



Facilitating creative solutions to contemporary mental health challenges.

Eyerly Ball • Golden Circle • Westminster  
Summer 2003

## A little bit about us...

Ask twenty people what they know about Behavioral Health Resources (BHR) and you're likely to get twenty different answers. Some may mention Eyerly-Ball Community Mental Health Services while others will bring up the residential program available at Westminster House. Still others may have heard of the outreach services offered by Golden Circle Behavioral Health. These are all accurate responses. While independently, these three divisions of Behavioral Health Resources proudly serve central Iowa, together they provide a comprehensive mental health service system.

Behavioral Health Resources is the affiliation of Eyerly-Ball Community Mental Health Services (established 1969), Westminster House, Inc. (established 1978), and Golden Circle Behavioral Health (established 1993). Behavioral Health Resources was incorporated in July of 1999 as the employment and management company to

improve administrative efficiencies, thereby maximizing dollars going to direct service.

The BHR network provides a continuum of mental health care that allows individuals access to a combination of services at any level of need. The services provided by over 100 dedicated staff members include residential placement, psychotherapy and psychiatric services, outreach services to special populations, and crisis intervention.

The joining of these well-respected agencies brings a proud history of mental health advocacy, innovative service delivery, and community-based programs. In addition to a shared management team, these agencies share a driving passion to be the premier resource for high quality mental health services and to reduce stigma surrounding mental illness and its treatment.

## Employee Highlight...

### Paul Danforth



One director. One psychiatrist. One therapist. That's how it started. As a Licensed Independent Social Worker (LISW), Paul Danforth was there for Eyerly-Ball's creation, and over thirty years later is still helping his clients improve their lives.

Throughout his career, he has seen many progressive movements in the treatment of mental illness, from electro-convulsive therapy to anti-depressant medication.

Becoming a social worker was not Paul's initial aspiration. He graduated with a BA degree from Drake University and worked as a chemist for seven years. Paul says that while growing up his parents were the kind of people others turned to for advice or help. "They were very people oriented," he says.

Realizing that he wanted to have the opportunity to help people in the community, Paul quit his chemistry position and took a job in child welfare services. After two years, he went back to school and received his Master's Degree in Social Work from the University of Nebraska. He became a licensed social worker and began his career at the Polk County Mental Health Center in 1969.

"I've seen the whole works!" he said. He remembers a time when electro-convulsive therapy was used to treat schizophrenia. "There now has been a strong movement towards community-based treatment," Paul explained. Patients today have more options to choose from for their treatment. They no longer have to stay in a hospital away from their families.

"We had a tremendous, imaginative board," Paul said of the Board of Directors that created Eyerly-Ball. "The agency implemented the idea that the clients were also

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# Letter from the President



Shelly Chandler

It is our mission and our honor to facilitate creative solutions to contemporary mental health challenges. Our vision is to be the premier provider of mental health services for a healthy, safe and informed community.

What does that mean? For over 30 years the affiliates of Behavioral Health Resources: Eyerly-Ball, Westminster House, and Golden

Circle have been providing mental health services in the Polk and Warren County area.

What is a contemporary mental health issue? It is our belief that mental wellness is one of the factors for a healthy community. Mental health issues affect each of us at some point in our lives. September 11 was a wakeup call, a reminder of just how true that is. Mental illness and mental health issues are not about "those people". The stresses of everyday life can, at times, wear us down, be it a lay-off, divorce, death of a close friend or relative, chronic illness, or just the busyness of life. Our mental wellness is affected. Behavioral Health Resources is a resource to the entire community. And mental wellness is our business.

What is a healthy, safe and informed community? "Healthy" is defined by the staff of Behavioral Health Resources as balance in one's life, in all arenas - physical, mental, emotional and spiritual. It is our mission and our passion to facilitate creative solutions toward this balance.

We are not miracle workers with magic beans to cure illness. Rather, we work with individuals to define goals for a healthy life, and act as a resource and support to individuals to help them achieve their goals.

When we talk about a safe community, we are talking about a community that meets the needs of all its citizens. Providing creative solutions to individuals with mental health issues leads to employment, housing, social activities and full participation within the community. Quality of life for persons with mental health issues is defined by community inclusion, not hospitalization or incarceration. By offering solutions, we reduce the need for these negative outcomes, and celebrate full inclusion and participation within the community.

Informed community is defined by people understanding that the challenges of life affect each of us, that a mental illness is a chemical imbalance, a physical illness, not the choice of a "bad" person. Informed community means people with mental illness or struggling with mental health issues are comfortable seeking resources, not overwhelmed by the anxiety of stigma that may be forced on them if they seek assistance. An informed community is one that embraces the diversity of life and all those who reside within the community.

Our mission is not a small one. It includes a vision for everyone in this community. We have the pleasure of experiencing the achieved mission everyday, as we celebrate the successes of those to whom we provide services.

