



Southern Iowa  
Mental Health Center  
*Where recovery happens!*

# Annual Report

56<sup>TH</sup> EDITION

2023

---

Every year Southern Iowa Mental Health Center (SIMHC) releases an annual report summarizing the work we've done in the past year.

Thank you for your interest in SIMHC and we hope you find this information helpful.

# TABLE OF CONTENTS

---

- 4** VISION & MISSION
- 5** SIMHC BY THE NUMBERS
- 6** BOARD OF DIRECTORS
- 8** SIMHC STAFF
- 9** VALUES
- 10** SERVICES OVERVIEW
  - 12** ACCESS CENTER
  - 13** ASSERTIVE COMMUNITY TREATMENT
  - 14** CRISIS SERVICES
  - 15** CRISIS STABILIZATION
  - 16** COMMUNITY SUPPORT SERVICES
  - 17** HOME-BASED HABILITATION SERVICES (HAB)
  - 18** INTEGRATED HOME HEALTH
  - 19** JAIL DIVISION
  - 20** MENTAL HEALTH THERAPY
  - 22** MOBILE CRISIS LIAISON PROGRAM
  - 23** PROMISE CENTER
  - 24** SUBACUTE FOR MENTAL HEALTH
  - 25** SUBSTANCE ABUSE TREATMENT
- 26** EMPLOYEE SATISFACTION COMMENTS
- 28** PATIENT SATISFACTION SURVEYS
- 30** REVENUE & EXPENSES

“

I have recommended my friends & family to seek help @SIMHC. Because of the great service and care I get here.

”







# VISION & MISSION

## VISION

The vision of Southern Iowa Mental Health Center is access for all people, regardless of their race, religion, gender, socioeconomic status or sexual identity, to quality mental health treatment. We envision people living with a mental health disorder living in recovery; free of prejudice and social barriers.

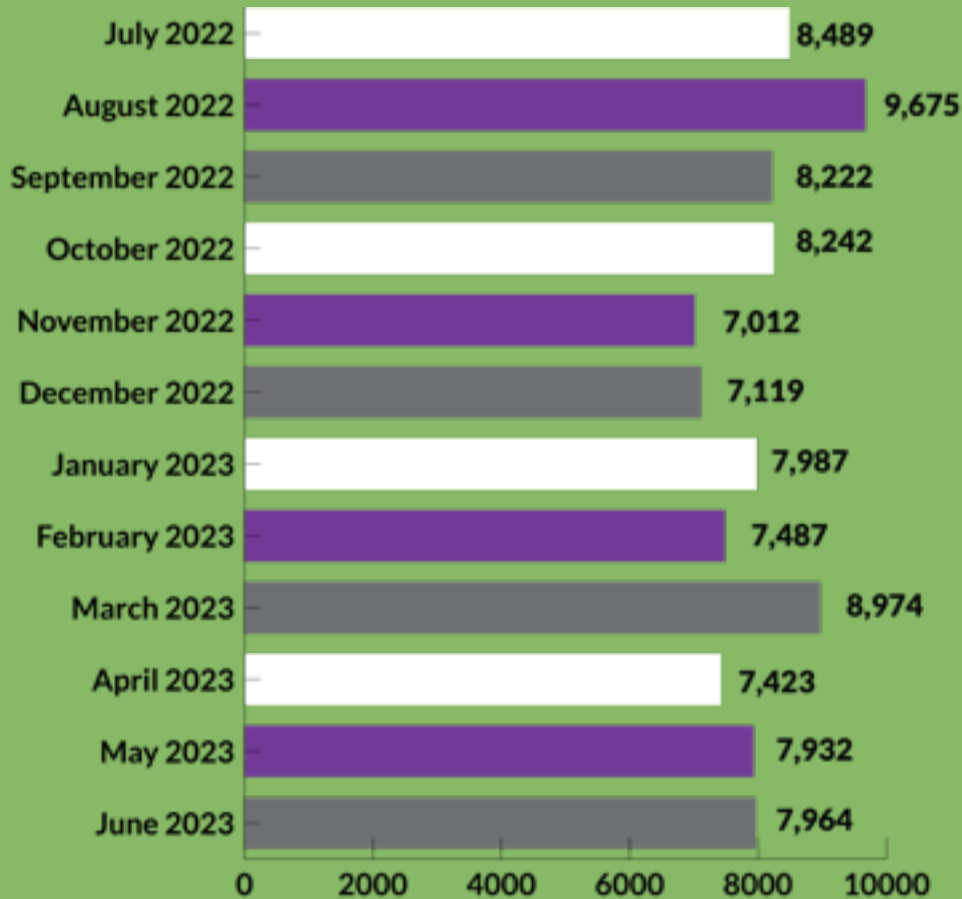
## MISSION

**At SIMHC we believe mental health treatment is important because:**

1. Mental health problems are common
2. There is a stigma associated with people suffering from a mental illness.
3. People with mental illness don't know where to go.
4. There are not enough professionals available to help.
5. People with mental illness often feel that they are alone.
6. On average people delay seeking mental health treatment by 10 years!

