

FY2013 Palo Alto County Mental Health/Developmental Disabilities Services Management Plan Annual Report

It is the intent of this report to summarize and measure the progress in the Palo Alto County Management Plan for Fiscal Year 2013. The current management plan was reviewed and items in the plan were discussed when the CPC Administrator met with the Board of Supervisors on a weekly basis throughout the past year. For quality assurance and stakeholder input purposes, the CPC Administrator for Palo Alto County collected data by interviewing providers, consumers, and family members. The Palo Alto County CPC Administrator also compiled data on the Goals, system responsiveness, and compliance with the Management Plan for this report.

The following activities have been used to help make recommendations in planning services and funding of the regional system starting in FY2014

QUALITY ASSURANCE AND IMPACT ON PLAN

Palo Alto County has been working with providers during FY2013 to provide quality services to our clients in a cost-effective manner. Working with providers, Palo Alto County was able to provide less restrictive services for consumers. Administrative costs for FY13 were at 8% of the total expenses. We strived to keep those expenses as low as possible so more funds can be used to pay for client services.

PROVIDER COMPLIANCE

During FY2013 all providers that Palo Alto County contracts with have been diligent about providing services to consumers within the parameters of the county's mental health plan. With the exception of the Seasons Mental Health Center, all consumers wishing for county funding of services with Palo Alto County providers have completed a mental health application, either through the county CPC Administrator or the specific provider, before receiving services from the provider.

Agencies delivering emergency services to persons requiring county funding with the exception of the Seasons Mental Health Center have been consistent in notifying the CPC Administrator by the end of the next business day after the services were delivered. In instances where the court was involved, the clerk of court has notified this office before the consumer was hospitalized or the next business day after the hospitalization.

Consumer Input

Consumers of Palo Alto County have annual reviews of their case plans which are attended by the consumer's case manager, provider staff, and/or the CPC Administrator. The consumer is encouraged to discuss their service needs that have either been met or unmet. Not only are consumers involved in this process but family members and anyone else involved in the case plan has an active role in sharing their concerns and needs in the planning process. Most consumers have entered into the services they receive voluntarily and a majority of these consumers were equally represented in community-based jobs, sheltered workshop, or other structured daytime activities.

A majority of consumers and family members are aware of the fact that the county is operating under a managed care system and understand that they need county funding authorization before

their services are approved. Consumers are generally pleased with the services they receive, how they are treated by service providers, and most agree that the services in Palo Alto County are enabling them in living more independently. However, both consumers and family members express their concerns that state and regional funding shortages will affect the access of their services in the future.

Provider Input

The CPC Administrator conducts visits with providers, either in person or by phone, and discusses areas of concern surrounding consumers and their need for services. All providers understand that the counties are operating under a managed system of care. Also, they all seem to acknowledge that county funding authorization is needed before services are initiated and most agree that they have followed this protocol. Most providers are pleased with the relationship between their agency and the county CPC. A majority of the providers are pleased with their involvement in the planning process in the county plan.

Reimbursement for consumer services is an issue that is of great concern for many of the service providers. Providers are concerned about the effect that the financial situation in the county's mental health budget are having on their facilities being reimbursed at an appropriate level even though most of them are doing what they can to lower costs by providing Habilitation services and HCBS/MR Waiver services and by moving consumers to community employment from workshop employment.

Palo Alto County was involved in Seasons Mental Health Center semi-annual Northwest Iowa CPC meetings and discussed issues surrounding the provision of mental health services by the center. Working on the accuracy of reporting emergency and medication services were a few of the issues that were of importance to both the counties and the mental health center. The Executive Director and Financial Director of Seasons and the CPC's of the seven Northwest Iowa Counties that are members of the mental health center were in attendance at the meetings.

Due to limited staff and funding, Palo Alto County joined the Northwest Iowa Contracting Consortium in FY2001 and also became a member of the County Rate Information System (CRIS) organization in FY2007. The consortium works with providers in developing a fair and consistent reimbursement rate method based on their financial and statistical reports. The benefit of the CRIS organization is that the Northwest Iowa Contracting Consortium negotiates service rates for providers based on cost reports audited by an accounting firm contracted by the CRIS organization. It is more effective to negotiate with providers that have a more uniform cost report. Throughout FY2013, the consortium met as a group three times with one Board of Supervisor representative from each of eleven counties in attendance. The CPC's from each county and a representative from each of the providers also attended the meetings. Providers reported all FY2012 cost reports to the consortium and to the CRIS auditing firm so that contracting for services and rates were conducted on a consistent basis. As a group of eleven counties in the consortium and involved with CRIS, monitoring providers with regard to their financial status through cost reports has been more cost efficient for the counties.

