

LINN COUNTY MHDD SERVICES MANAGEMENT PLAN

ANNUAL REPORT FY2013

Section 1	Goals and Objectives Review
Section 2	Unmet Needs List
Section 3	Stakeholder Participation
Section 4	Provider Network
Section 5	Appeals and Waiting list
Section 6	Expenditures and Scope of Services
Section 7	Performance Indicators
Section 8	Summary and Satisfaction Survey

SECTION 1: GOALS AND OBJECTIVES REVIEW

FY 13 LINN COUNTY MH/DD SERVICES STRATEGIC PLAN GOALS & OBJECTIVES

MHDD SERVICES

FY2013 GOALS AND OBJECTIVES

GOAL I. To coordinate the planning activities of MHDD Services with the Linn County Board of Supervisors.

OBJECTIVE A. To update the Board of Supervisors at least twice per year regarding MHDD community planning activities.

TARGET DATE: 6/30/13

DATE ACCOMPLISHED: 6/28/13

FIRST QUARTER: No formal updates were provided to the Board of Supervisors during the 1st Quarter; however, several meetings with individual members of the Board that serve as the liaisons to the MHDD Advisory Committee occurred this quarter.

SECOND QUARTER: No formal updates were provided to the Board of Supervisors during the 2nd Quarter; however, several meetings with individual members of the Board that serve as the liaisons to the MHDD Advisory Committee occurred this quarter.

THIRD QUARTER: One formal update regarding the budget was made to the Board in January 2013. Two individual meetings were also held with Linda Langston: one involved an update about goals related to regionalization and the other was about a plan to determine what software program would work best going forward.

FOURTH QUARTER: A meeting was held to discuss the closing of the SCL program in April. One formal update occurred in May 2013 to discuss the budget and fund balance for 2013.

OBJECTIVE B. To respond to the goals and objectives established by the Regional Planning body.

TARGET DATE: Ongoing

DATE ACCOMPLISHED: Ongoing

FIRST QUARTER: Participated in all scheduled meetings of the Regional Planning body. Worked with partner CPCs and ISAC to understand the 28E Agreement requirements. Generated a timeline to meet the objectives described by the State. Reached out to increase the size of the region.

SECOND QUARTER: The regional staff met with the Iowa State Association of Counties staff attorney to work on the 28E Agreement. A tentative administrative structure was developed for the region. Three funding scenarios were also developed to help the Regional Advisory Board move towards a decision about pooling funds.

THIRD QUARTER: Language for the 28E agreement was completed and submitted to the Regional Board for its review in March. The "Letter of Intent" was submitted to the State in March. Members discussed contracting with the University of Iowa's Department of Public Affairs to help the Board develop a governing structure and financial process.

FOURTH QUARTER: Participated in all scheduled meetings of the Regional Planning body held this quarter. The members contracted with the University of Iowa's Department of Public Affairs and have held 3 or 4 meetings with the Consultant. Topics covered included: designation of a Regional Administrator; the handling of funds; development of a regional budget; start-up funds; uniform policies; claims processing; legal assistance; and auditing services.

GOAL II. To develop an agency-wide understanding and acknowledgement that MHDD Services is a "co-occurring" agency.

OBJECTIVE A. To establish a change agent group, including SCL staff, to review current materials and make recommendations for change.

TARGET DATE: Ongoing

DATE ACCOMPLISHED: Ongoing

FIRST QUARTER: No progress was made on this Objective this quarter.

SECOND QUARTER: No progress was made on this Objective this quarter.

THIRD QUARTER: Administrative and CPC staff participated in co-occurring training provided by the SCL / Case Management Provider Group. Staff continued to be offered time to attend the quarterly training by Minkoff and Kline.

FOURTH QUARTER: Staff continued to be offered time to attend the quarterly training by Minkoff and Cline. MHDD Services is facilitating a monthly meeting for all providers to receive training on co-occurring disorders.

OBJECTIVE B. To revise agency materials (i.e.: brochures, policy statements, orientation materials, website, etc.) to include co-occurring language.

TARGET DATE: 6/30/13

DATE ACCOMPLISHED: 6/28/2013

FIRST QUARTER: No progress was made on this Objective this quarter.

SECOND QUARTER: No progress was made on this Objective this quarter.

THIRD QUARTER: Co-occurring language was added to orientation materials for SCL staff. Agency brochures were updated to include co-occurring language.

FOURTH QUARTER: Achieved; staff participated in co-occurring training and the website, program brochures, and policies & procedures were updated to include co-occurring language.

OBJECTIVE C. To educate *all* agency staff about co-occurring information.

TARGET DATE: 6/30/13
accomplished

DATE ACCOMPLISHED: Not

to SCL,
FIRST QUARTER: Presented a two-hour training on Trauma-Informed Care Case Management and CPC staff.

SECOND QUARTER: No progress was made on this Objective this quarter.

THIRD QUARTER: No progress was made on this Objective this quarter. Training of clerical and intake staff still needs to take place.

FOURTH QUARTER: Not achieved, due to not being able to find training suitable for intake and clerical staff. All *other* agency staff members were trained.

GOAL III. To determine whether or not Service Coordination and Client Counseling (SCCC) should become a provider of Case Management to persons with chronic mental illness

OBJECTIVE A. To explore training and administrative needs associated with providing the new service.

TARGET DATE: 3/31/13

DATE ACCOMPLISHED: 2/28/13

FIRST QUARTER: Met with the DDSC to discuss the pros and cons of adding mental health participants. Spoke with DHS Case Management staff to determine their interest and availability in opening another Case Management office in the region Met with Abbe Case Management staff regarding its Waiting List. Discussed the length of time people are waiting to access Case Management.

SECOND QUARTER: No progress was made on this Objective this quarter.

THIRD QUARTER: It was determined that SCCC will *not* become a CMI Case Management provider because it would involve additional contracting with the Iowa Plan. This would also require moving resources away from the new software training, which is a bigger priority at this time. Linn County will contract with DHS Case Management to provide quicker access to CMI Case Management.

OBJECTIVE B. To adapt current policies and procedures to address the needs of persons with chronic mental illness, as appropriate.

TARGET DATE: 6/30/13

DATE ACCOMPLISHED: 2/28/13

FIRST QUARTER: See 1st Quarter response to Goal III, Objective A. A determination of whether or not SCCC should become a Case Management provider to persons with Chronic Mental Illness has not yet been made.

SECOND QUARTER: Policies and procedures were revised to make them “co-occurring” and “trauma-inclusive.”

THIRD QUARTER: The decision was made *not* to pursue this change.