# BY THE NUMBERS

## SIMHC: One Year of Visits: 96,526



## SIMHC Scope of Work:

**2,570** number of open patient files

**12,214** number of patient files (closed and open)

**70** current employees

**108,447** total Staff worked hours in the last year

**3,569** total crisis calls answered in the last year

**96,526** total services in the last year delivered

# SIMHC BOARD OF DIRECTORS



- Brian Morgan - Board Chairperson
- Karen Lauer - Board Vice Chairperson
- Dusty Stewart
- Aaron O'Brien
- Ron Bride
- Erin Durflinger
- Christina Smith
- Shelley Wood
- Jessie Mattingly
- Taren Ferguson

**T**he Mission of Southern Iowa Mental Health Center is to empower individuals and families with multiple issues in moving towards recovery and overall well-being. We do this by providing a welcoming, comprehensive and caring community mental/behavioral health program through diagnosis, treatment and partnership with helpful local resources



“

**SIMHC goes out of their way to help me with any concerns or troubles I might have. They are always welcoming and they work hard. I enjoy them and they're wonderful at their job.**

”



# SIMHC STAFF

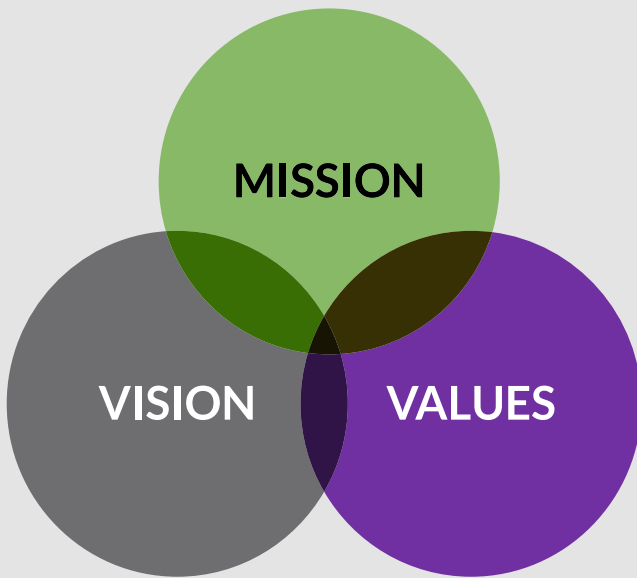


## SIMHC CURRENTLY HAS 68 EMPLOYEES:

- Assertive Community Treatment Team - **3**
- Directors - **5**
- Crisis Services - 23 hour observation, crisis stabilization and subacute - **22**
- Billing, Finance and Accounting - **5**
- Coordinator of Clients Services - **3**
- Integrated Health Home - **8**
- Psychiatric Clinic Nurses - **3**
- Psychiatric Medication Prescribers - **4**
- Substance Abuse Counselor - **1**
- Clinical Therapists - **8**
- Promise Center - **2**
- Mobile Crisis Liaison with Law Enforcement - **1**
- Clinical Therapy Interns - **2**
- Med Student Intern - **1**



# OUR VALUES



## EMPLOYEE VALUES:

### Our staff will be:

- Friendly, courteous and efficient
- Observe the highest ethical practice standards.
- Respond with empathy and compassion to the needs of the individuals we serve.
- Respectful to everyone that comes in our doors, regardless of their stage of change.

## SERVICE VALUES:

### Our services will:

- Protect the dignity and privacy of those we serve.
- Be clinically sound.
- Target outcomes that are shown to be supportive to the individual.

## FACILITY VALUES:

### Our facilities will be:

- Accessible to all, easy to find and well maintained.
- Safe, hospitable and well organized.
- Governed by business practices that are efficient, accountable and honest.

## LEADERSHIP VALUES:

### Our management practices will:

- Promote an environment of respect for all staff.
- Encourage continuing professional development.
- Promote partnership with other community providers.
- Encourage all staff to be at their best performance at all times.
- Adhere to the Pillars of Success to keep us focused: Financial Stewardship, Clinical Quality, Customer Services, Patient Satisfaction and Employee/Physician Satisfaction.



