

## **Benton County MH/DD Annual Report FY 2013**

This annual report is for the mental health/disability system for the Fiscal year 2013. The report is submitted by Carol Zander, Acting Director of Benton County Social Services, 303 1<sup>st</sup> Avenue, Vinton, IA. Mary Williams, previous CPC Administrator retired from Benton County Social Services May 31, 2013.

The annual report describes activities and progress on goals and objectives for the past year. Legislation passed in 2012 session to allow counties to not submit a three-year plan on 4-1-12 to the DHS. The bill provides that the county's strategic plan in effect as of the effective date of the bill remains in effect subject to modification as necessary to conform with statutory changes affecting the plan. Bill takes effect upon enactment.

Benton County is strategically located in East Central Iowa near three larger counties, Black Hawk, Johnson and Linn. Benton County utilizes their own service providers as well as those from surrounding counties. Independence Mental Health Institute is approximately 28 miles to the north of Vinton and the University of Iowa Hospitals and Clinics is about 55 miles to the south. There are a number of private hospitals within the area that we rely on for mental health or substance abuse commitments. Additionally, clients are placed in other facilities across the state.

Benton County began planning for the formation of a region per SF 2315 in **July 2012**. **The proposed region quickly expanded to nine counties**. The Mental Health/Disability Services of the East Central Region will include the counties of Benton, Bremer, Buchanan, Dubuque, Iowa, Johnson, Jones, and Linn.

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**1. Progress toward Goals and Objectives**

*The planning committee which includes CPC, consumers, family, and providers have developed goals and objectives that are important to meet the future needs and choices of consumers so that they have services or supports that will enable them to live, work and/or socialize in the least restrictive community settings. Due to legislation passed in 2012 requiring counties to form into regions, strategic planning was put on hold. Goals identified in 2010 remain in place.*

**Goals and Objectives**

<b>Goal #1</b>	<b>Develop a day habilitation program in Benton County</b>
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**Issue:**

*Vinton and surrounding communities are considered rural, and as such, there are not always the same day-time opportunities available to persons with disabilities as individuals in urban communities. For example, persons from Benton County have historically traveled to Linn County for day program work services. People who live in Benton County prefer to stay in their own communities. Several years ago a drop in center was developed that is funded 100% by Benton County. However, because of budget constraints and a need for a more goal oriented program, development of a structured day program should be considered.*

**Action Steps:**

*By January 1, 2010 CPC will contact case managers and determine the number of persons who are currently attending drop in services that would be better served under habilitative or MR waiver goal oriented day programs.*

- *November 4, 2009 CPC identified approximately 14 CMI persons and 18 MR persons who are approved to attend the drop in center at Wesley United Methodist Church. These people could potentially be eligible for a day habilitation program. Of these 32 people, 10 are from another county or state cases.*
- *North Star Community Services currently facilitates the drop in service and charges for staff time at center times number of hours open. Attendees voluntarily contribute to the cost of lunch but that does not cover the cost food items.*
- *February 2010 CPC conducted assessment of current drop in center expenses.*

*2. By July 1, 2010 determine the feasibility of a day program in Benton County*

- *February 12, 2010 CPC contacted Mark Witmer, Director of North Star Community Services, to inquire about changing the drop in center*

*to a goal oriented program that could also access ID waiver and habilitation funding. Following is his assessment in making that change:*

*Mark Witmer*

*Sent: Thursday, February 18, 2010 11:49 AM*

*To: 'bcss@www.mebbs.com'*

*Subject: Cost of Services*

*Hello Mary,*

*As we had discussed this morning, I think it would not be efficient to try to develop a goal based day program in Vinton at this time. Even with Medicaid Waiver funding, the overall cost of a day habilitation or pre-vocational program would far exceed the cost of service you are providing at the drop-in program now. For instance, if we were to develop a goal based program, we would want to be open more than two days per week. We would need a facility and regular transportation along with equipment, furniture, etc. Assuming average daily attendance of eight, we would still be required to double our direct service staffing. We would also be required to develop individualized service plans which mean additional service coordination staff.*