WAITING LIST

Palo Alto County did not have anyone on a waiting list in FY 2013. Transferring consumers to Adult Day Care services and Supported Employment services were just two of the changes that were made in order to lower county costs. Palo Alto County could have a waiting list by FY2014 since the county property tax levy for mental health will be capped at \$47.28 per capita starting July 1, 2013. That cap will reduce dollars available for mental health costs by approximately \$200,000.00. The county property tax levy will be the only revenue available to pay for county-funded services in FY2014. In order to prevent a waiting list from being a necessity in the regional system by FY2015, the growth of the mental health system will need to be additionally funded by the State of Iowa to the counties.

APPEALS

The Palo Alto County CPC Administrator has received no appeals during Fiscal Year '13.

GOAL REVIEW

Goal 1: Palo Alto County will work with providers to develop, within budget constraints, more supported employment positions in order to allow consumers more choices and opportunities in the community.

Objective: Palo Alto County will work with service providers and public and private employers to develop employment using the abilities of consumers who wish to work in the community.

Action Step 1: By June 2010 Palo Alto County will meet with service providers to identify needs and challenges for persons with disabilities to secure and maintain work in the community. **This action step was followed and was met by June 2012. During FY2013, the CPC continued to meet with the county service providers to look at changes in needs of the disabled consumers. Those changes in needs could cause additional challenges in securing work in the community.**

Action Step 2: By June 2011 Palo Alto County will meet with providers and employers to develop job training in community settings for persons with disabilities. **This action step continued to be followed during FY2013. The CPC continued to meet with local providers to discuss additional job training possibilities for consumers.**

Action Step 3: By June 2011 Palo Alto County will work with legislators to support initiatives that encourage employers to hire qualified employees who have disabilities. **This action step was followed during FY2013. Palo Alto County attended several meetings with legislators and discussed the need for initiatives to employers so that qualified disabled consumers have a chance to work in the community**

Action Step 4: By June 2012 Palo Alto County will work with service providers to support a temporary employment service with a pool of available workers with disabilities, job sharing, and other innovative ways person with disabilities can participate in meaningful community employment. **In FY2013 Palo Alto County worked with our local providers to obtain community employment for our county consumers. The difficulty we continue to have is that many of our consumers have disabilities severe enough that prevents employers from feeling confident in hiring them. Palo Alto County will continue to work on this goal in FY2014.**

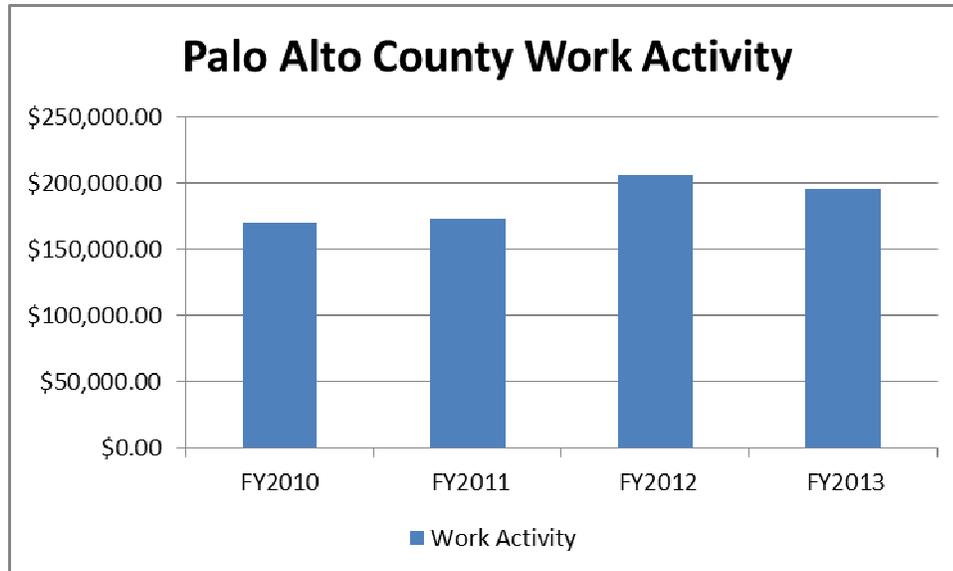
Measures of Progress:

- Number of training opportunities for consumers in community-based Settings
- Number of employers who hire employees with disabilities
- Number of consumers that secure employment in the community

Horizon's Unlimited developed an eight-week JOB CLUB program that was offered to consumers in order for them to become better able to become employed out in the community. Since it started in FY2011, there have been several consumers taking part in this program. We will continue to work with consumers in FY2014 to help them obtain the least-restrictive employment options that are available to them.

