul style="list-style-type: none"> Assessing the perceptions of individuals is an essential part of evaluating and planning services and an important component of respect for self-direction and autonomy. (Copeland, Luckasson &Shauger 2014) Eliciting satisfaction from participants yields beneficial information for service providers. (Copeland, Luckasson &Shauger 2014) Clients have a wealth of information regarding the functioning of social service programs, and client satisfaction surveys provide the client perspective on those aspects of the service that are important to them. (Spiro, Dekel & Peled, 2009) Client satisfaction surveys empower clients by giving them a voice in the evaluation and, indirectly, in the management of services. (Spiro, Dekel & Peled, 2009)

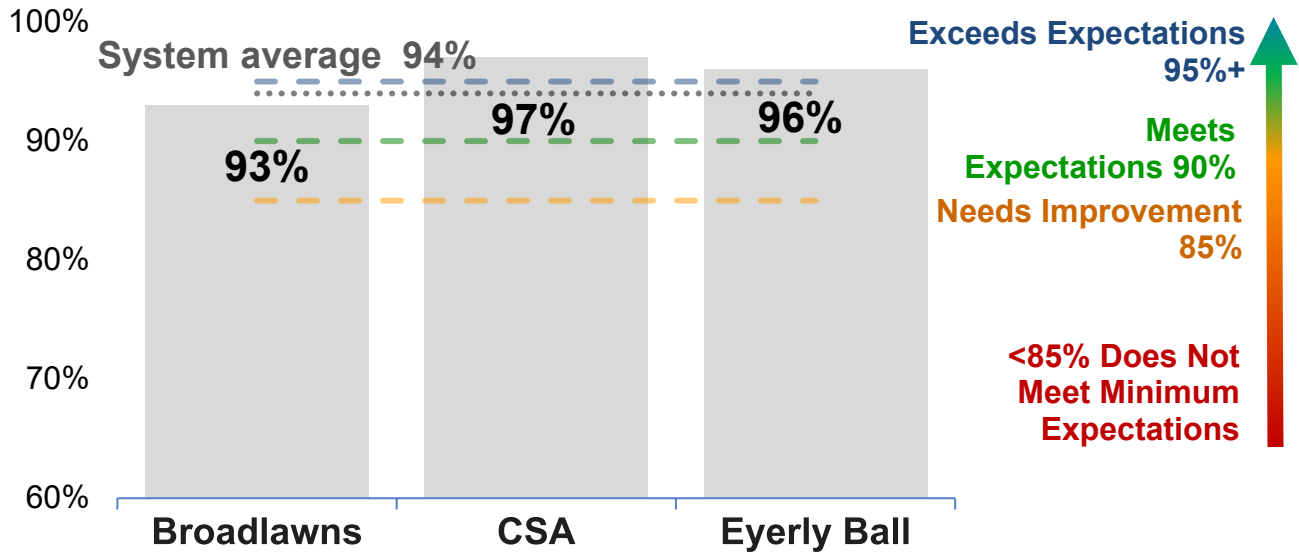
Performance Ratings	<p>Exceeds Expectations</p> <p>4</p> <p>95%+</p>	<p>Meets Expectations</p> <p>3</p> <p>90% - 94%</p>	<p>Needs Improvement</p> <p>2</p> <p>85% - 89%</p>	<p>Does Not Meet Minimum Expectations</p> <p>1</p> <p>< 85%</p>
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³ Satisfaction is determined by the independent evaluator interviewing a 10% sample of program participants. Via a survey asking program participants questions regarding access, empowerment, and service satisfaction.

For the **Participant Satisfaction** outcome, the system averaged an **Exceeds Expectations** rating of 96%.

- Agencies varied in performance, with a range of 93%-97%.
- One agency received a **Meets Expectations** rating.
- Two agencies received an **Exceeds Expectations** rating.

Figure 4. 2023 Participant Satisfaction by Agency



The overall system performance for the **Participant Satisfaction** outcome received a **Meets Expectations** rating with a score of 94%.

Figure 5. Participant Satisfaction 2019-2023 System Average

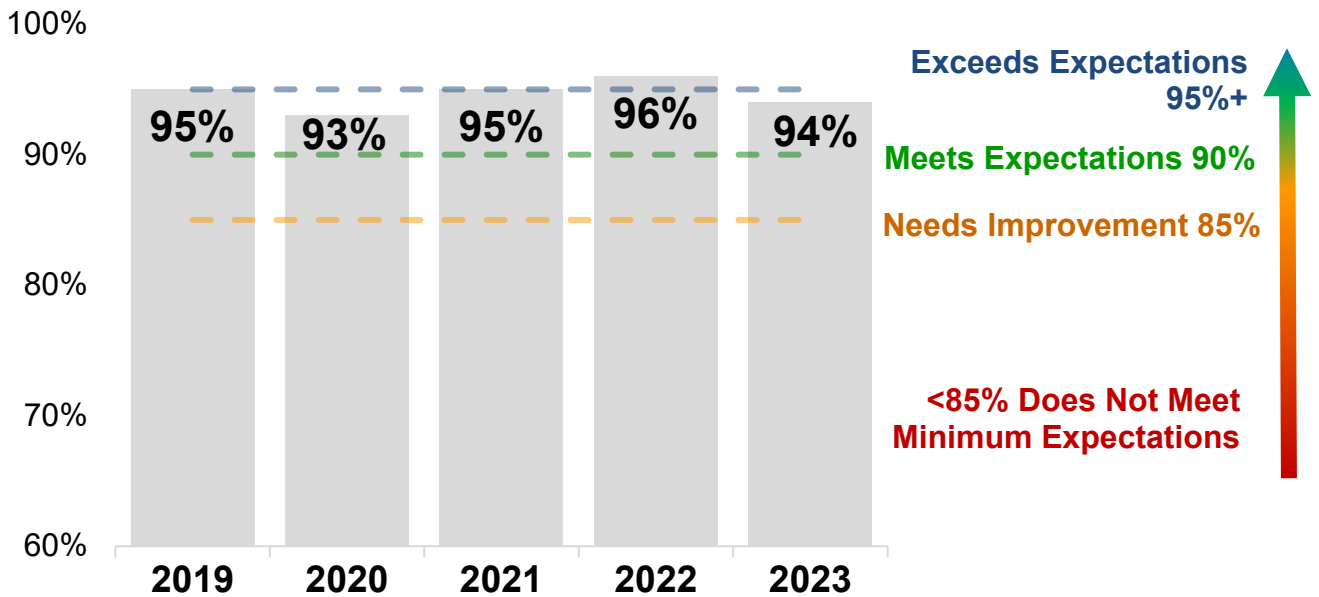
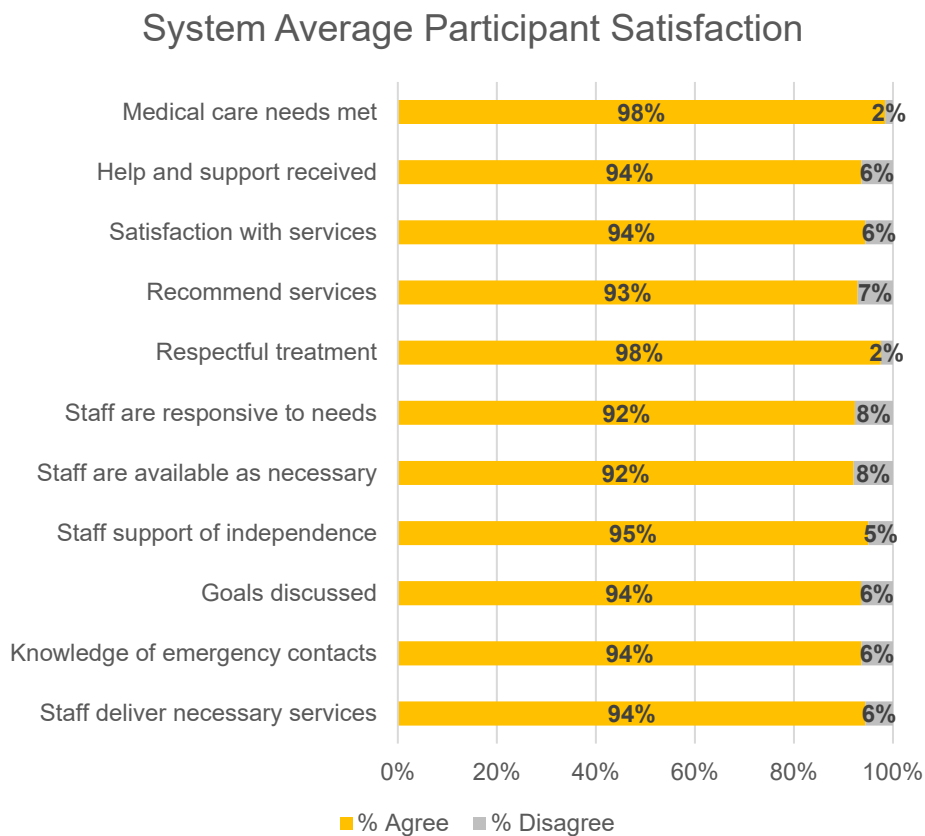


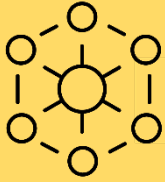
Figure 6 shows rates of agreement by item from the 2023 **Participant Satisfaction** outcome survey. Rates of satisfaction were high overall, and, within the network, participants were most likely to report that:

- They were *treated with respect* (98%).
- Their *medical care needs were met* (98%).
- *Staff supported their independence* (95%).
- They were *satisfied with services* (94%).