# SERVICES OVERVIEW



Access Center

Assertive Community Treatment



Crisis Services

Crisis Stabilization



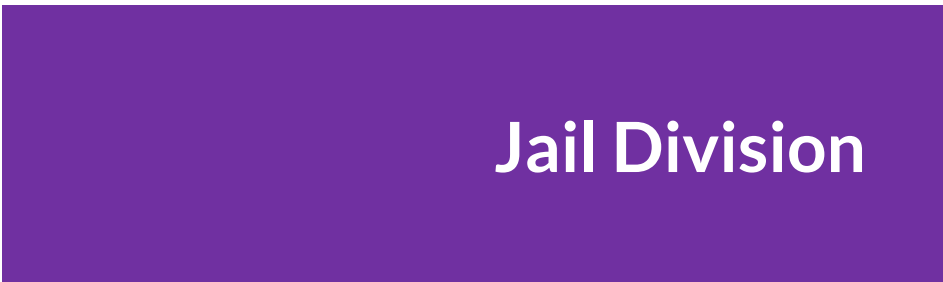
Community Support Services

Home-Based Habilitation Services (HAB)





# Integrated Health Home



# Jail Division



# Mental Health Therapy



# Mobile Crisis Liaison Program



# Promise Center



# SubAcute for Mental Health



# Substance Abuse Treatment



# ACCESS CENTER



## FYE 2023 SIMHC ACCESS CENTER ADMISSIONS:

- 56 Crisis Observation
- 306 Crisis Stabilization
- 27 Sub Acute



**M**any patients who present to the Access Center are homeless and will leave homeless. Housing is difficult to secure in the Access Center in just a few days, making discharge plans hard to follow up with. While in the Access Center, some patients will be assigned a care manager that might be able to help with housing concerns. But overall the Access Center is not a place for homeless people to find a home.

Number of homeless admissions in FYE 2023: **87**. This is up from 57 last year!

July 2022: 4

August 2022: **11**

September 2022: **14**

October 2022: 3

November 2022: 9

December 2022: **12**

January 2023: 2

February 2023: 2

March 2023: **12**

April 2023: 7

May 2023: 5

June 2023: 6

# ASSERTIVE COMMUNITY TREATMENT



The ACT team provides treatment, support and rehabilitation services for individuals with serious mental illness whose needs have not been met with traditional service deliveries.

ACT is a team approach of varying professionals. They provide personalized treatment such as in the home and community treatment. This care is not time limited.

ACT is designed for adults ages 17 and above who have had more than 2 hospitalizations in the past year and who have a primary diagnosis of a psychiatric disorder.

SIMHC started ACT in October 2019.

Currently the ACT team at SIMHC is made up of: LISW/Team Lead, Director, Two Psychiatric Medication Prescribers, Nurse, Peer Support Specialist, and Two Clinical Outreach Specialists.

ACT enrollment at SIMHC is currently 28.

The team at SIMHC can serve up to 35 individuals in the ACT program. Each member enrolled in ACT is contacted face to face, at least 2 - 4 times a week.

Most ACT members have a nurse and a prescriber setting up their medications for them on a weekly basis to ensure medication compliance.

## **ACT success stories - FYE 2023**

- 5 ACT people were helped in securing housing
- 3 ACT people were helped in securing social security benefits.
- 16 ACT people receive help weekly in setting up their medications
- 4 ACT people receive their injections at home monthly
- 13 ACT people were helped in securing food assistance
- ACT has served 30 members during FYE 2023.

# CRISIS SERVICES



- Crisis Screenings
- Emergency Evaluations
- 24 Hour Crisis Line
- 23 Hour Crisis Observation & Holding
- Crisis Stabilization - Residential Based
- Subacute for Mental Health
- Coming Soon!
- Mobile Crisis Team for Adults & Children (starting 9-10-2023)
- Crisis Stabilization Community Based for Adults & Children (starting 11-1-2023)

**C**risis Line: SIMHC operates and staffs a 24 hour crisis line. This phone number is answered 24 hours a day, 365 days a year, for patients calling in crisis. Family, friends or the person themselves can call and get information and tips on how to cope with a crisis. The 24 hour crisis line number is: 1-844-430-8520.

