

2024 ANNUAL REPORT



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Letter from the CEO



Dan Ries

President & CEO

As we reflect on the past year, we recognize the many challenges that have tested our resilience and strength. The unprecedented flooding that affected our region not only disrupted lives but also posed significant hurdles for our operations and the mental well-being of those we serve.

Throughout these trying times, our commitment to supporting our community has remained steadfast. We saw firsthand the impact of a natural disaster on mental health; many individuals grappled with feelings of anxiety, loss, and uncertainty. In response, our team mobilized to provide timely interventions, expand our services, and adapt our outreach efforts to meet the evolving needs of those impacted.

Despite the difficulties, I am proud of our collective response. We were present at shelters, distribution centers, and through our mobile crisis unit providing immediate support to those affected. Our partnerships with local organizations allowed us to provide coping strategies for trauma recovery and deliver aid efficiently and effectively, demonstrating the strength of community solidarity in the face of adversity.

As we look ahead, we are committed to repairing and restoring Autumn's Center, as quickly as possible, so we can once again offer a safe space that so many children in our communities will continue to need in years to come.

I want to express my heartfelt gratitude to each member of our team for their dedication, compassion, and hard work. Together, we have navigated a year filled with challenges, and together, we will continue to foster resilience and hope within our agency and within the communities we serve.

Thank you to our generous donors, partner organizations, board members, financial partners and grants that have supported our mission of *Guiding Individuals And Families Towards A Meaningful And Fulfilling Life*. Your unwavering support allows us to continue our mission with confidence and dedication. It empowers us to overcome challenges, enhance our services, and ultimately deliver greater value to our clients.

Company Overview

Mission

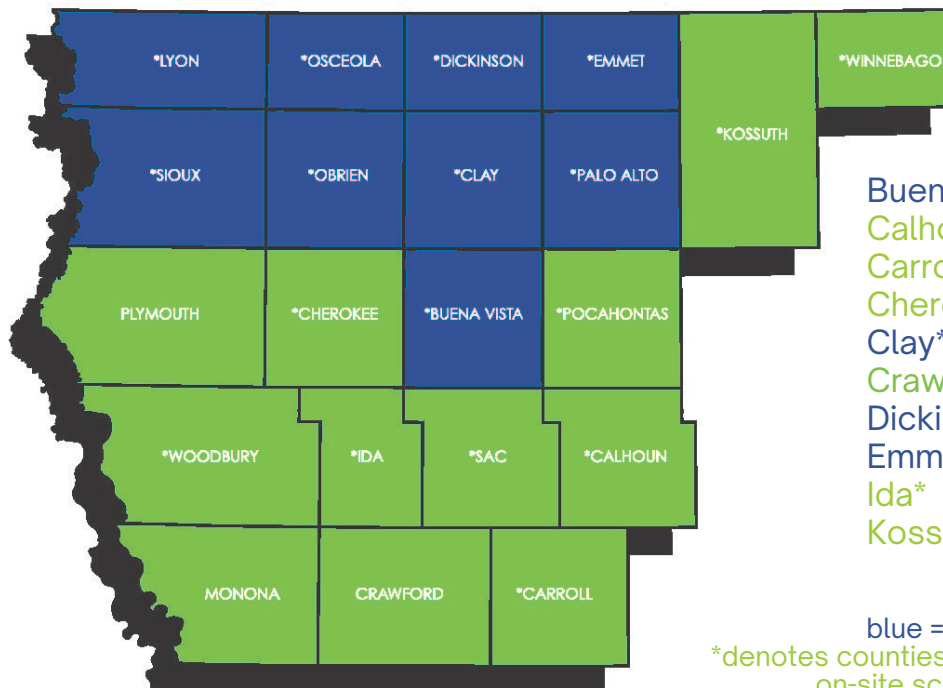
Guiding individuals and families towards a meaningful and fulfilling life.

