

Polk County Mental Health & Disability Services Region

2023 Integrated Services

Outcomes Evaluation



LAW, HEALTH POLICY & DISABILITY CENTER

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Integrated Services Evaluation Results Summary

This is a report on the findings of the independent evaluation of the Polk County Region Integrated Services Program from July 1, 2022, through June 30, 2023. The four integrated service agency (ISA) programs evaluated are Broadlawns Medical Center (PATH), Eyerly Ball, Community Support Advocates (CSA) and Easterseals (AIM Program).

The Integrated Services program consists of the four Integrated Service Agencies (ISA) as well as the Polk County Region, where all share risk and are vested in the program's success.

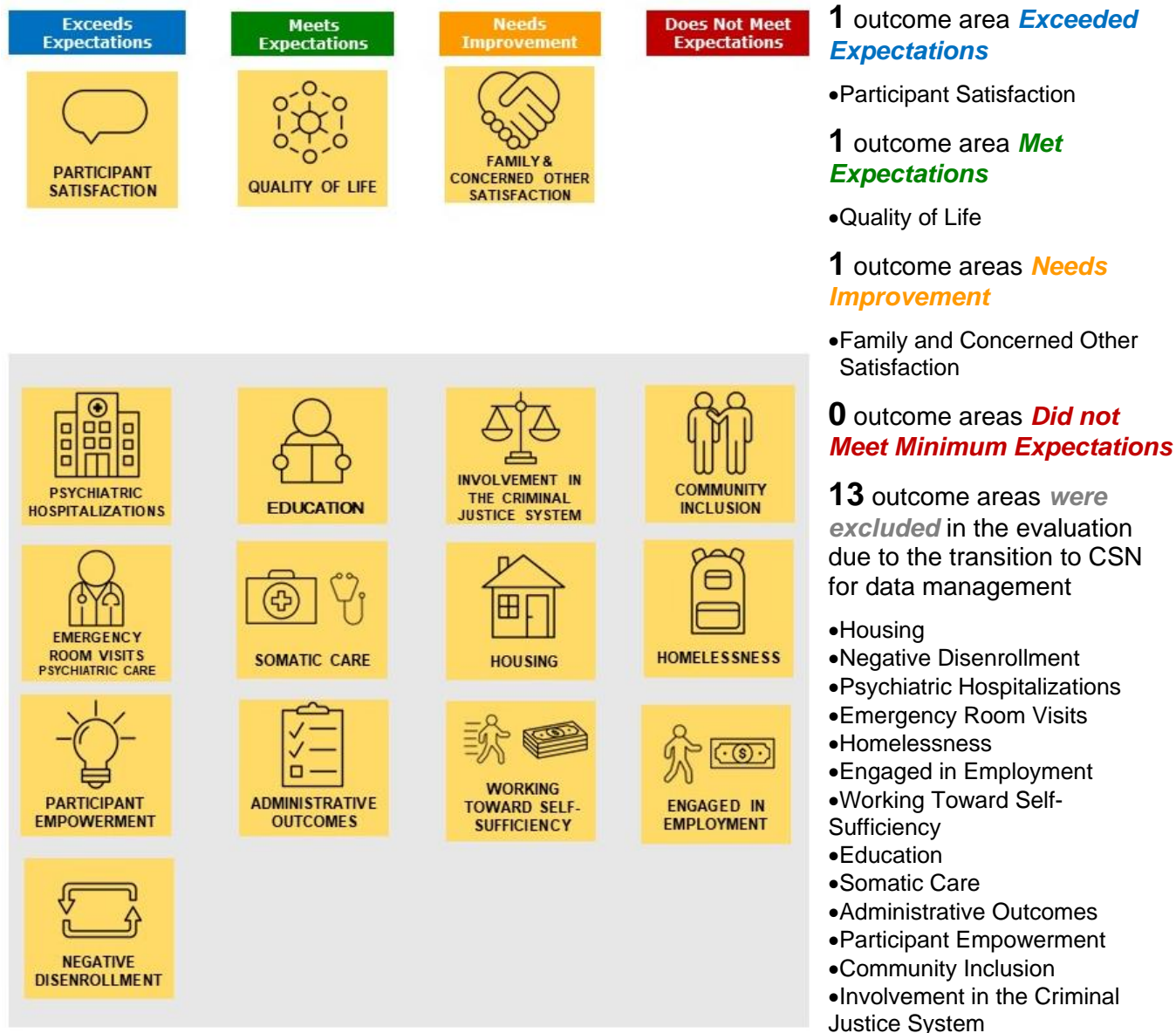
In this reporting period, outcome data is limited because of a transition in data management systems which track outcome reporting. Starting in July 2022, the state of Iowa required all Mental Health and Disability Service (MHDS) Regions to use the Community Services Network (CSN) data management system, 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 ISA agencies have a spreadsheet to accurately reflect the services delivered.

In 2023, the ISA System scores were comprised of the three survey-based outcome areas. Of these three outcome areas, the ISA system **Exceeded Expectations** in *Participant Satisfaction*, **Met Expectations** in *Participant Quality of Life*, and **Needs Improvement** in *Family and Concerned Other Satisfaction*. Table 1 and Figure 1 shows each outcome area by performance.

Table 1. Summary Table of ISA Outcome Performance by Agency

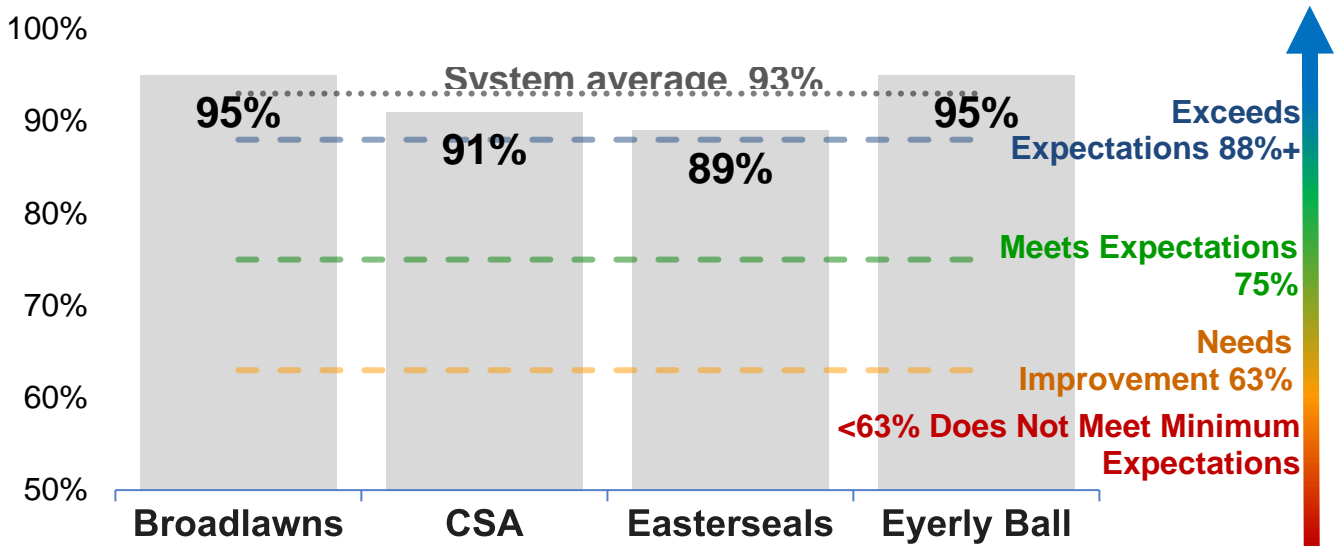
	N (# of Participant respondents)	Participant Satisfaction		Participant Quality of Life		N (# of Concerned Other respondents)	Family and Concerned Other Satisfaction		Agency Overall	
		Performance	Score	Performance	Score		Performance	Score	Performance	Score
Broadlawns	15	98%	4	96%	4	15	90%	3	95%	4
CSA	15	98%	4	92%	3	15	84%	1	91%	4
Easterseals	15	89%	2	91%	3	15	87%	2	89%	4
Eyerly Ball	15	99%	4	93%	3	15	94%	3	95%	4
System Average	60 (total)	96%	4	93%	3	60 (total)	89%	2	93%	4

Figure 1. Outcome Areas by 2023 Performance ISA System Averages



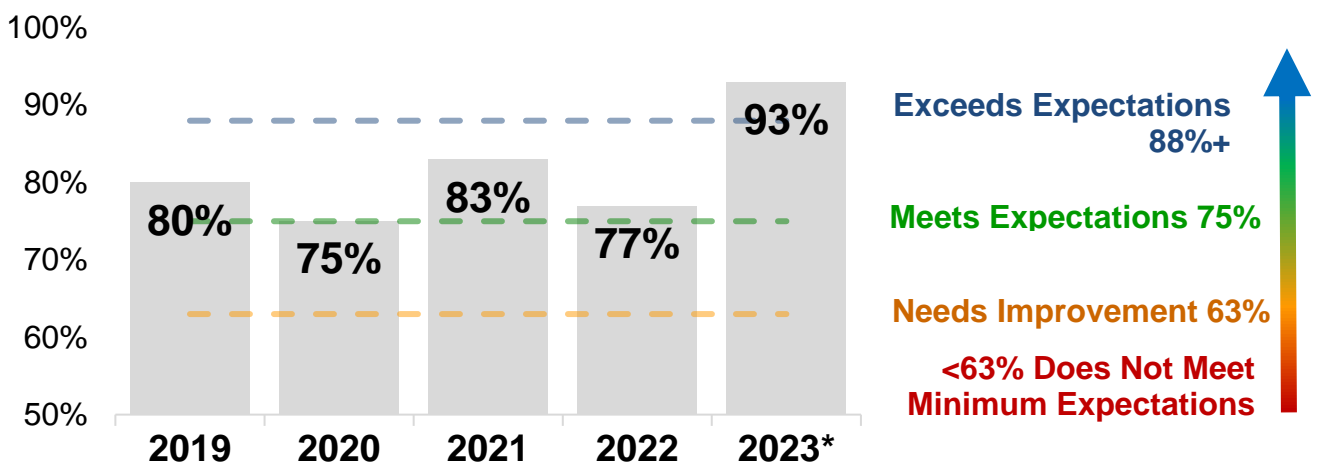
Four entities serve as Integrated Service Agencies (ISAs) to Polk County residents, namely Broadlawns, Community Support Advocates (CSA), Easterseals, and Eyerly Ball. The calculation for **Overall Performance** in 2023 was adjusted to compensate for missing outcome areas and all agencies **Exceeded Expectations Overall Performance** in 2023.

Figure 2. 2023 Overall Performance by Agency



The Integrated Services Evaluation shows that the Integrated Services network **Exceeded Expectations** in 2023, with a system average of 93%. The calculation for **Overall Performance** in 2023 was adjusted to compensate for missing outcome areas.