Figure 6. Participant Satisfaction System Average by item⁴



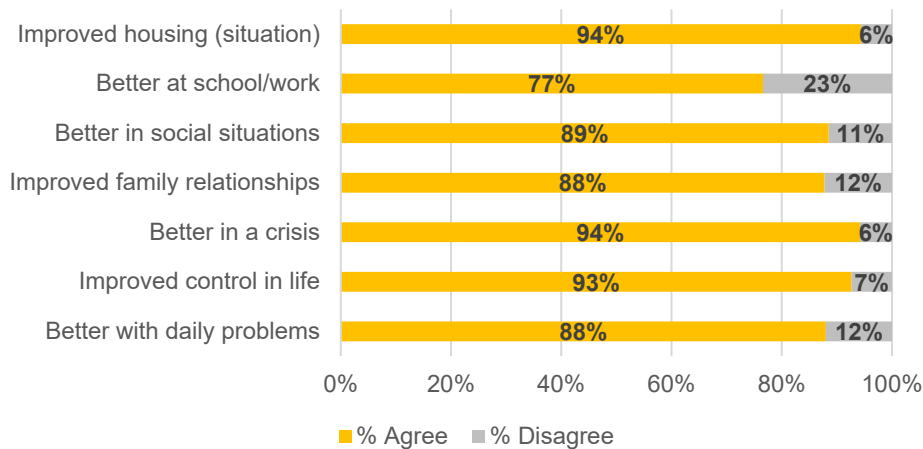
⁴ Full survey items listed in Appendix A



QUALITY OF LIFE

Metric	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. ⁵			
Intent	Increase participant satisfaction with housing, employment, education, and recreation/leisure activities.			
Performance Ratings	Exceeds Expectations 4 95%+	Meets Expectations 3 85% - 94%	Needs Improvement 2 80% - 84%	Does Not Meet Minimum Expectations 1 < 80%

Figure 7. Quality of Life System Average by Item 2023



⁵ Since I entered the program...

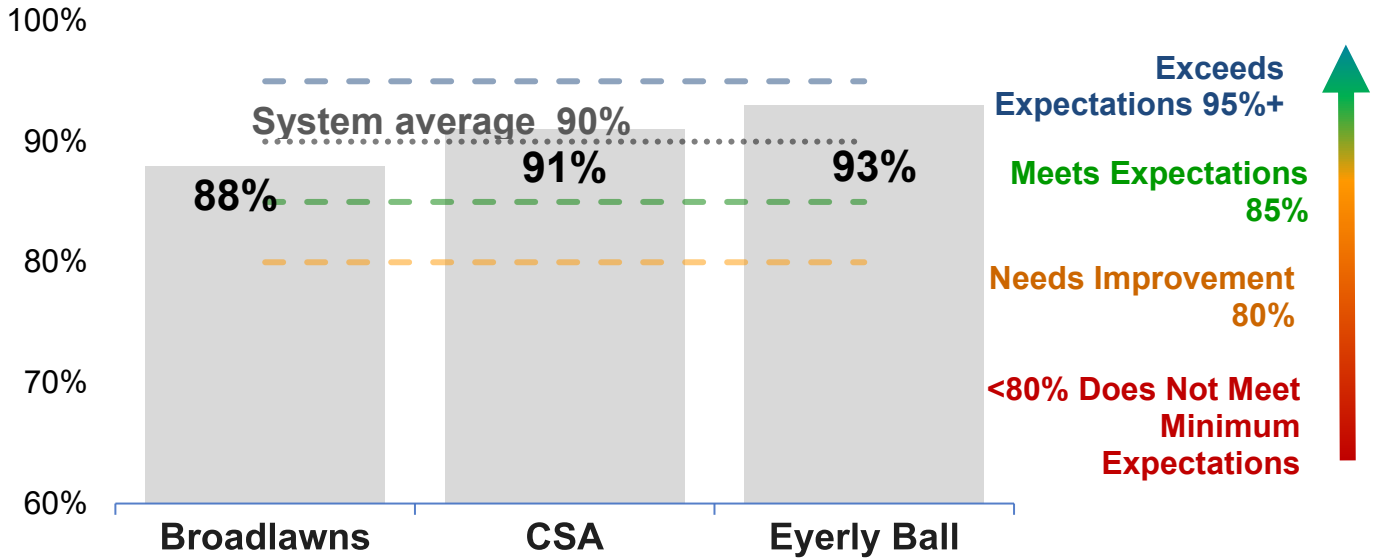
1. I deal more effectively with daily problems
2. I am better able to control my life
3. I am better able to deal with a crisis
4. I am getting along better with my family
5. I do better in social situations
6. I do better at school or work
7. My housing situation has improved

Participant **Quality of Life** measures received high ratings across items (Figure 7).

- 94% of participants agree that since entering the program, they are *better able to deal with crisis* and have *improved housing situations*.
- Participant agreement was lower for measures related to being *better at school/work* (77%), *improved family relationships* (88%), and *better with daily problems* (88%).

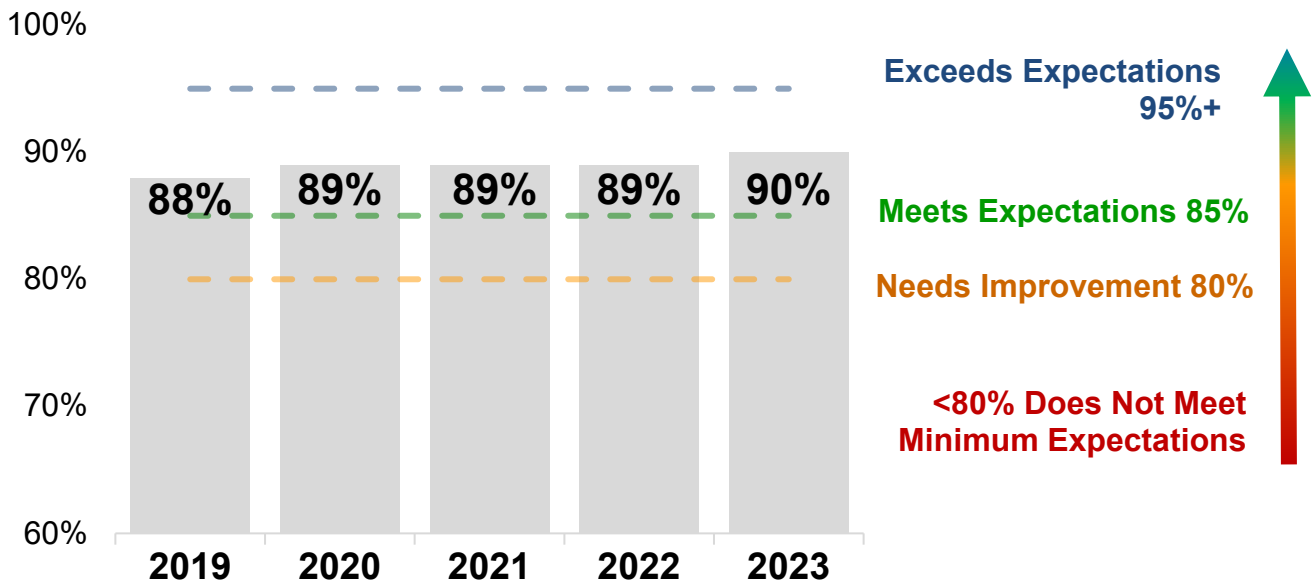
Across agencies, **Quality of Life** varied, ranging from 88%-93% agreement. All three agencies **Met Expectations**.

Figure 8. Quality of Life by Agency 2023



The **Quality of Life** outcome increased compared to the last three years, **Meeting Expectations** with a system average of 90% in 2023.