Vision

Best in the Midwest in Behavioral Health

Values

Innovation, Impact, Influence



Buena Vista*
 Calhoun*
 Carroll*
 Cherokee*
 Clay*
 Crawford
 Dickinson*
 Emmet*
 Ida*
 Kossuth*
 Lyon*
 Monona
 O'Brien*
 Osceola*
 Palo Alto*
 Plymouth
 Pocahontas*
 Sac*
 Sioux*
 Winnebago*
 Woodbury*

blue = core 9 counties

*denotes counties with office locations and/or on-site school-based services

- Serving northwest Iowa since 1959
- Not-for-profit organization
- Offers a broad range of psychiatric & behavioral health services
- Certified Community Behavioral Health Clinic (CCBHC)
- Community Mental Health Center (CMHC)

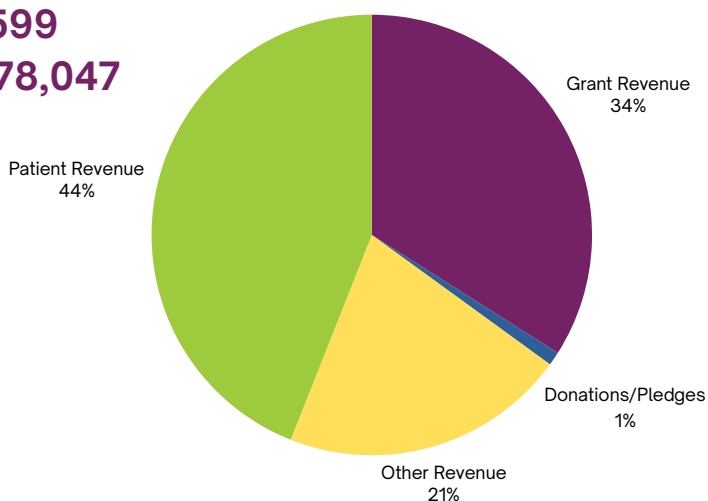
Financial Highlights



Revenue

\$9,902,512

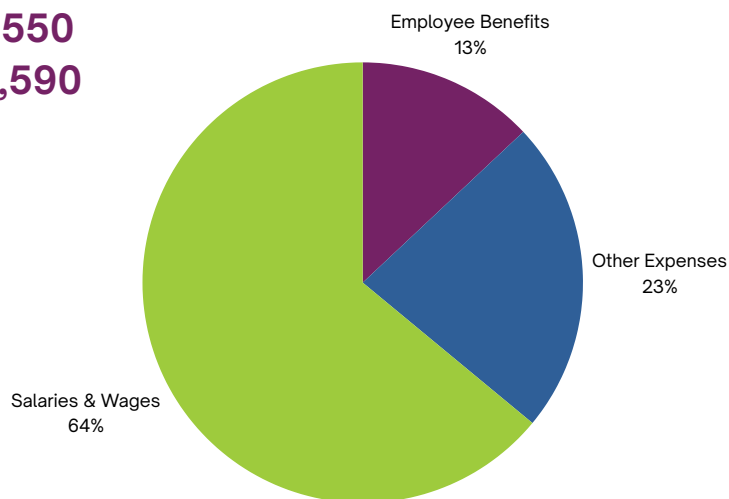
Patient Revenue	\$4,363,885
Grant Revenue	\$3,368,981
Donations/Pledges	\$91,599
Other Revenue	\$2,078,047



Expenses

\$11,277,192

Salaries & Wages	\$7,170,052
Employee Benefits	\$1,464,550
Other Expenses	\$2,642,590



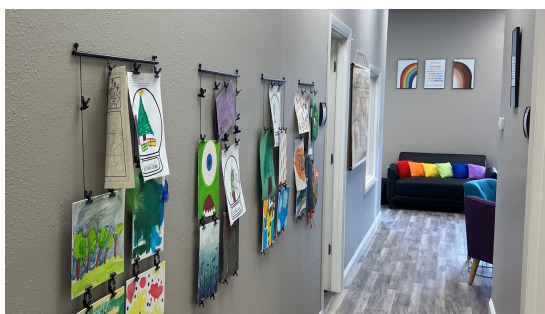
Specialty Services

Autumn's Center

- Regional children's center serving Northwest Iowa
- Specialty care for children ages 0-21
- Comprehensive care using evidence based practices
- Located at 120 E. 5th Street in Spencer, IA