In FYE 2023 SIMHC's Crisis Line had:

Average Crisis Call Daily: 9.6

Access Center referrals: 269

Successful Admission: 109

Calls referred to LE: 28

Calls referred to ER: 85

Total Crisis Calls: 3,569

**23 Hour Crisis Observation:** A level of care where patients in a mental health crisis are treated by nursing staff and a mental health professional. At the end of the 23 hours the patient is transferred to a higher or a lower level of care. In some instances, the patient goes home if the crisis has resolved itself.

23 Hour Crisis Observation admissions (individual people) in FY 23: **60**  
Average Length of Stay: **15.4 Hours**

July 2022: **5**

August 2022: **3**

September 2022: **5**

October 2022: **7**

November 2022: **2**

December 2022: **1**

January 2023: **6**

February 2023: **6**

March 2023: **3**

April 2023: **5**

May 2023: **9**

June 2023: **8**



# CRISIS STABILIZATION



**C**risis Stabilization Admissions  
(individual people) in FY 23:  
Average Length of Stay: **2.3** days

July 2022: 32

August 2022: 31

September 2022: 28

October 2022: 23

November 2022: 23

December 2022: 27

January 2023: 23

February 2023: 23

March 2023: 32

April 2023: 19

May 2023: 22

June 2023: 18

**Total Crisis Stabilization Admissions:  
300**

A crisis stay is where the patient is able to do further crisis planning and assessment. Every patient in this level of care completes a Crisis Plan and meets with a mental health professional daily. Typically after this level of care is completed the patient is discharged to home. This level of care averages around 3 - 5 days in length, but can be extended when needed.

One of the main objectives of a stay in the crisis unit is medication reconciliation. Many times during a stay a patient will be admitted not on medication at all, or not on a good schedule. During their stay medications are restated and staff works with the patient to set up a safe administration schedule.

The crisis unit equally accepts both males and females.

All patients admitted to the crisis unit must be age 18 or older.

The average age of admission is: **38**

**July 2022: Males: 11 Females: 24**

**August 2022: Males: 16 Females: 16**

**September 2022: Males: 14 Females: 15**

**October 2022: Males: 7 Females: 18**

**November 2022: Males: 12 Females: 12**

**December 2022: Males: 11 Females: 17**

**January 2023: Males: 12 Females: 11**

**February 2023: Males: 8 Females: 18**

**March 2023: Males: 18 Females: 16**

**April 2023: Males: 6 Females: 18**

**May 2023: Males: 12 Females: 15**

**June 2023: Males: 10 Females: 16**

# COMMUNITY SUPPORT (CSS)



Community Support Services are mental health services available to adults with severe and persistent mental illness. CSS supports individuals as they live and work in their communities by reducing or managing mental illness symptoms and associated functional disabilities that negatively affect community integration and stability. CSS are typically seen face to face once a month and contacted by phone at least one time a month.

CSS Services and Support provided include:

- Monitoring of mental health symptoms, functioning, and reality orientation
- Transportation
- Coordination and development of a natural support system to develop mental health supports.
- Communication with Providers/ Supports
- Support clients in attending their mental health appointments
- Medication supports – Ensuring client obtains medications, sets up medications, and/or takes their

medications

- Crisis Intervention and/or development of a crisis plan.

To be eligible for Community Support Services, the following criteria must be met:

- Have full Medicaid
- Primary mental health diagnosis

CSS Eligibility:

- Have Full Medicaid
- Primary Mental Health Diagnosis
- Sees Mental Health Professional

SIMHC is currently accepting new CSS referrals in Wapello County.

SIMHC is taking referrals for Davis, Mahaska, Monroe, Keokuk, Decatur, Wayne, Appanoose, Lucas, Jefferson, Van Buren counties, although there will be a waitlist for these counties until we have enough clients for a full time staff.

In FYE 2023, SIMHC provided 35 CSS contacts

CSS: 2 enrolled

# HOME-BASED HABILITATION SERVICES (HAB)



New for FYE 2023 SIMHC started Community Habilitation services.

SIMHC is currently accepting new Habilitation referrals in Wapello County.

SIMHC is also taking referrals for Davis, Mahaska, Monroe, Keokuk, Decatur, Wayne, Appanoose, Lucas, Jefferson, Van Buren counties, although there will be a waitlist for these counties until we have enough clients for a full time staff.

Habilitation services are home or community based services intended to meet the needs of individual members with chronic mental illness. Services provided in the person's home and community. Typical examples would be assistance with medication management, budgeting, grocery shopping, personal hygiene skills, etc.