Figure 9. Quality of Life 2019-2023 System Average





FAMILY AND CONCERNED OTHERS SATISFACTION

Metric	Families/Concerned Others will report satisfaction with services.
Intent	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.

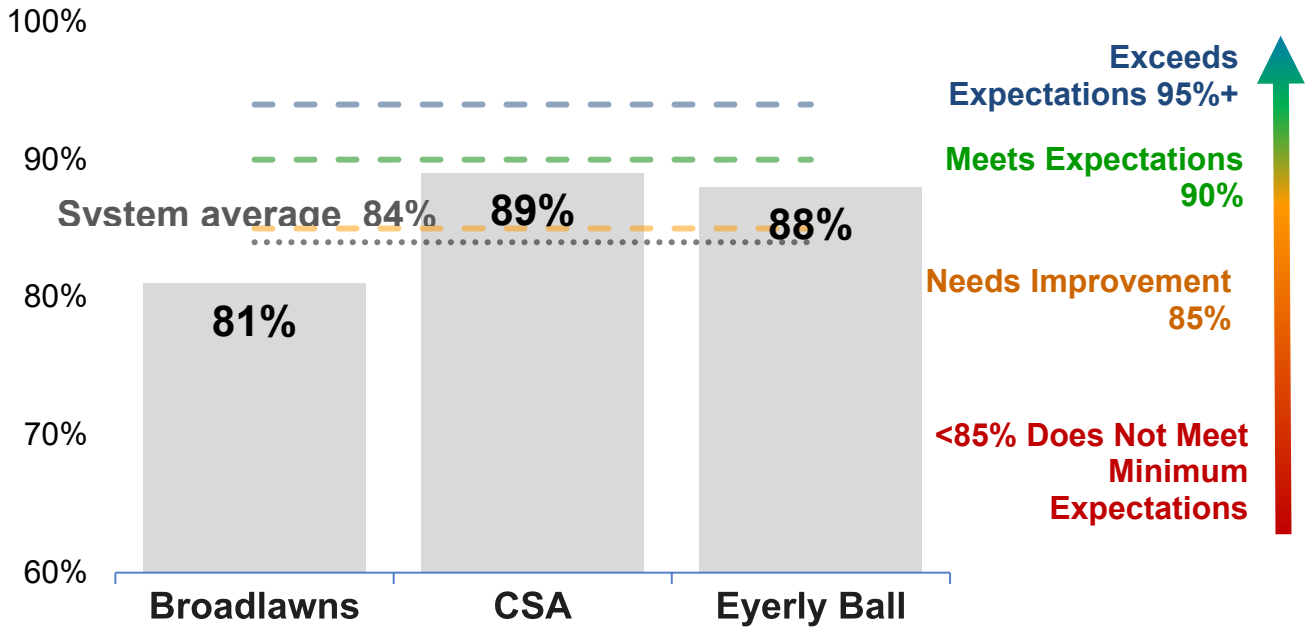
Performance Ratings	Exceeds Expectations	Meets Expectations	Needs Improvement	Does Not Meet Minimum Expectations
	4 95%+	3 90% - 94%	2 85% - 89%	1 < 85%

PROVIDER PERSPECTIVES

- TBD

Agency level performance in the **Family and Concerned Others Satisfaction** outcome varied, with two agencies receiving a **Needs Improvement** rating, and one agency receiving a **Does Not Meet Minimum Expectations** rating.

Figure 9. Family and Concerned Others Satisfaction by Agency 2023



In 2023, the system averaged a performance of 84% in **Family and Concerned Other Satisfaction**, receiving a **Does Not Meet Minimum Expectations** rating.

Figure 10. Family and Concerned Others Satisfaction System Average 2023

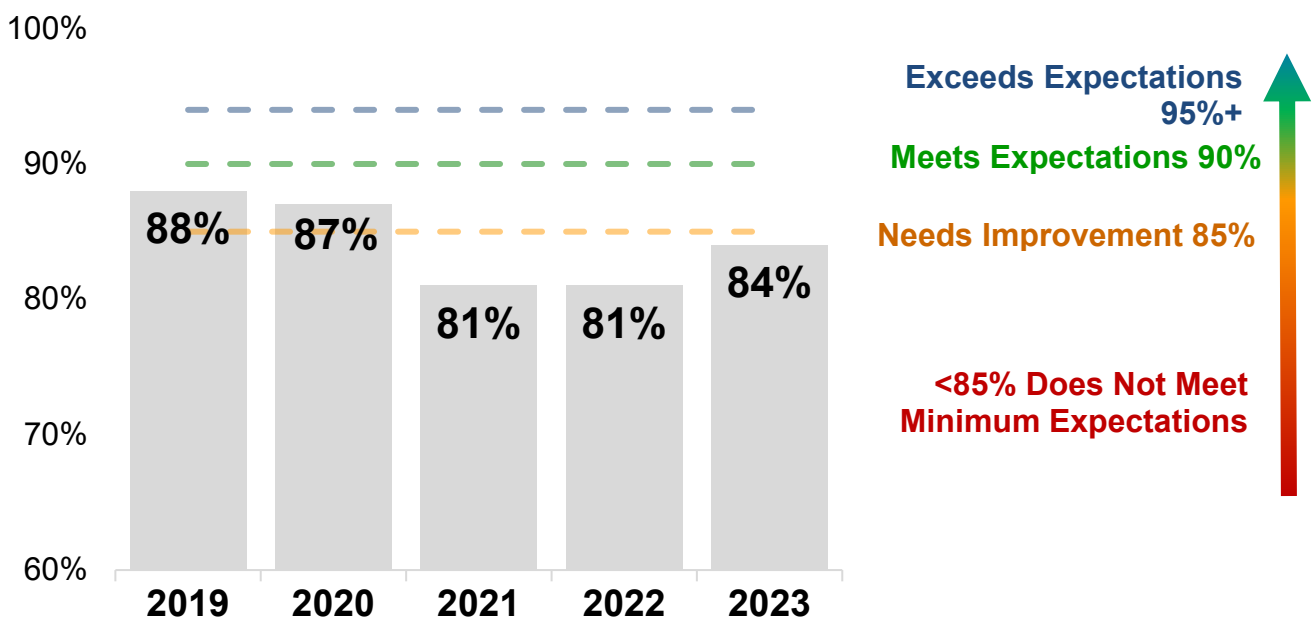
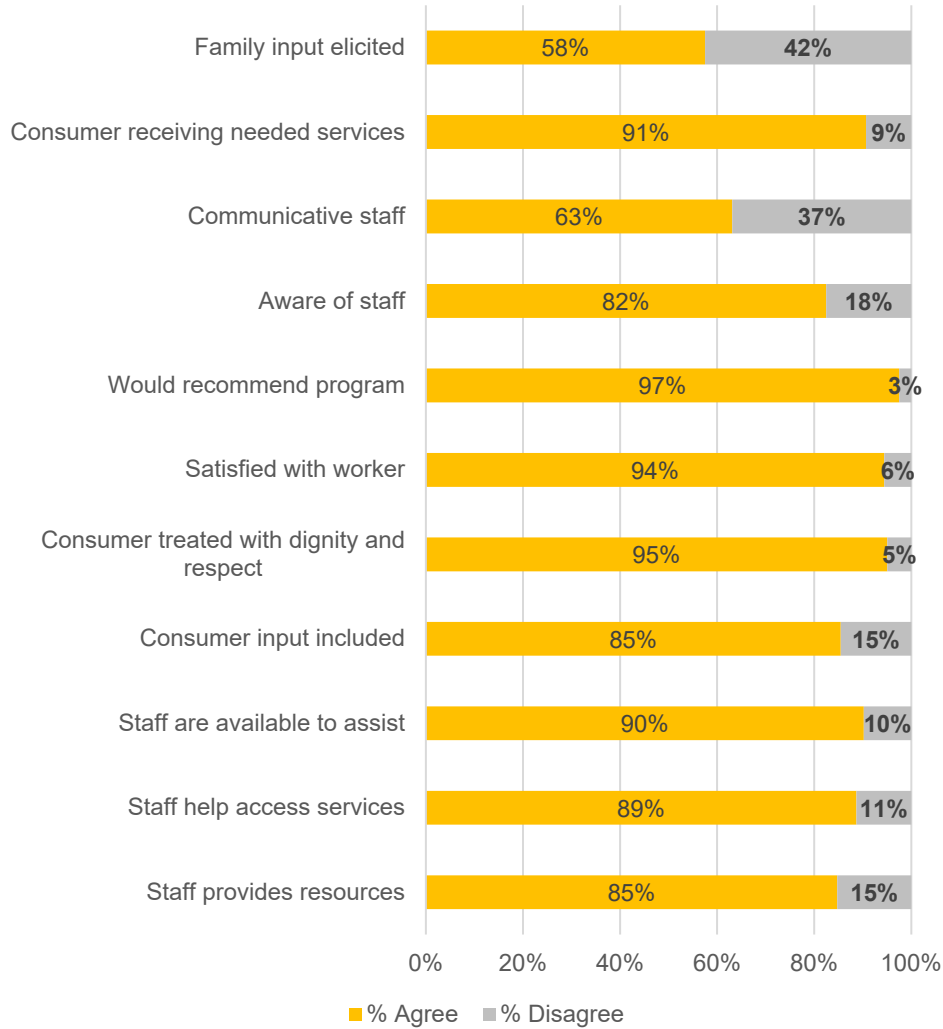


Figure 12 shows **IHH-SC Concerned Other Satisfaction** by item.