*Just for giggles, I mocked up a potential day habilitation program budget, as follow*

<i>Direct Service Staff (2 @ 32 hours per week)</i>	<i>\$33,280</i>
<i>Service Coordination (1 @ 20 hours per week)</i>	<i>13,000</i>
<i>Benefits and Taxes @ 18%</i>	<i>8,330</i>
<i>Rent</i>	<i>18,000</i>
<i>Transportation</i>	<i>6,000</i>
<i>Food (\$3.00 per day for 8 people)</i>	<i>4,608</i>
<i>Depreciation</i>	<i><u>6,000</u></i>
<i>SUB</i>	<i>89,218</i>
<i>Overhead and Administration @ 15%</i>	<i><u>13,382</u></i>
<i>TOTAL COST</i>	<i><u>\$102,600</u></i>

*Units (Assume daily attendance of 8 X 192 billing days) 1,536*

*Unit Cost (\$102,600 / 1,536) \$66.80 per day per person*

*Even with average daily attendance of 10, the rate would be \$53.44*

*I hope this helps, Mary. Please contact me if I can be of further assistance.*

*Mark*

- In February 2010, CPC reviewed the results of the conversation with Mark Witmer with the case managers.*

*Comments received from case managers include;*

*- "My people would be lost without drop-in."*

*- "...consumers still need a drop in."*

*- "They need the social stimulation and the connection to each other if we are going to keep them in the community or I think some are going to start looking to moving to larger communities which in the long run is going to increase costs for the county."*

- *The consensus of CPC, staff and case managers is that the drop in provides worthwhile benefit to clients in meeting their needs for socialization and interaction in the community.*
3. *By July 1, 2010 CPC will initiate a program to bill other counties or the state for their people who are attending the drop in center.*
    - *March 2, 2010 CPC sent email to North Star Community Services service coordinator asking for the counties that are utilizing the drop in center for their clients.*
    - *March 3, 2010 sent letter to Linn, Black Hawk, Delaware and Jones counties advising that Benton County will start charging for their client attendance to drop in at a rate of \$20.75/day.*
  4. *By January 1, 2011 determine location of day program service that can be funded by habilitative or MR Waiver programs*
    - *No further action will be warranted on this action step as it has been resolved by billing other counties as noted in step 3 and it is not cost effective at this time to issue an RFP for a hab or waiver program.*

*Progress Measurement: As indicated above – See Step 3*

*Projected Costs: Results in a decrease to Benton County funding which varies monthly based on number of days persons from other counties attend drop in.*

*FY 2012 - FURTHER ACTION WARRANTED ON THIS GOAL*

*Due to legislation passed in the 2012 session, further action will be performed by the region. The goal will be to continue drop-in center services in Benton County.*

<b>Goal #2</b>	<b><i>Develop an informed and timely procedure for identification of transition students to adult services.</i></b>
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**Issue:**

*Notification of students transitioning from school to adult services is still not happening in a smooth, consistent, and timely manner. Many times the CPC is not aware of new individuals needing services until a couple months prior or even after their eighteenth birthday. The CPC needs to be aware of potential students entering the adult system by the persons 16<sup>th</sup> birthday for budgeting purposes.*

**Action Steps:**

1. *Each Fall, the Benton County CPC will meet with local special education teachers to;*
  - a. *Explain the issue in general*
  - b. *Encourage a cooperative working relationship*
  - c. *Explain the budget deadlines and necessity of timely referrals*
  - d. *Solicit teacher's ideas on best referral techniques.*

*In FY 2010, CPC began gathering information on who the special education teachers are in the Benton County High Schools.*

Vinton-Shellsburg High School teachers are:

*Marilyn Condry, Amy Rodriquez, Andy May, Missy Becker, Sherry Trafford, Jill Jackson, and Myra Kerns*