SECTION 2: UNMET NEEDS LIST

ACT: We have been requesting an expansion of the program.

Transportation

Subsidized Housing: There is not enough in Linn County resulting in waiting lists.

Employment: There is a long waiting list in the sheltered workshops. There is no waiting list for placement services.

SECTION 3: STAKEHOLDER PARTICIPATION

LINN COUNTY MH/DD ADVISORY COMMITTEE MEMBERSHIP

JOHN BRANDT

BRENDA LUKASKO

EUGENIA VAVRA

MECHELLE DHONDT

KENT JACKSON

DAN STRELLNER

ELAINE SWEET

KAY GRABER

KATHY JOHNSON

DELAINÉ PETERSEN

STEVE MILLER

OTHER CONTACTS:

ANN HEARN

BEN ROGERS

MENTAL HEALTH SERVICES PLANNING COMMITTEE

Candice Bennett
John Brandt, Chairperson
Judy Breja
Cherie Clark
Lisa Cleland
Nick D'Amico
Mechelle Dhondt
Jim Ernst
Mary Estle
John Garringer
Dr. Patricia Gilbaugh
Dorothy Gilman
Jill Gleason
Ann Hearn
Liz Hoskins
Steve Inzerello
Kent Jackson
Shannon Jamison
Jane Johnson
Kathy Johnson
Linda Johnson
Cindy Kaestner
Betty King
Chris Kivett-Berry
Darcy Koehn, ARNP
Kathy Koehn
Theresa Kopatich

Brenda Krause
Malinda Lamb
Katy Lee
Colleen Lewis
Susan Liddell
Scott Lindsley
Valarie Lovaglia
Brenda Lukasko
Amy Grommon March
Carol Meade
Dr. Robert Metzger
Steve Miller
Patricia Miskimen
Mike Mitchell
Meredith Myers
*Jim Nagel
Carol O'Brien
Deb Peddycoart
Scott Regenwether
Rhoda Shepherd
Jackie Smith Duggan
Wayne Springfield
Dan Strellner
Mike VanGorder
Bethany Wheaton

DDSC MEMBERS

Nichole Baker-Jones
Mary Bartachek
Craig Bradke
Robin Bruner
Cherie Clark
Mechelle Dhondt
Sara Drish
Rusty Goins
Kay Graber
Rachel Guthart
Ann Hearn
Robert Hebl
Matt Hidlebaugh
Shannon Jamison
Theresa Kopatich
Jim Nagel
Gina Olexa
Lisa Pakkebier
Delaine Petersen
Scott Regenwether
Julie Schwarting
Dawn Steffen
Elaine Sweet
Bruce Teague
Mike VanGorder
Jamee Weber

Mary Wise

DDSC ALTERNATES

Reggie Ancelet
Stacie Bowen
Jody Bridgewater
Amy Cady
Gina Johnson
Laura L. Kopp
Mike Loney
Amy March
Carol Saddoris
Sara Trout
Dawn Walter
Tina Willits
Angela Yancy

INACTIVE DDSC MAILING LIST

John Brandt
Geri Pettitt

SECTION 4: PROVIDER NETWORK

Organization Name	First Name	Last Name	Address	City	State	Zip Code
A Avenue Pharmacy	Gary	Albert	717 A Avenue NE, Suite 202	Cedar Rapids	IA	52401
Abbe CCMH	Cindy	Kaestner	520 11th Street NW	Cedar Rapids	IA	52405
Abbe CCMH	Cindy	Kaestner	520 11th Street NW	Cedar Rapids	IA	52405
Abbe CCMH	Cindy	Kaestner	520 11th Street NW	Cedar Rapids	IA	52405
Abbe Center for CMH	Cindy	Kaestner	520 11th Street NW	Cedar Rapids	IA	52405
Abbe Center for CMH	Cindy	Kaestner	520 11th Street NW	Cedar Rapids	IA	52405
Abbe CM & Habilitation	Cindy	Kaestner	520 11th Street NW	Cedar Rapids	IA	52405
Abbe Community Care Facility	Craig	Bradke	1860 County Home Road	Marion	IA	52302
Abbe Transitional Living	Cindy	Kaestner	520 11th Street NW	Cedar Rapids	IA	52405
Abilities Unlimited	Priscilla	Preminger	210 Willis Avenue	Perry	IA	50220
Advancement Svc of Jones Co	Cindy	Hanken	202 Plastic Lane	Monticello	IA	52310
Aging Services, Inc	Brenda	Hollinger	800 First Street NW	Cedar Rapids	IA	52405
Alegent Health Psychiatric Associates			801 Harmony Street, Suite 302	Council Bluffs	IA	51503
Allen Memorial Hospital	A'Lisa	Walker	1825 Logan Ave	Waterloo	IA	50703
Alternative Living	Kathie	Larsen	205 N Frederick	Oelwein	IA	50662
AmeriServe International Corp	Tom	Hoff	300 West Broadway, Suite 20	Council Bluffs	IA	51503
ARC of East Central Iowa	Delaine	Petersen	680 2nd Street SE, Suite 200	Cedar Rapids	IA	52401
Area Payee Services	Bev	Moriarty	421 3rd Avenue SW	Cedar Rapids	IA	52404
Area Residential Care	Jon	Romaine	1170 Roosevelt Street Extension	Dubuque	IA	52001
ASAC, Inc.	John	Garringer	3601 16th Avenue SW	Cedar Rapids	IA	52404
Assoc. for Behavioral Hlthcare	Wilma	Mehring	1860 County Home Road	Marion	IA	52302
Aurora Therapy Services						
Backbone Area Counseling Cntr	Jane	Sherman	PO Box 359	Manchester	IA	52057
Baker III PC, J.W.	Diane	Baker	1730 Hidden Hollow Lane NW	Cedar Rapids	IA	52405
Bennett, Elanna	Administrator		312 16th Street	Belle Plaine	IA	52208
Benton Co Social Services	Mary	Williams	303 1st Avenue	Vinton	IA	52349
Berryhill Center for Mental Health	Administrator		720 Kenyon Road	Ft. Dodge	IA	50501
Best Growth Options	Denise	Best	800 Webster Street	Iowa City	IA	52240
Black Hawk Grundy MHC	Carmen		3251 West Ninth Street	Waterloo	IA	50702