Family Support Center



- Provides a wide variety of supports and education for families as they navigate challenges associated with foster, adoption & kinship care
- Located at 147 S. Main in Sioux Center, IA and 120 E. 5th Street in Spencer, IA

Alex's Place

- Four-bed crisis stabilization center
- Services for adults 18+ experiencing a mental health crisis which does not require an inpatient level of care
- Appropriate for individuals that do not require hospitalization but need symptom stabilization assistance and skill-building services to regain stability and wellbeing
- Located at 201 E. 11th Street in Spencer, IA



Autumn's Center

Autumn's Center is named in honor and memory of Autumn Elgersma, of Orange City, IA. Autumn died on October 31, 2013, two days after being hospitalized for injuries she received at daycare.

Since its inception, Autumn's Center has served as a safe space for nearly 3,600 children. Autumn's Center provides a wide-range of behavioral health services, including psychiatric medication management, outpatient therapy, wraparound services and supports, specialized services for foster, adoptive, and kinship children, and 24/7 crisis response for youth and families.



Alex's Place



On December 2, 2020 Spencer native Alex Jacobsen took his own life.

From a young boy, he always felt there was something different or off about himself. His adult life was plagued with mental hardship which included many diagnoses, among them high functioning autism and bipolar, that affected his relationships and his ability to do what others often found easy.

Alex was troubled for a very long time and his family prays that he is finally able to see the beautiful man he was and is, to feel free from his almost daily pain, to laugh with the angels, and to rest.

If we can learn anything from Alex, it's that mental illness is real, it doesn't discriminate, and it takes some of the best people down.

Core Services

Adults

- Assertive Community Treatment (ACT) Services
- Care Coordination (CCBHC, CMHC, FSC, Veteran Services)
- Community Based Services
- Consultation & Education Services
- Emergency & Crisis Services
- Health & Wellness Coaching (CCBHC)
- Intensive Psychiatric Rehabilitation (IPR) Services
- Nursing Services (CCBHC, CMHC)
- Outpatient Counseling & Therapy Services
- Outpatient Psychiatric Services
- Peer Support (ACT, CCBHC, CMHC, FSC, Family Treatment Court)
- Substance Use Disorder Services
- Suicide Prevention Services
- Targeted Case Management (CCBHC)
- Trauma Therapy Services
- Veteran Services

Children & Adolescents

- Adolescent Substance Use Disorder Services
- Behavioral Health Intervention (BHIS) Services
- Camp & Therapeutic Respite Services
- Care Coordination (CCBHC, CMHC, FSC)
- Consultation & Education Services
- Emergency & Crisis Services
- Nursing (CCBHC, CMHC)
- Outpatient Counseling & Therapy Services
- Outpatient Psychiatric Services
- School-Based Services
- Specialized Family Services (RPG)
- Suicide Prevention Services
- Trauma Therapy Services

Families

- Couples Therapy
- Family Counseling and Therapy Services
- Foster, Adoptive & Kinship Services
- Specialized Family Services



Strategic Plan 2024 Results

Committed & Representative Executive Leadership

Board Development

Goal = increase to 9 board members
Achieved = increased to 7 board members

Enhance Community Perception & Awareness

Goal = 75% Positive Perceptions
Achieved = 86.7% reported having a neutral/somewhat positive/positive impression of Seasons.