## HABILITATION ELIGIBILITY

Eligibility is based on a comprehensive assessment and social history (CASH) that identifies if they meet the risk factors and need for assistance. Members would have full Medicaid and be enrolled with an IHH or MCO waiver program.

**RISK FACTOR** – meets at least 1 of the following

- A history of inpatient, partial hospitalization, or

emergency psychiatric treatment more than once in the individual's life; or

- The individual has a history of continuous professional psychiatric supportive care other than hospitalization; or
- The individual has a history of involvement with the criminal justice system; or Services available in the individual's community have not been able to meet the individual's needs; or
- The individual has a history of unemployment or employment in a sheltered setting or poor work history; or
- The individual has a history of homelessness or is at risk of homelessness

**NEED FOR ASSISTANCE** – meet at least 2 of the following on a continuing or intermittent basis for at least 12 months

- The individual needs assistance to obtain and/or maintain employment.
- The individual needs financial assistance to reside independently in the community.
- The individual needs significant assistance to establish or maintain a personal social support system.
- The individual needs assistance with at least one activities of daily living (ADLs) or instrumental activities of daily living (IADLs) to reside independently in the community.
- The individual needs assistance with management and intervention of maladaptive or antisocial behaviors to ensure the safety of the individual and/or others.

HAB: 1 enrolled

HAB met with their first client on 6/2/23

In FYE 2023, SIMHC provided 9 HAB visits



# INTEGRATED HEALTH HOME



Integrated Health Home services is a team of professionals, including family and peer support services, working together to provide whole-person, patient-centered, coordinated care for adults with a serious mental illness (SMI) and children with a serious emotional disturbance (SED). The IHH is required to coordinate all services for an individual, including medical, behavioral, and community services.

SIMHC has had IHH since July 2014. IHH is available for children, adolescents and adults.

The IHH team is currently made up of 6 Care Coordinators, 2 Nurse Care Managers, a Peer Support Specialist, a Family Support Specialist, a Team Lead and a Director.

IHH provided **8,023** ICM/CMHW services **4,843** Non ICM services in FYE 2023.

IHH has four levels of care: Adult ICM and NON ICM and Child NON ICM and Child Mental Health Waiver (CMHW). ICM stands for Intensive Case Management. The main difference is that the Adult ICM are getting Habilitation services and the Child ICM is on the CMHW.

Adult ICM: **248**

Adult Non ICM: **91**

CMHW (Child Mental Health Waiver): **34**

Child Non ICM: **51**

Total enrolled: **427**

SIMHC is currently accepting referrals for IHH members in Wapello, Davis, Mahaska, Monroe, Keokuk, Decatur, Wayne, Appanoose, Lucas, Jefferson, Van Buren counties.

# JAIL DIVISION



**S**IMHC currently has a prescriber in three of the county jails in the Region: Wapello, Davis and Appanoose

Dr. Jimmy Mascaro is an adult psychiatrist and has decades of experience prescribing psychiatric medications to adults. Dr. Mascaro is the psychiatrist that started with this program when it started in 2015. Inmates that see Dr. Jimmy Mascaro in one of the three jails become established patients of SIMHC, this makes follow up once the inmate leaves jail easier. This program is completely funded by the MHDS Region (Mental Health Agency of Southeast Iowa). The Region covers the expense of the psychiatrist's time, as well as the medication is in jail, and in some cases up to 30 days of medications once the inmate leaves jail. While in jail inmates can be given mental health medications to help with any mental health symptoms they are experiencing. Sometimes it is these symptoms that contributed to them going to jail. This program is completely voluntary, the inmate has to request to see Dr. Mascaro. If the inmate was seeing a different community provider before jail, they can return to that provider after jail.

- **1,449 jail services in FYE 2023**
- **Program started in 2015**

# MENTAL HEALTH THERAPY



**S**IMHC offers mental health therapy to children, adolescents and adults. Different types of therapy available include:

- Mindfulness Therapy
- Cognitive Behavior Therapy (CBT)
- Eye Movement Desensitization Reprocessing (EMDR)
- Dialectical Behavior Therapy (DBT)
- Play Therapy
- Parent Child Interactive Therapy (PCIT)

---

## FYE 2023 Stats for Therapy:

- Initial Assessments: **702**
- Individual Sessions: **8,062**
- EAP: **32**
- **9** therapists currently
- **3** interns over the FY

EMDR means Eye Movement Desensitization and Reprocessing. EMDR focuses on the brain's ability to constantly learn, taking past experiences and updating them with present information. EMDR uses a set of procedures to organize your negative and positive thoughts, and then uses bilateral stimulation, such as eye movements or alternative tapping, as the way to help you effectively work through disturbing memories or negative self-beliefs.