Figure 3. ISA System Performance 2019-2023¹



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

Integrated 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

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
<i>Exceeds Expectations</i>	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
	FY22	FY23	
Broadlawns	164		Mental Illness
CSA	135		Mental Illness, Intellectual/Developmental
Easterseals	93		Intellectual/Developmental
Eyerly Ball	162		Mental Illness
ISA System	546		

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).</p> <p>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)

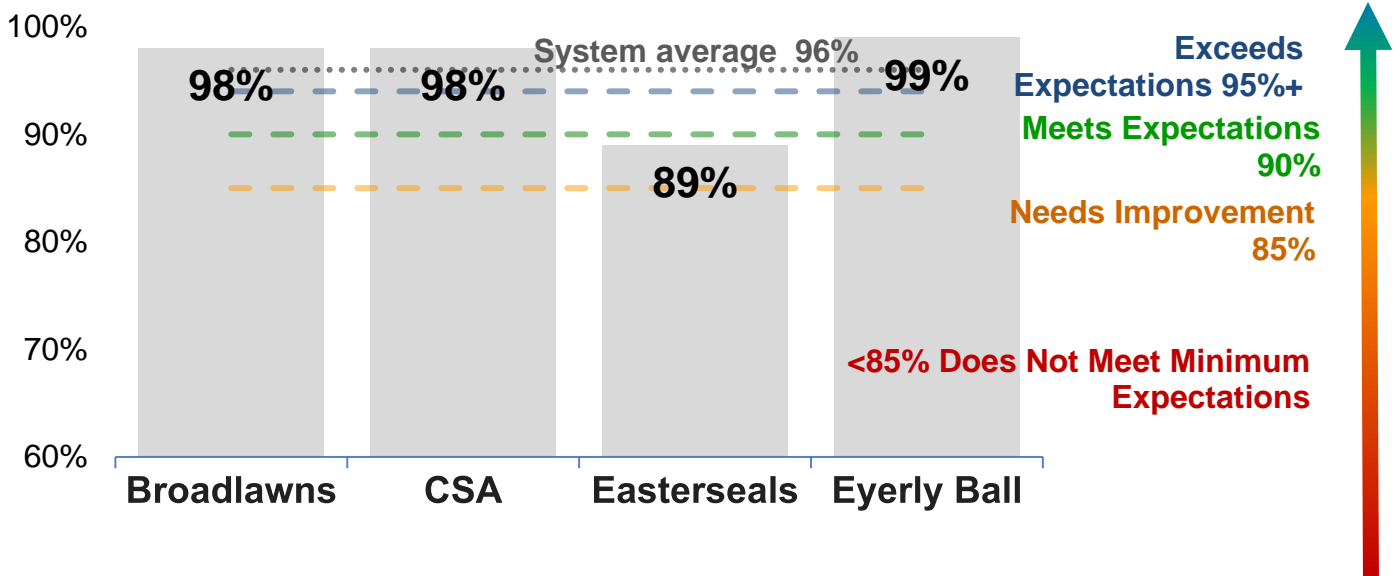
Performance Ratings	<p>Exceeds Expectations</p> <p>4</p> <p>95%+</p>	<p>Meets Expectations</p> <p>3</p> <p>90% - 94%</p>	<p>Needs Improvement</p> <p>2</p> <p>85% - 89%</p>	<p>Does Not Meet Minimum Expectations</p> <p>1</p> <p>< 85%</p>
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³ Satisfaction 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 89%-99%.
- One agency received a **Needs Improvement** rating.
- Three agencies received an **Exceeds Expectations** rating.

Figure 4. 2023 Participant Satisfaction by Agency



Compared to 2022, the overall system performance for the **Participant Satisfaction** outcome maintained an **Exceeds Expectation** rating with a score of 96%.

Figure 5. Participant Satisfaction 2019-2023 System Average

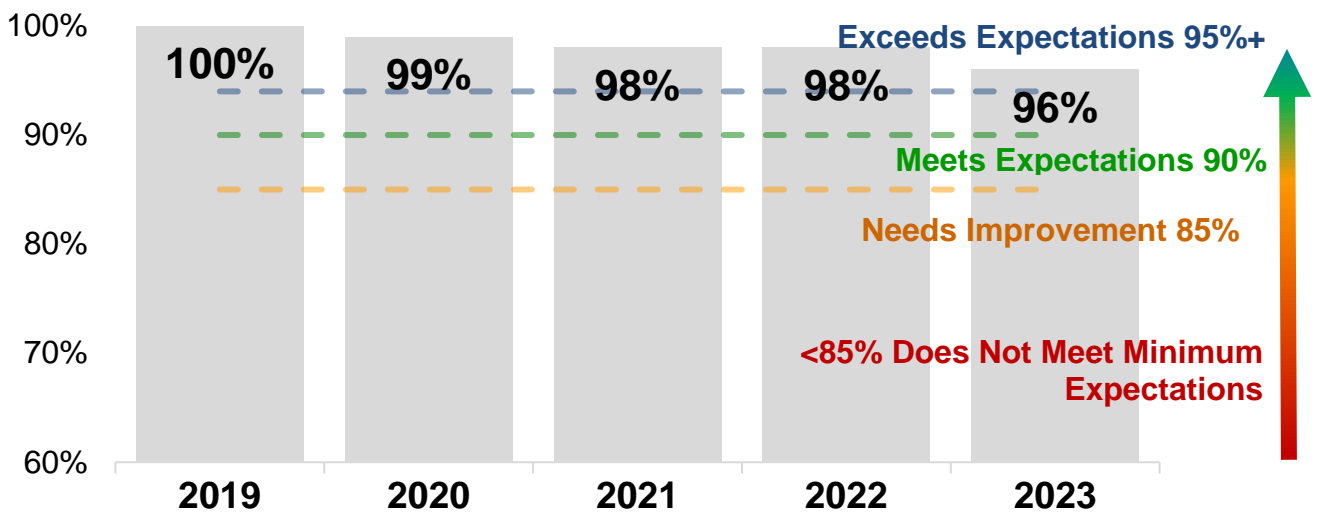
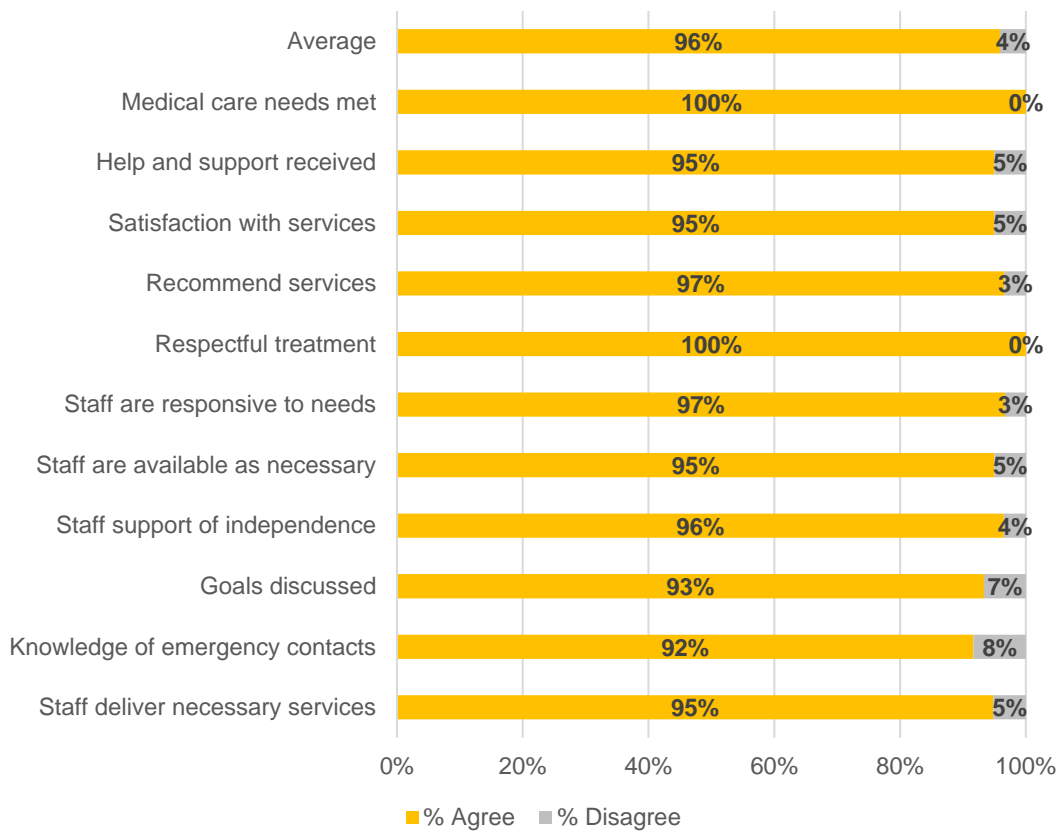


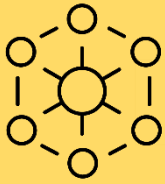
Figure 6 shows rates of agreement by item from the 2023 **Participant Satisfaction** outcome survey. Rates of satisfaction were high overall, and, within the network, participants were most likely to report that:

- They were treated with respect (100%).
- Their medical care needs were met (100%).
- They would recommend services (97%).
- Staff helped them get the services they need (97%).

Figure 6. Participant Satisfaction System Average by item.⁴



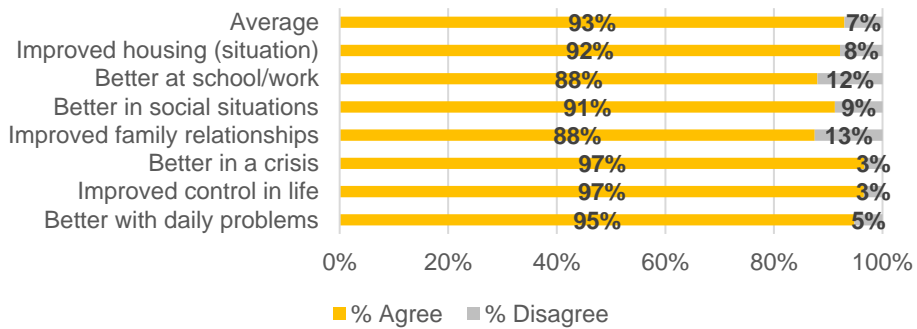
⁴ Full survey items listed in Appendix A



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	<p>Exceeds Expectations</p> <p>4</p> <p>95%+</p>	<p>Meets Expectations</p> <p>3</p> <p>85% - 94%</p>	<p>Needs Improvement</p> <p>2</p> <p>80% - 84%</p>	<p>Does Not Meet Minimum Expectations</p> <p>1</p> <p>< 80%</p>

Figure 7. Quality of Life System Average by Item 2023



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

- 97% of participants agree that since entering the program, they are *better able to deal with crisis* and have *improved control in life*.

⁵ Since I entered the program...

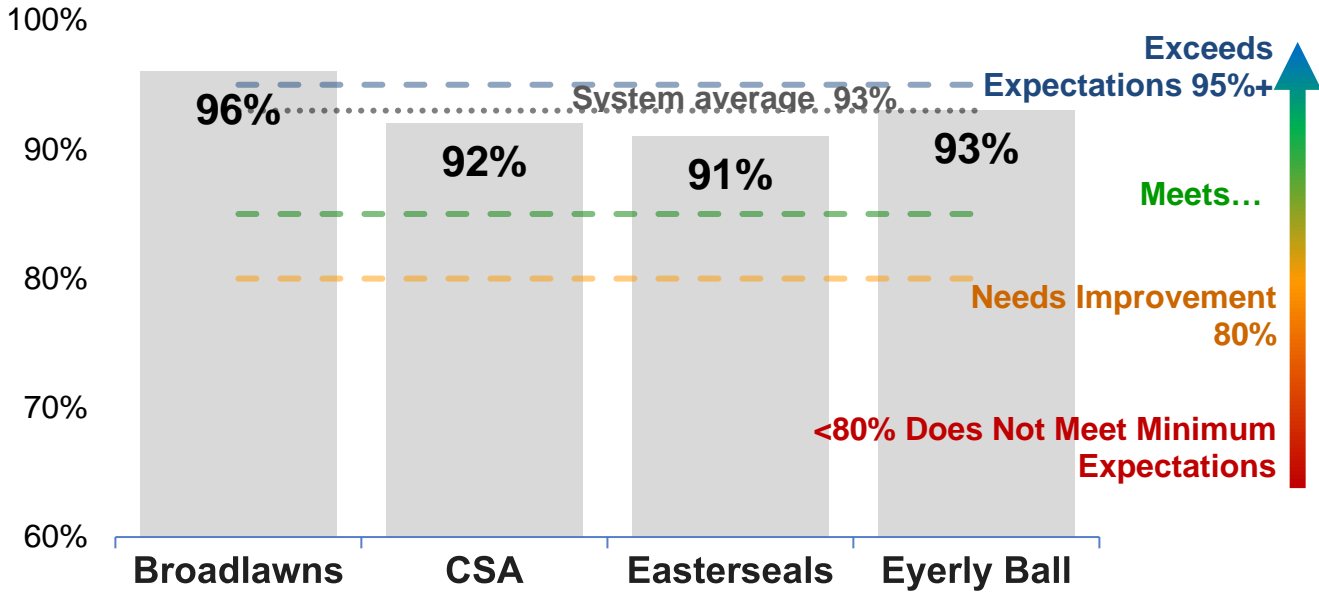
- I deal more effectively with daily problems
- I am better able to control my life
- I am better able to deal with a crisis
- I am getting along better with my family
- I do better in social situations
- I do better at school or work
- My housing situation has improved

- Participant agreement was lower for measures related to their *housing situation* (92%), *family relationships* (88%), and *social situations* (91%).