- 97% of respondents *would recommend the program*, 95% agreed that IHH-SC participants are *treated with dignity and respect*, and 94% *were satisfied with the worker*.
- Respondents were less likely to agree that *family input was elicited* (58%), that *staff were communicative* (63%), and that they were *aware of who staff was* (82%).

Figure 11. IHH-SC Concerned Others Satisfaction by item



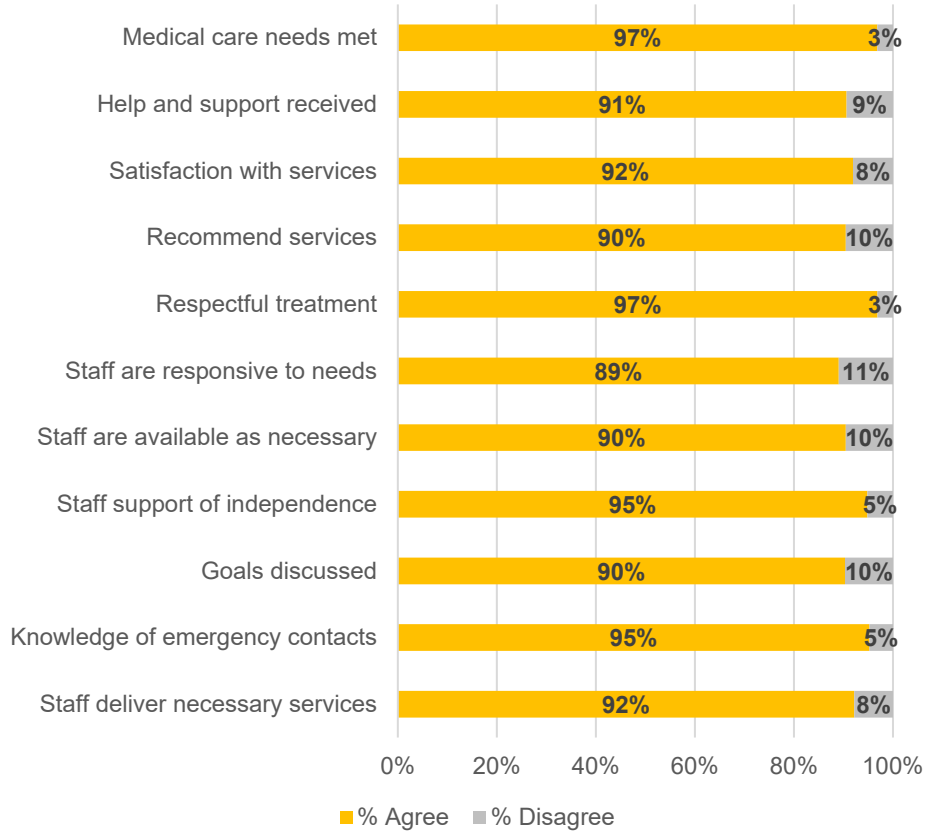
Agency Level Summaries

Broadlawns

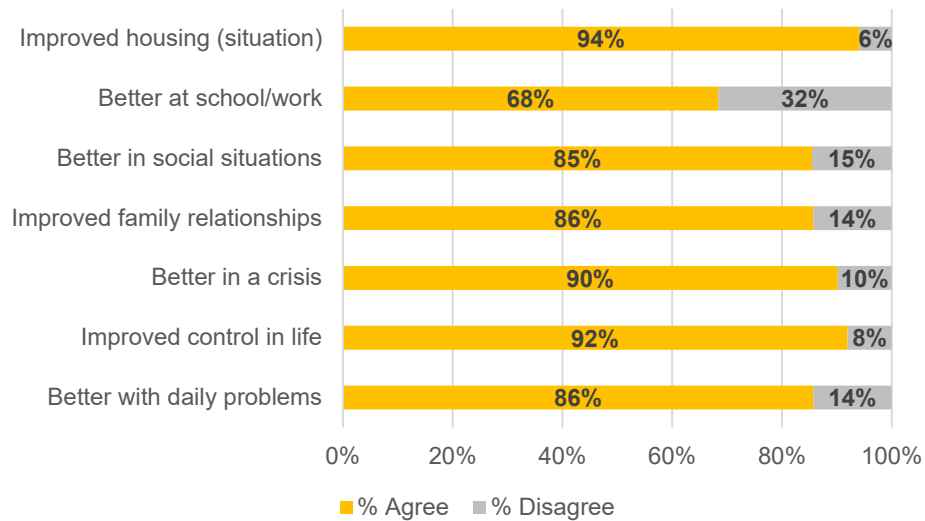
Broadlawns Performance by Outcome 2021-2023

	2021		2022		2023 ¹	
	Performance	Score	Performance	Score	Performance	Score
Housing	99%	4	99%	4	-	-
Engaged Toward Employment	41%	4	20%	3	-	-
Working Toward Self-Sufficiency	19%	3	10%	1	-	-
Education	31%	3	35%	3	-	-
Access to Somatic Care	94%	2	92%	2	-	-
Community Inclusion	48%	1	54%	1	-	-
Participant Empowerment	60%	1	86%	2	-	-
Negative Disenrollment	0.00%	4	0.45%	4	-	-
Hospital Bed Days	1.97	4	3.15	3	-	-
Emergency Room Visits	0.01	4	0.02	4	-	-
Involvement in the Criminal Justice System	1.46	3	1.00	3	-	-
Homelessness	0.41	3	0.88	3	-	-
Participant Satisfaction	95%	4	95%	4	93%	3
Quality of Life	90%	3	88%	3	88%	3
Family and Concerned Other Satisfaction	83%	1	77%	1	81%	1
Appropriate Disenrollments	32%	4	12%	3	-	-
Administrative Outcomes	100%	4	94%	3	-	-
Agency Overall Performance	76%	3	73%	2	87%	3

Broadlawns Participant Satisfaction Results by Item (N=64)



Broadlawns Quality of Life Results by Item (N=64)



Broadlawns Participant Comments (N=64)

Services Delivered Effectively

I have received my own apartment now. I was staying with my [family member], and I really like my new apartment. It's handicapped accessible and that is really nice when I need that. And taxi rides: they helped me get free taxi rides to anywhere I needed to go, especially the doctor.

[Staff member] watches out for me and makes sure I'm getting everything right. If I have any problems, I can tell them. They would give me advice, and that's good. They help me a lot. They're a big help and are very respectful. They're clear. Not only for me but for all of their patients. When we are at the hospital, and they have another client they are very concerned about them. Makes sure I'm with my doctor then goes and checks on the other patients. They're really nice and care. They make sure I understand what the doctor says, and they're a great help.

They help with rides to appointment and grocery stores, which has been a huge help. They keep track of my appointments and medications and things like that. Their support group has been great, and they make me feel positive. I don't drive and I would have a hard time without them. They let me know about services all the time.

Positive Relationships with Agency or Staff

[Staff member] and I talk about everything. Feels like we're more friends than social worker and client.

[Staff member] is real professional, but also a friendly person. I have been real lucky with the people I have had. They're good people to know. They do so much. I hope they get a raise. I see how much they do for me and others. [Staff member] will always help me find an answer and help me.

I really, really, like [staff member]. They helped me a lot when I was having a hard time because I had to move. They helped me find someone that could help me move like a van or something like that. And they, I think last Thanksgiving, hooked me up with a phone number that could help me get meals on Thanksgiving. They helped me find a driver when I needed. Always asks me what I need. I know I can call them all the time. They're really a great help for me. I consider them a friend. I know I'm their client, but I consider them a friend.

Positive Impacts of Services

I would say it literally saved me from being homeless and quite literally saved my life.

[Staff] has opened up a new world for me really. They helped me get in touch with the Iowa Total Care program and it has been a huge plus for me. I get free meals and all of my doctors and medicines are free now.