Organization Name	First Name	Last Name	Address	City	State	Zip Code
Bridgeview Community MHC	Molly	Thiessen	638 S Bluff Blvd	Clinton	IA	52732
Bridgeway Inc	Theresa	Hemann	208 Bank Street	Keokuk	IA	52632
Broadlawns Medical Center						
Builders of Hope	Joshua	Weber	1570 1st Avenue Suite N	Iowa City	IA	52240
Camp Courageous of Iowa	Pam	Mayo	PO Box 418	Monticello	IA	52310
Capstone Behavioral Health	Deb	Vaughn	PO Box 182	Knoxville	IA	50138
Cass County Case Mgmt	Teresa	Kanning	5 West 7th	Atlantic	IA	50022
CASS Inc.	Kevin	Allen	1406 SW 7th St	Atlantic	IA	50022-0431
Catherine McAuley Center	Amy	March	866 4th Avenue SE	Cedar Rapids	IA	52403
Cedar Centre Psychiatric Group	Angie	Allison	1730 1st Avenue NE	Cedar Rapids	IA	52402
Cedar Rapids Counseling	Alexandria	Carey	118 2nd Street SE, Ste 220	Cedar Rapids	IA	52401
Cedar Rapids Recreation Dept	Rob	Wagner	2000 Mt. Vernon Road SE	Cedar Rapids	IA	52403
Cedar Valley Comm. Spprt Svcs	Anize	Mamodaly	3121 Brockway Road	Waterloo	IA	50701
Cedar Valley Ranch	Lorene	Spencer	2591 61st Street Lane	Vinton	IA	52349
Center Associates	Diane	Baker	9 North 4th Avenue	Marshalltown	IA	50158
Center Village	Amy	White	19248 Maple Avenue	Keosauque	IA	52565
Chatham Oaks	Vivian	Davis	4515 Melrose Avenue	Iowa City	IA	52246
Children & Families of Iowa	Gloria	Gray	1111 University Avenue	Des Moines	IA	50314
Christian Opportunity Center	Jake	Keegan	1553 Broadway	Pella	IA	50219
Collins, Robert and Cora	Administrator		707 Park Avenue NW	Mt. Vernon	IA	52314
Comfort Keepers						
Comm. MHC of Mid-Estern IA	Theresa	Ullerich	507 East College Street	Iowa City	IA	52240
Community Based Services	Mike	Isaacson	112 10th Street SW	Waverly	IA	50677
Community Care, Inc.	Diane	Mullin	108 E Industrial Street	DeWitt	IA	52742
Comprehensive Systems	Sonja	Marvin	1700 Clark Street	Charles City	IA	50616
Concerned Inc	Michele	Freeman	PO Box 47	Harlan	IA	51537
Country Life Health Care, Inc	Randall	Kelley	2554 Ford Avenue	Oskaloosa	IA	52577
Covenant Health Clinic	Monique	Walters	3421 W 9th Street	Waterloo	IA	50702
Credit Counseling & Debt	Greta	Hanson	4403 1st Ave SE,	Cedar Rapids	IA	52402

Organization Name	First Name	Last Name	Address	City	State	Zip Code
Mgmt			Suite 402			
Crest Services - American Baptist	David B	Charron	3015 Merle Hay Road, Suite 6	Des Moines	IA	50310
CSD - Comm. Svcs for the Deaf	Darlene	Zangara	4403 1st Avenue SE, Suite 303	Cedar Rapids	IA	52402
DAC Inc	Lenae	Owen	1710 E Maple	Maquoketa	IA	52060
Delaware Co Community Life	Linda	Burr	601 Grant Street	Manchester	IA	52057
Diamond Life Health Care	Bob	Hamilton	PO Box 820	Montezuma	IA	50171
Discovery Living	John	Morris	PO Box 10980	Cedar Rapids	IA	52410-0980
Dreams Inc	Betty	King	1420 First Avenue NE, Suite 105	Cedar Rapids	IA	52402
Duncan Heights, Inc.	Karen	Duregger	1465 Hwy 18	Garner	IA	50438
Enzle, Susan	Administrator					
Evergreen Estates	Pat	Giorgio	3410 12th Avenue SW	Cedar Rapids	IA	52404
Ewing, Patrick MS	Debbie		1522 Morgan Street	Keokuk	IA	52632
Exceptional Opportunities, Inc.	Cathy	Gatton	PO Box 99	Burt	IA	50522
Eyerly-Ball CMHS	Earl	Kelly	1301 Center Street	Des Moines	IA	50309
Family Psychology Associates	Christine	Bader-Sands	1221Center Point Road NE	Cedar Rapids	IA	52402
First Judicial Dept of Crrctnl	Ross	Todd	314 E 6th Street	Waterloo	IA	50704
First Resources Corporation			110 East Washington	Sigourney	IA	52591
Flores, Kassy C	Administrtror		1119 3rd Street SW, Apt #1	Cedar Rapids	IA	52404
Foundation 2	Barb	Gay	1714 Johnson Avenue NW	Cedar Rapids	IA	52405
Foundation 2	Barb	Gay	1714 Johnson Avenue NW	Cedar Rapids	IA	52404
Freedom House			520 Talbolt Street, Suite 3	Iowa Falls	IA	50126
G & G Living Centers, Inc.	Lorrie	Meier	602 Kosciusko Street	Guttenberg	IA	52052
Garnett Place	Jen	Smith	202 35th Street Drive SE #123	Cedar Rapids	IA	52403
Genesis Development	Terry	Johnson	401 West McKinley	Jefferson	IA	50129
Glenwood Resource Center	Diana	Hoogestraat	711 South Vine	Glenwood	IA	51534
Goodwill Ind. of the Heartland	Pat	Airy	1441 Blairs Ferry Road NE	Cedar Rapids	IA	52402
Goodwill Industries of NE IA	Steve	Tisue	2640 Falls Ave	Waterloo	IA	50701
Great River MH Care Assoc.	Administrator		1225 South Gear Avenue	West Burlington	IA	52655