Across agencies, **Quality of Life** varied, ranging from 91%-96% agreement.

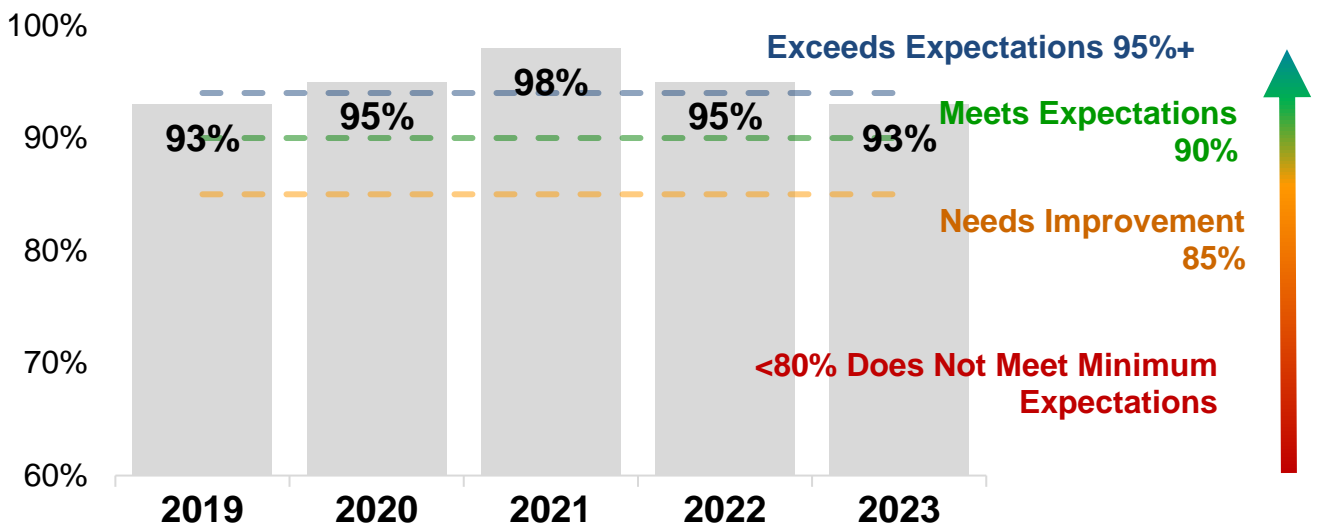
- One agency **Exceeded Expectations**
- Three agencies **Met Expectations**

Figure 8. Quality of Life by Agency 2023



The **Quality of Life** outcome decreased compared to the last three years, **Meeting Expectations** with a system average of 93% in 2023.

Figure 9. Quality of Life System Average 2019-2023





FAMILY AND CONCERNED OTHERS SATISFACTION

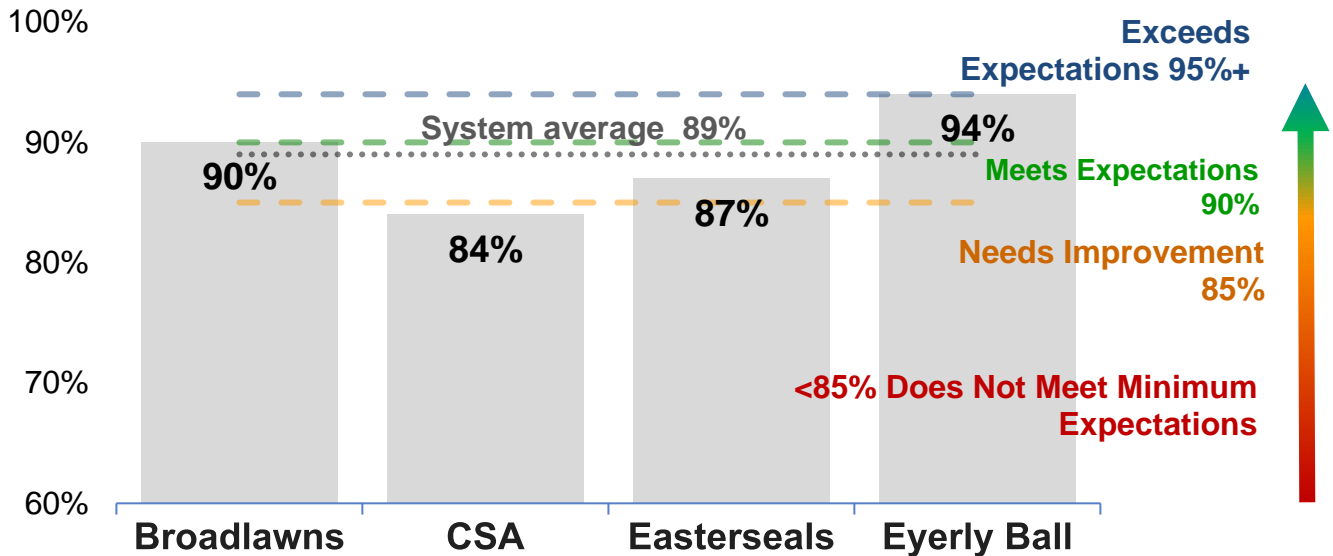
Metric	Families/Concerned Others will report satisfaction with services.			
Intent	The intent of this outcome is to know how the families feel about the supporting agency and to ensure the supporting agency is providing the individuals supported and his/her family member with the needed services and 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 4 95%+	Meets Expectations 3 90% - 94%	Needs Improvement 2 85% - 89%	Does Not Meet Minimum Expectations 1 < 85%

PROVIDER PERSPECTIVES

- TBD

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

Figure 10. Family and Concerned Others Satisfaction by Agency 2023



In 2023, the system averaged a performance of 89% in **Family and Concerned Other Satisfaction**, receiving a **Needs Improvement** rating.

Figure 11. Family and Concerned Others Satisfaction System Average 2023

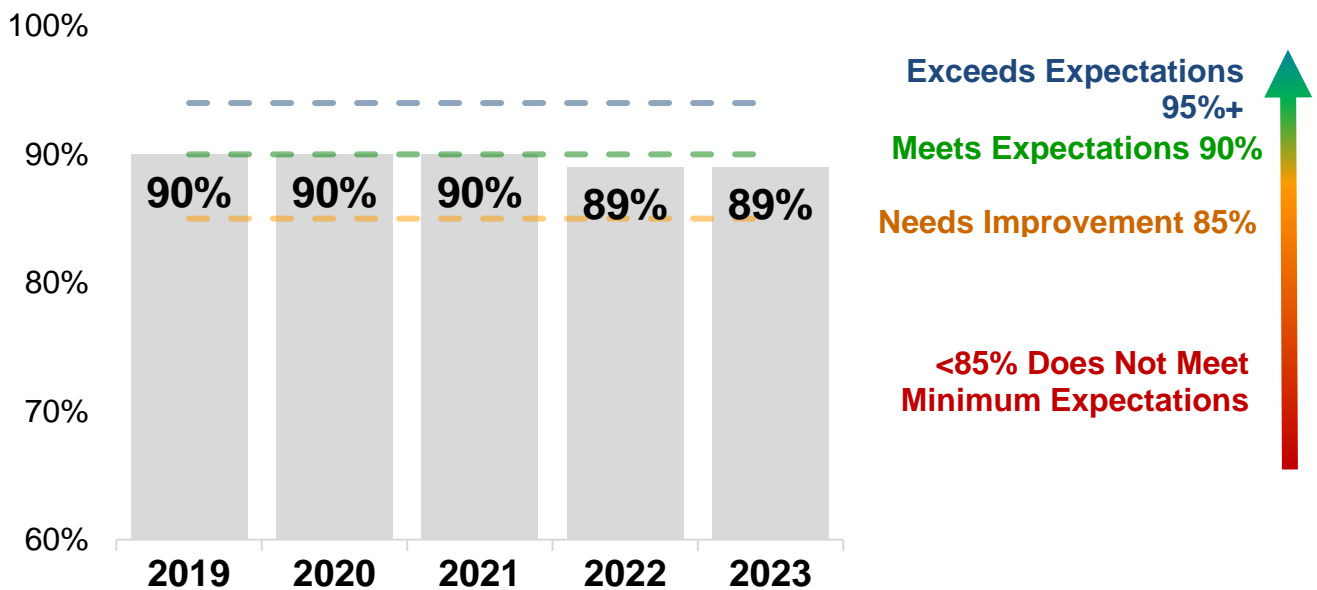
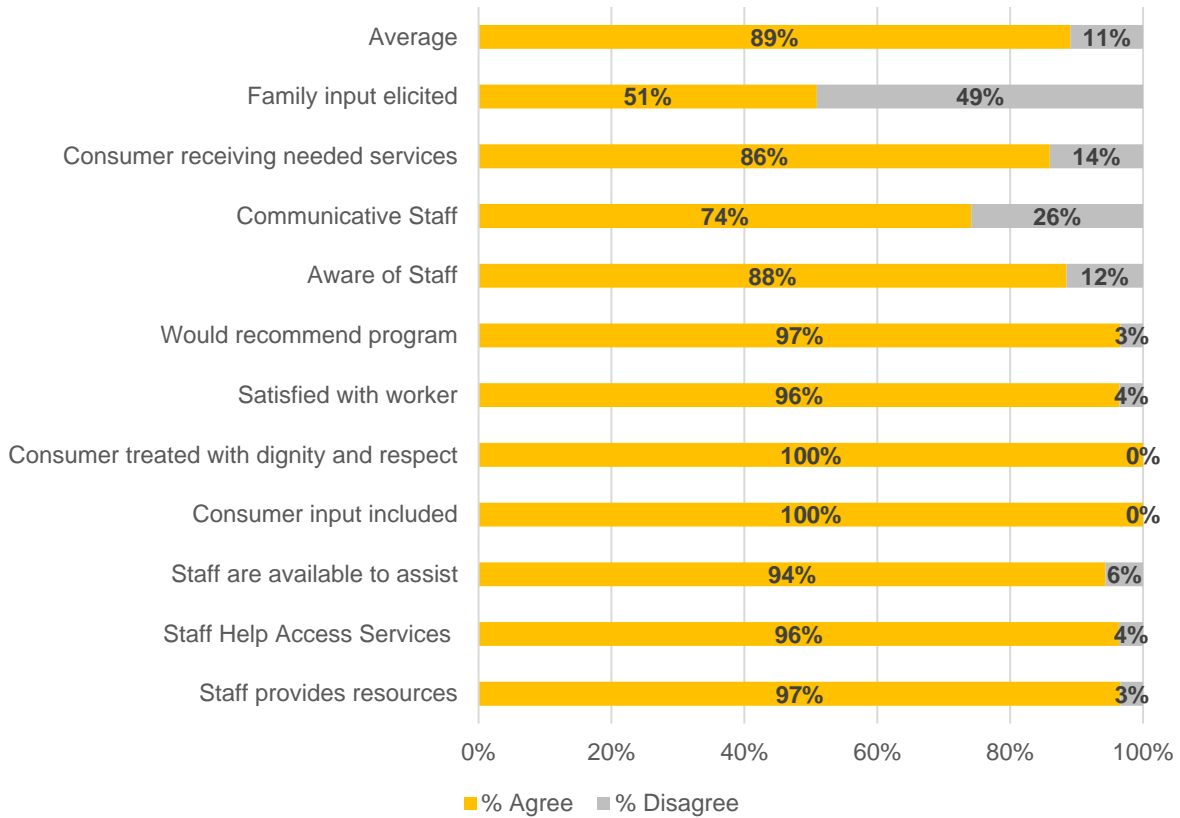


Figure 12 shows **ISA Concerned Other Satisfaction** by item.