*Feb 10, 2012 CPC and Rhonda Draisey (IVR Counselor) and her supervisor met with Terry Johnson and Nikkole Peters (Genesis Development) and Vinton Shellsburg High School special ed and behavioral teachers to discuss the transition process in detail. CPC provided packets of referral information to teachers and ask that if in doubt to go ahead and make a referral for adult services. The IVR counselor was attempting to find the best way that she could be of service to the school.*

*Sandy Lyons, AEA counselor, asked if we would participate in a parents night in the fall – participants agreed to do so.*

Benton Community High School, 600 1<sup>st</sup> Street, VanHorne teachers are:

*Brook Kupka, Melissa Oberembt, Brandi Viter, Stuart Hartlep, Carey Ann Sahu, and Robert Rawlands*

Belle Plaine High School, 610 13<sup>th</sup> Ave, Belle Plaine teachers are:

*Julie Mantz and Laura Ridout*

Iowa Braille and Sight Saving School teacher:

*Michelle Tauke*

2. *Attend parents night at schools to talk about adult services  
In FY2010, CPC was not invited to attend any school parents night.*

*In FY2011, i.e., April 27, 2011 CPC and DHS case manager were invited and attended parent transition night at Benton Community High School, Van Horne, IA. There were approximately 10 families who attended and received information about services for their child. Other agencies participating were Career Connections, Iowa VR, Kirkwood and the VITAL program.*

3. *Work closer with the super senior coordinators through Goodwill Industries.  
**In FY 2012, CPC and Career Connections staff, Becky Lutgen, met with Blessed Hope Church to discuss possibility of opening a cleaning job site at the church. The Church chose other option to clean the church.***

***Goodwill closed their Career Connections office in Vinton. Becky is continuing to follow students but from her home and the Cedar Rapids Goodwill office.***

4. *Talk to Genesis Development staff for help/ideas on transitioning.  
No action taken on this objective during FYs 2009, 2010 and 2011*

Due to legislation passed in the 2012 session, further action will be performed by the region.

**Progress Measurement:**

*CPC will be aware of program needs of all potentially eligible consumers by December 1 of the year prior to the need.*

**Projected Costs:**

*None - Covered under CPC Administrative expenses*

**Goal 3:      *Investigate additional housing options for persons with disabilities***

**Issue:**

*Affordable housing is becoming increasingly difficult to find particularly for persons with disabilities who receive SSI benefits.*

**Action Steps:**

1. *By July 1, 2010 CPC will contact Benton County providers of housing to determine availability and costs of rental units.  
FY2010 Benton County does have an extensive list of potential landlords and the rental properties in Benton County. However, the landlords have not been contacted in FY2010 to gather the information. That process will begin by October 1, 2010 so that a report can be developed by January 1, 2011.*
2. *By December 1, 2010 CPC will investigate how funding for housing works in Benton County by contacting appropriate agencies such as HUD and others.  
FY2010 - There has been no progress on this step to date.  
FY 2012 – There has been no progress on this step to date. However, because of the 2008 flood and derecho in 2011, housing options in Benton County are more difficult to find.*

Due to legislation passed in the 2012 session, further action will be performed by the region. There is still a need for low-income housing options due to anticipation that landlords will no longer include utilities in rent amounts for new renters. There is a continuing need for healthy, safe housing in the county.

**Progress Measurement:**

*By January 1, 2011 a list of rental units will be developed that compares costs among available rental properties. The list will be available to consumers looking for affordable housing.*

*FY2011 - A list of rental units is available in the Benton County area and beyond, however, cost comparisons have not been developed.*

**Projected Costs:**

*CPC Administrative costs only*

**Goal 4:      *Investigate placement options in Benton County for persons with disabilities who exhibit difficult behaviors***

**Issue:**

*Persons with disabilities often have behavioral issues that are difficult to treat along with their primary diagnosis. Many consumers are presenting with numerous problems and behaviors that*

make them difficult to place for one reason or another. In some instances, providers are not equipped or have the training to appropriately serve these persons. Economically it is imperative for the County to look to providers who are willing to provide services that access multiple funding streams.