Palo Alto County, along with Horizon's Unlimited, continues to work with the area employers to be willing to hire employees with disabilities. At this point, we have added a few more employers that are confident in hiring disabled consumers. We will continue to work on this goal throughout FY2014.

Projected Costs: Work Activity Costs should be reduced by June 2013. **You will see in the following graph that Work Activity saw a decrease in FY2013. This decrease was due to a few consumers receiving employment in the community and also the wish of several consumers to reduce their work activity days per month. Those consumers were approved for additional Day Habilitation days per month.**



Goal 2: Palo Alto County will expand and implement day programming which meet the needs of the individuals covered by this plan.

Objective: Additional Day Programming services will be provided to Palo Alto County consumers wishing to attend Work Activity less hours or days but needing alternative daily activities.

Action Step 1: By June 2010 Palo Alto County will meet with service providers and identify the needs of individuals who could be served by day programming other than work activity. **During FY2013 Palo Alto County continued to worked with our local provider to identify consumers that would be served better in a Day Habilitation program rather than a Work Activity program.**

Action Step 2: By June 2011 service providers along with Palo Alto County would develop a plan to transition consumers that would benefit from additional day programming options. **This action step continued to be followed in FY2013. Palo Alto County has transitioned several consumers into additional Day Habilitation services if it is beneficial for the consumer.**

Measures of Progress:

- Number of consumers in Day Programming activities other than Work Activity

During FY2013 Palo Alto County was able to increase Day Habilitation services to additional consumers that wished to decrease their Work Activity services.

Projected Costs: Work Activity costs should be reduced by June 2013 **According to the graph shown in Goal #1, the Work Activity costs for FY2013 decreased which was due to the transferring of a few consumers to Day Habilitation services from Work Activity services. Those consumers were at a time in their life that they wished to spend less days working and add a few more days per month in a Day Habilitation program.**

Goal 3: Palo Alto County will assist Seasons Center for Community Mental Health to develop a fee for service system and eliminate the current block grant funding system.

- Objectives:
1. Palo Alto County and Seasons Center will develop cost saving fees for service rates for the following services: evaluation, medication checks, outpatient therapy, and community support services. **This objective was met in FY 2012. Palo Alto County continued to work with the Seasons Mental Health Center during FY2013 to reimburse the center appropriately for the services provided to county clients.**
 2. Palo Alto County and Seasons Center will develop cost saving and fee for service rates for the following services: Consultation and Education, Indigent Medication Program, Emergency Services, and Administrative costs. **During FY13 Palo Alto County and Seasons Center have been communicating about developing service rates for the services listed above. However, until Action Step #1 is completed this objective cannot be met. This objective will continue to be worked on.**

Action Step 1: Complete the financial process of the County Rate Information System (CRIS) **This action step was worked on in FY2013, but was not completed.**

Action Step 2: The CPC shall work with Seasons Center staff and the process set by the Northwest Iowa Contracting Consortium to negotiate rates. **This action step was worked on in FY2013, but was not completed**

Action Step 3: Palo Alto County will negotiate rates with Seasons Center on an annual basis. **In FY2013, Palo Alto County, along with six other Northwest Iowa Counties, negotiated the fee for service rates for FY2014.**

Action Step 4: Palo Alto County will work with Seasons Center to develop more individual and specific data on each client and service. **During FY2013, Palo Alto County took part in two Seasons Center meetings with the seven county CPC Administrators. During these meetings the counties and Seasons Center worked on this Action Step. During FY2014, Palo Alto County will work with the center on this action step in order to develop service & client data before going to a regional system.**

Persons Accountable: Seasons Center for Community Mental Health
Palo Alto County CPC
Palo Alto County Board of Supervisors

Measures of Progress:

- a. Tracking the number of clients receiving each service.
- b. Tracking the cost of each service per client.
- c. Tracking the cost saving measures compared to previous years.

