

2024 Annual Report



UnityPoint Health
Black Hawk-Grundy
Mental Health Center

Message from the Executive Director

There appears to be a common word in my annual reports over the past several (if not longer) years. That word is CHANGE. While we all know change is constant, the changes in the mental health field continue to be monumental each year, giving us little breathing room to adjust. In 2024, the Center:

- Implemented UnityPoint Health's Electronic Health Record, Epic, which while a major undertaking, holds the promise to improve communication and coordination of care with multiple entities in our community and will lead to improved outcomes for patients, their families, providers of care while lowering the cost of care.
- Saw "landmark" legislation passed which integrates the mental health and substance use field in our State, something that we have longed work toward given the prevalence of co-occurring disorders in the population we serve.
- Continued to experience significant turn over of staff in the midst of a nationwide mental health workforce shortage.
- Had a long-standing grant with the First Judicial Department of Correctional Services (now the Iowa Department of Corrections) terminated creating additional barriers to care for those with mental illnesses in the criminal justice system.
- Saw an unprecedented number of patients lose their Medicaid benefits as a result of the unwind following the lifting of the flexibilities with the end of the COVID pandemic.
- Experienced a continued increase in the demand for our services.

Those are but a few of the changes that have impacted our organization, it's staff, services and programs in the past year. Throughout it all, our staff have remained resilient, committed and resourceful in navigating these uncharted waters. Challenges present opportunities that our staff and organization continue to embrace despite the stress created. I remain humbled by working with such dedicated professionals who work every day to live out our mission.

I have continued to give credit for our success to many including:

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

The following report highlights some of the accomplishments of our staff, services and programs in 2024.

Thomas C. Eachus, LISW
Executive Director

UnityPoint Health Vision:

Best outcome for every patient, every time.

UnityPoint Health Mission:

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

Black Hawk Grundy Mental Health Center

Mission Statement:

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

2023 Board of Directors

Mark Little, Chairperson

Sharon Droste, Vice Chair

Jean Seeland, Secretary

Susan Rolinger, Treasurer

Troy Belmer - At Large

Jenni Friedly, Allen Health Systems

Denita Gadson - At Large

Katie Lang - Grundy County

Sara Laures - At Large

Linda Laylin - Black Hawk County Board of Supervisors

Heidi Nederhoff - Grundy County Board of Supervisors

Wes Pilkington - At Large

Erich Priebe - Black Hawk County Bar Association

Shane Shellhorn - AT Large

Daphne Schlamp - Grundy County

Historical Information

In 1949, a group of citizens on the Social Services Council in Black Hawk County began discussing the need for a mental health center in our community. These meetings, facilitated by Opal Fore, a visiting social worker from the Iowa Mental Health Authority, Glenda Mabrey, a teacher with the Waterloo Public Schools and Blair Wood, the Black Hawk County Attorney, resulted in the election of the first Board of Directors in December 1949. On March 21, 1950, the Center opened for business with three offices located at 420 Commercial Street. In five short years, The Center had outgrown the space available and a move was made to the corner of West 11th and Washington Street. Again, the demand for service exceeded the staff and space resources available and a waiting list for services was established. Sometimes, it took as long as six to ten months to be seen. The Mental Health Center's first Executive Director, Jack Joelson was hired in November 1955 and in 1957, the agency moved yet again to the Community Services Building located at 2530 University Avenue. Dr. Harold Korner was hired as the first Medical Director in 1961 and in 1964, we began providing services to residents of Grundy County. In the fall of 1966, a new building totaling 5,000 square feet was completed at 3251 West 9th Street. In 1988, we opened our Community Support Center at 907 Independence Avenue for our Outreach, Drop In and Homeless Programs. This facility closed in 2003 due to budget constraints. In 2001, we added a 6,000 square foot addition to our main building and in 2006, we began leasing space in the Black's Building for our Mental Health Recovery/Peer Support Center. We moved this program to 626 Commercial Street in 2016 and lease this building until 2026. In 2011, our second building project at our main office was completed which provided much needed office and meeting room space. We continue to have a daily presence at Allen Hospital where our staff visit patients in multiple locations.

