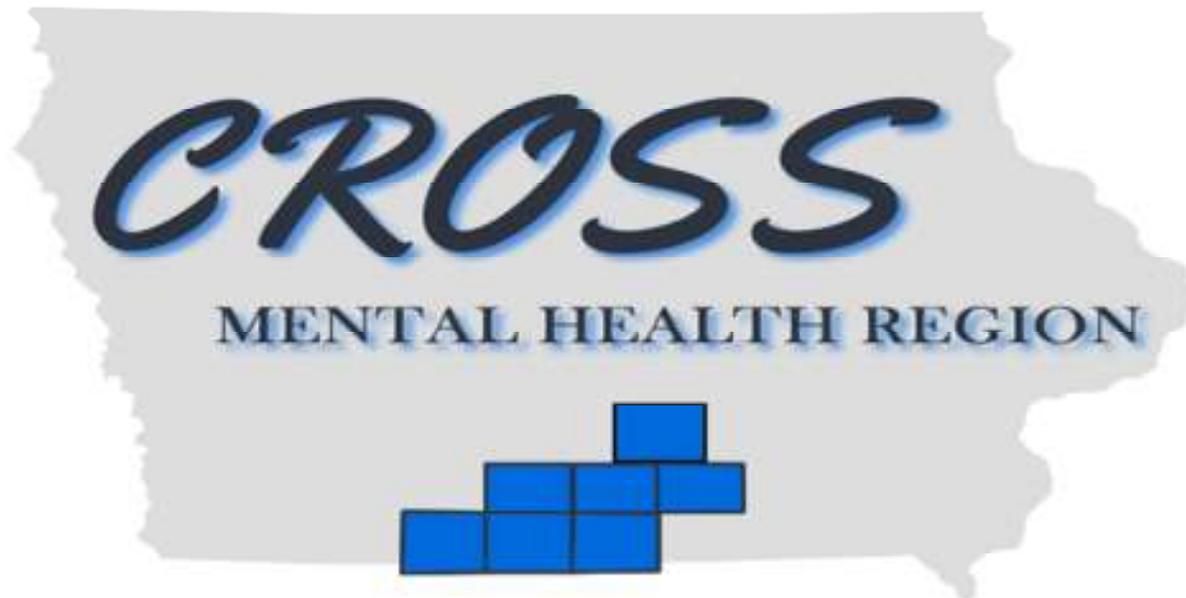


COUNTY RURAL OFFICES OF SOCIAL SERVICES  
MENTAL HEALTH AND DISABILITIES  
MANAGEMENT PLAN  
ANNUAL SERVICE AND BUDGET PLAN

FISCAL YEAR 2017  
JULY 1, 2016 –JUNE 30, 2017

SERVING THE COUNTIES OF:  
CLARKE, DECATUR, LUCAS, MARION, MONROE, RINGGOLD, AND WAYNE



CROSS REGION ANNUAL SERVICE AND BUDGET PLAN FOR FYE 2017

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## Introduction

Geographical Area: Serving the Counties of Clarke, Decatur, Lucas, Marion, Monroe, Ringgold, and Wayne. Marion County was added to the CROSS region membership in November 2015 after the dissolution of the Mid Iowa Region. The County Rural Offices of Social Services was formed under Iowa Code Chapter 28E to create a Mental Health and Disability Service Region in compliance with Iowa Code 331.390.

In compliance with IAC 441-25 the CROSS Management Plan includes three parts: Annual Service and Budget Plan, Annual Report and Policies and Procedures Manual. The Annual Service and Budget Plan includes the services to be provided and the cost of those services, local access points, Targeted Case Management agencies, a plan for ensuring effective crisis prevention and a description of the scope of services, projection of need and cost to meet the need, and provider reimbursement provisions.

The Annual Service and Budget Plan is approved by the CROSS governing board and is subject to approval by the Director of Human Services. The CROSS Region management plan is available in each local CROSS office and on the Iowa Department of Human Services Website at <http://dhs.iowa.gov/mhds>. The Region also has its management plan on the CROSS website at <http://crossmentalhealth.org>.

The CROSS MHDS system is designed to work in a quality improvement partnership with stakeholders throughout the region to develop a welcoming person-oriented recovery system that is multi-occurring capable to improve the health and successful outcomes of individuals with mental illness and/or intellectual or developmental disabilities who also face the challenges of living in rural Iowa.

## CROSS REGION ANNUAL SERVICE AND BUDGET PLAN FOR FYE 2017

### Access Points

An access point is a part of the service system or community that shall be trained to complete the MH/DD funding applications for persons with a disability and forward them to the local CROSS Office.

