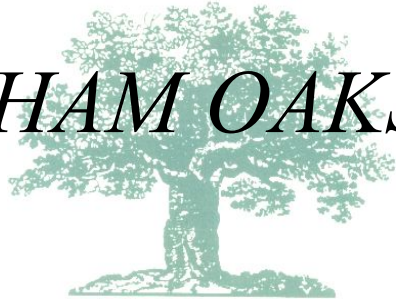


*CHATHAM OAKS, INC.*



FY2011

ANNUAL REPORT

*Chatham Oaks is a non profit agency established January 1, 1988, that provides services to individuals with mental illness. This report includes data and information regarding services provided for fiscal year 2011 (January 1 – December 31, 2011).*

*Vivian Davis, Executive Director*

## **FINANCIAL HIGHLIGHTS**

ANNUAL OPERATING BUDGET: **2011: \$2,746,954.19**; 2010: \$2,735,073

EMPLOYEE PAYROLL: **2011: \$1,689,551**; 2010: \$1,689,095

EMPLOYEE BENEFITS: **2011: \$432,933**; 2010: \$436,856

## **SERVICE RATES:**

Residential Care Facility: **2011: \$71.71**; 2010: \$70.86

Supported Community Living: **2011: \$57.00**; 2010: \$57.00

Home Based Habilitation (SCL): **2011: \$46.70**; 2010: \$46.70

## **RESIDENTIAL CARE FACILITY (RCF) SERVICES**

### **NUMBERS SERVED:**

The total number of residents served in 2011 was **169**. 2010: 117.

Johnson County: **2011: 47**; 2010: 47

Other Counties: **2011: 86**; 2010: 52

State Cases: **2011: 14**; 2010: 14

Private Pay: **2011: 22**; 2010: 4

The average daily census was **71.33** in 2011; 67.59 in 2010.

### **REFERRAL SOURCES:**

There were a total of 188 referrals in 2011; 171 in 2010. The numbers below reflect the source of the contact providing the referral.

UIHC: 79

MHI's: 24

St. Luke's Hospital: 27  
Other RCF's: 9  
VA: 2  
Family Member/ Home: 11  
Other (hospitals, CMHC, jail): 36

#### **ADMISSIONS:**

There were 81 admissions in 2011; 52 in 2010. The numbers below represent the funding source for the admissions.

Johnson County: **2011: 20**; 2010: 19  
Other Counties: **2011: 41**; 2010: 29  
State Cases: **2011: 8**; 2010: 0  
Private Pay: **2011: 5**; 2010: 1  
UIHC Expedited DC: **2011: 7**; 2010: 3

#### **DISCHARGES:**

There were 76 discharges in 2011; 54 in 2010. These numbers reflect where individuals went at time of discharge.

Chatham Oaks SCL Services: 4  
Other SCL Services in Johnson County: 16  
Other SCL Services out of County: 19  
Higher Level of Care (PMI, MHI, UIHC): 10  
Skilled Nursing Facility: 3  
Home: 13  
AMA (Against Medical Advice): 7  
Shelter: 3  
Jail: 1

The average length of stay for residents who were admitted and discharged in 2011 was 66 days.  
2010: 71 days.

#### **SUPPORTED COMMUNITY LIVING (SCL) SERVICES**

#### **NUMBERS SERVED:**

The total number of clients served in 2011 was **29**; 2010: 30.

Johnson County: **2011: 3**; 2010: 15  
Other Counties: **2011: 2**; 2010: 9  
Private Pay: **2011: 4**; 2010: 4  
Home Based Habilitation: **2011: 20**

**REFERRAL SOURCE:** Chatham Oaks

**ADMISSIONS:**

There were **5** admissions in 2011; 5 in 2010. The numbers below represent the funding source for the admissions.

Home Based Habilitation: **2011: 4**  
County Funding: **2011: 1** (Story Co.)

**DISCHARGES:**

There were **3** discharges in 2011; 4 in 2010. The information below reflects where individuals went at time of discharge:

Choose to change service provider: 1  
Moved to higher level of care: 2

**EMPLOYEES**

The average number of employees at Chatham Oaks in 2011 was 58. 26 left employment and 27 new employees were hired.

**The turnover rate for 2011 was 44.82%**; 2010: 54.24%; 2009: 68.42%.

Terminated: **2011: 9**; 2010: 9  
Voluntarily Quit: **2011: 14**; 2010: 21  
Retired: **2011: 3**; 2010: 2

Nine employees who left had worked less than six months. (Three quit and six were terminated.)

## **HIGHLIGHTS:**

- Increased the average daily census
- Increased referrals, admissions and discharges
- Advocated for RCFs and services for persons with mental illness in the state Mental Health System Redesign process
- Actively participated in local and statewide provider groups
- Improved documentation for habilitation services in the SCL program
- Additional security cameras were added at the RCF
- Twenty-four self-reports were made by the facility to DIA for incidents that occurred in the RCF. Seven reports were investigated and no deficiencies were cited for any incident.
- Three complaints were reported to DIA by current or past residents. All complaints were investigated and two deficiencies were cited and corrected regarding one complaint.
- Exhibit booth at ISAC Fall School to promote Chatham Oaks' services
- Participated in the Johnson County NAMI Walk

## **SUCCESS STORIES:**

- A 62-year old female with schizophrenia was admitted to Chatham Oaks in February 2011 from the UIHC. She presented disorganized, agitated, confused, and her family reported that she was unable to care for herself. At the time of admission to Chatham Oaks she was very agitated and verbally aggressive towards all staff members to the point of almost an immediate hospitalization. These behaviors continued and progressively worsened resulting in a 3-week hospitalization at the end of March. After medication changes were made she began to treat others respectfully and participate in her treatment at Chatham Oaks. She looked forward to recreation activities, prepared meals, did her own laundry and actively worked toward discharge. Her mental health stability allowed her to be very independent with living skills and require little to no prompts to shower, brush her teeth, attend meals and take medications as ordered by the doctor. She came a very long way since her admission and was able discharge in October 2011 to her sister's home in Des Moines.
- A 40-year old female with schizophrenia who has resided at Chatham Oaks since 1998 has made great strides in managing her symptoms and working toward independence. In the past, she would often hear voices and report feeling like harming herself by drinking soap, etc. She has been stable and has not demonstrated these symptoms for a significant period of time. She has developed numerous coping skills and is able to utilize them when needed. She takes her medications as prescribed, attends all of her scheduled appointments and recently moved to a semi-private room. She is working at Goodwill and her job coach is gradually being decreased. She was recently nominated for two different awards at Goodwill and will receive one at their banquet in April.