Over the past seventy-five years, we have provided services to over 75,000 individuals and families. With over 6,000 individuals who rely upon us for their services (10,000 annually) and a staff of approximately 80, we continue our efforts to respond to identified community needs in developing our services and programs. A description of these services and our financial performance for calendar year 2024 follows.

Outpatient Services

The Outpatient Program remains the foundation of the services provided by the Center. The provision of mental health evaluations, individual, couples, group, family therapy and medication management by our licensed mental health professionals (and interns), psychiatrist and nurse practitioners has been the backbone of our organization since 1950. In 2024 we provided over 20,000 evaluations, therapy and medication management visits to 6,000 plus individuals.

Services to the Homeless

Since 1988, the Center has been providing services to homeless individuals and families impacted by mental health. We continue to serve approximately 300 individuals per year through outreach, case management, facilitating housing, providing information and referral services, etc. In 2024, we saw an increase in homelessness in the Cedar Valley which mirrored the federal data that homelessness rose 18% last year. With increased housing costs, it has been increasingly difficult to find safe, affordable housing in our community for individuals with mental health conditions.

Nursing Services

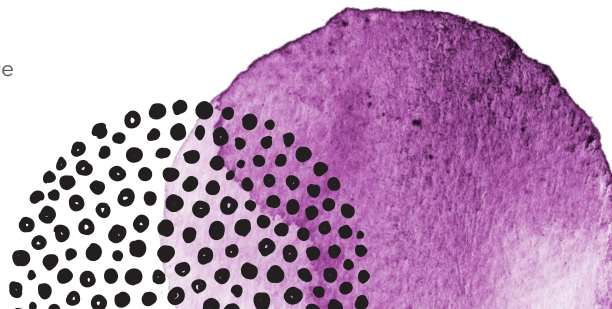
Our nursing program remains one of the busiest programs at the Center given the increase in the number of providers, the influx of new patients, the use of medication to treat mental health conditions and the need to coordinate care with other healthcare providers. In a given week, our nursing staff triages literally hundreds of calls, faxes, emails, MyChart messages from patients, pharmacies, community agencies and health care providers, not to mention having to complete prior authorizations for medications, providing injections, rooming patients and other related tasks. In 2024, we were fortunate to add another RN to our staff with 3 RN's and 2 CMA's who support our provider staff (7) which will grow to ten providers in 2025

Telehealth Services

The Center began providing psychiatric services via telehealth in 2011 due to the shortage of providers and we expanded our capacity to provide this service during Covid. Our employed, contracted and lease back providers (therapists and Psychiatric ARNP's provide psychiatric services via telehealth from their homes in Montana and locations in Iowa. In 2024, we provided over 3,000 evaluations, therapy and medication management visits by our telehealth providers.

School Based Mental Health Services

The Center has been providing on-site mental health services to youth in the Waterloo Community School System since 1990 and to the Cedar Falls Community School System since 2014. During 2024, our staff of 13 Mental Health Professionals provided services to 728 youth and their families with over 7,000 evaluations and therapy visits being completed. There were 370 new referrals made to this program, decreased from 2023 due to staff turnover and the difficulties filling open positions. In addition to providing direct services, our staff are involved in daily consultations with school staff and others involved with the youth served, educational presentations to school staff and community agencies, attending staffings and countless activities where communication and coordination of care occurs. The demand for these services continues to increase with the growing recognition of the mental health needs of this population, the impact of the pandemic and the barriers that exist for youth/families in accessing traditional mental health services.



Community Support (Outreach) Services

Since 1988, the Center has provided outreach services or community support to individuals with a serious and persistent mental illness in an effort to prevent or reduce hospitalizations and institutional placements while promoting independence in the community. Services include medication deliveries and monitoring, locating housing, providing assistance in meeting basic needs, transportation to appointments, crisis intervention and helping individuals served develop symptom management strategies to manage their illness rather than relying upon the Emergency Department or Mental Health Unit. In 2024, we provided over 2,000 visits to over 400 individuals with a team of 7 staff.

Medication Assistance Program

With the development of newer, more effective medications to treat various mental health problems and with the biological basis of many mental illnesses, the use of medication to remains a significant part of our business. In 2024, we assisted hundreds of individuals in receiving sample medications from pharmaceutical company representative. Through our participation in the AmeriCare Program, which supplies medications and supplies to organizations that work with low-income populations, we obtained closed to \$200,000 in free medication used to assist countless individuals in need of medication to treat their mental health symptoms.