**Action Steps:**

1. By July 1, 2010 CPC will invite a committee of Benton County providers to meet and discuss the challenging behaviors of the persons with disabilities they serve.

*FY2010 – To date there has not been an invitation sent to providers to discuss this significant issue. That will be scheduled to be completed by November 1, 2010. However, case managers work with the CPC to look at available and appropriate placement for individuals with challenging behaviors on an as needed individual basis.*

*FY2011 – No action to date on this step*

***FY2012 – No action to date on this step***

2. By July 1, 2011 the committee will determine what type of treatment can be offered for the identified persons with difficult behaviors. The committee will attempt to maximize all funding options available to address these needs.

*FY2011 – No action to date on this step*

***FY2012 – No action to date on this step***

**Progress Measurement**

*By January 1, 2012 difficult behaviors will be identified and appropriate treatment will be in place where possible.*

Due to legislation passed in the 2012 session, further action will be performed by the region.

**Projected Costs:**

*To be determined at a later date as costs have not been identified at this time .*

**2. Actual Services and Supports Accessed**

The services and supports identified in the following matrix were accessed by Plan eligible consumers in FY2013.

<b>COA #</b>	<b>SERVICE TYPE – Benton County</b>	<b>MI</b>	<b>CMI</b>	<b>MR</b>	<b>DD</b>
4x04 372	Consultation	X			
4x21 374	Case Mgmt – Medicaid		X		
4x21 375	Case Mgmt – 100% County	X	X	X	X
4x22 000	Services Management				
4x31 354	Transportation (non-sheriff)	X	X	X	X
4x32 329	Supported Community Living	X	X		X
4x32 399	Other	X	X	X	
4x33 345	Ongoing rent subsidy		X		
4x33 399	Other- Rent		X		

4x41 306	Prescription Medication	X	X		
4x42 304	Acute and Emergency Treatment	X			
4x42 305	Outpatient Psychotherapy	X	X		
4x42 366	Social Support Services		X	X	X
4x42 396	Community Support Programs	X	X		
4x43 301	Evaluation	X			
4x50 360	Sheltered Workshop		X	X	X
4x50 362	Work Activity		X	X	
4x50 368	Supported Employment		X	X	X
4x50 399	Other		X		X
4x63 329	Supported Community Living		X		X
4x64 314	Residential Care Facility 6-15 Bed	X	X		
4x64 316	RCF/PMI (6-15 bed)		X		
4x71 319	Inpatient/State Mental Health Institute	X	X	X	
4x73 319	Inpatient/County Hospital	X	X		
4x74 300	Diagnostic Evaluations Related to Commitment	X	X		X
4x74 353	Sheriff Transportation Related to Commitment	X	X	X	X
4x74 393	Legal Representation for Commitment	X	X		
4x75 395	Mental Health Advocate	X	X	X	
4411-000	Direct Administration	X	X	X	X
4412-000	Purchased Administration	X	X	X	X

### **3. Number, Type and Resolution of Appeals**

In FY 2013 there were no appeals presented.

### **4. Waiting List Information**

It was not necessary to initiate a waiting list in FY2013

### **5. Actual Reported Cash Expenditures**

Following are the actual expenditures as reported from County Auditor for FY2013.