SIMHC is fortunate to have 7 trained therapists in this modality.

SIMHC offers PCIT (Parent Child Interaction Therapy) works with the parents (or main caregiver) and child together to promote a positive parent-child relationship while decreasing the child's behavior problems. Adaptations of PCIT have been used to address depression, separation anxiety disorder and autism spectrum disorders in young children. PCIT is primarily designed for children ages 2-7 years old who are displaying disruptive behavior. Kassie Padgett, LMSW, attended a 2 part training; 8 days total. She has seen 8 clients, 5 of which are continuing to come regularly and working on achieving mastery with the modules.



# PSYCHIATRIC MEDICATION MANAGEMENT SERVICES



**Dr. Jimmy Mascaro**  
Adult Psychiatrist &  
Medical Director



**Dr. Hilda Mascaro**  
Child & Adolescent  
Psychiatrist



**Mendy Shepard**  
Psychiatric ARNP

SIMHC has 3 medication prescribers to offer children, adolescents and adults medication to help treat their mental health symptoms:

**Dr. Jimmy Mascaro - Adult Psychiatrist & Medical Director**

**Dr. Hilda Mascaro - Child & Adolescent Psychiatrist**

**Mendy Shepard - Psychiatric ARNP**

This staff is available both in person and on telehealth for patient convenience.

**FYE 2023:**

**467 Medication Initial Assessments**

**8,122 Medication Individual Sessions**

**715 Clinic Injections**

**1,718 active medication management patients**

**1,523 Adults**

**195 Children**

# MOBILE CRISIS LIAISON PROGRAM



**S**IMHC started a Mobile Crisis Liaison Program (MCL). This program partners with local law enforcement to address mental health crisis scenarios in the law enforcement setting. A staff member: Kelsie is embedded with both the Ottumwa Police Department and the Wapello County Sheriff Department.

## MCL Tasks and Responsibilities:

- Provide on-site mental health crisis intervention to patients of all ages in different settings such as schools, patient homes, local jail, hospital, and other locations within the community
- Assist in de-escalating patients, develop crisis and safety plans, and provide patients with referral and linkage to resources and services
- Being available to Law Enforcement for Mobile Crisis Response dispatches
- Follow-up with individuals within 24hrs
- Connect individuals to mental health services; Access Center Services, IHH, Medication Management, Therapy and any other community resources as needed.

## MCL FYE 23 DATA

| MONTH          | IHH      | THERAPY  | MEDICATION MANAGEMENT | ACCESS CENTER | CONTACTS   |
|----------------|----------|----------|-----------------------|---------------|------------|
| July 2022      | 1        | 1        | 1                     | 0             | 30         |
| August 2022    | 0        | 1        | 1                     | 2             | 25         |
| September 2022 | 1        | 3        | 0                     | 3             | 21         |
| October 2022   | 2        | 0        | 0                     | 0             | 22         |
| November 2022  | 1        | 0        | 0                     | 0             | 22         |
| December 2022  | 0        | 0        | 0                     | 0             | 16         |
| January 2023   | 0        | 0        | 0                     | 2             | 13         |
| February 2023  | 2        | 0        | 0                     | 2             | 20         |
| March 2023     | 1        | 0        | 0                     | 1             | 20         |
| April 2023     | 1        | 0        | 0                     | 1             | 28         |
| May 2023       | 0        | 2        | 2                     | 2             | 18         |
| June 2023      | 0        | 1        | 1                     | 0             | 15         |
| <b>TOTALS</b>  | <b>9</b> | <b>5</b> | <b>5</b>              | <b>18</b>     | <b>218</b> |

# PROMISE CENTER



- The Promise Center is a peer run drop in center for adults.
- The Promise Center is open to all adults with a mental health diagnosis and there are no residency requirements.
- No referral is needed.
- The Promise Center is funded by the South Central Behavioral Health Region.
- The Promise Center opened in 2001.
- The Promise Center is completely peer run. There is peer leadership and peer coverage of hours.
- In FYE 2023 there were 4,370 face to face contacts made by staff with Promise Center members.
- The hours of the Promise Center are: Monday - Friday 11am - 4pm and the first and third Saturdays of the month from 11am - 3pm
- 744 members have joined since the Promise Center has opened.
- Promise Center was open for a total of 274 days in Fiscal Year 2023.
- Promise Center was open for a total of 1346 hours in Fiscal Year 2023.