- All (100%) of respondents agreed that ISA participants are *treated with dignity and respect* and that *participant input is included*.
- Respondents were less likely to agree that *family input was elicited* (51%), that *staff were communicative* (74%), that they were *aware of who staff was* (88%), and that participants *received needed services* (86%).

Figure 12. ISA Concerned Others Satisfaction by item



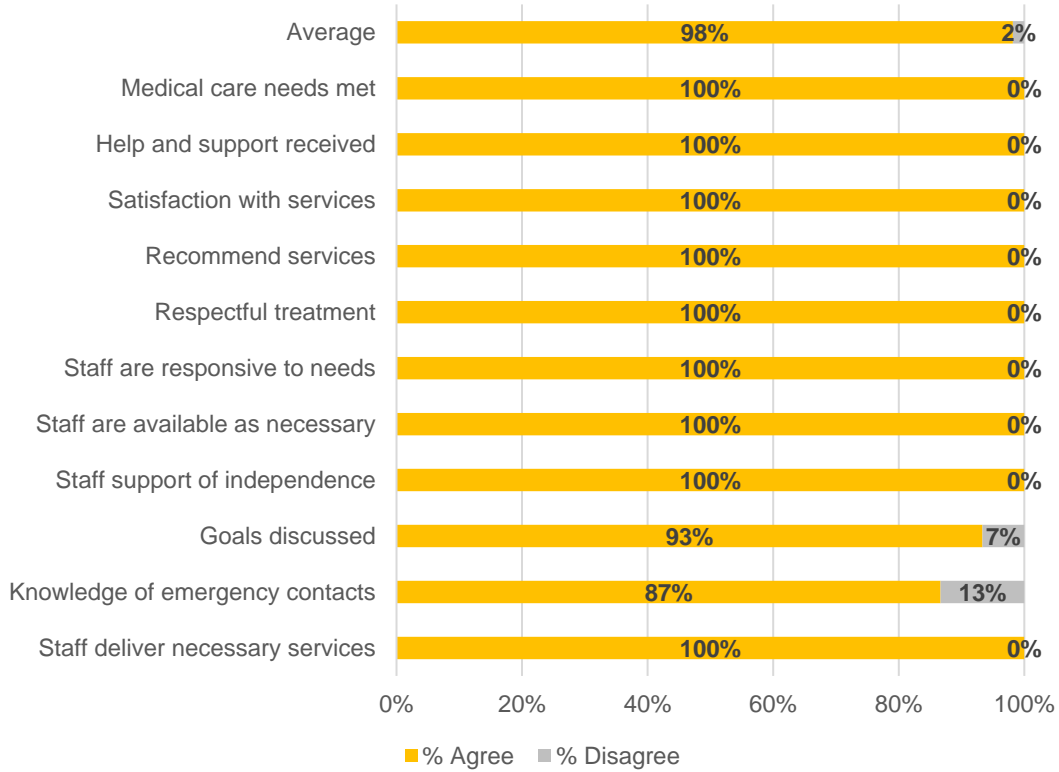
Agency Level Summaries

Broadlawns

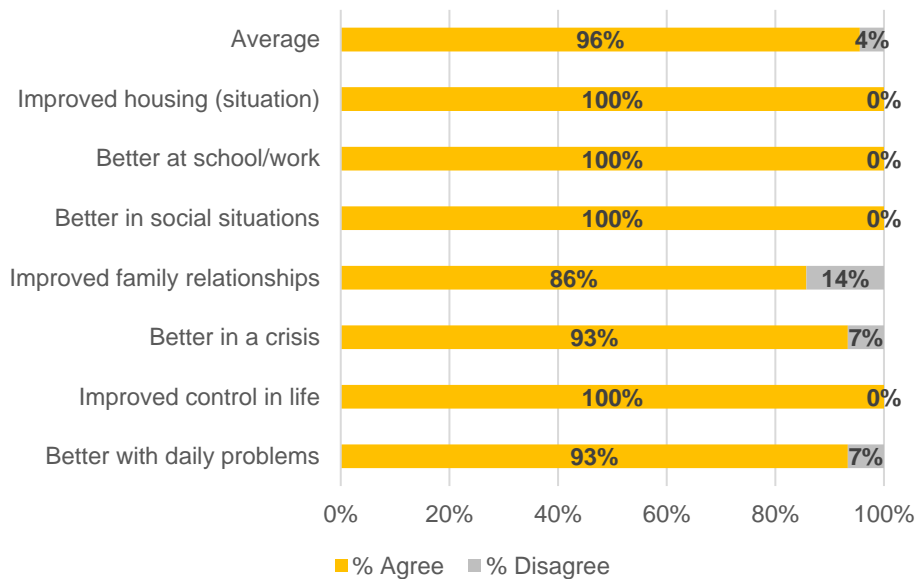
Broadlawns Performance by Outcome 2021-2023

	2021		2022		2023	
	Performance	Score	Performance	Score	Performance	Score
Housing	97%	4	95%	4	-	-
Engaged Toward Employment	59%	4	28%	4	-	-
Working Toward Self-Sufficiency	23%	3	19%	3	-	-
Education	44%	4	53%	4	-	-
Access to Somatic Care	95%	3	96%	3	-	-
Community Inclusion	66%	2	76%	2	-	-
Participant Empowerment	87%	2	100%	2	-	-
Negative Disenrollment	0.00%	4	0.00%	4	-	-
Hospital Bed Days	3.1	3	3.12	3	-	-
Emergency Room Visits	0.01	4	0.00	4	-	-
Involvement in the Criminal Justice System	2.37	3	5.37	3	-	-
Homelessness	4.81	1	6.28	1	-	-
Participant Satisfaction	98%	4	100%	4	98%	4
Quality of Life	94%	3	100%	3	96%	4
Family and Concerned Other Satisfaction	93%	3	83%	3	90%	3
Administrative Outcomes	91%	2	93%	2	-	-
Agency Overall Performance	77%	3	75%	3	95%	4

Broadlawns Participant Satisfaction Results by Item (N=15)



Broadlawns Quality of Life Results by Item (N=15)



Broadlawns Participant Comments (N=15)

Services Delivered Effectively

Well, getting out and walking is an important thing, along as exercise. Having somebody to have to bounce ideas off of and having Section 8 and knowing about projects like that. Having them see the information I had and being able to supply extra information to them that was required.

Part of that is having someone to talk to about whatever is going on and keeping me on track as far as making goals and going out into the community to do things, I'm kind of a hermit otherwise.

[Yeah, I guess they work pretty well to resolve issues] and help with paperwork getting done in time. Some things are time sensitive though, so ...do that and send them on their way.

[Participating in an activity] once a month helps you get out in the community and know other people in your similar situation. We also go out and do other events throughout the year to kind of get everybody out.

Transportation, [they] helped me get a job, take care of mail and paperwork, check on me two to three times a week. This has been [a number of years going.

Positive Relationships with Agency or Staff

I would say all the people there are really nice. All of them are super nice and kind. If they don't know the answer, they can find it or direct you to the answer. They're super responsive and in the know.

[I like that] I can call them, and they can talk me off the ledge, if you know what I mean.

Yeah, me and [Staff Name] get along real well. The way they are; how they act and treat people. We don't call them our worker. They are like a friend to us. They'll come over, sit with us, and talk with us.

[When prompted about communication, participant answered:] Two to three times a week, every Tuesday, and I talk to them every day ...My worker is basically family at this point.

Their friendliness. I can get rides through other services but they're not as friendly. I'm glad to be able to use this and that they haven't told me to go somewhere else.

Positive Impacts of Services

With them helping me yeah. I wouldn't be able to afford my apartment if they didn't help me. My health is better because they help me get to the doctors.

Dealing with anything really is easier, getting to doctor or dentist appointments, advice is easy to get from them. They're good about helping me get information. They're a good resource for sure.

They kind of gave me something to do in the month. I have made some really good friends throughout the programs.

They got me off the streets. I used to be homeless. Having friendly relationships with the workers, someone to talk to.

A year after I got involved, I was not homeless but living at my mom's. And they helped with my first apartment where I lived for a year and a half, and now my new one where I've lived for [a number] years. [The] landlord is nice. It's good.

Concerns

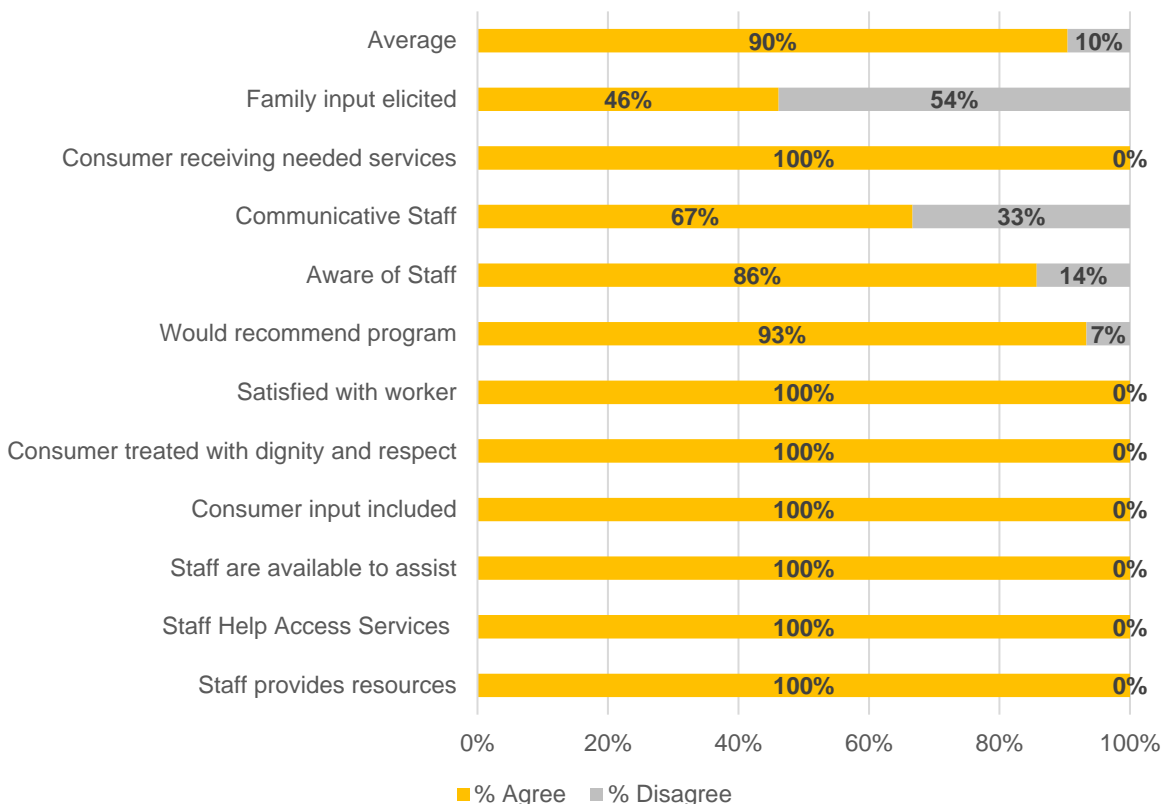
They don't help me as much with other things. They aren't helping me look for a job as much. If it's not going to a doctor's appointment or paying my rent, then I don't get much help with it.

Suggestions

Maybe a couple more programs in their offices. And getting used to calling ahead is another thing.

Make sure there's more activities for the clients, but I know a lot of that is because of the pandemic.

Broadlawns Concerned Other Satisfaction Results by Item (N=15)



Broadlawns Concerned Other Comments (N=15)

Services Delivered Effectively

[Staff member] takes them grocery shopping every two weeks and sometimes they have group outings, and that's beneficial for [participant].

I've never had a concern. They're great people. They're on-point with teaching them about their disability, their budget, all of that. I've never had issues with anyone in that office or with Broadlawns in general.

Yes. For sure. [Staff member] came over after a big storm that damaged our skylight. And [staff member] came over and got up on the roof, sealed the holes with gorilla tape, covered it with a tarp, and made sure it wasn't leaking into the house. They did that for us. We had a bathroom that was in bad shape, had a water leak in the wall, and they said if [client] could come up with \$500, they'd loan us money to fix it. We ended up finding someone who takes payment so we didn't need to take a loan, but they offered. They always ask [client] what they need. Recently, they had a job where they needed all black clothing, and [staff member] took them to get all that they needed for work.