Integrated Health Home Program

The Integrated Health Home Program, implemented in 2014, provides care coordination activities to youth with a Serious Emotional Disturbance (and their families) and adults with a Serious Mental Illness covered by Medicaid. Too often, care coordination between and among providers does not occur leaving patients and families confused resulting in poor follow through, noncompliance, duplication of care, frustrations with the system, increased costs and overall poor health outcomes. This program utilizes a team approach in working with the target population to eliminate or reduce some of these problems with the overall goal of improving the health and well-being of those involved. In 2024, we provided these services to over 450 individuals/families. This is a decrease from last year as a result of the Medicaid Unwind where individuals were provided with Medicaid coverage during the pandemic but are now being disenrolled from the program.

Mental Health Re-Entry Programs

Through grant funding from the First Judicial Department of Correctional Services along with financial support from County Social Services, we began providing on site mental health services and supports to individuals on probation or parole, residing in the community or returning from the Iowa prison System over 20 years ago. Unfortunately, with the Iowa Department of Corrections absorbing the local Judicial Districts across Iowa, we had to submit a proposal to continue this program. The RFP was recalled and this program ended in February 2024 creating additional barriers to those with mental illnesses who are involved with the criminal justice system.

Consultation and Education Services

As outlined in our original Articles of Incorporation, "promoting mental health education and training..." has been a service that we have provided to the community since 1950. In this program, we offer consultation, education and training services to individuals, groups, agencies, organizations and the general community about mental health related issues. In 2024, Center staff provided informal consultations and formal presentations and trainings to over 15,000 individuals in our community. We continue to hold an Annual Mental Health Awareness Breakfast each May with a keynote speaker. In 2024, we had over 750 individuals hear a moving presentation by Joanna Rahnvardi, a teacher in the Waterloo School District, who lost her son to suicide and just a few short years later, her husband from medical problems. On May 9, 2025, this event will feature Cedar Valley's own Gary Kroeger, Saturday Night Alum and long-time mental advocate.

Cedar Valley United Way Care Coordination

Since 2015, with funding from the Cedar Valley United Way, the Center has been working with both hospitals to improve the communication and coordination of care for individuals referred to the Mental Health Center for the first time or those existing patients who need more than just an aftercare program. A significant number of these individuals never follow through with outpatient treatment leading to readmissions, increased healthcare costs and poor outcomes. By meeting these individuals before they are discharged to address the multiple barriers that frequently interfere with follow through, we have been able to successfully facilitate this transition of care and improve outcomes for those individuals served. In 2024, we provided services to over 300 individuals through this program.

Mental Health Peer Support Recovery Center

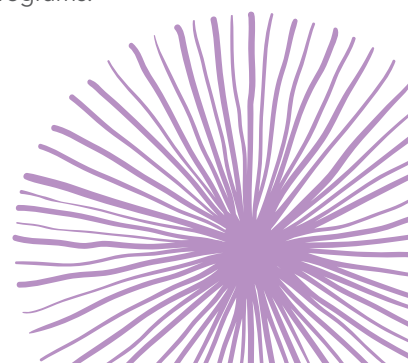
We have been providing peer support services through our Mental Health Recovery Center since 2006. This program is run by consumers of mental health services who have been trained to be Peer Support Specialists to help other adults with mental health conditions, regardless if they are patients of the Mental Health Center. The services available include information and referral, educational resources, community outings and support groups. In 2024, we served over 500 individuals with over 4,000 visits to the program.

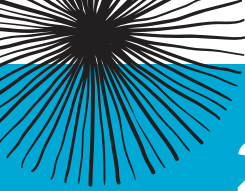
Student Health Coach Services to Columbus High School

In August 2021, we began a unique arrangement with the Cedar Valley Catholic Schools, by providing a "Student Support Coach" for students, parents, families, staff and administration. This collaboration has resulted in an increase in students and faculty discussing, educating themselves and others about mental health and advocating for changes in our community and state to improve services. Students and families can receive information, support and referrals at school. We started a mental health club allowing a place for students to learn about mental health as well as to advocate for decreasing the stigma surrounding mental health. The staff have been receptive to and supportive of these efforts which has been a win-win for both organizations.