Access Points	Address	Phone Number
Clarke County Courthouse, CROSS Coordinator Office	100 S. Main, Osceola, IA 50213	641-414-2968
Crossroads Mental Health	820 N Main, Osceola, IA 50213	641-342-4888
Clarke County Hospital	800 S Fillmore St. Osceola, IA 50213	641-342-2184
Clarke County Public Health	134 W. Jefferson, Osceola, IA 50213	641-342-3724
Decatur/Ringgold County Case Management	201 NE Idaho St, Leon, Iowa 50144	641-446-7178
Decatur County Community Services	201 NE Idaho St., Leon, Iowa 50144	641-446-7178
<b>Community Health Centers of Southern Iowa (2 locations)</b>		
Leon	302 NE 14 <sup>th</sup> St., Leon, Iowa 50144	641-446-2383
Lamoni	802 E Ackerley, Lamoni, Iowa 50140	641-784-7911
Decatur County Public Health	207 NE Idaho St., Leon, Iowa 501044	641-446-6518
Decatur/Ringgold/Clarke County Case Management	201 NE Idaho St, Leon, Iowa 50144	641-446-7178
Lucas County Community Services, CROSS Coordinator Office	125 South Grand Chariton, IA 50049	641-774-0423
Southeast Iowa Case Management	207 West Second St., Suite 3, PO Box 1626 Ottumwa, IA 52501	641-684-6399
Lucas County Health Center	1400 N. 7 <sup>th</sup> , Corydon, IA 50049	641-774-3370
Marion County Community Services	2003 N. Lincoln, Knoxville, IA 50138	641-828-8149
Marion County Public Health	2003 N. Lincoln, Box 152, Knoxville, IA 50138	641-828-2238
Monroe County Community Services, Cross Coordinator Office	1801 South B Street, Albia, Iowa 52531	641-932-2427
Community Health Centers of Southern Iowa	12 Washington Ave West, Albia, Iowa 52531	641-932-2065
Southeast Iowa Case Management	207 West Second St., Suite 3, PO Box 1626 Ottumwa, IA 52501	641-684-6399
Ringgold County Public Health	119 South Fillmore, Mount Ayr, Iowa 50854	641-464-0691
Decatur/Ringgold County Case Management	201 NE Idaho St, Leon, Iowa 50144	641-446-7178
Wayne County Community Services	101 North Lafayette, Corydon, IA 50060	641-872-1301
Southeast Iowa Case Management	207 West Second St., Suite 3, PO Box Ottumwa, IA 52501	641-684-6399
Community Health Centers of Southern Iowa	215 West State Street, Corydon, IA 50060	641-872-1750
Decatur /Ringgold County Case Management	201 NE Idaho Street, Leon, IA 50144	641-446-7178

**Targeted Case Management**

CROSS shall offer choice and access to cost effective, evidenced based, conflict free Targeted Case Management as described in IAC 441-25.21(1) g.

The designated Case Management agencies serving the CROSS must be accredited according to the rules of the Department of Human Services. Targeted Case Managers must meet the qualifications as defined in IAC 441.24.1(225C)

Targeted Case Management and Service Coordination Services shall meet the following expectations:

- Performance and outcome measures relating to the safety, work performance and community residency of the individuals receiving the service
- Standards including but not limited to social history, assessment, service planning, incident reporting, crisis planning, coordination, and monitoring for individuals receiving the services.
- Methodologies for complying with the requirements of sub rule 441-25.21 g which may include the use of electronic recording keeping and remote or internet-based training.

The CROSS Region Chief Executive Officer (CEO) and the Technical Assistance Committee (TAC), comprised of the Disability Services Coordinators, evaluated the interested agencies and made the following recommendation to the Region Governance Board who designated Targeted Case Management agencies to offer services to individuals enrolled in the Medicaid Program.

The designation ensures a choice of Case Management/Service Coordination services and their availability to individuals within 45 miles.

CROSS has identified and designated the following providers for case management in the CROSS region:

Case Management Provider	Address	Phone Number
Southeast Iowa Case Management (SEICM)	207 West Second St., Suite 3, PO Box 1626, Ottumwa IA. 52501	641-684-6399
SEICM Home Office	101 N 16 <sup>th</sup> , PO Box 1103, Fairfield, Iowa 52556	641-472-3523
DHS Case Management	3014 E Main St., Knoxville, IA 50138	641-842-5087

The Designated Case Management agencies are accredited by the Iowa Department of Human Services under Chapter 24 and case managers meet the qualifications as defined in IAC 441.24.1(225C). Enrollees needing case management services will be offered both agencies as a choice of Targeted Case Management services.