- finalizing orientation phase 2
- executed a public awareness campaign
- conducted 2nd brand perception survey
- celebrated 65 year anniversary

Recruit & Retain a Qualified Workforce

Increase Number of Clinical Staff

Goal = increase direct service providers by 7
Achieved = increased by 15 providers

- 6 Therapy, 2 SUD, 2 Care Team, and 5 YSWs
- recruited 1 fully licensed clinical professional

Offer Competitive Compensation Package

Goal = maintain market value
Achieved = maintained market value

- evaluated similar positions on 4 non-profit wage comparison sites
- increased salary for 27 employees to meet market value
- identified alternative benefits, aside from insurance

Continue/Enhance Invest In Our People

Goal = meet 100% of IIOP & DEI goals
Achieved = met 100% of IIOP & DEI goals

- participated in ECHO program
- implemented 4 staff participation challenges/opportunities
- educated staff and established buy-in
- implemented an organizational self-assessment
- reviewed DEI policies, practices, and procedures and shared with various internal team

Attain Diversified & Balanced Funding

- Goal = 37% Revenue Achieved 47%
- Goal = 49% Grants Achieved 21%
- Goal = 15% Other Achieved 32%

Federal Grants

CCBHC2 - CCBHC3 - SAMHSA-FSC - CMHC
HRSA - RPG5

State Grants

Victims of Crime (VOCA) - Mental Health Block Grant - IDPH Emergency COVID-19 Relief - IDPH State Opioid Response (SOR) Grant

Local Grants

Corporate Foundations - MHDS Regions - Area CPPC/DCAT Foundations - IHC-RCORP - Community Foundations

Proactive & Responsive Program Development

Increase Client Access

Goal = 5% increase over 2021
Achieved = 4.6% increase over 2021

- implemented marketing request form for providers
- maintained internship program at highest levels possible

Develop New & Expanded Initiatives

Goal = Camp, CSRS, and CCBHC

- hired, onboard, and trained a new Camp Director
- successfully completed the full camp season despite the resignation of the Camp Director
- implemented CSRS
- State CCBHC designation

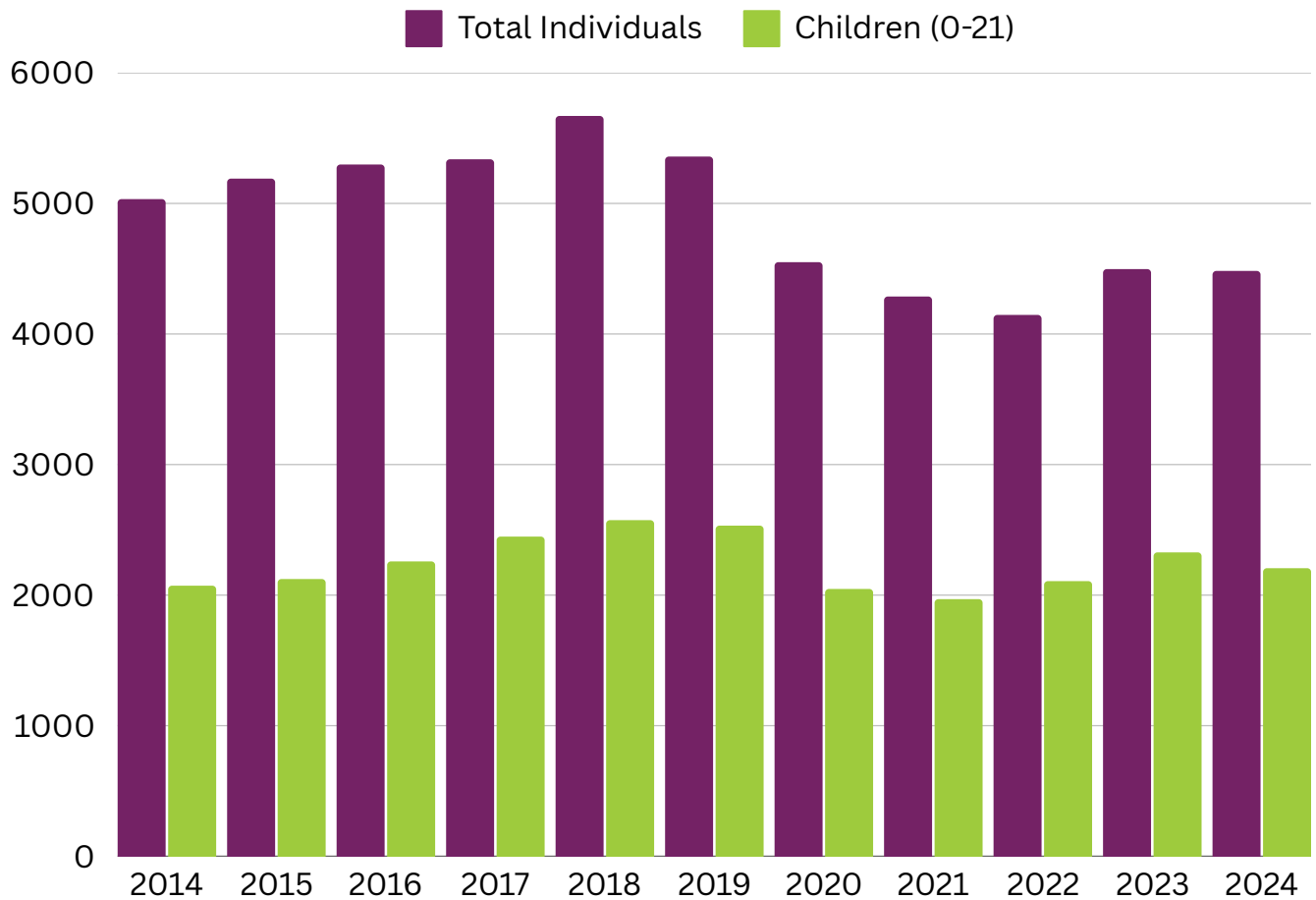
Offer Increased Opportunities for Professional Development