<b>Mental Illness</b>	<b>\$166,661</b>
<b>Chronic Mental Illness</b>	<b>\$315,373</b>
<b>Mental Retardation</b>	<b>\$362,554</b>
<b>Developmental Disability</b>	<b>\$57,045</b>
<b>General Administration</b>	<b>\$ 139,022 ** Per Auditor 6/30/13</b>
<b>Purchased Administration</b>	<b>\$106,716 **Per Auditor 6/30/13</b>
<b>Total CSN Report + ** Salaries/Benefits/Purch Admin per Auditor</b>	<b>\$1,147,371</b>

## **6.Stakeholder Involvement**

- 1) Mary Williams continued to be a member of several committees including legislative review, CSA training, County Rate Information System Board of Directors, DHS Case Management Advisory Board, and, Independence MHI Advisory Board.
- 2) Mary Williams attended consumer staffing meetings and talked to consumers and family about how they are doing.
- 3) Mary Williams sent monthly State Payment Program reports to Des Moines DHS and the Acting Director submitted reports for June 2013.
- 6) Mary Williams attended numerous meetings in FY 2013 gathering information on legislation that was passed to redesign the mental health system.
- 7) Mary Williams was a member of the community service affiliate CASS Committee that meets regularly to discuss the direction of the affiliate related to CSN and other issues.
- 8) Mary Williams was a member of the affiliate training committee that helps to develop training throughout the year at the Spring and Fall ISAC sessions and other statewide meetings.
- 9) Mary Williams was a member of the legislative review committee for the affiliate that reviews bills with potential good or bad affect on our duties etc.
- 10) Mary Williams attended monthly meetings with other CPCs in this region to keep up to date on related issues.
- 11) Mary Williams met regularly with Board of Supervisors and other county agencies to discuss issues related to human services.
- 12) Mary Williams met quarterly with case managers to review clients needs.
- 13) Mary Williams attended Linn County Advisory meeting, Linn County MH Planning Committee meetings, and ECICOG meetings throughout the year.
- 14) Mary Williams attended System of Care meetings in Johnson County.
- 15) Carol Zander attended SOAR training in December 2012.

**In FY2012 legislation was passed that eliminates the current county management of mental health services and transitions to a regional governance. No further stakeholder involvement has been conducted in FY2012 as a result of that legislation. Stakeholder input will be gathered in the new region for further planning.**

## **7. Quality Assurance Implementation, Findings and Impact on the Plan**

*Benton County contracts with DHS Case Management Unit, and, annual surveys are conducted with clients and CPCs. The CPC did not conduct a survey of providers or consumers in FY13. DHS Case Management conducts annual consumer surveys.*

*Over the past 13 years, there have been changes in the mental health system in Benton County and statewide.*

- *Total expenditures have increased by about 17.75% compared to 26% in 2009. FY2010 is a decrease from FY 2009 by 8.25%. This decrease is primarily related to the stimulus dollars available to the county also known as ARRA dollars.*
- *Residential living expenses have increased 12.75% in FY2010*
- *Day programming in 1999 and 2009 remained steady with only a very minor increase, whereas, 2004 expenditure decreased approximately \$20,000.00. This was largely due to a decrease in persons in supported employment. Because of a need for a program in Benton County, a drop in center opened which accounted for an increase in 2009. FY 2010 is the largest decrease by \$35,511 since 1999.*
- *Mental health commitment costs increased approximately 118% in FY2009 but have decreased significantly in FY2010*
- **Benton County funds the Abbe Center for Community Mental Health including the satellite office in Vinton and Belle Plaine under a modified fee for service grant. This grant is meeting the needs of people who would not otherwise have access to outpatient mental health. Without the grant, it is very likely that the satellite offices would not be in Benton County.**

*When the rules changed causing the county of legal settlement to pay for services based on the county management plan where the person lives, resulted in increased costs for Benton County.*

*When providers submit their cost reports for sites to IME, Medicaid rates are skyrocketing out of control. In some instances we are seeing over \$50.00/day increases in just a years time. The decrease in counties FMAP contribution due to the American Reinvestment and Recovery Act, i.e., stimulus money, has helped to defray the higher costs in FY2009. In FY2010 FMAP has been extended through 6-30-11.*

***FY 2012 will not have the FMAP decrease available, so consequently, expenses for mental health services will increase.***

In FY2012 legislation was passed that does away with current county management of mental health services and transitions to regional governance by July 1, 2014. Therefore, there has been no documented QA implemented in FY2012.