The three managed care organizations will be fully implemented by FYE 2017. Targeted case management is available through private enterprises and is also a service provided by some of the Managed Care Organizations. At the time of this report it is unclear if Regions will be able to have contractual relationships with the MCO's to provide TCM services as the number of county-run and state-run agencies shrink. Given this changing environment it will become increasingly difficult to meet the access standard of 45 miles. As the Iowa Medicaid Modernization process proceeds, the

requirements for this service will need to be re-evaluated to provide a better fit with the realities of the new system.

## **Crisis Planning**

The region continues to design, implement and enhance crisis prevention strategies and services throughout the region. Entering into the third year of operations in 2017, the CROSS MHDS crisis prevention strategies will continue with community education efforts. Efforts began in year one with Mental Health First Aide Training (MHFA) for the general public, medical professionals, and law enforcement with CE's and CEU's. In year two the region added the NAMI (National Alliance on Mental Illness) Family – to –Family Education Program for family members and friends of individuals with a mental illness. As the region enters into year three it will continue to expand access to MHFA and Family to Family trainings. Crisis prevention, response and resolution are also embedded in the treatment and support plans that are prepared by Network Providers, Targeted Case Management, and Service Coordination. The development of these plans is to determine an environment and support structure that works to mitigate the triggers that lead persons to crisis. The region hosts a website for information regarding services, crisis numbers, and information regarding mental health, substance abuse and other community services and resources that people can utilize for quick access to information.

In CROSS MHDS', continued efforts to avoid unnecessary civil commitments the Region began a three pronged approach in year one with partial implementation in year two and full implementation by year five if funds are available. The three prong approach consists of:

- Prong 1: Tele-psychiatry and supports for local hospital emergency rooms and jails.
- Prong 2: Telephone Crisis Service availability 24 hours a day/ 7 days a week that meet IAC 441-24.24 regulations.
- Prong 3: Development of community -based crisis services within the Region to support deferred hospitalizations and improve recovery efforts.

Prong 1: The region contracted with Integrated Telehealth Partners to provide member County Hospital Emergency Departments access to crisis evaluation by a licensed medical social worker, tele-psychiatric services, and in-patient psychiatric bed-finding. When inpatient care is not warranted, the contract also includes management of referrals to outpatient services within 72 hours of discharge from the emergency department as needed. The first three visits are covered by the region regardless of funding eligibility to allow for immediate service and time to assess funding strategies. As year two closes ITP has been implemented in five of the seven member counties. Decatur County Hospital will not participate due to its arrangement for tele-psychiatric services with Mercy Hospitals. The two hospitals located in Marion County are in the process of contracting for these services which the Region anticipates will be completed by June 2016. The Region anticipates the service will be fully operational early into fiscal year 2017.

The Region also identified a need for Tele-psychiatry to the jails where the wait time for an inmate to see a psychiatrist can be up to four days. Inmates can now access care within 4 hours reducing the need

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for restraint and lowering the risk of mental health- related assaults. Four of the six jails in the region now access this service. The remaining two jails have independent contracts with another provider.

Prong 2: In CROSS MHDS' continued efforts to avoid unnecessary civil commitments of individuals who are not familiar with services or do not know how to access a more appropriate level of crisis service, CROSS MHDS contracted with Foundation 2 to provide a 24hour crisis line that meets IAC 441-24.24 regulations. This service became fully functional in year 2015-2016 and is available to all member counties. The Region plans to continue this service in 2017 and add feature updates such as chat and/or text as they become available. Monthly reports are showing an increased use this service by the public.

Prong 3: The third prong of this approach is geared at increasing access to crisis services and support for individuals experiencing a mental health crisis and providing a long lasting protective intervention. This prong hinges on the development or incorporation of a combination of community based approaches.

- 1) Rural ACT (Assertive Community Treatment) Team.
- 2) Dual Supportive Community Living Program
- 3) Crisis Stabilization Residential Service

CROSS MHDS will publish a Request for Proposal for the development of a rural ACT Team in the current fiscal year with full implementation in fiscal year 2017. The Rural ACT Team will provide in-home support and counseling for individuals meeting the diagnostic criteria for this evidenced-based practice. Since the ACT Team will be operating predominantly in the rural setting the diagnostic criteria will be relaxed to allow for more utilization of this evidenced based practice.