Very much so. I don't know what we would do without him. They'll call and see how they're doing, take them out for coffee or for dinner. They went to the movie about a month ago. And they care. You can tell they really care.

Positive Relationships with Agency or Staff

One hundred percent. Even when they're [the participant is experiencing behavioral symptoms], and mean, and being snotty, they have no judgement. They take us out to lunch and check in with them. They bring them coffee when they come visit. They call ahead of time and make sure they're not busy or working before they visit. It's like family to them.

When [participant] was admitted about a year and a half ago, I was going to lose my [child], and they were there, and they were my support. They're like family to me and they're there when I need them.

It's a matter of the way they speak to them, like in a courteous way of validating their concerns. Being that he has [diagnosis], we all know that some of the things they say are not true, and they kind of validate how that is, and how they feel, and that's how they're respectful.

They bring them coffee. They invite them to lunch, and they come to their home. And they come inside their home and sit with them. When they do that, they go for walks with them, and I think that's a show of respect. Meeting them in their space.

Positive Impacts of Services

They're critical to people with mental health issues, and they've taught me a lot of different cognitive things to help [participant]. They're instrumental, especially since their immediate family doesn't believe in mental health. They think it's a choice that they act certain ways. But with meds and therapy, it's been a great help.

One, getting them back in school and two, the group home placement. They have improved so much. They're no longer having breakdowns. They've been able to help them improve in a very huge way.

[Participant] didn't like to be around or communicate with people, and now their medication is stable. The medication is helping them feel more energetic. They're going out now. They're in school, and learning [a second language], and they won an award for most improved. They haven't gone to the hospital in like two years, which is amazing because before it seemed like it happened more often.

I would not have my [child] if it was not because of that program.

Concerns

No content from survey results fit into this theme.

Suggestions

I think patient care should be first and not saving taxpayer dollars.

They need more funding. There are many people who need help. There is a big homeless population around south Des Moines, and those people definitely could use that same kind of help. It's sad. I wish there were more people to go in there and offer help, but they can only take so many people....Give them a bigger building and more staff and more money. They're a positive light in a very dark world for these people.

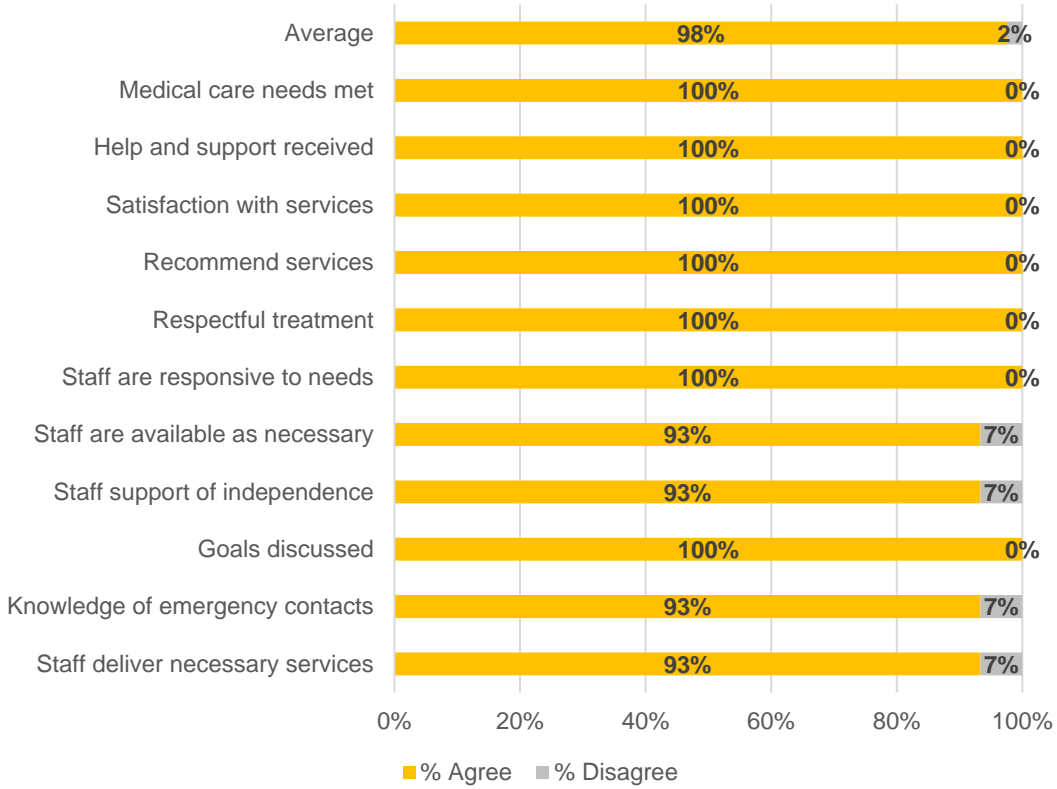
Maybe have a class for other people who have kids and are going through the same thing as you are.

CSA

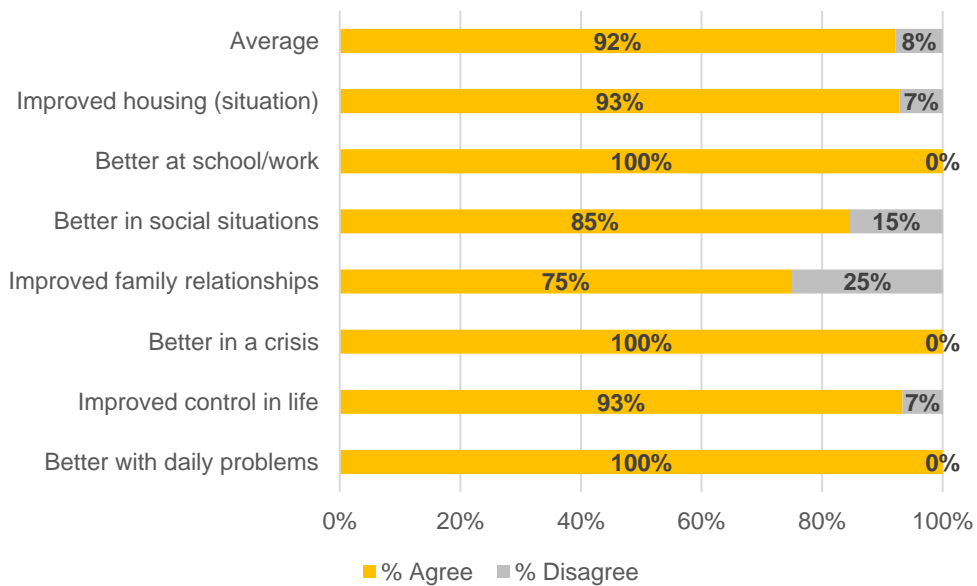
CSA Performance by Outcome 2021-2023

	2021		2022		2023	
	Performance	Score	Performance	Score	Performance	Score
Housing	89%	3	91%	4	-	-
Engaged Toward Employment	43%	4	23%	3	-	-
Working Toward Self-Sufficiency	33%	4	15%	2	-	-
Education	18%	2	22%	3	-	-
Access to Somatic Care	96%	3	92%	2	-	-
Community Inclusion	73%	2	75%	2	-	-
Participant Empowerment	87%	2	73%	1	-	-
Negative Disenrollment	1.25%	3	2.03%	3	-	-
Hospital Bed Days	1.52	4	0.81	4	-	-
Emergency Room Visits	0.04	4	0.03	4	-	-
Involvement in the Criminal Justice System	6.33	1	5.05	1	-	-
Homelessness	6.02	1	2.31	1	-	-
Participant Satisfaction	100%	4	99%	4	98%	4
Quality of Life	100%	4	93%	3	92%	3
Family and Concerned Other Satisfaction	92%	3	90%	3	84%	1
Administrative Outcomes	97%	4	94%	3	-	-
Agency Overall Performance	75%	4	67%	2	91%	4

CSA ISA Participant Satisfaction Results by Item (N=15)



CSA ISA Quality of Life Results by Item (N=15)



CSA ISA Participant Comments (N=15)

Services Delivered Effectively

I get appointments, [get] taken to medical appointments. They have been really, really, good. We do groceries and I go to the group activities. I also have gone to various things like the capitol building...things like that.

They make sure I get housing and medications, keep me up to date with Medicaid, Medicare, [Insurance Company]. A lot of things I wouldn't be able to do on my own.

Whenever I need a doctor's appointment, they make sure I get there. If [staff member] can't someone else does. They help me with paperwork. Right now, we're working on paperwork for Medicaid. They have helped me with food stamps too.

Making sure my meds are getting taken, and transportation, and having a bus pass has been a big help. They let me know what is going on and how they can help me.

Positive Relationships with Agency or Staff

They treat me like a human being.

Well, they have treated me really well and have been really good. I couldn't do it without them.

Yes. As long as I treat them with respect, they treat me with respect. If I get mouthy, they say, 'You're not being very respectful.' But still I haven't felt disrespected by them.

They're very understanding about mental health and the issues that come with it, especially out in society, with the stereotypes that people get. They don't treat you differently because you have mental health issues. And they're very fun to be around. That's another thing I like about them. They share their own personal experiences with you as well.

Positive Impacts of Services

Yes, my mood is better and I'm better off socially, yeah. It's helped me deal with my children too.

I'm getting along a lot better with family and friends. My [sibling] is someone I leaned on, and they're really relieved that I have these services now. All the things I wasn't doing when I was sick, they help me with.

I think my communication about mental health has got better because I was ashamed, but now I know I'm not the only one and that helps. With the workers that I've had, they've let me know that [it's okay to need help].

Yes. I'm not fighting so much with my spouse, which is nice. I think I can understand them a little bit better now. I can identify things that are my feelings, rather than feeling like they're attacking me if we're having a disagreement.

Concerns

So far not so good. We're still getting to know each other, and I told my other worker that I'm not repeating my story. This is like the seventh or eighth new person and I don't know how repeating my story is supposed to help me move forward.

My social stuff is mostly done with my church. CSA used to do those activities, but they moved them to during the day and I work during the day. [If there were some in the evening] I would probably go to some of them but over the last five or six years, when the calendar comes, they're all during the day.