During FY2013, Palo Alto County, along with the other six counties that contract with the Seasons Mental Health Center, met with the center to set up a cost reporting system for better negotiations of fee for service and block grant rates. Following several discussions with the center and the Northwest Iowa Contracting Consortium, it was decided to eliminate the necessity of the Seasons Mental Health Center to be included in the consortium's negotiation process. This decision was made primarily due to the fact that the regional system will start on July 1, 2014 and contracting and cost reporting will, undoubtedly, need to be changed at that time. During FY2014, we will be involved in meetings with the center to determine the appropriate cost reporting and contracting mechanism for the changeover to a regional system.

ACTUAL SCOPE OF SERVICES

4x04 Consultation- MI, CMI
4x05 Public Education Services- MI
4x11 Direct Administrative-ADMIN
4x12 Purchased Administrative- ADMIN
4x21-374 Case Management-Medicaid Match- CMI, MR
4x32-329 Supported Community Living – CMI,MR
4x41-306 Physiological Tmt.-Prescription Medicines- MI
4x42-305 Psychotherapeutic Tmt. Outpatient- MI, CMI
4x42-396 Psychotherapeutic Tmt. CSP – CMI
4x43-301 Evaluation to Commitment - CMI
4x50-360 Sheltered Workshop Services- MR
4x50-362 Work Activity Services- CMI, MR
4x50-368 Supported Employment Services - CMI
4x50-369 Enclave – CMI, MR
4x50-399 Other Vocational Services- CMI, MR
4x63-329 Supported Community Living (Comm. 1-5 Bed) – CMI
4x64-314 RCF (Comm. 6-15 Bed) – CMI, MR
4x64-315 RCF/MR (Comm. 6-15 Bed) – MR
4x64-318 ICF/MR (Comm. 6-15 Bed) – MR
4x73-319 Inpatient (Other Priv./Public Hospitals) – MI, CMI
4x74-300 Commitment – Diagnostic Evaluations - MI
4x74-353 Sheriff Transportation- MI, CMI
4x74-393 Legal Representation (cmtmt court costs/legal fees) - MI, CMI
4x75 Mental Health Advocate – MI, CMI, MR

ACTUAL PROVIDER NETWORK

Linda Higgins, Advocate	Box 795, Okoboji, Iowa 51355
Ruth Melby, Advocate	336 S. 6 th , Forest City, IA 50436
Cherokee Mental Health Institute	1200 W. Cedar, Cherokee, IA 51012
Season's Center for Community Mental Health	201 E. 11 th St., Spencer, IA 51301
Kathleen's RCF Facility	E. 5 th St., Emmetsburg, IA 50536
Village Northwest Unlimited	330 Village Circle, Sheldon, IA 51201
Opportunity Village	Box V, Clear Lake, IA 50428
Hope Haven	1800-19 th St., Rock Valley, IA 51247
Exceptional Opportunities	Box 220, Burt, IA 50522
Genesis Development	1607 N. Lake Ave., Storm Lake, IA 50588
Echo-Plus, Inc.	1808 Jackson Ave. Spirit Lake, IA 51360
The Pride Group	1240 Lincoln St. NE, LeMars, IA 51031
Sunshine Services	820-10 th Ave. E., Spencer, IA 51301
Horizon's Unlimited	Box 567, Emmetsburg, IA 50536
Department of Human Services-ICF/MR	1 st Floor, Hoover Bldg., Des Moines, IA
Department of Human Services-Case Mgt.	1 st Floor, Hoover Bldg. Des Moines, IA
Palo Alto County Sheriff	Emmetsburg, Iowa 50536
Emmet County Sheriff	114 N. 6 th St., Estherville, IA 51334
Hardin County Sheriff	1116 14 th Ave., Eldora, IA 50627
Cerro Gordo County Sheriff	17262 Lark Ave., Mason City, IA 50401
Pocahontas County Sheriff	99 Courthouse SQ, Pocahontas, IA 50574