# SUBACUTE FOR MENTAL HEALTH



**S**ubAcute is a step down level of care, usually following an inpatient behavioral health admission. SubAcute is a part of the Access Center and can be accessed when patients need extra time to get supports set up before discharge.

## **SubAcute for Mental Health**

- 100% of patients discharge on a medication schedule with an established psychiatric medication prescriber in place.
- 100% of patients (who discharge according to staff recommendations) discharge to safe and secure housing.
- 27 admissions to subacute in FYE 23.
- 45% of subacute patients received at least one medication adjustment during their stay
- 13.5 Days - Average Length of Stay in Subacute



# SUBSTANCE ABUSE TREATMENT



**S**IMHC began offering substance abuse treatment in 2018. SIMHC offers outpatient substance abuse treatment that includes both group and individual sessions, as well as OWI evaluations. SIMHC offers this service to both adolescents and adults.

#### **In FYE 2023 SIMHC provided:**

- 175 Substance Abuse Individual Sessions
- 88 Substance Abuse Assessments
- 19 OWI evaluations

We were without a SA counselor for 7 months of this FY, currently in the process of rebuilding this much needed service line.

# EMPLOYEE SATISFACTION COMMENTS

*“I don’t plan on going anywhere, I like what I do. I would like to grow within the company.”*

*“I am happy where I am now. I feel supported by my supervisor.”*

*“I love the benefits at SIMHC. Free insurance is great! Better than anywhere I have ever worked before.”*

*“I am very proud to work here at SIMHC. I am very thankful this job has supported my family.”*

*“I love telling people I work at SIMHC and I love my team.”*

*“I love my job!”*

*“I love coming to work! ”*

*“Everyone is very welcoming and helpful.”*

*“Our team works well together.”*

*“Love the PTO at SIMHC .”*

*“It is fun and comfortable to work here.”*

*“I am excited for new crisis services and to be able to serve the community in this way.”*

*“SIMHC has been my work home for 5 years and I’m very excited to be adding another (year).”*

*“I am thankful for a great group of directors and a great team.”*

*“I love seeing some of the success stories from our patients. From how they walk in for their first appointment to having better coping skills and getting the right medications.”*

*“The access center has been a big part of my life for 5 years. I have grown to love and respect not only my co - works but also the clients we serve.”*

*“I consider SIMHC my work family.”*

*“I enjoy all of the patients and getting to know them all better.”*

*“I enjoy the other nurses, we’re really a great team here.”*

*“I would love to continue to move up at SIMHC.”*

*“Really like where I am at. I don’t see myself leaving anytime soon.”*

*“I feel fully invested in SIMHC. I plan to stay here for a long time.”*

*“We provide really good patient care here.”*

*“I love my job! I love connecting the community to resources.”*

*“I plan to continue growing and improving at SIMHC.”*

*“I really appreciate the helpfulness of my co workers.”*

*“I love SIMHC!”*

*“I’ll be here at SIMHC in the future. I am happy here. I want to continue growing.”*

*“I really enjoy and appreciate working so close to my co-workers.”*

*“I enjoy the patients I have gotten to know over the years and to see their success stories.”*

*“My Director is great! She is always available to listen and problem solve.”*

*“I appreciate all the positive feedback I receive at work.”*

*“I like how flexible it is here.”*

*“Mental health is the most important piece of healthcare. I am very proud of SIMHC!”*

*“We have a great team, we look out for each other during the hard times.”*

*“I feel the team and supervision is great and flexible. Always willing to troubleshoot.”*

*“I am very happy in my position and I would like to see what options open up as we continue to grow.”*



# PATIENT SATISFACTION SURVEYS

SIMHC staff conducts patient satisfaction surveys several times a year. Staff surveys each individual clinician as well as full center practices trying to gather helpful feedback for future program changes. Feedback from patients is critical for future program development and to ensure patient needs are met.