Organization Name	First Name	Last Name	Address	City	State	Zip Code
Handicapped Development	Linda	Gill	2700 Linnwood Court	Davenport	IA	52806
Harmony House Healthcare Cntr	Barbara	Murphy	2950 W. Shaulis Road	Waterloo	IA	50701
Heartland Family Services			515 E Broadway	Council Bluffs	IA	51503
Heartland Healthcare Associates	Rob	Detlefsen	1700 S First Avenue, Suite 21	Iowa City	IA	52240
Helping Humans			PO Box 9411	Cedar Rapids	IA	52409-9411
Hillcrest Family Services	Michelle	Patzner	2005 Asbury Rd	Dubuque	IA	52001
Hills & Dales	Marilyn	Althoff	1011 Davis Street	Dubuque	IA	52001
Home Instead Senior Care	Karen	Huber	208 Collins Road NE, Suite 206	Cedar Rapids	IA	52402
Homestead, The	LuAnn	Markley	8272 NE University Ave	Pleasant Hill	IA	50327
Horizons, A Family Svc Alliance	Judy	Knobbe	819 5th Street SE	Cedar Rapids	IA	52406
Howard Residential Care Facility	Jim	Ott	21668 80th Street	Cresco	IA	52136
Indianola Residential	Russ	Hemness	401 W Salem Ave, Box 318	Indianola	IA	50125
Iowa DHS Case Management	Kathleen	Jordan	PO Box 1678	Waterloo	IA	50704-1678
Iowa Focus	Summer	Murdock	105 W. Adams, Suite B	Creston	IA	50801
Julian Care Facility	Dave	Smith	13034 Seippel Road	Dubuque	IA	52002
Keys to Awareness & Associates	CJ	Schmidt	PO Box 5343	Cedar Rapids	IA	52406-5343
Krysilis, Inc (Kellys Court)	Marybeth	Russell	102 W Park Street	Forest City	IA	50436
Larrabee Center, The	Clark	Wilharm	PO Box 155	Waverly	IA	50677
Life Skills, Inc	Gillian	Fox	483 Highway 1 West	Iowa City	IA	52246
Linnhaven Inc.	Elaine	Sweet	1199 Blairs Ferry Road	Marion	IA	52302
Living Center East-New Horizons	Mary	Williams	1220 5th Avenue SE	Cedar Rapids	IA	52403
Lutheran Services of Iowa	Sherrie	Cobbs	1091 2nd Avenue E	Newton	IA	50208
Makosky, Bernadette	Administrator		PO Box 36	Lisbon	IA	52253
Mediapolis Care Facility	Russ	Hutchinson	142 N. Orchard	Mediapolis	IA	52637
Mental Health Ctr of North IA	Kim	Miller	235 Eisenhower Avenue	Mason City	IA	50401
Mercy Medical Center	Scott	Lindsley	701 10th St SE	Cedar Rapids	IA	52403
Mercy Medical Center - Dubuque						
Meth-Wick Community	Sallie	Taylor	1224 13th Street NW	Cedar Rapids	IA	52405
Mid Iowa Workshop (MIW)	Darla	Burns	PO Box 966	Marshalltown	IA	50158

Organization Name	First Name	Last Name	Address	City	State	Zip Code
Mosaic	Leann	Rivers	303 Locust Street, Suite 300	Des Moines	IA	50309
Nelson, Trish	Adminstrator		208 Collins Road NE, Suite 201	Cedar Rapids	IA	52402
New Directions	Vicki	Barnett	1229 C Avenue East	Oskaloosa	IA	52577
NISHNA Productions	Lisa	Brunk	902 Day Street	Shenandoah	IA	51601
NIVC Services	Sherry	Becker	PO Box 428	Mason City	IA	50402-0428
North Iowa Transition Center	Rose	Kreis	408 1st Street NW	Mason City	IA	50401
North Star Community Services	Mark	Witmer	3420 University Avenue	Waterloo	IA	50701
Northeast IA MHC	Patrick	Smith	PO Box 349	Decorah	IA	52101
Northwoods Living	Linda	Smith	1470 21st Avenue North	Ft. Dodge	IA	50501
O'Leary MSW LISW, Mindy	Administrator		222 Third Street SE, Suite 514	Cedar Rapids	IA	52401
Opportunity Village	John	Severtson	PO Box 622	Clear Lake	IA	50428
Optimae Life Services (RESCARE)	Jen	Robertson	301 West Burlington	Fairfield	IA	52556
Park Place	Eric	Seitz	114 E Green Street	Glenwood	IA	51534
Partnership for Progress, Inc.	Kathy	Butler	60191 Willow	Atlantic	IA	50022
Pathways Adult Day Center	Brenda	Hollinger	817 Pepperwood Lane	Iowa City	IA	52240
Pathways Behavioral Services	Dave	Becker	111 10th Street SW	Waverly	IA	50677
Payee Services & Solutions	Catherine	Goddard	PO Box 128	Iowa City	IA	52244
Penn Center, Inc.	Diane	Brecht	2237 245th Street	Delhi	IA	52223
PhilCare Pharmacy	Chris	Tuetkan	207 Second Avenue SE, Suite B	Cedar Rapids	IA	52401
Plains Area MHC	Brenda	Erickson	PO Box 70	Le Mars	IA	51031-0070
PNO	Heather	Snyder	2720 1st Avenue NE, Suite 25	Cedar Rapids	IA	52402
Poweshiek Co. MH Center	Brandon	Davis, PhD	200 Fourth Avenue West	Grinnell	IA	50112
Prairie View Management, Inc.	Ann	Bunn	18569 Lane Road	Fayette	IA	52142
Pride Group, The	Mike	Porter	1240 Lincoln Street NE	LeMars	IA	51031
Progress Industries	Fay	Coulthard	PO Box 1449	Newton	IA	50208-1449
Psychiatric Assoc. of NE Iowa	Bonnie	Wagaman	146 W Dale Street, Suite 101	Waterloo	IA	50703
Quality Life Products	Dennis	Frevert	1415 24th Street	Marion	IA	52302
Reach For Your Potential,	Ron	Schieffer	1705 South 1st	Iowa City	IA	52240