Buena Vista Co. Comm. Services	Box 253, Storm Lake, IA 50588
Law Office of Donald H. Capotosto	Box 479, West Bend, IA 50597
Thul Law Firm	Box 445, Whittemore, IA 50598
Gales Law Firm	Box 655, Algona, IA 50511
Pelzer Law Firm	113 N. 6 th St., Estherville, IA 51334
Nishna Productions	Box 70, Shenandoah, IA 51601
Spencer Hospital	Box 647, Spencer, IA 51301
Palo Alto County Hospital	3201 1 st St., Emmetsburg, IA 50536
Chatham Oaks, c/o Abbe Business Office	1860 County Home Rd, Marion, IA 52302
Mercy Medical Center for N. IA	Box 551, Mason City, IA 50402
Mason City Clinic	250 S. Crescent Dr., Mason City, IA 50401
Community Mental Health Ctr. ME Iowa	507 E. College St., Iowa City, IA 52240
Mental Health Center of N. IA	235 So. Eisenhower, Mason City, IA 50401
Eyerly Ball Community MH Services	1301 Center St., Des Moines, IA 50309
Black Hawk-Grundy MH Center	3251 W. 9 th St., Waterloo, IA 50702
Associates for Psychiatric Services	600 4 th St., Ste 501, Sioux City, IA 51101
Mercy Medical Center-Sioux City	Box 1957, Mason City, IA 50402
K-Mart Pharmacy #9220	1501 Hwy 169 N., Algona, IA 50511
Ellsworth Municipal Hospital	520 Talbott, Ste 1, Iowa Falls, IA 50126

ACTUAL EXPENDITURES

Account	Code	Mental Illness	Chronic Mental Illness	Mental Retardation	Develop Disability	Admin	CM	CPS	BI	Total
04372	Planning and/or Consultation Services (Client Related)	\$18,481.52	\$5,522.16							\$24,003.68
05373	Public Education Services	\$414.96								\$414.96
11100	Direct Admin - Salary Regular Employees					\$26,884.64				\$26,884.64
11110	Direct Admin - FICA - County Contribution					\$2,056.64				\$2,056.64
11111	Direct Admin - IPERS- County Contribution					\$2,330.88				\$2,330.88
11113	Direct Admin - Employee Group Hlth Insurance - County Contribution					\$54.56				\$54.56
11413	Direct Admin - Mileage & Other Travel Expenses					\$1,180.82				\$1,180.82
11422	Direct Admin - Educational & Training Services					\$50.00				\$50.00
12420	Purchased Admin - Accounting Auditing & Clerical Services					\$10,692.26				\$10,692.26
21374	Case Management - T19 Match/ Medicaid		\$-405.99	\$352.31						\$-53.68
32329	Support Services - Supported Community Living		\$9,176.45	\$14,546.05						\$23,722.50
41306	Physiological Treatment - Prescription Medicine/Vaccines	\$623.92								\$623.92
42305	Psychotherapeutic Treatment - Outpatient	\$39,558.51	\$9,529.70							\$49,088.21
42396	Psychotherapeutic Treatment - Community Support Programs		\$560.00							\$560.00
43301	Evaluation Related to Commitment		\$200.44							\$200.44
50360	Voc/Day - Sheltered Workshop Services			\$14,430.66						\$14,430.66
50362	Voc/Day - Work Activity Services		\$44,033.22	\$152,158.17						\$196,191.39
50368	Voc/Day - Supported Employment Services		\$156.92							\$156.92
50369	Voc/Day - Enclave		\$1,355.61	\$37.14						\$1,392.75
50399	Voc/Day - Other Services		\$19.31	\$3,353.92						\$3,373.23
63329	Comm Based Settings (1-5 Bed) - Supported Community Living		\$637.44							\$637.44
64314	Comm Based Settings (6+ Beds) - RCF		\$63,638.50	\$3,054.00						\$66,692.50
64315	Comm Based Settings (6+ Beds) - RCF/MR			\$42,057.73						\$42,057.73
64318	Comm Based Settings (6+ Beds) - ICF/MR			\$-149.60						\$-149.60
73319	Other Priv./Public Hospitals - Inpatient per diem charges	\$14,970.00	\$524.00							\$15,494.00
74300	Commitment - Diagnostic Evaluations	\$7,533.80								\$7,533.80
74353	Commitment - Sheriff Transportation	\$6,143.42	\$1,213.27							\$7,356.69
74393	Commitment - Legal Representation	\$1,307.54	\$360.00							\$1,667.54
74399	Commitment - Other	\$898.93								\$898.93
75100	Mental Health Advocate - Salaries of Regular Employees	\$1,372.50	\$1,365.00	\$78.75						\$2,816.25
75110	Mental Health Advocate - FICA - County Contribution	\$61.98	\$75.74	\$6.88						\$144.60
75111	Mental Health Advocate - IPERS - County Contribution	\$70.22	\$85.85	\$7.80						\$163.87
75395	Mental Health Advocate - General		\$267.47							\$267.47
75413	Mental Health Advocate - Mileage & Other Travel Expenses	\$490.00	\$172.90	\$52.00						\$714.90
Total	County	\$91,927.30	\$138,487.99	\$229,985.81		\$43,249.80				\$503,650.90