Suggestions

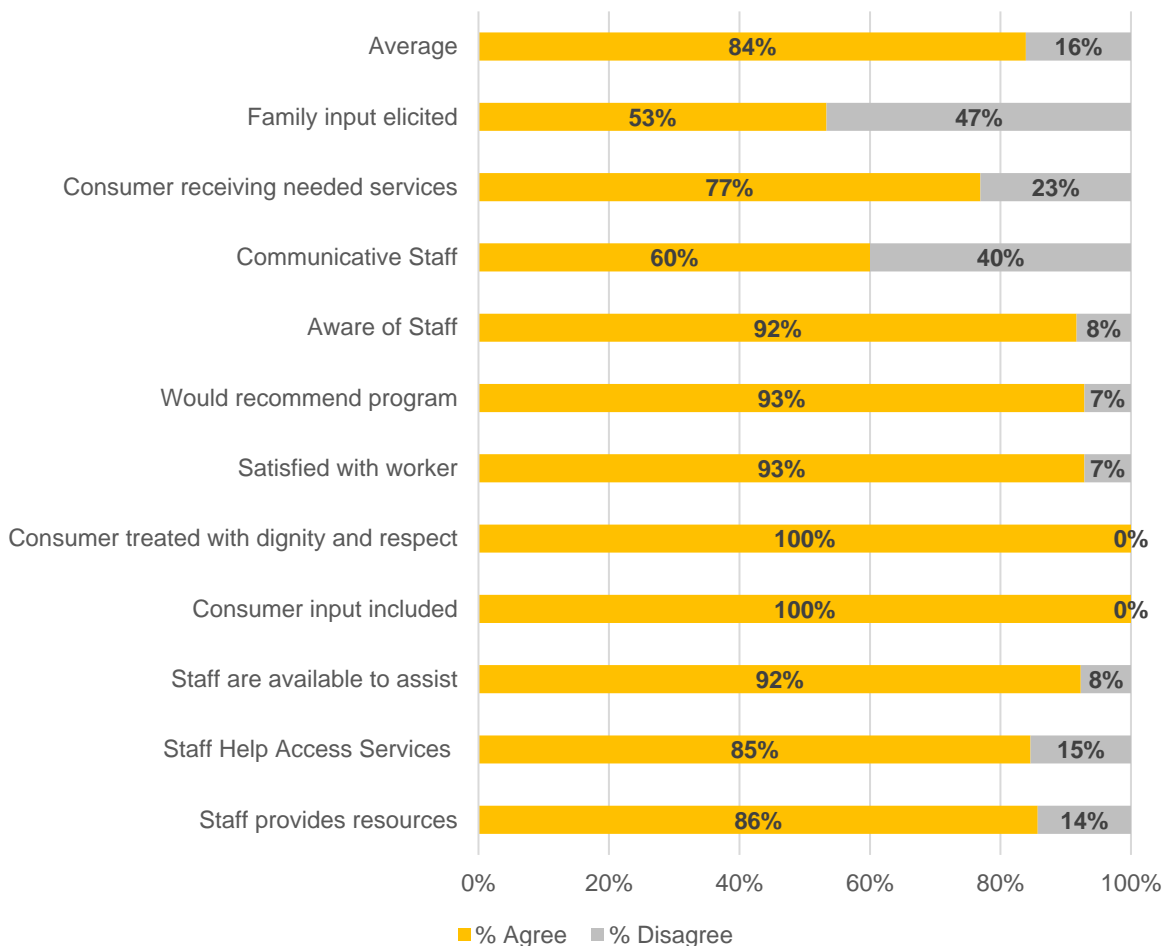
More training for staff on mental health diagnosis: what it looks like, how it plays out in real life.

It would be nice if they would have more CSA activities. More than summer picnic and Thanksgiving lunch and baseball outings. I know it may not be possible, but it would be nice.

Get someone back to help people find housing. [Staff member] is trying to help but it's [not going too well].

Communicate more. Talking about appointments and making sure we can get there on time.

CSA ISA Concerned Other Satisfaction Results by Item (N=15)



CSA ISA Concerned Other Comments (N=15)

Services Delivered Effectively

They don't ever fall through on stuff. If they have an appointment to go to the doctors, or to go grocery shopping, they're always there.

We had some difficulties when we were on our first vacation, and it was on a weekend, and they still followed up with [client] and with me. I know they helped them with some coping techniques over the phone when they talked to them. That was very, very helpful. We've also used their weekend person, I think their name was [deidentified], and they were very helpful. It was great to have someone to reach out to. [Staff member] is the person I talked to the most, and I had a positive experience with them, though they no longer work with us. They were very helpful and supportive.

They do help with the outings and recreation. They take [client] at least once a week to do things that they like to do, so that's a positive thing. They also helped us find an adult day program.

[Participant] was being discharged from the hospital in [deidentified] and needed to get back to Des Moines. One of the workers came and helped them with meds, got them some food, and they were very helpful. They went above and beyond.

Positive Relationships with Agency or Staff

They don't talk down to them. They talk to them like they're an adult. [Client has deidentified diagnosis], so they're on one end or the other. So, you have to know how to talk to them and how to address them and how to communicate in the proper way.

Yes. I'd tell the person that CSA treats people with respect and dignity and pursues goals based on what the individual wants. They don't focus on the family's input, but the client's. They provide a form of social/economic/cognitive scaffolding and another layer of help for that person.

Yes. I think any time they interact with them, they're very courteous and address the questions to them. They give them plenty of time to answer and are patient with them.

[Staff member] treats them like [her own child], I suppose. They have mutual respect [for] one another, and they care about them.

Positive Impacts of Services

Drastic change. They went from an [awful apartment] to almost independent living. [They qualified to move in to assisted living.] The quality of living and care they have received has changed drastically, for the good.

It's been positive to have connections with people for [participant]. It's a layer of socialization that they otherwise wouldn't get, and that's important for them. Unfortunately, these types of services are the only thing that can provide the bulk of their connection to the outside world.

They let them know that there is someone out there that cares about them and looks out for them. So that's good that they don't feel all alone or like they don't have anybody. They like going to extra curriculums and they like going to the food pantry. [They don't feel like they'll go hungry and they can get clothes there too].

[Participant] talks to them and they're always happy afterwards.

Concerns

Sometimes I think with them, there seems to be a lot of turn-over. I don't know what's happening with that, but they always seem to get people who are respectful of [participant] and who they

enjoy, but it's hard for them to have that change all the time. We've been lucky to have [staff member] the whole time, but many of the people who take them on outings seem to be different people. I have no issue with any individuals. I just think it would be better for [participant] to have a more consistent person that they're interacting with. That can be difficult for people with disabilities to get used to different people.

We're planning on discontinuing service with CSA. A few years ago, it was okay, but I never really understood what they really did for them. I was advised that they would help with appointments if it was needed. They helped as much as they didn't. They would bring them to appointments but there were also times that they would pick them up late and they would miss appointments. The CSA staff didn't tell me that they missed the appointment. They rescheduled without telling me. The no communication was really weird to me. The person at the clinic reached out to me to let me know that they rescheduled, and I had to move it to work again for both of us. There was enough miscommunication that the help they gave us didn't really help. The social worker asked me if they were doing home visits, but I can't remember the last time I have heard about that. I have asked for assistance when we were looking at moving to more assisted living and they weren't there to help with that.

I think they're already trying to do that, cutting all those services. They need a counselor, and they need a worker who can [help with their [diagnosis]]. They need medication. They need more positive socialization and that's not being done. And they're taking matters into their own hands and inviting homeless people into their apartment. Why can't the government try harder to help people and why can't they give more funds to CSA so they can help people?

Suggestions

I would like to see the [amount of visits] increased.

[More visits and] more creative and different kinds of activity.

I think some evening and weekend things would be nice. Activities and things. I want to see if there's more movie nights and things like that. They have trouble with social stuff, but they have the right not to do things. In general, it's to do with the state with how care is fragmented, and we have to coordinate between all the different agencies. It would be nice if there was some funding for oversight and coordination in that sense. They're always willing to help, but it's hard with caregivers aging out of being able to provide that role, which makes the future seem less optimistic. I worry about funding. I think people should be paid more. They work very hard, but I know it's hard to make a living at it. I don't know what their salaries are, but I'm sure it's not equivalent to their level of skill. It might be nice to have a retreat once in a while at a local hotel with fun activities and sessions on how to deal with job issues, social relations, that kind of thing.

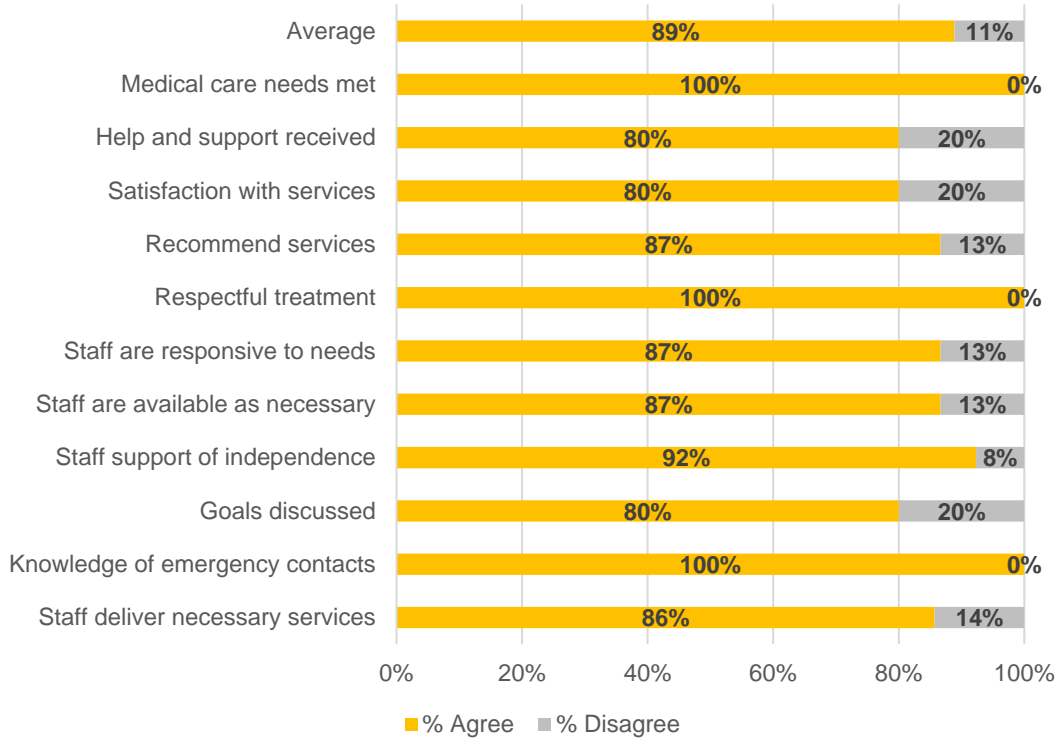
I would have loved to see more home visits in-person. I think a set schedule would have been really good for them, mentally, and put them in a better mood to talk. I think it would have been nice to see more visits outside the home too. More consistency with communication would have been nice too, phone call, email, anything would have been nice.

Easterseals

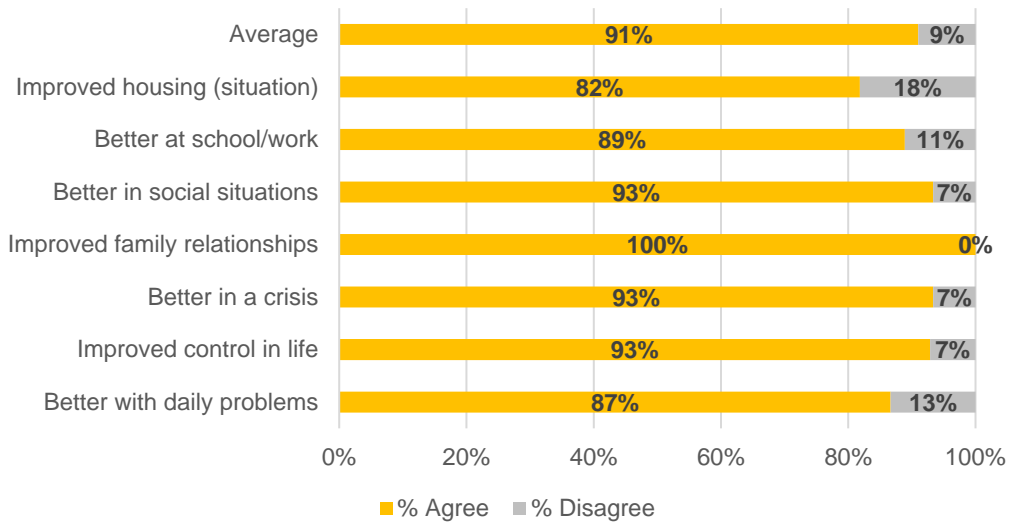
Easterseals Performance by Outcome 2021-2023

	2021		2021		2023	
	Performance	Score	Performance	Score	Performance	Score
Housing	98%	4	98%	4	-	-
Engaged Toward Employment	52%	4	41%	4	-	-
Working Toward Self-Sufficiency	39%	4	33%	4	-	-
Education	22%	3	21%	3	-	-
Access to Somatic Care	100%	4	100%	4	-	-
Community Inclusion	97%	4	98%	4	-	-
Participant Empowerment	87%	2	93%	3	-	-
Negative Disenrollment	0%	4	0.00%	4	-	-
Hospital Bed Days	0.27	4	0.35	4	-	-
Emergency Room Visits	0	4	0.00	4	-	-
Involvement in the Criminal Justice System	1.04	3	0.94	4	-	-
Homelessness	0.15	4	0.00	4	-	-
Participant Satisfaction	97%	4	94%	3	89%	2
Quality of Life	99%	4	88%	3	91%	3
Family and Concerned Other Satisfaction	84%	1	84%	1	87%	2
Administrative Outcomes	99%	4	99%	4	-	-
Agency Overall Performance	89%	4	89%	4	89%	4

Easterseals Participant Satisfaction Results by Item (N=15)



Easterseals Quality of Life Results by Item (N=15)



Easterseals Participant Comments (N=15)

Services Delivered Effectively

[When prompted about staff's responsiveness, participant answered:] Yeah, they would schedule it out or find someone for me. If they couldn't personally do it, they would find another worker.