In July 2012 counties stopped paying Medicaid billings. Those services were authorized and paid by the State of Iowa.

### **8. Actual Provider Network**

<b>Provider ID</b>	<b>Provider Name</b>	<b># of Claims</b>
1	OTTUMWA TRANSIT AGENCY (10-15)	19
163	BARRY ADAMS, MH ADVOCATE	288
200	BENTON COUNTY TRANSPORTATION	36
220	BLACK HAWK- GRUNDY MENTAL HEALTH CENTER	18
327	CAMP COURAGEOUS OF IOWA	3
398	CEDAR VALLEY RANCH INC	60
417	CENTRAL IOWA RESIDENTIAL SERVICES INC. (CIRSI)	2
516	CLARINDA MENTAL HEALTH INSTITUTE	1
560	COMMUNITY CARE INC	6
578	COMPREHENSIVE SYSTEMS INC	2
583	CONCERNED INC	2
601	CORNERSTONE WELLNESS	1
635	COVENANT MEDICAL CENTER	1
707	DAVIS CENTER	2
895	EXCEPTIONAL PERSONS INC. (EPI)	6

949	FIRST RESOURCES CORP	290
1024	GENESIS DEVELOPMENT	1506
1046	GLENWOOD RESOURCE CENTER	2
1068	GOODWILL INDUSTRIES OF NE IOWA	1
1130	HARMONY HOUSE HEALTH CARE CENTER	2
1149	HEALTHY CONNECTIONS, INC	12
1155	HEARTLAND INSURANCE RISK POOL	1
1184	HILLCREST FAMILY SERVICES (DUBUQUE CMHC)	14
1190	HILLS AND DALES ADMIN RESIDENTIAL CENTER	3
1250	HUMMEL APTS INC	4
1310	INDEPENDENCE MENTAL HEALTH INSTITUTE	4
1314	INDIANOLA RESIDENTIAL	3
1355	IOWA VALLEY COMMUNITY COLLEGE CDC (IVCCD)	12
1599	LAGRANGE PHARMACY	35
1883	MOUNT PLEASANT MENTAL HEALTH INSTITUTE	8
1933	MIW INC., MID IOWA WORKSHOP INC. (MIW)	12

1979	MONKEYTOWN	14
2002	MOSSMAN & MOSSMAN, LLP	8
2089	NORTH IOWA TRANSITION CENTER (NITC)	28
2094	NORTH IOWA VOCATIONAL CENTER (NIVC)	9
2115	NORTH STAR COMMUNITY SERVICES	377
2170	OPPORTUNITY VILLAGE	8
2336	PRAIRIE VIEW MANAGEMENT INC	5
2411	REGION SIX PLANNING COMMISSION, PEOPLERIDES	12
2445	OPTIMAE LIFESERVICES, INC.	50
2472	RICHMOND CENTER	2
2538	RURAL EMPLOYMENT ALTERNATIVES	31
2573	SCENIC ACRES	105
2712	SOUTHWEST IOWA PLANNING COUNCIL AKA TRANSIT(SWITA)	2
2720	SPECIALIZED SUPPORT SERVICES (aka SSS)	2
2976	VERIDIAN CREDIT UNION	7
3087	WESLEY UNITED METHODIST CHURCH	52
3148	WOODWARD RESOURCE CENTER	1