Organization Name	First Name	Last Name	Address	City	State	Zip Code
Inc.			Ave, Suite I			
REM Developmental Services	Sara	Drish	2205 Heritage Blvd	Hiawatha	IA	52233
REM Health of Iowa	Kathy	Olson	1435 31st Street NE, Suite A	Cedar Rapids	IA	52402
REM Iowa Community Svc	Patrick	Costigan	2205 Heritage Boulevard	Hiawatha	IA	52233
REM Iowa, Inc.	Dawn	Steffen	2205 Heritage Boulevard	Hiawatha	IA	52233
Rescare/Professional Home Health Care						
Richmond Center, The	Mindie	Druery	125 South 3rd St, Suite 200	Ames	IA	50010
Rural Employment Alternates, Inc.	Jeannine	Scandridge	495 4th Avenue	Conroy	IA	52220
Scherer, Chris	Administrator		507 West Clay Street	Mt. Pleasant	IA	52641
Seasons Center	Sandee	Meyer	201 E 11th Street	Spencer	IA	51301
Silver Pines	Connie	Faust	136 36th Avenue SW	Cedar Rapids	IA	52404
Siouxland Mental Health Center	Darla	Lingle	625 Court Street	Sioux City	IA	51101
Siouxland Residential Services	Lynette	Dobrovlny	PO Box 1047	Sioux City	IA	51102
Sixth Judicial DOC	Deb	Drahos	951 29th Avenue SW	Cedar Rapids	IA	52404
Sorg Sample Pharmacy	Harriett	Morris	1138 Seventh Avenue	Marion	IA	52302
Southeast Iowa Case Management	Judy	Alexander	101 North 16th Street, PO Box 1103	Fairfield	IA	52556
Southern Iowa MHC	Kim	Doud	110 East Main Street	Ottumwa	IA	52501
Specialized Support Services	Derik	Shields	50 Northcrest Drive	Council Bluffs	IA	51503
St. Lukes Methodist Hospital	Georgeanne		1026 A Avenue NE	Cedar Rapids	IA	52402
Story Co. Life & CM Program	Gayla	Harken	104 S Hazel Avenue	Ames	IA	50010
Successful Living	Steve	Noack	409 Hwy 1 West	Iowa City	IA	52246
Sunrise Enterprise	Cita	Saxon	PO Box 244	Morning Sun	IA	52640
Systems Unlimited	Dion	Williams	2533 Scott Blvd	Iowa City	IA	52240
Tailored Living	Theresa	Kopatich	18802 Newport Road	Anamosa	IA	52205
Tanager Place	Steve	Inzerello	2309 C Street SW	Cedar Rapids	IA	52404
Tenco Industries, Inc	Lee Ann	Criswell	710 Gateway Drive	Ottumwa	IA	52501
Therapy Solutions	Angie	Nowak	3315 1st Avenue SE	Cedar Rapids	IA	52402
To the Rescue	Patrick	Williams	3725 Center Point	Cedar Rapids	IA	52402

Organization Name	First Name	Last Name	Address	City	State	Zip Code
			Rd NE Ste 100			
U of I Hospitals & Clinics	Teresa	Parker	200 Hawkins Drive	Iowa City	IA	52242
Unlimited Services, Inc	Beth	Collins	PO Box 69	Guttenberg	IA	52052
ValuScript	Tim	Little	4105 Westcor Court, Suite 1	Coralville	IA	52241
Vera French Pine Knoll	Sarah	Seifert	2504 Telegraph Road	Davenport	IA	52804
Victory Family Counseling	Kimberlee	Herman	1175 8th Avenue	Marion	IA	52302
Villages at Marion	Jean	Wilcox	365 Marion Blvd	Marion	IA	52302
Visiting Nurse Assoc - Dubuque	Nan	Colin	1454 Iowa Street	Dubuque	IA	52004
WCDC	Michael	Andrew	PO Box 61	Washington	IA	52353
West Music Company	Kelly	Fowler	1212 5th Street	Coralville	IA	52241
Woodward Resource Center	Ruth	Ashton	1251 334th Street	Woodward	IA	50276
Work Opportunities Unlimited	Kathy	Brooks	PO Box 5515	Cedar Rapids	IA	52404
Zuerner, Frederica						

SECTION 5: APPEALS AND WAITING LIST

NUMBER, TYPE AND RESOLUTION OF APPEALS

Number of Appeals: 18

3 people were over income: We denied 2. There was no second appeal. We approved 1 because he was about to lose his job and would then be under income.

1 had a past due bill so the agency would not see the person: Denied. We made recommendations for other places where the person could seek services. There was no second appeal.

1 wanted an extension for services. We denied and suggested other services which he chose to do. There was no second level appeal.

13 people appealed who were asked to move from an RCF to Medicaid funded services in the community. 3 appeal was granted. 10 moved to the community after a 3rd level appeal.

WAITING LIST

Current Number on the Waiting list: 0. We restored all services that were cut earlier in the year. We had a waiting list until April 17, 2013 but it was ended due to sufficient funding.

The waiting list did cover the following when it was in effect.

The waiting list excludes:

- Psychiatrist/Therapist cut from 30 hours to 12 hours
- Psychiatric Prescriptions
- Partial Hospitalization
- 10 Units of SCL Services for 6 Months for Patients Leaving the Hospital
- Mental Health Commitment Services

Linn County eliminated funding for the following programs:

- Mobile Crisis
- Personal Allowance
- Jail Diversion
- CABS outside of bus hours
- Dreams peer support center
- Judicial Referee
- Intensive Psychiatric Rehabilitation
- Bus Passes
- SCL cut by 20%
- Vocational cut by 20%

All programs except for Judicial Referee were restored May 1, 2013.

SECTION 6: EXPENDITURES AND SCOPE OF SERVICES

SERVICES AND SUPPORTS THAT LINN COUNTY WILL FUND

SERVICE	MI	CMI	MR	DD	BI
4x03 <u>Information and Referral</u>	X	X	X	X	
4x04 <u>Consultation.</u>	X	X	X	X	
4x05 <u>Public Education Services</u>	X	X	X	X	
4x06 <u>Academic Services.</u>					
4x11 <u>Direct Administrative.</u>	X	X	X	X	
4x12 <u>Purchased Administrative</u>					
4x21- <u>374 Case Management- Medicaid Match.</u>					
4x21- <u>375 Case Management -100% County Funded</u>		X	X		
4x21- <u>399 Other.</u>		X	X		
4x22 <u>Services Management.</u>	X	X	X	X	
4x31 <u>Transportation (Non-Sheriff).</u>	X	X	X	X	
4x32- <u>320 Homemaker/Home Health Aides.</u>	X	X	X	X	
4x32- <u>321 Chore Services</u>	X	X	X	X	
+4x32- <u>322 Home Management Services</u>	X	X	X	X	
4x32- <u>325 Respite.</u>	X	X	X	X	
4x32- <u>326 Guardian/Conservator.</u>	X	X	X	X	
4x32- <u>327 Representative Payee</u>					
4x32- <u>328 Home/Vehicle Modification</u>			X		
4x32- <u>329 Supported Community Living</u>	X	X	X	X	
4x32- <u>399 Other.</u>					
4x33- <u>345 Ongoing Rent Subsidy.</u>	X	X	X	X	
4x33- <u>399 Other</u>					
4x41- <u>305 Outpatient</u>	X	X	X	X	
4x41- <u>306 Prescription Medication.</u>	X	X	X	X	
4x41- <u>307 In-Home Nursing</u>					
4x41- <u>399 Other</u>					
4x42- <u>305 Outpatient</u>	X	X	X	X	
4x42- <u>309 Partial Hospitalization.</u>	X	X	X	X	
4x42- <u>399 Other.</u>					
4x43- <u>Evaluation.</u>	X	X	X	X	
4x44- <u>363 Day Treatment Services</u>	X	X	X	X	
4x44- <u>396 Community Support Programs</u>	X	X	X	X	
4x44- <u>397 Psychiatric Rehabilitation</u>	X				
4x44- <u>399 Other</u>					