They take me to get groceries, doctors' appointments, help me read through my mail, help me fill out checks.

They made a makeshift elevator in my apartment for me.

I have somebody to call if something happens at my job, and also, I have somebody to talk to if I'm feeling anxious or depressed.

Positive Relationships with Agency or Staff

[When prompted about if needs are met, participant answered:] I ask them if one of these days we can walk around here when it's nice; it makes me happy.

They're very helpful. They're nice and respectful, and you can meet new people and friends if you need to.

They let me choose what I want to work on and help me see what needs to be done. They're flexible with my schedule.

They are there when I need them, and they helped me move out of my new place, because I lived here for like three years.

Positive Impacts of Services

[When prompted about if handling crisis better, participant answered:] Yeah, I had to deal with one recently. The conflict resolution I learned in the past helped me through.

[When prompted if dealing more effectively with daily problems, participant answered:] I'm doing a lot better. I go to work every day and I like my friends at work.

I would say I feel a lot better because I have Easterseals to help me out, and being able to hang with them.

[When prompted about two things making life better, participant answered:] Not having a vehicle has been a big one, [so I'm glad that they can take me places]. It gives me something to look forward to because it's like, 'Yay! I can get out and not be boring!' The other one is financial issues. That goes along with job things. Not just the job. Like, interviewing, job stuff, not stuff you want to talk about, but very important. The biggest thing is income.

Concerns

[When prompted if staff's willing to see them as often as needed, participant answered:] Mostly. They can be busy with the limited funding as it is, but mostly it's fine.

[When prompted about satisfaction, participant answered:] No, I'm not. I mean, [Staff Name] did [talk with me] yesterday, but usually they don't. It just depends on who comes.

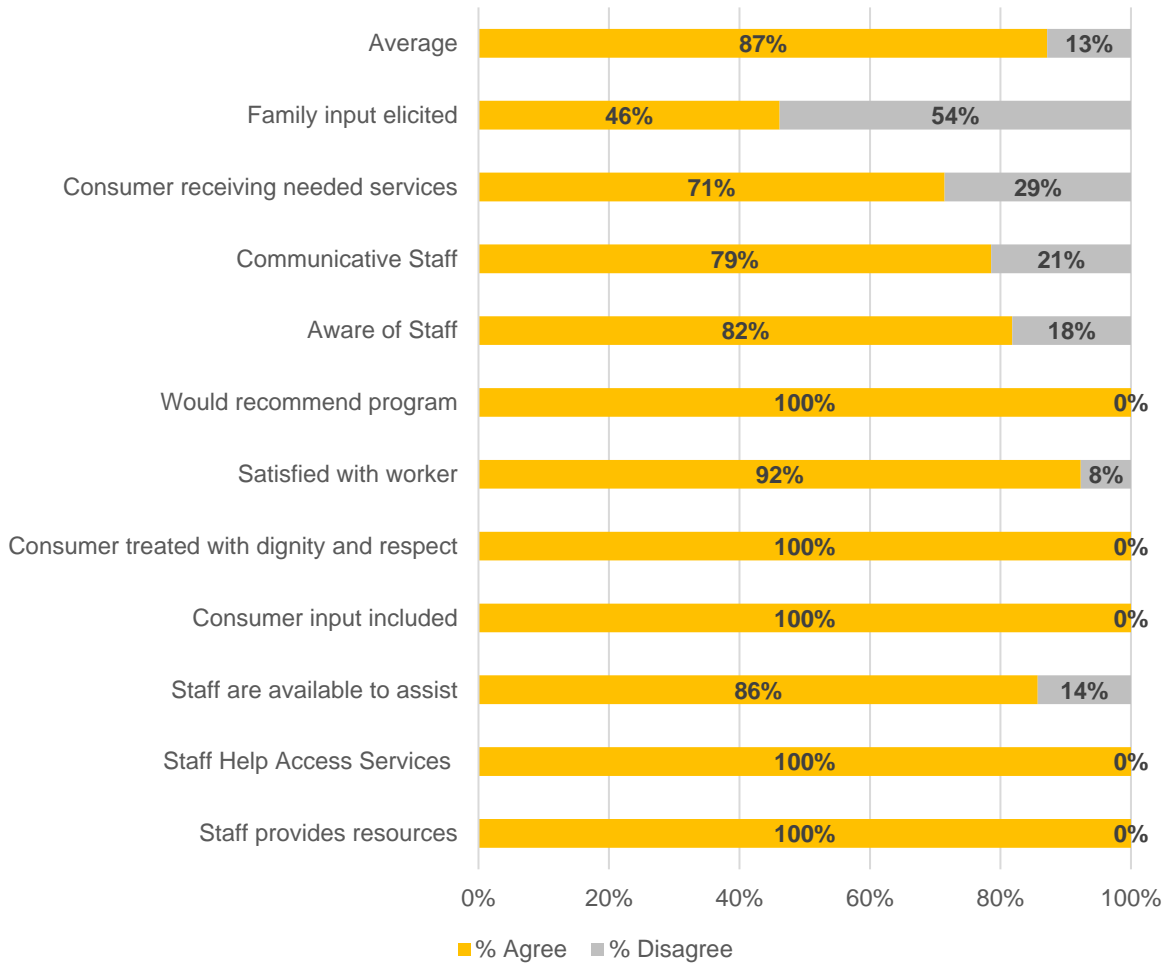
Suggestions

Communication. Just better communication on each part so I could understand what was really going on.

Just getting transportation to get around town would be better from them. Just in the last couple of months I haven't heard from them or seen them, so I don't know any more.

I wish they would hire more people so they aren't short on staff.

Easterseals Concerned Other Satisfaction Results by Item (N=15)



Easterseals Concerned Other Comments (N=15)

Services Delivered Effectively

They return their calls. When they're having [symptoms], they call them and talk them down. They let them talk, and if it's something like they're going to hurt themselves, they [help them].

Yeah, I think they do a good job. They see that they go to their dental or doctor's appointment, and they make that appointment for them, and they take them. They take them to the grocery store. When they moved, they helped them move.

If we have any needs, they're pretty good. Recently I was concerned about [participant] after I'm gone, and they got resources about what might happen to [client] after I'm gone. They got some things started and that helped.

They have a lot to offer, but [participant] has two parttime jobs. ...It's difficult for them to do social things because of their work hours, but they're great at coming over and taking [client] out to eat or out for a walk. They've had some issues at work with scheduling and stuff, and they've gone to bat for them and helped them sort things out at work. They've been excellent. [Staff member] specifically went with [participant] to [ONE JOB] to help them talk to management.

Positive Relationships with Agency or Staff

Like I said, [staff member], that they meet with, is a wonderful personal contact for [participant]. That's the first person [participant] would contact if they needed anything. And they've been our main contact and very, very good. I'm not sure what their title is, but they visit [participant] at home weekly and they have great rapport. [Staff member] would be able to put [client] into contact with the right people if they weren't able to address the problem themselves.

Definitely. I think the staff have been super caring and they interact with [participant] beautifully. It's never demeaning. They approach and talk with them in a respectful way. They work with them. They would contact us if they had concerns, but they're committed to working with them directly. They've been wonderful, respected them as a human being. They laugh with them. They've got a wonderful sense of humor. They treat [client] as a friend.

[Client is] [number] years old, and they're [disabled]. They're prone to whining and acting childish. They don't treat them like a child. They treat them like an adult. They ask their input on things and want to know how they're feeling and what they're dealing with.

Like at the picnic, they make sure to come over and talk to [client]. And if they have to cancel, they make sure to call them. And they listen to them, and I think that's respectful.

Positive Impacts of Services

They've helped [client] greatly to be independent. They access [staff] to help get them where they need to go. They're pretty independent on figuring out what they need for groceries and what they need to buy. It's really the transportation and the paperwork.

I think they've gotten more independent. They can go out in public a lot more often. They're more sociable now.

Yes. I think mostly better health, with the walking and being about and doing food and product labels. Being friendly and talking with [client] ...have been a big [part of what] they do too.

I think it's positive for [client] to know that they have somebody that they can reach out to and talk to and take part in some social activity. That's positive because it's hard for people who are different to just sit and listen to everyone else.

Concerns

Like I said, we've had a hard time getting in contact with [staff member]. [participant] tried email, leaving messages, etcetera. They're supposed to reach out to [staff member] for work-related issues, and at [participant's] work, they were very short staffed and asked [participant] to cover more shifts. But [client] felt at one point like they couldn't get time off to go on family trips and that kind of thing. Their hours are usually on weekends and late at night, and that's probably when they tried to reach out to [staff member], so that may have been why they weren't reachable. [participant's] medical condition is also worsened by stress and anxiety, so it was a hard situation.

They help drive [client] to their appointments that they need to go to. They get real frustrated because they're sometimes late or can't make it [when they said they would be there].

As they're aging, I think down the road ...I don't know if they have quite the depth of service and activities for people in their 50s and 60s and so on. They do a lot of good work with younger clients, but I don't know what they foresee, future-wise, what help they can offer [participant] as they age.

For one thing, they've moved from their location here in Des Moines out to Ankeny, which is farther away for us. It used to be [client's] social worker was theirs on a longer basis and they change on an almost monthly basis. It's getting harder, if we need something, to know who to call.

Suggestions

Maybe a little extra time with [their worker], if they could go into the apartment and tell them what they need to do with their apartment.

I would like to see staff staying for more than a month. Just so they can get to know each other better.

I wish they wouldn't rotate staff so much. [Client] gets a staff person that they really connect with, and then they rotate. I wish they could keep that staff person longer. That's the only change or improvement I have, and I've mentioned it to them before. They had [staff member], who was just awesome, and they could get [participant] to do about anything. And they got rotated. They had [staff member] before, and they're back now, and the [staff member] they had before could get them to do anything. Once they connect with someone, I wish they could stay their staff member for a longer period of time.

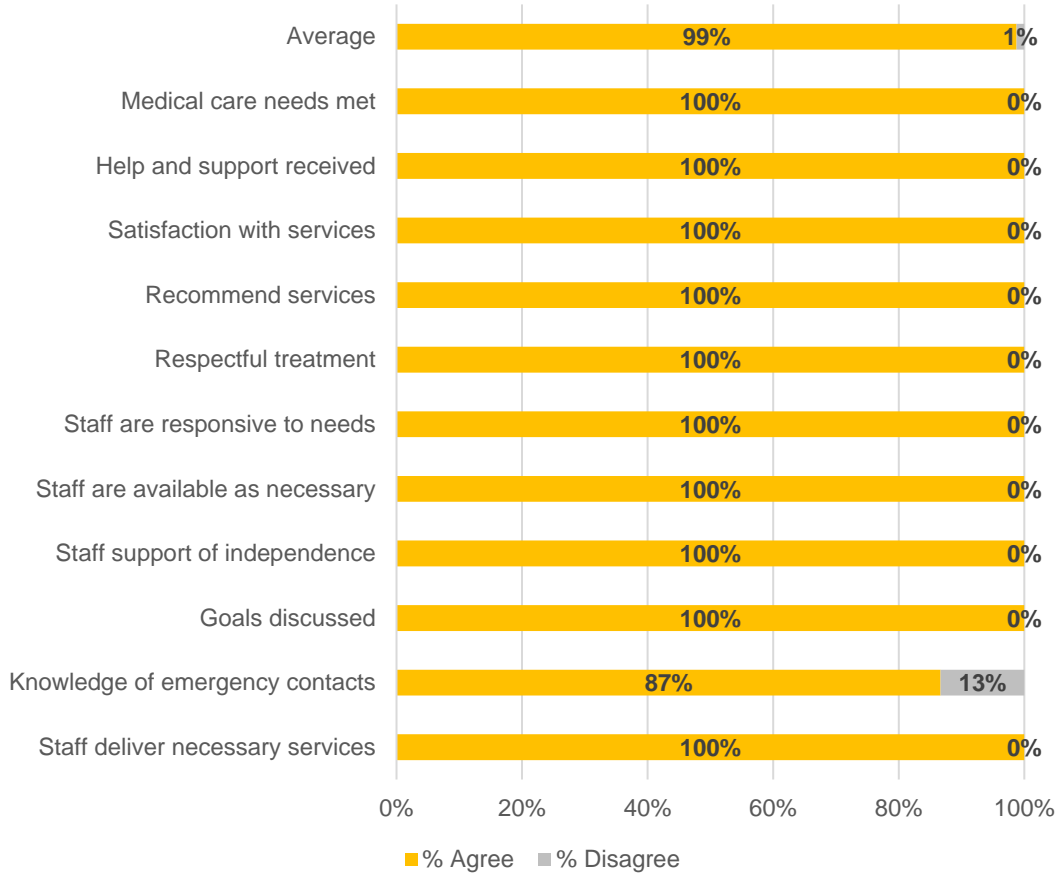
I still am doing things for them but there are no activities anymore for them. They might think about doing more things [with taxpayer dollars to allow for more] activities and stuff to do. That helped motivate them. They would feel really good about that, and they want to be useful.