3178	ABBE CENTER FOR COMMUNITY CARE	24
3179	ABBE CENTER FOR COMMUNITY MENTAL HEALTH	571
3183	AGING SERVICES INC	3
3186	ASAC (AREA SUBSTANCE ABUSE COUNCIL)	1
3203	CHATHAM OAKS INC	10
3205	CITY OF CEDAR RAPIDS (AKA Cedar Rapids Transit)	1
3212	COMMUNITY MENTAL HEALTH CENTER FOR MID EASTERN IA	5
3232	Systems Unlimited, Inc. (AKA Employment Systems)	150
3257	HY-VEE PHARMACY	1
3294	LINNHAVEN INC.	5
3303	MERCY MEDICAL CENTER/MERCY FAMILY COUNSELING	9
3317	OPTIONS OF LINN COUNTY	42
3320	PENN CENTER	1
3325	PREFERRED PROPERTY MANAGEMENT (NEXUS)	1
3332	REM IOWA COMMUNITY SERVICES, INC.	14
3337	ROBERT W. DAVISON	2

3346	SORG PHARMACY	1
3347	SORG SAMPLE MEDICAL PHARMACY	3
3379	DISCOVERY LIVING	16
3381	CEDAR CENTRE PSYCHIATRIC GROUP	10
3384	GOODWILL INDUSTRIES OF THE HEARTLAND	121
3410	MAYOR'S YOUTH EMPOWERMENT PROGRAM	20
3422	LINN COUNTY EMERGENCY MEDICINE, P.C. (LCEM)	1
3438	REACH FOR YOUR POTENTIAL	2
3445	ARC OF EAST CENTRAL IOWA	257
3448	A AVENUE PHARMACY	26
3835	ST. LUKE'S HOSPITAL - (HOSPITAL CHARGES)	12
3935	BENTON COUNTY SHERIFF	42
4382	FAYETTE COUNTY SHERIFF'S OFFICE	1
4697	JOHNSON COUNTY SHERIFF	3
4782	LINN COUNTY SHERIFF	5
4814	LUCAS COUNTY SHERIFF	1
4890	MARSHALL COUNTY SHERIFF	1
5027	PAGE COUNTY SHERIFF	1

5566	HILLCREST FAMILY SERVICES (WASHINGTON COUNTY CMHC)	10
5578	ELECTRONIC TRANSACTION CLEARINGHOUSE (ISAC) (ETC)	1
5582	IOWA STATE ASSOCIATION OF COUNTIES (ISAC)	4
6131	HAPPEL	6
6141	FISCHER LAW FIRM	7
6191	AXIS BACK-UP	1
6194	DAY-TIMERS INC.	1
6219	KOCH BROS	2
6220	CenturyLink (QWEST)	12
6226	VINTON POSTMASTER	1
6228	Vinton Newspapers	2
6684	DHS TARGETED CASE MANAGEMENT	1797
6818	LIFELINE SYSTEMS CO (DBA PHILIPS LIFELINE)	2
6865	Horizons, A Family Service Alliance	17
6932	Ten-Fifteen Regional Transit	2
7006	Milestones in Marion	14
7035	REM IOWA INC	5
7054	REM IOWA DEVELOPMENTAL SERVICES	8
7135	Ramsey-Kacena, Attorney at Law.	1
7194	DHS CASE MANAGEMENT UNIT	54
7199	AMERICAN BAPTIST HOMES OF MIDWEST	11

7488	Dave's Place	1
7610	Geiger	2
7645	Wright	2
7675	Boots	2
7749	C. Charles Lande	1
7884	CenturyLink	12
7946	Williams, Mary	7
8009	Zander, Carol	6
8208	Hy-Vee Pharmacy	5
8326	Clingman's Pharmacy	1
8343	LINN COUNTY MHDD/SCL Services	8
8368	ADULT CRISIS STABILIZATION CENTER (ACSC)	7
8419	Iowa Community Services Association	1
8476	Compassion Counseling Inc	1
8789	Stephen Peters, Psy.D., ABN	1
8958	Kollmorgen, Schlue & Zahradnik, P.C.	1
8963	Janney	1
9129	GOODWILL INDUSTRIES OF THE HEARTLAND	2
9192	TAILORED LIVING	623
9201	Hesson Properties LLC	5
9445	Alan Michael	1