4x50- <u>360 Sheltered Workshop Services.</u>	X	X	X	X	
4x50- <u>362 Work Activity Services</u>	X	X	X	X	
4x50- <u>364 Job Placement Services.</u>	X	X	X	X	
4x50- <u>367 Adult Day Care.</u>	X	X	X	X	
4x50- <u>368 Supported Employment Services</u>	X		X		
SERVICE	MI	CMI	MR	DD	BI
4x50- <u>399 Other.</u>					
4x63- <u>310 Community Supervised Apartment Living Arrangement 1-5 Beds</u>	X	X	X	X	
4x63- <u>314 Residential Care Facility (RCF License) 1-5 Beds</u>	X	X	X	X	
4x63- <u>315 Residential Care Facility For The Mentally Retarded 1-5 Beds</u>			X	X	
4x63- <u>316 Residential Care Facility For The Mentally Ill 1-5 Beds</u>	X	X	X	X	
4x63- <u>317 Nursing Facility (ICF, SNF or ICF/PMI License) 1-5 Beds</u>			X		
4x63- <u>318 Intermediate Care Facility For The Mentally Retarded 1-5 Beds</u>			X	X	
4x63- <u>329 Supported Community Living</u>	X	X	X	X	
4x63- <u>399 Other 1-5 Beds.</u>			X		
4x64- <u>310 Community Supervised Apartment Living Arrangement 6-15 Beds</u>	X	X	X	X	
4x64- <u>314 Residential Care Facility (RCF License) 6-15 Beds</u>	X	X	X	X	
4x64- <u>315 Residential Care Facility For The Mentally Retarded 6-15 Beds</u>			X		
4x64- <u>316 Residential Care Facility For The Mentally Ill 6-15 Beds</u>	X	X	X	X	
4x64- <u>317 Nursing Facility (ICF, SNF or ICF/PMI License) 6-15 Beds</u>		X	X	X	
4x64- <u>318 Intermediate Care Facility For The Mentally Retarded 6-15 Beds</u>			X	X	
4x64- <u>399 Other 6-15 Beds..</u>					
4x65- <u>310 Community Supervised Apartment Living Arrangement >15Beds</u>					
4x65- <u>314 Residential Care Facility (RCF License) 16 and over Beds</u>	X	X	X	X	
4x65- <u>315 Residential Care Facility For The Mentally Retarded >15 Beds</u>			X	X	
4x65- <u>316 Residential Care Facility For The Mentally Ill >15 Beds</u>	X	X	X	X	
SERVICE	MI	CMI	MR	DD	BI
4x65- <u>317 Nursing Facility (ICF, SNF or ICF/PMI License) >15 Beds</u>		X	X	X	
4x65- <u>318 Intermediate Care Facility For The Mentally</u>			X	X	

<u>Retarded</u>					
4x65- 399 <u>Other 16 and over Beds..</u>					
4x71- 319 <u>Inpatient/State Mental Health Institutes</u>	X	X	X	X	
SERVICE	MI	CMI	MR	DD	BI
4x71- 399 <u>Other</u>	X	X	X	X	
4x72- 319 <u>Inpatient/State Hospital Schools</u>			X	X	
4x72- 399 <u>Other.</u>					
4x73- 319 <u>Inpatient/Community Hospital</u>	X	X	X	X	
4x73- 399 <u>Other</u>	X	X	X	X	
4x74- 300 <u>Diagnostic Evaluations Related To Commitment.</u>	X	X	X	X	
4x74- 353 <u>Sheriff Transportation</u>	X	X	X	X	
4x74- 393 <u>Legal Representation for Commitment</u>	X	X	X	X	
4x74- 395 <u>Mental Health Advocates</u>	X	X	X	X	
4x74- 399 <u>Other</u>					

ACTUAL EXPENDITURES

SEE COUNTY REPORT #1.

ACTUAL SCOPE OF SERVICES

SEE COUNTY REPORTS #1 AND #3.

County Report 1
Fiscal Year 2013 Total Expenditures by COA Code and Disability Type
For Linn County

Services to Persons with:	MH-DD SERVICE FUND
40XX – MENTAL HEALTH PROBLEMS/MENTAL ILLNESS	
400X – Information & Educ. Srvc	59,755
402X – Coordination Srvc	13,748
403X – Personal & Environ. Sprt	332,844
404X – Treatment Services	1,196,576
405X – Vocation & Day Services	27,832
406X – Lic/Cert. Living Arrangements	1,456,938
407X – Inst/Hospitals & Commit Srvc	869,262
Subtotal	3,956,955
41XX – CHRONIC MENTAL ILLNESS	
410X – Information & Educ. Srvc	1,250
412X – Coordination Srvc	112,148
413X – Personal & Environ. Sprt	702,907
414X – Treatment Services	375,677
415X – Vocation & Day Services	92,940
416X – Lic/Cert. Living Arrangements	1,803,937
417X – Inst/Hospitals & Commit Srvc	280,198
Subtotal	3,369,057
42XX – MENTAL RETARDATION	
420X – Information & Educ. Srvc	0
422X – Coordination Srvc	217,228
423X – Personal & Environ. Sprt	357,308
424X – Treatment Services	4,773
425X – Vocation & Day Services	667,284
426X – Lic/Cert. Living Arrangements	2,279,909
427X – Inst/Hospitals & Commit Srvc	44,825
Subtotal	3,571,327
43XX – OTHER DEVELOPMENTAL DISABILITIES	
430X – Information & Educ. Srvc	0
432X – Coordination Srvc	21,430
433X – Personal & Environ. Sprt	177,777
434X – Treatment Services	4,904
435X – Vocation & Day Services	58,997
436X – Lic/Cert. Living Arrangements	71,408
437X – Inst/Hospitals & Commit Srvc	723
Subtotal	335,239
44XX – GENERAL ADMINISTRATION	
4411 – Direct Administration	673,586
4412 – Purchased Administration	27,998
Subtotal	701,584
45XX – COUNTY PRVD CASE MGMT	
Subtotal	2,391,747
46xx – COUNTY PRVD SERVICES	

Subtotal	5,038,248
47XX – BRAIN INJURY	
470X – Information & Educ Srves	0
470X – Coordination Srves	990
473X – Personal & Environ. Sprt	1,058
474X – Treatment Services	0
475X – Vocation & Day Services	2,478
476X – Lic/Cert. Living Arrangements	0
477X – Inst/Hospital & Commit Serves	0
Subtotal	4,526
TOTAL – MENTAL HEALTH, MR & DD	19,368,683