I get along better with my family.

I am. I get out every day. I didn't do that before. I go to the store. I smile at people. So much has changed for me with that. Help getting to medical appointments is such an appreciated thing from me. A very small thing that they had me registered for Toys for Tots allowed me to give my [child] a Christmas present. And I wouldn't be able to do that. It meant so much to me. There were years that I was with IHH, I had food stamps, vouchers. These services seem small to those that haven't had to use them. But they were so valuable to me. And [staff member] was my lifeline in so many ways. My world changed. I had [diagnosis] before COVID. I got really sick. And the only person that reached out to me was [staff member]. And that's really the only reason I'm here. They've been so important to me.

Concerns

They actually made things worse because they don't do anything. Nobody cares and I'm invisible.

When I reach out to them, they never call me back. I used to call in and get someone to talk to, now I don't. It goes to answering services. They never call me back even though I call them all the time. I just have their phone number and that's it.

Everybody is overbooked, so there isn't support for daily problems. I'm not sure they give [staff member] the materials to even do that. They need more materials to be proactive and interactive.

My [staff] has not been answering my calls.

Suggestions

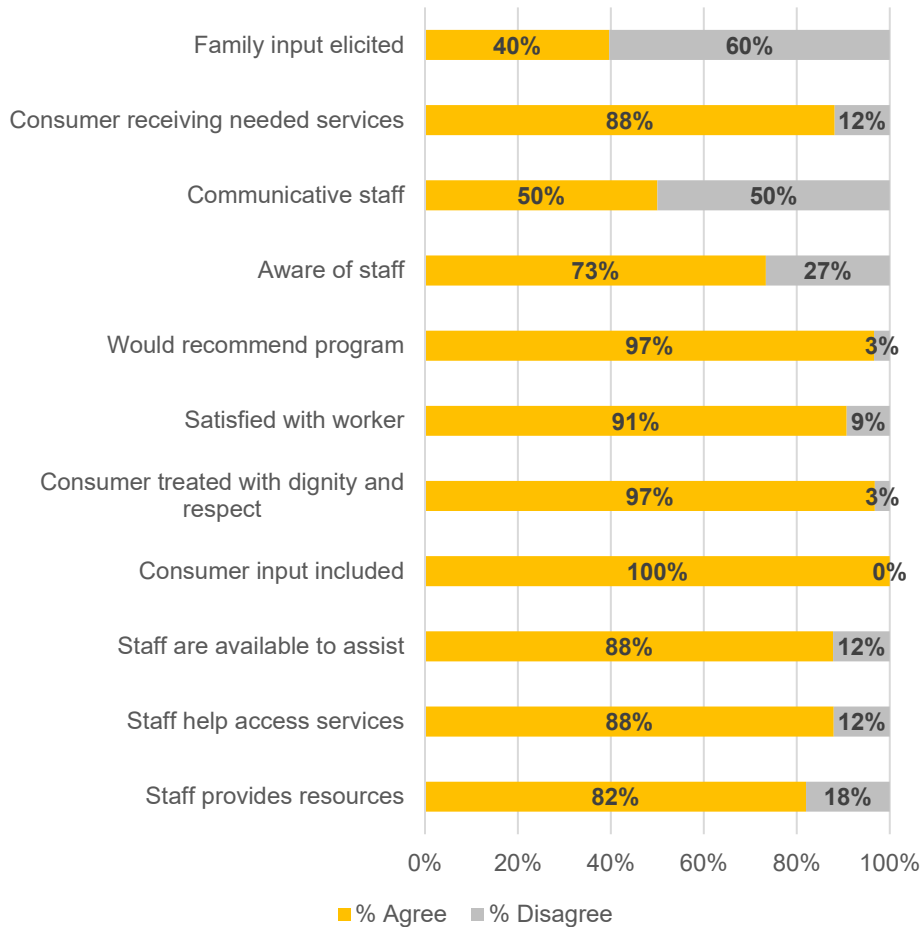
The paperwork is meaningless if nothing comes out of that. The county should look if any of those goals are being met.

Give the client, consumer, patient or whatever the term is, give them a list of what they have to offer, what they can do for them. So that we have some guidelines to work in, and we aren't bothering them with things that are unnecessary or things they can't do.

I would like to know more about what services are available to me.

Please do movies more because they took that away and I miss it.

Broadlawns Concerned Other Satisfaction Results by Item (N=64)



Broadlawns Concerned Other Comments (N=64)

Services Delivered Effectively

We ended up getting them lined up with two different things weekly. I think an in-home service where someone comes in and helps them with cleaning and tasks they struggle with, and I know they're also available to help with a variety of things with transportation to food or shopping or things like that. At first, they didn't think they needed help, but eventually we kind of just said, 'Let's try this and see how it goes.' And it's gone really well.

Absolutely. They always check in with us. We always have appointments with them. We had a change in insurance and now there's a 35-page report they have to fill out with [participaht] and I. It's excruciating and they are terrific going through it. They know [participant] can't do more than 30 minutes at a time and they always give us a break

every 30 minutes. They stay connected with them, helping find transportation options so they can keep their job. I've talked to them about other resources in the community and other housing options, and they always follow up with them on that.

Housing: They are [aging] so they're done with school and work, but they provide more social outings than anyone could ask for. [Staff's] always encouraging them to go out and do more things with volunteering or things they can do on top of that, and I just can't express the stress I don't have about them wandering the streets or not having a place to live.

Getting them into housing... has been good for them. And constantly staying on task with them to help them find a job. [Staff member] connected them with [employment] and they finished a job program where they can drive a forklift now and knows other things about warehousing. Staff has been repeatedly trying to get types of transportation. ..They stayed on it until it happened. That's pretty remarkable. Most people in organizations aren't that diligent, but IHH workers, I don't know how they train them, but they're very well trained, easy to work with, and willing to do whatever they can to help people. And I really like that.

Positive Relationships with Agency or Staff

Staff's great at communicating and always texts, emails, just makes sure my time is respected. They always say, 'You can call me whenever.' And even little things, they listen and think about ways to help out that they can. I'm sure that's not even part of their job description.

Absolutely. In fact, they're unbelievable. If I leave them a message, they call me back within three hours with an answer. I mean, I'm in shock. We have a good relationship. If I had a [child], I would want them to be like [staff member].

They ensured us that they would be with us till the end. They have done more than I wanted or ever expected. They bring me things I need where I am and go out of their way to get things done.

I'm very satisfied, yes. They're just wonderful. The world needs more of them. I'm sure they have to do a lot, but you wouldn't know that. They're just so calm.

Positive Impacts of Services

Definitely all the therapy and the extra classes ...art therapy. They lit up for that. I think that's what started to bring them around out of their [mental health symptoms] and seeing people go through the same thing they are.

My [child] used to have substance abuse problems and with the extra support with the substance abuse my [child] has been substance free for over a year. And another positive thing is that [staff member's] influence and personal advice helping them make better decisions. They even quit smoking.

Kept them out of jail, kept them from being homeless, kept them safe. Helping them to be cautious about what's around and who to be friends with.

They got off the streets, which is huge.

Concerns

Every case worker in Iowa is tremendously overworked.

They have never contacted me, and I don't know what they're providing them. I think it seems frustrating on their part because there are times, they call me crying. I don't even live near them, so I have to travel across town to do anything for them. I'm just not happy with the IHH program at all.

They've had some trouble getting ahold of people to ask for services, and a tough time getting services approved.

There's a lack of communication and collaboration overall.

Suggestions

If there was one thing, I would say, more peer support to be able to do more independent activities.

More frequent classes, more art therapy.