## PROVIDER SURVEY RESULTS

- I felt heard, understood, and respected by my provider. – 94%
- I would recommend SIMHC to other friends and family. – 96%

## MEDICATION PRESCRIBER PATIENT FEEDBACK

*“Everyone is very nice/respectful! Y’all do a very good job and for that I’m grateful.”*

*“Very professional staff, clean and tidy building. Staff makes scheduling very easy & reminds you in advance of upcoming appointments.”*

*“I like coming here and Dr. Mascaro & staff are very nice.”*

*“Mendy is so great! She makes me feel seen and heard and addresses all my needs! I feel like I can talk to her with ease and comfort which is a big thing to me because I’m anti-social.”*

*“I’m very satisfied with the care I receive at SIMHC.”*

*“I’ve been a patient since 2007, obviously I’m very satisfied.”*

*“They have always been respectful and it’s my pleasure to come and encounter people as pleasant as they are. Dr. Hilda Mascaro is always there for me. My other half comes here as well.”*

*“I am very happy with everyone’s service. They are wonderful at the job and I feel very comfortable with the staff.”*

*“I really appreciate all the staff & doctors & NPR of SIMHC. They are extremely great.”*

*“Dr. Jimmy Mascaro is awesome!”*

*“The front desk & Sue have always helped & been very nice. They go out of their way to help me with any concerns or trouble I might have. They are always welcoming with a smile and work hard. I enjoy them and they are wonderful at their job.”*



## THE THERAPY PATIENT SURVEY RESULTS

- My therapist and I work well together. – 98%
- I feel safe to talk about my issues in therapy. – 97%
- I would recommend SIMHC to other friends and family. – 96%

## THE THERAPY PATIENT FEEDBACK

*“The front staff are always so welcoming and helpful with a smile. I appreciate everyone here.”*

*“Allison is an amazing person and I feel lucky to have gotten to meet her. She is very nice and has helped me so much over the last few months.”*

*“I have seen other therapists in the past and April has been the best at helping me open up. Also, April will be honest and upfront while being curious and respectful.”*

*“Throughout my treatment, Dan has been a professional in every way, shows actual concern with our topic(s) of discussion, and is quite friendly. Dan is as cool as a fan.”*

*“Jacoby is amazing and super sweet. I was really nervous about a new therapist but she’s definitely worth it. I love her. She knows how to really connect with me and I am not an easy person.”*

*“I’ve enjoyed every session with Kassie and look forward to seeing her every time.”*

*“I really enjoy sessions with Katie. I’m 25 years old and have tried multiple therapists. Katie is the first one I have connected with. That means A LOT to me!”*

*“I have recommended my friend & family to seek help @SIMHC. Because of the great service and care I get here. I have found extreme help here from everyone & Rhonda. I have a lot of issues and Rhonda has done a wonderful job helping get to the root and coping with those.”*

*“Shoshannah has really helped me to find coping mechanisms that work to help me work through tough issues, and grow into finding myself. I would 1000% recommend her as a therapist. She has & continues to help me quite a lot.”*

*“Sydney is a great therapist. She is very professional but also considerate and helps me to find the right solutions.”*



# LOCAL ECONOMIC CONTRIBUTION

As a Community Mental Health Center SIMHC takes great pride in providing a Local Economic Contribution.

In FYE 2023 SIMHC paid **\$3,836,395** in staff salaries and benefits. SIMHC employs **68** people. **98%** of our staff live in Southeast Iowa. As our employees work here and live here, they also spend their money here which leads to further economic impact in the community.

In FYE 2023 SIMHC purchased **\$200,008** in local goods and services

| FYE 2023 EXPENSES                  |                    |
|------------------------------------|--------------------|
| Employee Salaries & Benefits       | <b>\$3,836,395</b> |
| Supplies                           | <b>\$254,829</b>   |
| Professional Fees & Services       | <b>\$834,527</b>   |
| Other Expenses                     | <b>\$304,319</b>   |
| <b>TOTAL EXPENSES: \$5,230,070</b> |                    |

| FYE 2023 REVENUE                  |                    |
|-----------------------------------|--------------------|
| Patient Service Revenue           | <b>\$3,979,459</b> |
| Grant Revenue                     | <b>\$531,900</b>   |
| Other Revenue                     | <b>\$845,358</b>   |
| <b>TOTAL REVENUE: \$5,356,717</b> |                    |

Income from operations: **\$126,647**





Thank you for your interest in the Southern Iowa Mental Health Center. Staff is always curious about community feedback. Particularly regarding programming needs in the community.

Please send any questions, concerns or general feedback you might have to: **[Simhc@SimhcOttumwa.org](mailto:Simhc@SimhcOttumwa.org)**





Southern Iowa  
Mental Health Center  
*Where recovery happens!*



1527 ALBIA ROAD.

OTTUMWA, IOWA 52501

[SIMHC@SIMHCOTTUMWA.ORG](mailto:SIMHC@SIMHCOTTUMWA.ORG)

[WWW.SIMHCOTTUMWA.ORG](http://WWW.SIMHCOTTUMWA.ORG)