**County Report 2
Persons Served - Age Group by Diagnostic Category
Fiscal Year 2013
for Linn County**

DISABILITY GROUP	Children	Adults	Unduplicated Total
Chronic Mental Illness	0	675	675
Mental Illness	0	1917	1917
Mental Retardation	229	782	1011
Other Categories	20	35	55
Other Developmental Disabilities	4	87	91
Total	253	3496	3749

County Report 2: Persons Served - Age Group by Diagnostic Category

- An unduplicated county of adults and children served by the county
- A person is considered as served if there were any expenditure on behalf of the person from the Mental Health Fund
- Persons who have not reached their 18th birthday are counted as children
- To avoid duplication, the count is the person's age or disability status at a point in time - The preferred point in time is on the last day of the fiscal year
- Layout with the Disability Group down the left side with Children, Adults and Unduplicated Total across the top

County Report 3
Fiscal Year 2013 Unduplicated Count for Personas Served by COA Code and disability Type
For Linn County

County Report 3: Unduplicated Count of Persons Served by COA Code and Disability Type

* Using the same methodology as County Report 2, unduplicated by Adults and Children and by Disability Type within each COA code

Account Code	_____ Adults X Children	Mental Illness	Chronic Mental Illness	Mental Retardation	Developmental Disability	Other	Service Total
	Description						
00399	County Provided – Case Management	0	0	221	4	20	245
03000	Information & Referral						
04000	Consultation						
05000	Public Education Services						
06000	Academic services						
11000	Direct administrative						
12000	Purchased Administrative (contracts, MCO, ASO)						
20000	Coordination Services						
21374	Case Management - T19 Match						
21375	Case Management - 100% County						
21399	Other Case Management						
22000	Service Management						
31000	Transportation (non-Sheriff)						
32320	Homemaker/Home Health Aid						
32321	Chore						
32322	Home Management Services (include PERS)						
32325	Respite						
32326	Guardian/Conservator						
32327	Representative Payee						
32328	Home/Vehicle Modification						
32329	Supported Community Living						
32399	Other						
33345	Ongoing Rent Subsidy						
33399	Other Basic Needs Service						
41305	Physiological Tmt. Outpatient						
41306	Physiological Tmt. Prescription Medicine						
41307	Physiological Tmt. In-Home Nursing						
41399	Physiological Tmt. Other						
42305	Psychotherapeutic Tmt. Outpatient						
42309	Psychotherapeutic Tmt. Partial Hospitalization						
42399	Psychotherapeutic Tmt. Other						
43000	Evaluation						
44363	Day Treatment Services						
44396	Community Support Programs						
44397	Psychiatric Rehabilitation						
50360	Sheltered Workshop Services						
50362	Work Activity Services						
50364	Job Placement Services						
50367	Adult Day Care						

50368	Supported Employment Services						
50369	Enclave						
50399	Other Vocational Services						
63310	Comm Supervised Apt Living (Comm. 1-5 Bed)						

* Layout with the COA code for each group (Adults, Children) down the left side with the Disability Type and Service Total across the top

* Submit one report for Adults and one for Children, checking at the top of the report Adults or Children

Account Code	X Adults ____ Children	Mental Illness	Chronic Mental Illness	Mental Retardation	Developmental Disability	Other	Service Total
	Description						
00399	County Provided – Case Management	1	2	576	34	23	636
00329	County Provided – SCL	4	64	9	12	0	89
03000	Information & Referral						
04000	Consultation						
05000	Public Education Services	2	5	0	0	0	7
10360	County Provided – Sheltered Work	0	7	93	2	1	103
10362	County Provided – Work Activity	0	0	132	4	0	136
10399	County Provided – Voc. Other	0	3	13	3	0	19
11000	Direct administrative						
20000	Coordination Services						
21374	Case Management - T19 Match	10	114	562	33	4	723
21375	Case Management - 100% County	7	44	0	0	0	51
22399	Services Management	1	3	0	0	0	4
31350	Cab	1	0	1	0	0	2
31351	Bus	0	1	0	0	0	1
31354	General Transportation	4	10	91	2	0	107
32320	Homemaker/Home Health Aid	2	5	2	0	1	10
32321	Chore						
32322	Home Management Services (include PERS)	0	9	14	0	0	23
32325	Respite	0	0	140	2	0	142
32326	Guardian/Conservator	4	1	5	0	1	11
32327	Representative Payee						
32328	Home/Vehicle Modification	0	0	1	0	0	1
32329	Supported Community Living	114	266	177	27	2	586
32399	Other	2	0	62	4	0	68
33345	Ongoing Rent Subsidy	26	76	7	7	0	116
33399	Other Basic Needs Service	7	21	3	6	1	38
41305	Physiological Tmt. Outpatient	1	0	0	0	0	1
41306	Physiological Tmt. Prescription Medicine	257	67	1	1	0	326
41307	Physiological Tmt. In-Home Nursing	0	0	4	0	0	4
41308	Health Supplies & Equipment						
41399	Physiological Tmt. Other	2	2	0	0	0	4
42304	Emergency Treatment						
42305	Psychotherapeutic Tmt. Outpatient	1518	151	2	11	0	1682
42309	Psychotherapeutic Tmt. Partial Hospitalization	8	1	0	0	0	9
42363	Day Treatment Services	24	3	0	0	0	27