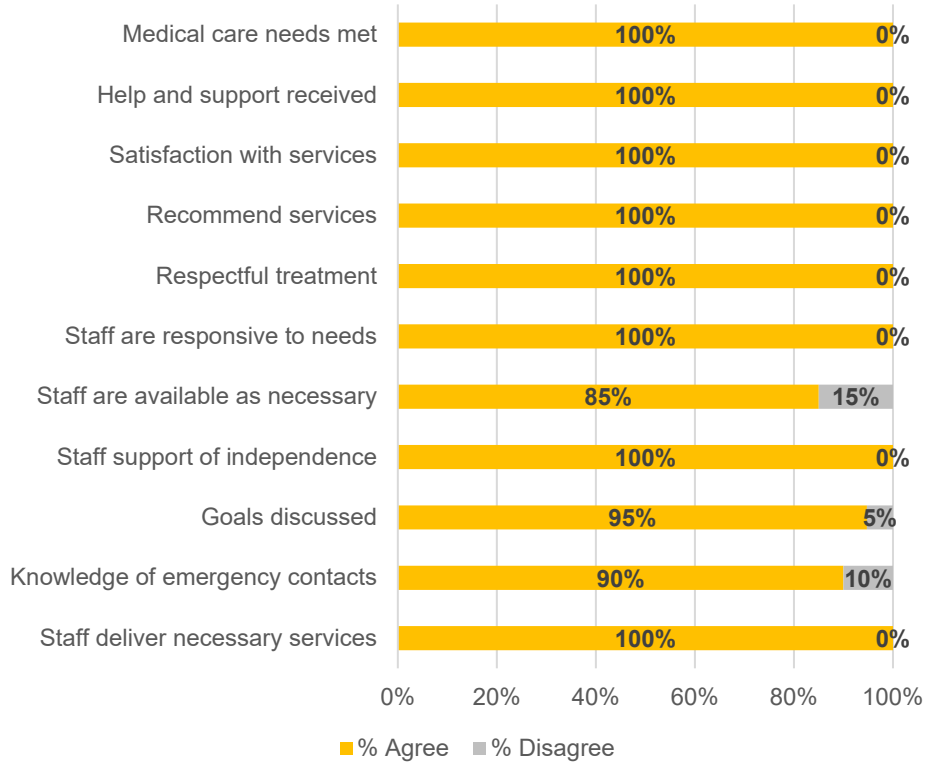
That would be along the lines of [better] transportation and activities. Maybe a meet and greet where the family and staff can all get together and meet.

CSA

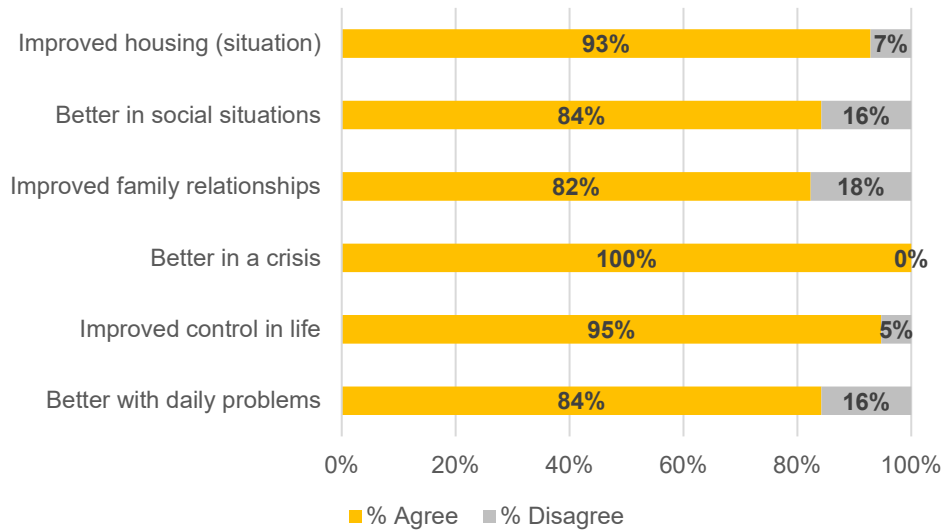
CSA Performance by Outcome 2021-2023

	2021		2022		2023 ¹	
	Performance	Score	Performance	Score	Performance	Score
Housing	89%	3	91%	4	-	-
Engaged Toward Employment	47%	4	28%	3	-	-
Working Toward Self-Sufficiency	31%	3	21%	3	-	-
Education	20%	3	26%	3	-	-
Access to Somatic Care	88%	1	79%	1	-	-
Community Inclusion	59%	1	59%	1	-	-
Participant Empowerment	92%	3	90%	3	-	-
Negative Disenrollment	0.00%	4	0.00%	4	-	-
Hospital Bed Days	0.97	4	1.23	4	-	-
Emergency Room Visits	0.1	3	0.06	3	-	-
Involvement in the Criminal Justice System	1.78	3	1.75	3	-	-
Homelessness	1.6	2	1.73	2	-	-
Participant Satisfaction	97%	4	97%	4	97%	4
Quality of Life	90%	3	91%	3	91%	3
Family and Concerned Other Satisfaction	83%	1	87%	2	89%	2
Appropriate Disenrollments	11%	3	20%	3	-	-
Administrative Outcomes	100%	4	97%	4	-	-
Agency Overall Performance	72%	2	78%	3	92%	4

CSA IHH-SC Participant Satisfaction Results by Item (N=20)



CSA IHH-SC Quality of Life Results by Item (N=20)



CSA IHH-SC Participant Comments (N=20)

Services Delivered Effectively

I texted them about finding a trauma-informed medical doctor ...like for [specialized] help. And they sent me three different options. [Staff] researched and got back with me a day later.

Usually, it takes about one business day, which is good. It depends on the request, but they do it as fast as they can.

When I talk to [staff member], they help me go through paperwork and all that stuff right away. They talk to me and deal with all of that.

They have helped me find some book clubs near me and art clubs near me. That has been nice.

Positive Relationships with Agency or Staff

They talk to me with respect and everyone there treats me well.

They just speak to me and call me [preferred title] and are professional to me in all senses.

They're just nice and friendly.

Yeah. The way they talk to me, they don't seem judge-y or anything like that.

Positive Impacts of Services

I'm feeling a lot better at work. I'm able to talk with them. The question's being 'how am I doing at work' and I talk with them. If it weren't for them, I would feel like I'd want to run away and quit.

My communication, and stuff, is becoming more clear and I'm understanding what my needs are so I would say it's improving. [Family is close] But still working on it.

Yeah. [I have control over] my job and making sure that I get in on time and everything.

Anger management has been better and communication too.

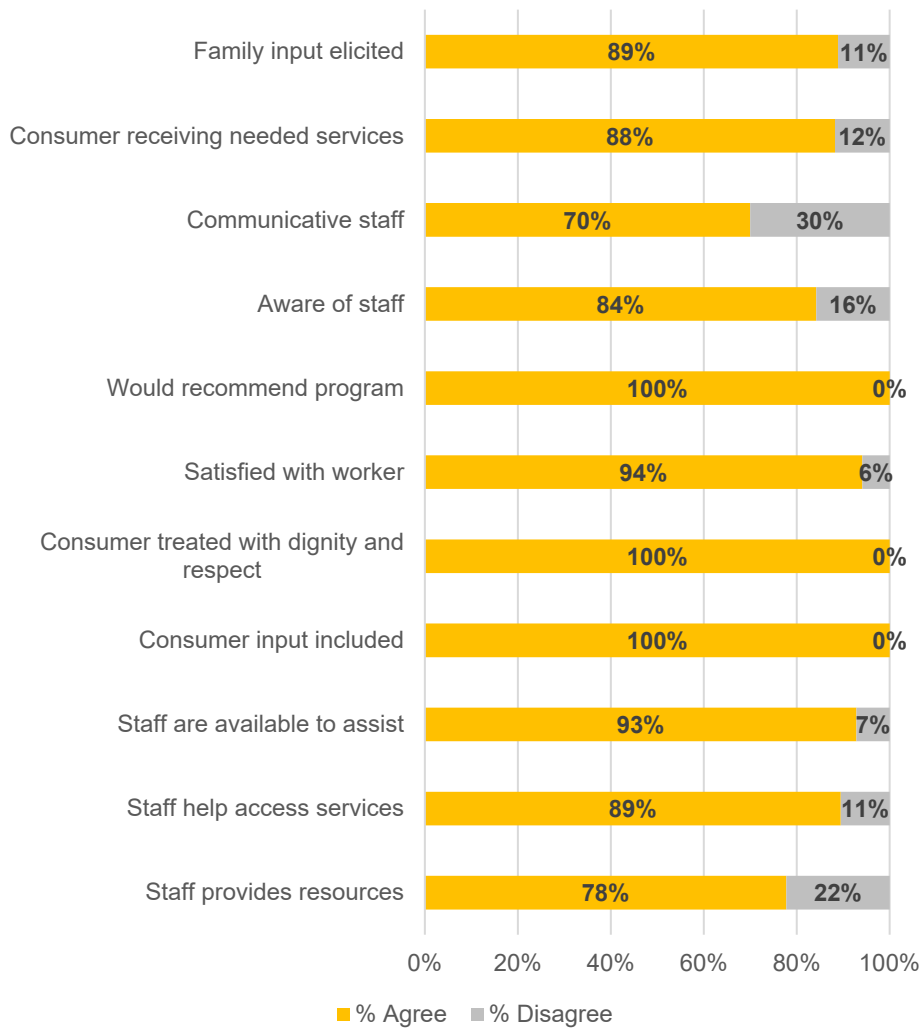
Concerns

None

Suggestions

I suppose they could maybe answer the phone a little more but that's the only thing I was thinking.