Goal = maintain an average tenure of 3 years
Achieved = average tenure of 3.8 years

- obtained EBP trainers in ASIST, CPI, and Youth Mental Health First Aid

Clients Served

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Unduplicated Individuals Served in 2024

Total Individuals: 4,483

Children (0-21): 2,206

During 2024, Seasons had 6 providers on staff that offered co-occurring services for clients who had both a mental illness and a substance use disorder.

Substance Use Services

579



Outpatient Therapy

2,566



Psychiatric Services

1,584



SEASONS CENTER

Program Highlights

Care Team (CMHC & CCBHC)

624 total # of
clients served

CMHC = **91**
CCBHC = **533**

completed CMHC grant on September 29, 2024;
served 473 clients over the course of the grant

Mobile Crisis

of crisis calls = **74**
of talk line calls = **687**
of Mobile Crisis Responses = **90**
of Partner Referral Sources = **72**

Regional Partnership Grant (RPG5)

of new cases enrolled = **8**
of cases served* = **50**

*defined as number of
cases (duplicated)
which were part of RPG
at any time in 2024

completed RPG5 grant on September 29, 2024

Family Support Center (SAMHSA & HRSA)

51 total # of
families served

HRSA-FSC = **29**
SAMHSA-FSC = **17**
IHC-RCORP = **5**

69 total # of
unique children
served

HRSA-FSC = **31**
SAMHSA-FSC = **29**
IHC-RCORP = **9**

Victims of Crime Act (VOCA)

of clients served = **43**
of hours of advocacy = **123.52**
of hours of therapy = **725.86**

Internship Program

of master level
interns = **19**

- 5 completed internships in 2024
- 5 retained as employees

of bachelor level
interns = **4**

- 4 completed internships in 2024
- 1 retained as an employee

Year in Review

Internal Food Bank



Trainings Offered Internal & External

of trainings = 27
of attendees = 646
of CEU hours offered = 108

- 10,175 pounds of food received from the Food Bank of Iowa
- 650 items (food and other household/hygiene items) received as donations from grants, staff and other donors
- Accessed by clients from 16 counties
- Served 196 unduplicated households comprised of 479 individuals



Social Media

- Published Facebook Posts = 298
- Facebook Reach = 499,481
The number of people who saw any content including posts, stories, ads & more
- Facebook Paid Reach = 77,943
The number of people who saw our ads at least once
- Facebook Page Followers = 3,956



Client Testimonials

"Staff Member was a huge help and had open communications."
~RPG5 Parent/Caregiver