A Request for Proposal for the development of a Dual Supportive Community Living Program will be published in FYE2016 with an expectation to have full implementation in FYE 2017. The program is to provide 24/hr. waiver homes that specialize in behavioral programming to support individuals with a dual diagnosis of intellectual disability and mental illness. The region has experienced several occasions where individuals with this dual diagnosis decompensate and are unable to find inpatient placement in Iowa or if they find inpatient placement the hospital is unable to find residential placement. The region's goal is to attain positive outcomes for these individuals in a cost effective manner.

Communication, collaboration and training regarding these services will be important to their effectiveness. Input will be continually gathered from Stakeholder groups, Regional Advisory Committee, and community assessments in collaboration with the local public health departments.

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The following chart is a listing of current CROSS MHDS crisis services.

SERVICE	CRISIS FUNCTION	PROVIDER	ADDRESS	Phone
Mental Health First Aide	Mental health training for the public and professionals	Iowa Primary Care Association	9943 Hickman Rd, Suite 103, Urbandale, IA 50322	515-333-5013
Mental Health First Aide	Peggy Loveless, MHFA trainer, Mental Health Ed. Specialist	Peggy Loveless, MHFA trainer, Mental Health Ed. Specialist	21 Riverview Dr. NE, Iowa City, IA 52240	319-351-3134
24 hour access to crisis response and evaluation	Hospital Emergency Dept. and/or behavioral health units	Cross Roads Mental Health	820 N. Main St. #1, Osceola, Iowa 50213	641- 342-4888
24 hour access to crisis response and evaluation	Hospital Emergency Dept. and/or behavioral health units	Clarke County Hospital – ITP services available	800 S. Fillmore St., Osceola, Iowa 50213	641- 342-2184
24 hour access to crisis response and evaluation	Hospital Emergency Dept. and/or behavioral health units	Community Health Centers of Southern Iowa (CHCSI)	Home Office: 302 NE 14 <sup>th</sup> St, Leon, Iowa 50144	641- 446-2383
24 hour access to crisis response and evaluation	Hospital Emergency Dept. and/or behavioral health units	Decatur County Hospital	1405 NW Church, Leon , Iowa 50144	641- 446-4871
24 hour access to crisis response and evaluation	Hospital Emergency Dept. and/or behavioral health units	Lucas County Health Center	1200 N. 7 <sup>th</sup> St., Chariton, Iowa 50049	641- 774-3000
24 hour access to crisis response and evaluation	Hospital Emergency Dept. and/or behavioral health units	Lucas County Hospital – ITP services available	1200 N. 7 <sup>th</sup> St., Chariton, Iowa 50049	641- 774-3000
24 hour access to crisis response and evaluation	Hospital Emergency Dept.	Knoxville Area Community Hospital – in negotiations for ITP	1002 S. Lincoln ST. Knoxville, Iowa 50138	641-842-2151
24 hour access to crisis response and evaluation	Hospital Emergency Dept.	Pella Regional Hospital – In negotiations with ITP	1208 N. Lincoln St. Pella, Iowa 50219	641-828-3832
24 hour access to crisis response and evaluation	Hospital Emergency Dept. and/or behavioral health units	Monroe County Community Hospital – ITP services available	6580 165 <sup>th</sup> St., Albia, Iowa 52531	641- 932-2134
24 hour access to crisis response and evaluation	Hospital Emergency Dept. and/or behavioral health units	Ringgold County Community Hospital – ITP services available	504 Cleveland St., Mount Ayr, Iowa 50854	641- 464-3226
24 hour access to crisis response and evaluation	Hospital Emergency Dept. and/or behavioral health units	Wayne County Hospital – ITP services available	417 S. East St., Corydon, Iowa 50060	641- 872-2260
Access to crisis response and evaluation	Crisis Therapy	Optimae Lifeservices,	301 West Burlington Ave., Fairfield, Iowa 52556	641-472-5771
Access to crisis response and evaluation	Crisis Therapy	Pine Rest Christian	2611 Washington, Pella, Iowa 50219	641-628-9599
24 hour access to crisis evaluation and treatment	Tele-psychiatric services, crisis evaluation and bed finding for ED departments	(ITP) Integrated Telehealth Partners	2829 Westown Pkwy. Ste. 220 West Des Moines, Iowa 50266	855-270-3625
24 hour access crisis line	Telephone crisis information	Foundation 2	1714 Johnson Ave NW, Cedar Rapids, IA 52405	319-362-1170
<b>PROVIDERS IN NEGOTIATIONS FOR FY2017</b>				
Civil Commitment	Acute Hospitalization	Unity Point Health (Lutheran)	100 E. University Ave., Des Moines, IA 50316	515-263-5249