CSA IHH-SC Concerned Other Satisfaction Results by Item (N=20)



CSA IHH-SC Concerned Other Comments (N=20)

Services Delivered Effectively

Well, they try to get [participant] involved in some activities and programs. So, they may go out to a restaurant or drive around or in the summertime, go fishing. That's something [participant] has enjoyed and usually likes to go on ...so that's been a positive for [participant].

Yeah, they have an annual meeting and they're always looking for their input on what they'd like to do. We've found that they don't try to go around [participant] or over [participant] or under [participant]. They interact with them and try to get them involved with their services.

Financial management and community events. They're great in working with them on these things.

Positive Relationships with Agency or Staff

Oh, definitely. Staff talks to them like they're a normal person. Doesn't treat them like they have disabilities, doesn't baby them, doesn't do any of that. Just treats them like a normal [person].

Absolutely, they're great. They're the best thing that has happened to my [child]. They listen to [participant], respects them, listens to them, and calls them out and helps them improve. They have a great connection and [participant] looks forward to their visits.

We like [staff member] a lot. We find them to be compassionate and caring with [participant] and we don't have any concerns with them or services.

Sure, they value [participant] and they work with their best interests in mind and have a good rapport with [participant]. And that's important to them as well as it is for us.

Positive Impacts of Services

It's taken us years to get [participant] to the place where they are now. Housing is great. They're able to ride around downtown. Their attitude about themselves has even changed. They're gaining more confidence and presenting themselves much better. They have come out of their shell a lot. They also have a cat now which they're so proud of and able to be in charge of something. It gives them responsibility.

First of all, I would say that they have gotten them feeling good about themselves. And they're just finally able to work a part-time job.

Social life: they're out and about more than what they used to be.

Moving out on their own and having their own place has really boosted their confidence.

Concerns

Well, I guess just not having contact with someone. [Compared to before where the worker contacted more often]. I would say the other person did a better job of contacting them more.

It's just that every time the answer is: no, nothing is available. There's nothing like that in the community. Nothing ever pans out for them.

The only thing I might say is transportation: for the longest time when they were going to [event], they got them set up with the DART bus. [But it was not very good at being on time or reliable which made it hard for them to get around]. Now I'm their driver and I take them places.

We wanted to know about group homes through [agency], and CSA never sent me any information.

Suggestions

One: information on what they have to offer, what makes me choose you over someone else. Stronger people, and I want to know that [if they ask a question the worker will answer]. They should have a class or training so that if something is new or available, they can know about it. If you get a difficult case, then the supervisor should be included in the case as well [so that if the person is new and they're having issues with service they have someone to help them through those situations] so they can cover themselves.

I would like to have more contact.

Maybe more workers. I mean, I know the jobs are available. We just need people who want to come in and do the job.

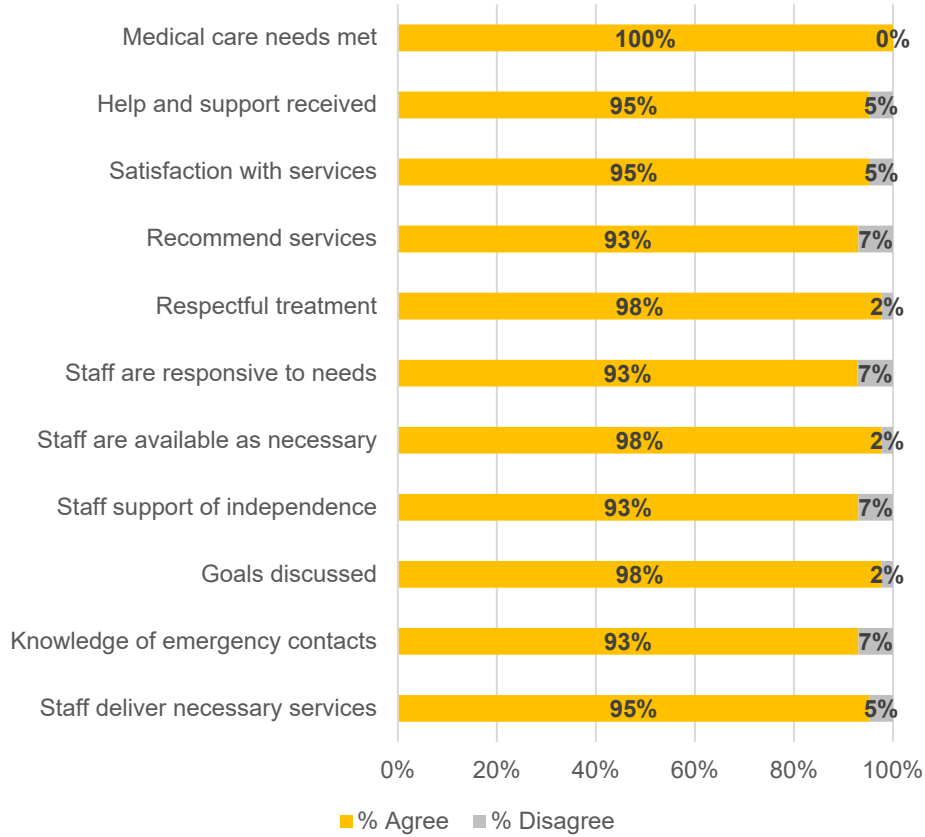
A little better communication... probably. Even if they would drop me an email or text that they talked to [participant]. I talk to [participant] two or three times a day and they will give me bits and pieces of what they're doing. I don't know if I should be watching for that meeting invite... if they could just communicate that with me a little more.

Eyerly Ball

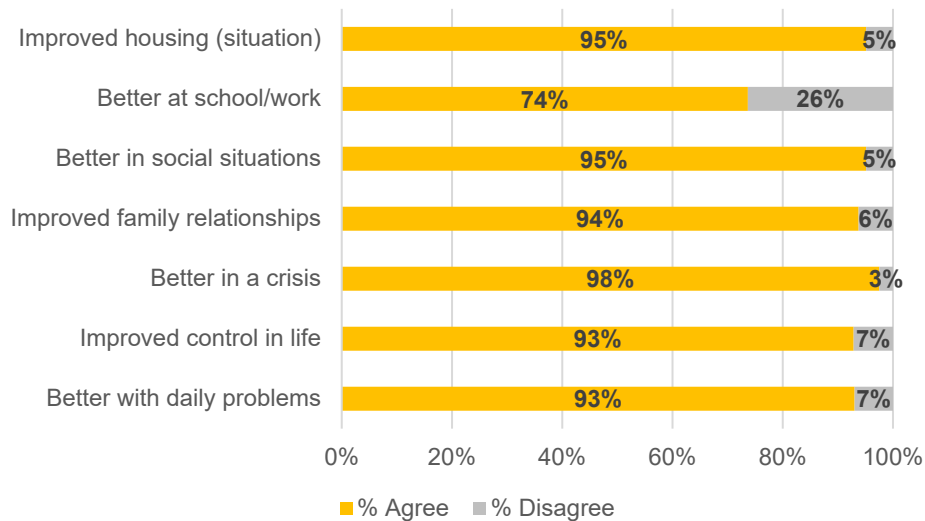
Eyerly Ball Performance by Outcome 2021-2023

	2021		2022		2023 ¹	
	Performance	Score	Performance	Score	Performance	Score
Housing	93%	4	97%	4	-	-
Engaged Toward Employment	34%	3	21%	3	-	-
Working Toward Self-Sufficiency	19%	3	12%	2	-	-
Education	10%	2	9%	1	-	-
Access to Somatic Care	92%	2	89%	1	-	-
Community Inclusion	59%	1	55%	1	-	-
Participant Empowerment	82%	1	74%	1	-	-
Negative Disenrollment	0.00%	4	0.95%	4	-	-
Hospital Bed Days	0.59	4	1.21	4	-	-
Emergency Room Visits	0	4	0.01	4	-	-
Involvement in the Criminal Justice System	2.21	3	1.60	3	-	-
Homelessness	4.39	1	2.03	1	-	-
Participant Satisfaction	95%	4	97%	4	96%	4
Quality of Life	87%	3	89%	3	93%	3
Family and Concerned Other Satisfaction	79%	1	81%	1	88%	2
Appropriate Disenrollments	16%	3	21%	4	-	-
Administrative Outcomes	100%	4	95%	3	-	-
Agency Overall Performance	69%	2	72%	2	92%	4

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-SC Participant Comments (N=43)

Services Delivered Effectively

They help take me to appointments, and to the store, and they help with communication, too. They help me out a lot because I don't know what I would do otherwise.