—Shelly Chandler, President & CEO

## Employee Highlight...

*Paul Danforth continued from page 1*

consumers, which means that they also have a say in how they are treated for the illness," Paul explained.

Paul counsels all sorts of people with various mental illnesses. His approach involves a straight forward attitude about what the client wants to accomplish. "I'm older now, so I can get away with things," Paul said with a grin. Each client, whether they are eighteen or eighty-two, will sit down with him and establish personal treatment goals. Paul works with his clients so they become partners in the therapeutic process.

He also incorporates spirituality in his counseling. He encourages his clients to find out who their inner self is and what their personal beliefs are. "Through meditation people can get in touch with a new dimension of themselves," he explains. He never imposes on his clients' beliefs or forms of religion, but encourages them to participate in their own spirituality.

An immediate challenge that faces individuals working in social services is the need to understand people of

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Jerry Tormey, VP Human Resources  
Linda Kramer, Clinical Director  
Mary Thompson, GCBH Program Director  
Linda Campfield, RCF Administrator

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# Program Highlight...

## Clinical Outpatient Program



*Clinical Outpatient Team*

The Eyerly Ball Clinical Outpatient Program has served residents of both Polk and Warren counties since it began direct service in 1970 as the Polk County Mental Health Center. The development and incorporation of the agency was the result of federal legislation in the 1960's that focused on establishing community-based public mental health centers.

Clinical outpatient services are provided at **1301 Center Street in Des Moines** and at **301 N. Buxton in Indianola**. The Des Moines clinic is open five days a week, including one evening. The Indianola clinic is open three days a week.

The clinic serves persons age 17 and older primarily living in Polk and Warren counties. Eligibility is based on funding. In most cases the clinic is able to secure funding for people who apply for services.

Services include assessments, individual and group counseling, and medication management for a wide variety of issues and diagnoses.

### *Paul Danforth continued from page 2*

different cultures. "I think we need to really focus on becoming skilled at working with these people. The Euro-American way is not the only way. These people have a different reality, and we need to understand that to be able to help them," he explained.

A legacy that Paul would like to see live on is the continued success of the programs offered at Eyerly-Ball. "This is a wonderful organization with sound vision that truly remembers its clients and solely concentrates on providing them with the support to live a full, healthy, and happy life."

The clinic offers numerous group therapy options such as Dual Diagnosis, Panic Anxiety, Anger Management and Women's Issues. Other groups are offered as needed and requested.

The true strength of the service comes from the highly qualified professional team. Clinical social workers, marriage and family therapists, clinical psychologists, mental health counselors and a clinical director make up the therapy team. All therapists are master or doctoral degree licensed professionals.

Another vital component of the clinical program is the psychiatric department. The need for psychiatric services has grown tremendously in the past ten years. In keeping pace with this growth, the clinic is committed to a continued expansion of this department.

Currently, an experienced team of two psychiatrists, a nurse practitioner and two mental health nurses offer psychiatric assessments and medication management. Together, the medical staff and therapists provide high quality care and interventions that maximize quality of life for the clients served. For more information contact the clinic at 515-243-5181.

### **Members of the professional team include:**

Bill Clark, MSE, LMHC, LMSW	Linda Kramer, ACSW, LISW
Todd Jenkins, LMHC, LMFT	Laura Mutchler, Ph.D., LIMFT
Mary Ann Koder, LMHC	Herbert Notch, Ph.D.
Jeff Kramer, LMHC	Dale Hatcher, MSN, ARNP, CS
Linda Ream, LISW	Kent Kunze, M.D.
Lori Reynolds, LISW	Wesley Richardson, D.O.
Sarah Anderson-Wilk, LISW	Nancy Meacham, RN
Paul Danforth, LISW	Beth Hodges, RN
Charlotte Kraai, LISW, CADC	

## BHR Family of Services

*Westminster House Residential Care Facilities*

*Bosnian Outreach Program*

*Golden Circle Capitation Program*

*Golden Circle Program for Assertive  
Community Treatment*

*Targeted Case Management*

*Supported Community Living*

*Elderly Outreach Program*

*Mobile Crisis Response Team*

*Mobile Outreach Mental Health, Warren County*

*Eyerly Ball Community Mental Health Center*

# 6th Annual Golf Tournament



*Shelly Chandler, President and CEO of BHR receives the first \$1,000 check from Jean Andreason, Client Development Manager of Holmes Murphy & Associates*

## Golf Tournament to Benefit the Snyder Memorial Consumer Assistance Fund

August 15, 2003

Briarwood Golf Course in Ankeny, IA

Shotgun Start at 8:00 a.m. — 4 Person Best Shot

Hole-in-one wins a two year car lease from Dewey Ford!

Individual Fee \$75 Group Fee \$300

To register call Westminster House at 515-277-8108



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