"My child loves the [respite] activities and is always so excited to tell me about her fun!"
~FSC Parent

"My husband and I are currently fostering our two granddaughters. They have been with us for over a year. We have had the opportunity to work with some of the Team from Seasons and are so pleased and appreciative. There honestly wasn't one single time that we dealt with staff from Seasons whether on the phone or in person that they didn't ask if we needed anything, or tell us about other resources available. The girls had coats, hats and mittens & boots for the winter. They were able to go on outings. Our journey is still in the beginning stages and I know we have resources available and that gives us "Peace of Mind". So, a sincere thank you from our family for all Seasons has done for us on our journey." ~Enrolled FSC Family

Accomplishments



- State CCBHC designation
- Received provisional accreditation by the Council on Accreditation (COA)
- Successfully followed our Continuity of Operations plan
- Highlighted staff tenure to increase awareness and address identified concerns within the community
- Hired & retained 31 new employees
- Expanded the Compliance Department
- Added a VP of Finance to the Leadership Team
- Camp Autumn hosted 156 unduplicated kids, over 8 weeks, for a total of 327 weeks of camp
- Successfully completed SAMHSA-CMHC and RPG5 grants
- Hosted 1st Annual Holiday Bake Sale Fundraiser
- Moved Autumn's Center team to Spencer Main and resumed all client appointments within two days of June flooding

Leadership & Board of Directors

Leadership



Carlos Castillo, MD
Medical Director &
Psychiatrist



Rebecca McCrackin, Psy.D
VP of Clinical Services



Stephanie Pohar
VP of Marketing &
Fund Development



Dan Ries
President & CEO



Karen Rosengreen
VP of Medical Services



Jen Thomsen
Chief Executive Assistant



Emily Widvey
VP of Finance



Barb Work, PHR, SHRM-CP
VP of Personnel & HR



Sarah Wurm
VP of Program Development
& Specialized Services

Board of Directors

President

Erin Vander Velde - Sioux Center

Vice President

Steve Alger - Spirit Lake

Sec. / Treasurer

Burlin Matthews - Spencer

Board Members

**Non-voting member*

Bill Bumgarner - Spencer
Larry Harden* - Milford
Holly Nystrom - Milford
Dwayne Van Leeuwen - Hull

No governing board member has a family relationship with a staff member or a potential conflict of interest with the agency. As a CMHC, Seasons is not owned or controlled by any individual, partnership, corporation body, or a subdivision of other bodies.

Glossary of Terms

- ACT - Assertive Community Treatment
- ASIST - Applied Suicide Intervention Skills Training
- CBT - Cognitive Behavior Therapy
- CCBHC - Certified Community Behavioral Health Clinic
- CMHC - Community Mental Health Center
- COD - Co-Occurring Disorder
- CPI - Crisis Prevention Institute
- CPPC - Community Partnerships for Protecting Children
- CSCBS - Crisis Stabilization Community Based Services
- DCAT: Child Welfare Decategorization Project
- DBT - Dialectical Behavior Therapy
- DHHS - Department of Health & Human Services
- EBP - Evidence-Based Practice
- EMDR - Eye Movement Desensitization and Reprocessing
- FSC - Family Support Center
- HHS - United States Department of Health and Human Services
- HRSA - Health Resources and Services Administration
- IDPH - Iowa Department of Health & Human Services
- IHC-RCORP - Iowa Health Care Rural Communities Opioid Response Program
- IPR - Intensive Psychiatric Rehabilitation
- MHDS - Mental Health and Disability Services
- MI - Motivational Interviewing
- PACT - Parents and Children Together
- PCIT - Parent-Child Interaction Therapy
- QPR - Question, Persuade, Refer
- RPG - Regional Partnership Grant
- SAMHSA - Substance Abuse and Mental Health Services Administration
- TF-CBT - Trauma-Focused-Cognitive Behavior Therapy
- VOCA - Victims Of Crime Act
- YSW - Youth Service Worker

Contact Us

Phone

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Address

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