I like going to my classes because we do shopping and lots of fun activities. The program is called CI [Community Integration] and it's very helpful. Glad they help set me up with that.

They're teaching me how to cook and trying to teach me other basic life skills, like laundry. I'm good at cleaning and taking care of myself, and they help me understand transportation. I'm trying to get a bus pass so I can ride DART. So, transportation and that has been big.

Positive Relationships with Agency or Staff

They talk with me like a human. Yes, yes, everything is great. When I call, they answer the phone. When they come over here, my English is not the best, but they sit here and try and help. When they say rate one to ten, I say twenty.

They use my preferred name, and that's huge.

They treat me like any other person. I have [diagnosis] and they understand that, and my mental health, and they know how to deal with me if I'm having issues.

Feels good to be respected after not being respected by the people I was around growing up.

Positive Impacts of Services

They put in a new fridge. They moved around the furniture and taught me to not sleep on the couch. I sleep on my bed now.

I was on the streets doing nasty vile things and addicted to drugs. But now, Eyerly Ball helps with my checks and rent. I'm drug free and I love my apartment. I'm very close with my [family member].

I feel safer now than I did before. They make me feel secured and protected.

Housing is the biggest thing because it's got me out of a domestic violence situation. My children have more stable lives now.

Concerns

They definitely treat me as if I'm not a priority patient. And there are things that I'm bound from doing because of my mental health. And they treat me like I'm a client who can wait.

My worker doesn't call me or support me. Not even a conversation about, "Hey, how are you doing?" Checking-in and making sure I'm alright.

Suggestions

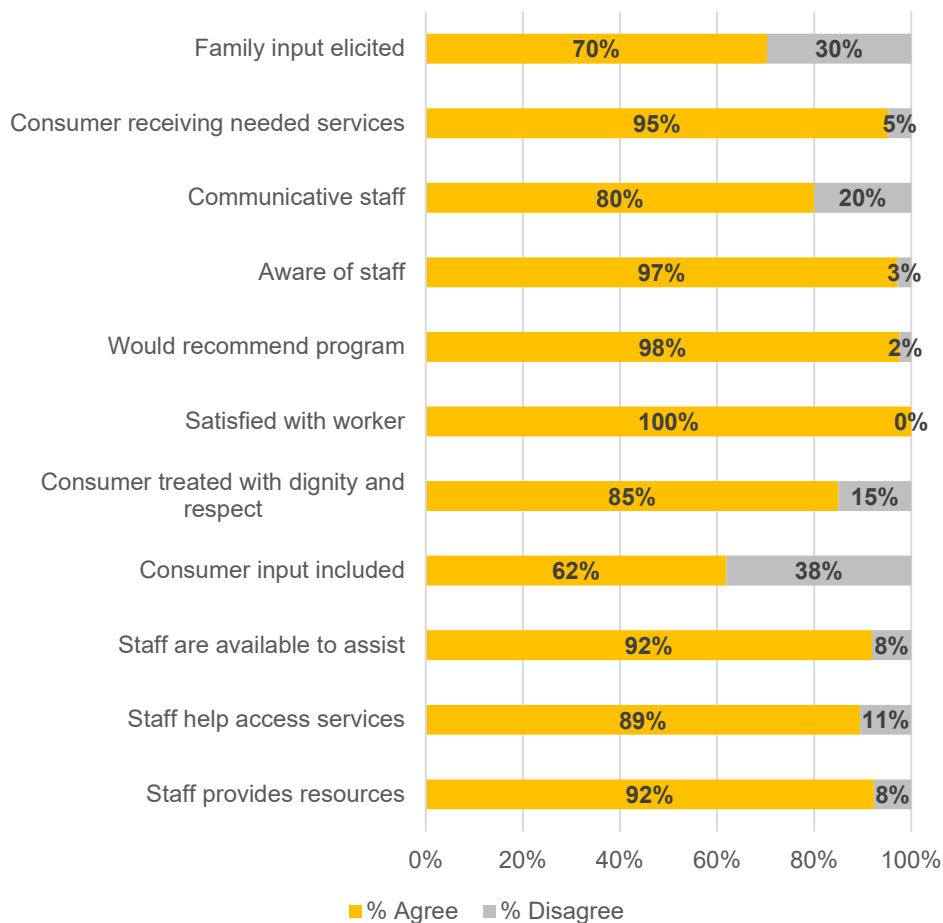
Maybe more information about programs, or newsletters about events that I could attend. Educational, classes, or senior events. More activities and events that we could do.

Hypnosis therapy, exposure therapy, home healthcare aide, disability waiver, getting out of the house more. Just finding free programs to do because I tend to isolate a lot. Those are things I've asked for over and over again, and they never get it done.

More staff and time throughout the week.

Yeah. It would be nice if they could tell me about all the services that they have or give me a brochure with what all the services are, because I'm not always clear on what the other services are.

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



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

Services Delivered Effectively

It's outstanding. They really do a lot and consider the client. And they help them establish goals and continue to experience new things and provide all the necessities. They really care about them. Everybody seems to care. They always- somebody is calling me to keep me informed. I trust the staff and I have a lot of confidence in the program and in the people that they hire.

For one: they helped [participant] get the SSI. They helped them get into their group home. They helped them apply for food stamps, sign up for college. They've helped

them with all sorts of stuff, and this has definitely made a big impact on [participant] life.

It has had a positive impact for sure. Just, I know they have a nurse come in and handle their meds, which is vital. It's not that they're not smart enough but they need that. And they have a staff person come in a couple times a week. It's just that support they get that is so nice. They also need someone to help pick up their meds because they can't do that on their own. I feel safer knowing their meds are controlled.

I haven't had no problems and they seems to be doing pretty good. If they need a job, they help them find jobs. They help them with their food. The person they stay with... it is like a group home with two others. [Staff} works hard with them. .They do good with them. They see that they go to the doctor and have the medication that they need to take. So, I'm pleased with them.

Positive Relationships with Agency or Staff

I think one of the best things about [staff member] is that they talk to [participant] like a grown [person] and includes them in decisions. This is their life so it's important that they make decisions. It was very refreshing, we had not had that previously.

[Staff member] I got warm fuzzies when I met her on Zoom. They seemed knowledgeable and compassionate. I'm confident after dealing with [staff member] that Eyerly Ball hires a certain caliber of people. Now they have their workload and part of [staff member's] and they still found time to stop by the house.

It shows their concern for them. It's important that they're not just a number. And they for sure do that. They treat them like they're a person, and that's very appreciated. That, in turn, helps them. To be respected like that.

I like that they're really heartfelt and are really trying to do what's best for the patient. They don't stereotype and treat each patient different.

Positive Impacts of Services

They used to be so quiet and now they express themselves better.

They and I can talk better, you know, we can talk better. We would argue and now we don't as much. Because I don't express the same way they do but we have worked better. It is working out though.

Socializing has improved one hundred percent. Now they're able to go out and overcome their [diagnosis]. Their self-esteem has definitely improved.

One of the big things is that they started their own debit account. And I was worried about it but [now] they've really taken control of their own money and they've never done that. I think that's a big plus.

Concerns

Any kind of updates, there's no kind of conversations, no kind of 'What do you think?' Or 'We have something new coming down the pike.' And again, I don't know if it's them, particularly, or the agency. I don't know which. About the time I break somebody in, then that person leaves, and then it takes forever to get them to understand that I want to be a hands-on guardian. We're dealing with this in a lot of other facilities, but it's incredibly disruptive, and I'd like to be kept in the loop.

Constant turnover of employees.

They're not looking for them. I mean they can't work because of their mental illness, and they need to get on meds. [Staff] hasn't made a point to try and get them to a doctor to help their mental illness. [Staff] hasn't gone to look for housing for them. Not done enough.

There's been quite a bit of turnover and it's harder for them to do their jobs when there aren't the resources, when the resources have been depleted. One of the group homes just went under. So, parents were filling in for staff.

Suggestions

Just better communication with family members.

Provide [participant], or me, an accounting of what they do and what they're billing for. There should be some accounting type thing.

I really feel like the people that are in the homes of these young people really need skills with dealing with autistic people.

I guess it would be nice to have like a list of resources that are available, to see if there's any more that might be beneficial.

Appendix A. 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 B. Data Sources

Procedures: The following outlines procedures for the FY23 evaluation. Information was obtained from two sources:

1. Meetings with program directors and staff members
2. Interviews with participants and family members

Not included in the 2023 evaluation due to data management system transition were two data sources:

1. File reviews
2. 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 PCMHDS and program staff in early August to review the complete report.

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 A 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 this report. 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.