Professional Training Program

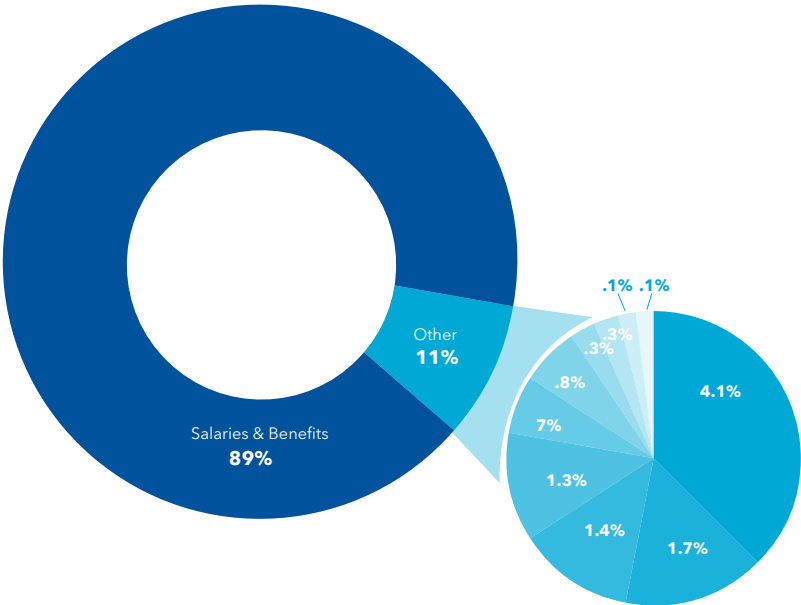
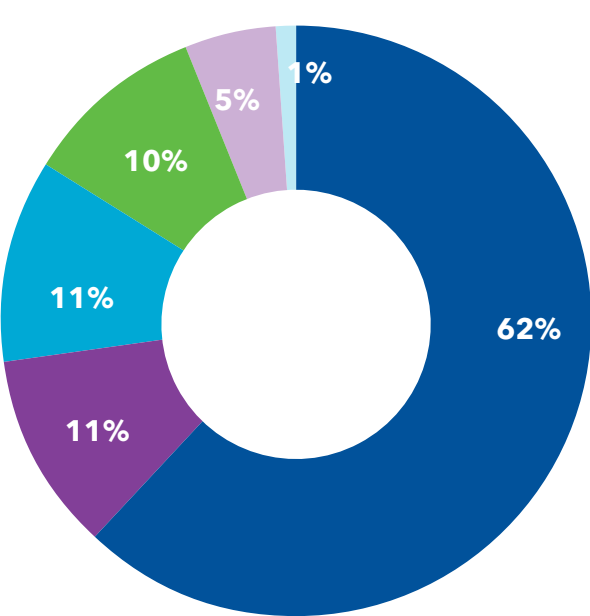
For many years, the Center has provided educational experiences to those enrolled in high school career programs and higher education programs. These experiences range from brief encounters, e.g. students working on a particular assignment related to mental health, to job shadowing to structured internships lasting weeks or months. We work with high school students, college students in mental health related fields, registered nursing students, those involved in Master's programs and physicians in residency programs.





2024 Unaudited Financial Report

(January 1, 2024 through December 31, 2024)



Revenue

| | |
|--------------------------------|-------------|
| • Fees | \$3,507,660 |
| • Other Program Income | \$633,658 |
| • County Social Services | \$627,923 |
| • Grants | \$594,581 |
| • Donations..... | \$285,190 |
| • Other Income | \$28,465 |

Total Public Support and Revenues..... \$5,674,738

Expenses

| | |
|--|-------------|
| • Salaries and Benefits | \$6,079,350 |
| • Other | |
| • Miscellaneous | \$281,389 |
| • Equip Repairs/Maintenance/Rent | \$118,771 |
| • Utilities | \$90,353 |
| • Depreciation | \$98,687 |
| • Travel | \$48,999 |
| • Building Expenses..... | \$45,213 |
| • Community Relations..... | \$21,363 |
| • Supplies..... | \$17,261 |
| • Fees-Consulting/Legal..... | \$14,853 |
| • Dues and Memberships | \$11,942 |

Total Expenses..... \$6,828,182