42366	Social Support Services						
42396	Community Support Programs	91	24	0	1	0	116
42397	Psychiatric Rehabilitation	0	1	0	0	0	1
42399	Psychotherapeutic Tmt. Other	85	13	1	0	0	99
43000	Evaluation						
43301	Evaluations (Diagnostic)	29	4	0	0	0	33
50360	Sheltered Workshop Services	5	8	29	11	0	53
50362	Work Activity Services	0	50	155	11	1	217
50367	Adult Day Care	0	5	55	1	0	61
50368	Supported Employment Services	9	32	35	2	2	80
50369	Enclave	0	13	18	3	1	35
50399	Other Vocational Services	6	107	189	3	0	305
63314	RCF (Comm. 1-5 Bed)	12	27	2	0	0	41
Account Code	X Adults _____ Children Description	Mental Illness	Chronic Mental Illness	Mental Retardation	Developmental Disability	Other	Service Total
63315	RCF/MR (Comm. 1-5 Bed)	0	0	1	0	0	1
63316	RCF/PMI (Comm. 1-5 Bed)	1	0	1	0	0	2
63317	Nursing Facility (Comm. 1-5 Bed)	1	1	1	0	0	3
63318	ICF/MR (Comm. 1-5 Bed)						
63329	Supported Community Living (Comm. 1-5 Bed)	28	43	289	3	0	363
63399	Other (Comm. 1-5 Bed)	3	8	1	0	0	12
64314	RCF (Comm. 6-15 Bed)	46	96	18	1	0	161
64315	RCF/MR (Comm. 6-15 Bed)						
64316	RCF/PMI (Comm. 6-15 Bed)	12	16	1	0	0	29
64317	Nursing Facility (Comm. 6-15 Bed)						
64318	ICF/MR (Comm. 6-15 Bed)	0	0	67	2	0	69
64329	Supported Community Living (Comm. 6-15 Bed)	1	1	0	0	0	2
64399	Other (Comm. 6-15 Bed)	21	4	0	0	0	25
71319	Inpatient (State MHI)	18	19	3	0	0	40
72319	Inpatient (State Hosp. School)						
72399	Other (State Hosp. School)						
73319	Inpatient (Other Priv./Public Hospitals)	266	32	2	0	0	300
73399	Other (Other Priv./Public Hospitals)	16	4	0	0	0	20
74300	D & E Related to Commitment	98	35	3	1	2	139
74353	Sheriff Transportation	44	23	4	0	0	71
74393	Legal Representation (cmtmt court costs/legal fees)	216	75	11	1	2	305
75395	Mental Health Advocates	0	1	1	0	0	2
	Total County	3003	1497	2782	188	41	7511

**County Report 4
Mental Health System Growth/Loss Report
Fiscal Year 2013
for Linn County**

DISABILITY GROUP	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Net
Chronic Mental Illness	354	289	309	233	(121)
Mental Illness	1356	1348	1429	1356	0
Mental Retardation	840	835	843	840	0
Other Categories	49	48	48	45	(4)
Other Developmental Disabilities	78	73	69	65	(13)
Total	2677	2592	2698	2539	(138)

County Report 4: Mental Health System Growth/Loss Report

- * This report is designed to be able to project service needs in future fiscal years
- * An unduplicated count of persons served by the county during each quarter
- * A person is considered as served if there were any expenditures on behalf of the person from the Mental Health Fund
- * To avoid duplication, the count is the person's age or disability status at a point in time - The preferred point in time is on the last day of the fiscal year
- * Layout with the Disability Group down the left side with each of the four quarters across the top
- * The Net column is the difference between the first quarter and the fourth quarter

SECTION 7: PERFORMANCE INDICATORS

Linn County spent the year in preparation for regionalization. We began FY 2013 as a 3 county region, Benton, Jones, and Linn, then added Johnson, Iowa, Delaware and Dubuque and became a 7 county region. Then we added Bremer and Buchanan and became and have remained a 9 county region. It became apparent as we went through this process that the larger region was going to work better than a 3 county region would have worked. First, there is more ability to spread the risk. Second, different counties brought in different services to help the region meet the initial Core requirements. Third, there was more diversity in the skills provided by the various staff people. Finally, the larger regional board also offers more diversity.

We began community education regarding regionalization right away in July of 2012 at a community brown bag lunch then started a provider exchange meeting for residential providers in September 2012 updating every month on regionalization. We had regionalization on the agenda for 12 MHDD advisory meetings, 12 Mental Health planning committees, and 6 developmental disability coalition meetings. We started training for providers in providing services for multi-occurring disorders. It was very difficult for providers to visualize how a regional system would work and how they would fit into it. Even with as many meetings as we held, there were many questions.

We determined the structure of the region and chose a CEO. We assigned CPCs who were participating in the region to the necessary functions. We also finalized the supervisors who would serve on the regional board. We prepared and submitted a 28 E agreement. We began a lengthy process to determine what computer system of three would best serve the region. We sent 3 people from the region to Minnesota to be trained in SOAR. We started the process of drafting a regional management plan. We found that we spent too much time on the computer system and it was difficult to come to any conclusions, in part because the system redesign was not far enough along to know what we really needed or wanted. We had to develop some of the processes to make it clear what we needed.

We figured out which counties fund which services, and which populations, the costs and the number of people served. We made sure we were funding all CORE services and chose what Expanded Services we are most interested in for the first step. We moved all direct services provided by the counties out of fund 10. We determined to merge funds to pay bills and prepared a very preliminary budget estimate. This was actually a much easier process than I would have guessed. People were enthusiastic about service provision and making sure that services were accessible in every part of the region.

We chose a county to do claims and issued an RFP to start the process of choosing a fiscal agent. I think the group went from resenting the region to seeing what the positives were. Sharing the load is making it possible to do development that would never have been possible as one person in a county.

SECTION 8: SUMMARY

SATISFACTION SURVEY: The satisfaction survey results are presented below. If comments were included in the survey they are listed. There were 31 invitations sent to providers using Survey Monkey. There were 16 responses.

1. CPC staff treat providers with respect. 100%

- The CPC staff are always helpful, timely in calling me back to me, and respectful and courteous during my calls.
- They are always quick to get back to me and friendly to work with.
- Mechelle is pleasant and respectful

2. Do you think you have some impact in decision making? 87.6

3. CPC staff treat consumers getting services with respect. 100%

I have only heard positive remarks regarding CPC staff and their interactions with my staff and other providers.

4. Decisions seemed to be based on what fits for each individual vs. one size fits all. 86.7%

Since the budget has been tight, less individualization has been allowed.

5. Linn County staff adequately explains the rationale for decisions regarding funding. 93.8%

6. CPC staff appear to be fair in their decisions. 93.8%

7. People access funding within a reasonable amount of time. 93.8%

8. Providers have a strong working relationship with Linn County staff. 93.8%

9. Providers receive adequate support from Linn County to implement new services. 93.8%

10. Linn County welcomes new providers into the community. 100%

- I believe Linn County is fair in their representation of information on all new providers in our community.
- Linn County has welcomed several new providers and now needs to monitor their level of quality to ensure that they warrant growth opportunities

11. Providers in Linn County feel free to share their opinions. 86.7%

We routinely get case management survey's from other counties or entities but have not been given this opportunity by Linn County MHDD

12. Providers prefer to do business with Linn County rather than other counties because it is a better system. 93.3

- Other counties have easier goals, etc.
- Linn County continues to be a good place to do business.

13. **Have you been involved in planning meetings? 100%**

14. **Is your opinion solicited? 93.8%**

when we are discussing a level of care issue they always ask our input

15. **Consumer input is solicited by Linn County. 75%**

16. **Linn County provides a full range of services. 80%**

Linn County continues to be service rich