

## Relationships are the Foundation of Life



Michael Freda, David L. Deopere, Ph.D., Rich Murphy

Twenty-six years ago, I met Michael Freda at a Rock Island County 708 Mental Health Board meeting. Shortly thereafter, Michael joined the Robert Young Center as the Director of Operations. Over these past 2 ½ decades, Michael has forged invaluable relationships with a plethora of people. These include the consumers of the Center, our staff and many key persons in the community and State of Illinois.

To state that his accomplishments over these years are iconic would be a vast understatement. It is with the greatest of confidence to suggest the Center would not be enjoying the

lofty local, State and National reputation it currently holds if Michael had not made the decision to join us at Robert Young 26 years ago. Whether it was directing daily operations, heading up important grant applications, staying on top of State and Federal regulations, overseeing the construction of our award-winning facilities, developing young leaders in the Center or working closely with me as we shaped the vision for behavioral health within UnityPoint Health – Trinity, Michael’s excellent intuition and planning abilities are unmatched.

Michael has earned the benefits and comfort he will enjoy in retirement with his lovely wife, Karen. He will not be totally absent, however. He has just taken over the Chairmanship of NAMI of the Greater Mississippi Valley. NAMI will benefit greatly from Michael’s vision and commitment for the Severe and Persistent Mentally Ill.

His presence and leadership at the Robert Young Center will be missed, especially by me! So, join me in congratulating Michael and wishing him the best in the coming years. And remember Michael, please stay in touch because we all know, “Relationships are the Foundation of Life.”

A handwritten signature in black ink that reads "David L. Deopere".

David L. Deopere, Ph.D.  
Robert Young Center, President

## 7<sup>th</sup> Annual Recovery Month Celebration

UnityPoint Health-Robert Young Center/Riverside and the Rock Island County Drug Court presented the Seventh Annual Recovery Month Celebration on June 19, 2014 at Longview Park in Rock Island, IL. The celebration started with volleyball and a variety of bag games and was followed by four speakers from previous treatment groups. Each client shared their story and their personal treatment experience at Riverside. 157 clients attended the event with their families as well as staff from the Rock Island Drug Court Services and the Robert Young Center. This year marks the largest attendance recorded! Thank you to everyone that attended and a special thank you to the clients that helped with set-up and clean-up!

### PerfectServe

A web based communication tool for clinical staff and a smart phone based communication tool for physicians went live on June 18<sup>th</sup>. PerfectServe will help improve the accuracy and cycle time around communication between nurses and physicians and amongst physicians. This application will continue UnityPoint Health and Robert Young Center's focus towards better patient centered care coordination while maintaining the best outcome, every patient, every time.

### CSP Employment Program

The Community Support Program recently had its annual review of the employment program achieving Fair Fidelity according to a Dartmouth University rating scale. Reviewers from Illinois Division of Mental Health and Department of Rehabilitation Services spent two days interviewing employees, talking to consumers and reviewing medical records to arrive at their rating. The RYC employment program works to place individuals in competitive employment in the community by matching consumers with interest in employment to employers in the community.

### Integrated Health Homes

The Robert Young Center Integrated Health Home, (RYC IHH), has been operational since May 1st. The RYC IHH provides care coordination to adults in Scott and Muscatine County, who have Iowa Medicaid. The program provides free services to help individuals identify and achieve their health and wellness goals, obtain transportation to provider appointments, and establish one integrated plan of care. To date, the program has achieved its enrollment target and quality goals.

### Precedence Update

Yearly, Precedence surveys all paneled providers regarding their interactions with Precedence. Questions include the immediacy of Precedence staff to their requests and how effectively disagreements & appeals are handled. 96% of the providers viewed overall services with Precedence as being satisfied/very good or excellent. Providers also score the level of care guidelines used. All scores regarding the care guidelines were 100% satisfied/very good or excellent.

### EAP Update

Precedence is pleased to announce a three year renewal agreement with Moline School District. EAP will offer assessment, training, short-term counseling, as well as management consultation. The agreement covers 750 employees and 1,800 lives.