Eyerly Ball

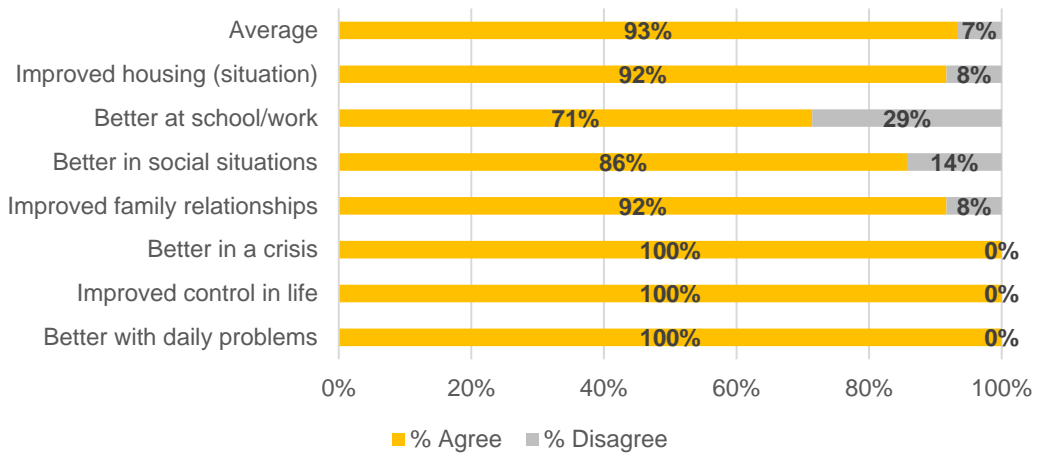
Eyerly Ball Performance by Outcome 2021-2023

	2021		2022		2023	
	Performance	Score	Performance	Score	Performance	Score
Housing	99%	4	99%	4	-	-
Engaged Toward Employment	48%	4	21%	3	-	-
Working Toward Self-Sufficiency	35%	4	15%	2	-	-
Education	46%	4	51%	4	-	-
Access to Somatic Care	100%	4	100%	4	-	-
Community Inclusion	98%	4	99%	4	-	-
Participant Empowerment	100%	4	100%	4	-	-
Negative Disenrollment	2.45%	3	0.00%	4	-	-
Hospital Bed Days	0.59	4	0.82	4	-	-
Emergency Room Visits	0.03	4	0.02	4	-	-
Involvement in the Criminal Justice System	1.53	3	0.79	4	-	-
Homelessness	0	4	0.01	4	-	-
Participant Satisfaction	99%	4	99%	4	99%	4
Quality of Life	99%	4	99%	4	93%	3
Family and Concerned Other Satisfaction	90%	3	92%	3	94%	3
Administrative Outcomes	100%	4	99%	4	-	-
Agency Overall Performance	95%	4	94%	4	95%	4

Eyerly Ball ISA Participant Satisfaction Results by Item (N=15)



Eyerly Ball ISA Quality of Life Results by Item (N=15)



Eyerly Ball ISA Participant Comments (N=15)

Services Delivered Effectively

They help me get out in the community and they help me work. They were going to go to bowling, so we're going to do that pretty soon. And take me to doctors' appointments.

They help me with living at my apartment and paying my bills, and if I need anything, they'll be there for me.

Yeah, they're great. Rent, when I'm depressed, transportation, they help me with anything. They're the best people ever. I couldn't live without them.

They help me find new sources for my counseling and my medication. They're just like a sounding board. I'm very independent, but they do help me, and I like being independent. And sometimes I need some support. They help me maintain.

Positive Relationships with Agency or Staff

We just respect one another back. Helping one another out. They've been helping me out and I've been helping them out. They got me my medicine and did that yesterday.

Them being there for me, the way they talk to me and provide stuff for me, and show me how to do things. They're real caring.

I don't think there has ever been a time when they said they couldn't see me. Like, every time I've asked them to come over and look at mail or something, they have always said 'yes'.

They're very welcoming, very honest, very dedicated to solving problems or whatever you need.

Positive Impacts of Services

Yeah, I'm still working on it but I'm better than I was. You're always going to have problems in life, but I'm learning how to deal with it. They make my life a lot easier. My team workers are the best and show me loopholes.

[When prompted if staff talks about goals, participant answered:] Yeah, all the time. Learning how to deal with my mind, getting better in some situations, they show me things in a different way than my family can.

It's been great, because I don't have to worry about stuff. I mostly get confused by things I get in the mail, or emails and stuff, and it's nice to [have someone to explain it and help me fill things out].

Yeah, when I first started with Eyerly Ball, I was in and out of hospitals for depression. Since starting with them, that number [of hospital visits] has gone down. I think it's been three years since I've been in the hospital.

Concerns

I won't say that my staff listens to me that much anymore.

Suggestions

Normally, I've been getting an answering machine and I would like to get them to call me on the phone more than they do.

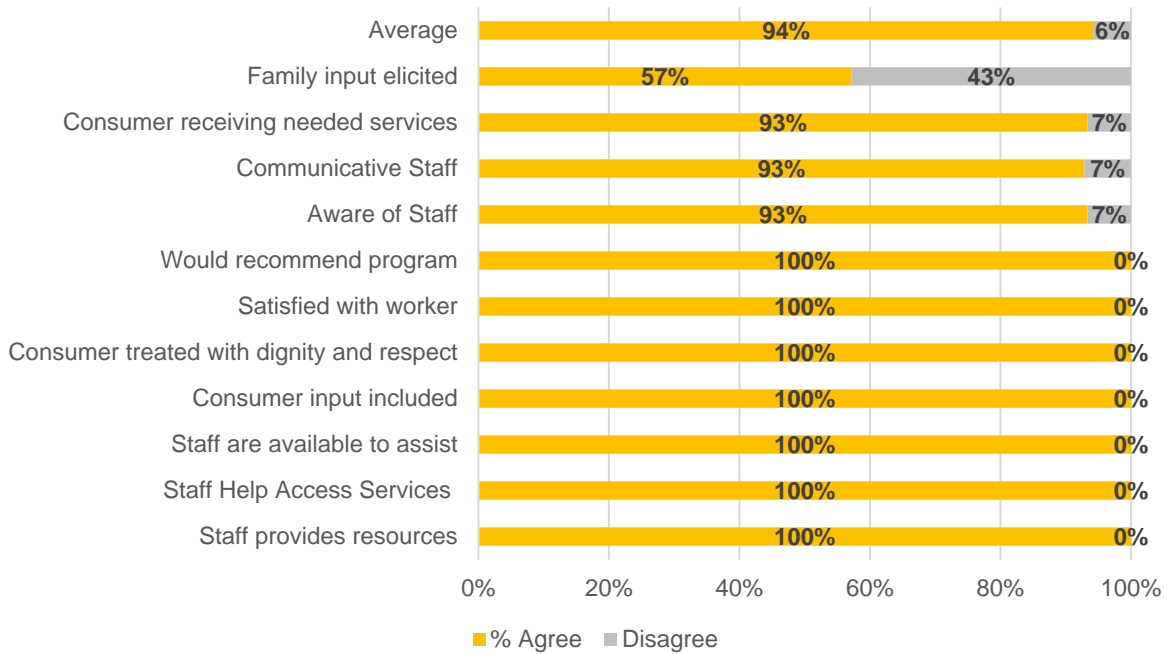
For them to be on time for things. For them to be on time with activities.

I know they need more money to hire people and get more people. And I know they need more money for activities...We want to do that. They just aren't in the right position right now for that. That's really irritating for me because I don't like how they're working with the money issues in the state. I just don't like them doing that. Eyerly Ball is a great program and I'm blessed.

The people that are there are great. I just wish they wouldn't leave.

They keep you as busy as you want to be with activities. No complaints about that. [I wish their turnover rate wasn't so high.] That throws a wrench in things.

Eyerly Ball ISA Concerned Other Satisfaction by Item (N=15)



Eyerly Ball ISA Concerned Other Comments (N=15)

Services Delivered Effectively

They've been instrumental about getting [participant] everywhere they need to be. Lately they've helped with paperwork for Section 8 housing. Any other business they need help with, they'll help. I'm very happy with what they do.

They've been real good about... if I couldn't take them to the doctors' office or the grocery store, they've been very good at picking up those little appointments. They've always been very accommodating.

They've hooked them up with financial assistance to get some stuff done on the house, so they can afford to get the house up to a safe standard. Social activities are probably the most important thing that they do because they get them out of the house. They take them to the grocery store, the YMCA, or just out on a walk to the park. Sometimes they set it up so they can run into another staff member or someone to talk to. They really go above and beyond.

The services they provide are: taking them to appointments, and they call a few days ahead, they take them to get groceries, so that's helpful. They take them to optional activities, like restaurants, coffee shops, and movies, things like that.

Positive Relationships with Agency or Staff

Oh sure. Sure. I've interacted with them, and they don't talk down to [participant], and they have a very calm demeanor. They treat them with respect for sure, which is what they need. [Client] responds well to everyone they work with and knows they're there to help them. [Client is] excited to see them.

The relationship between my [sibling] and their worker is very strong. When my [sibling] is upset, they're able to calm them, and I think that's wonderful. They're always helpful, no matter what the situation is. If they don't understand, they'll help out. They'd be lost without them.

Most definitely. I can get a little frustrated with [client] at times, but they don't seem to get frustrated at all. They treat them like a person.

They've helped [client] out so much that they love them to death. And I agree with them. I like them too.

Positive Impacts of Services

Well, the activities that they have going on, that get them out and going around people. [Client] feels good about themself because of that program, like they have someone else that cares about them, not just their [parent].

Yeah, they've come a long way. When they first started, they were in a big group home, then in a little group home, now they're alone in an apartment. They're super happy and content with that. They're happy with life. They've done everything they said they would for them. Their health is better. Their dental and their vision, yeah.

They just help them health-wise. Socialization: they have met new people and they talk on the phone and they're just taking better care of themself.

It's good that they have more people in their life, because all their friends have passed away. It brings them out of their shell and back out into society. It's been really great.

Concerns

They've had a lot of turn-over. There's one [staff member] who's consistent, thank goodness. But they keep moving people around internally and replacing people, which can be confusing for [participant].

They've had turnover of staff, some. [Staff member] is new. But I guess that's how the industry is. In all the mental health industry, there's a lot of turn-over of staff. [Staff member] in the

group home was great, and [participant] really liked them, and it was hard when they left, but they're still in contact.

Every time I talk to them, they have a new staff member. They have a lot of turn-over, but that's routine.

Suggestions

It would be nice if they were able to get someone in to see them more often.

I want to say better housing options and making sure that people who need housing have somewhere to live. More assistance with housing-related issues.

I think paying staff enough for them to stay, which I don't know if that's possible or if that's already changed.

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 ISA 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.