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Mental Health Institutes / Hospitals				
Civil Commitment	Acute Hospitalization	Mary Greely Medical Center	1111 Duff Ave. , Ames, IA 50010	(515) 239-2155

### **SCOPE OF SERVICES ~ BUDGET and FINANCING PROVISIONS**

The annual budget and planning process is utilized to identify and implement core disability service improvements. The CROSS MHDS Region collaborates with stakeholders to assess need and to advocate for adequate funding for services and supports in the initial core and additional core service domains. Significant time, effort and resources went into the community assessment process which met completion March 2015. The Region continues to collaborate with the local public health departments in some member counties to incorporate mental health indicators into their 2016 community surveys as well. The Region will continue to utilize community assessments as part of its needs assessment and planning process for services and funding projections.

The CROSS MHDS Region funds services not otherwise provided by insurance and Medicaid programs. Individuals can access their fullest support by combining funding through Region, State and Federal funding. CROSS MHDS is responsible for services that are authorized in accordance with the Regional Management Plan and within the constraints of budgeted dollars. Services funded by the Region are subject to change, including reduction or termination with the development of the annual budget each fiscal year. The Regional Management Plan and Policy & Procedure manual addresses mandated services access standards.

The County Rural Offices of Social Services Chief Executive Officer (CEO) proposed the FYE 2017 budget on March 22, 2016, and here the County Rural Offices of Social Services Regional Governing Board adopted the budget. The CROSS MHDS Region CEO is responsible for managing and monitoring the adopted budget.

Annually, the CEO for CROSS MHDS Region reviews actual expenditures and services provided, stakeholder input and participation, quality assurance implementation findings, waitlist information, progress toward goals and objectives and , if any, appeal type and resolution to determine if gaps in services or barriers to services exist. In December of each year this annual review is submitted to the Department of Human Services.

The chart below represents the core services as described in 441-25.1(331) and additional services offered in CROSS MHDS Region. A description of the service is included as well as the projected funding need for Fiscal Year 2017. A "\$0" projection indicates that the region does not expect any expenses in this area since they are covered by other funding sources; however should a need arise in these service domains, funding will be made available for those core services not covered. Access standards in IAC 441-25.3(331) have been considered in the formation of the budget and are based on the projected need in the region. It is felt that access standards will be met based on the number of providers, their locations, historical data and input from the stakeholders. An individual is expected to utilize all other

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federal, state, and private insurance coverage before the region will be considered as a funder for any available service. By utilizing all available funding sources, it is the intention of CROSS MHDS to effectively, responsibly and efficiently utilize its resources in order to cover as many individuals as possible and provide a wide range of mental health and disability services.

**EXPENDITURE BUDGET FY 2017**

FY 2017 Budget	County Rural Offices of Social Service MHDS Region	MI (40)	ID(42)	DD(43)	BI (47)	Admin (44)	Total	State or Other Funding Sources to be Used to Meet Service Need
<b>Core Domains</b>								
<b>COA</b>	<b>Treatment</b>							
43301	Assessment & evaluation	\$ 15,800	\$ 2,000	\$ 7,375	\$ -		\$ 25,175	Medicaid, Insurance
42305	Mental health outpatient therapy	\$ 163,000	\$ 2,000	\$ -	\$ -		\$ 165,000	Medicaid, Insurance
42306	Medication prescribing & management	\$ 12,100	\$ 2,000	\$ -	\$ -		\$ 14,100	Medicaid, Insurance
71319	Mental health inpatient therapy-MHI	\$ 38,000	\$ 3,500	\$ -	\$ -		\$ 41,500	Medicaid, Insurance
73319	Mental health inpatient therapy	\$ 157,000	\$ 30,500	\$ -	\$ -		\$ 187,500	Medicaid, Insurance
	<b>Basic Crisis Response</b>							
32322	Personal emergency response system	\$ 11,220	\$ 4,000	\$ 3,920	\$ -		\$ 19,140	Medicaid, Insurance
44301	Crisis evaluation	\$ 127,000	\$ 5,666	\$ 2,375	\$ -		\$ 135,041	Medicaid, Insurance
44305	24 hour access to crisis response	\$ 46,000	\$ -	\$ -	\$ -		\$ 46,000	Medicaid, Insurance
	<b>Support for Community Living</b>							
32320	Home health aide	\$ 38,050	\$ 16,200	\$ 53,750	\$ -		\$ 108,000	Medicaid, Insurance
32325	Respite	\$ 61,700	\$ 7,500	\$ -	\$ -		\$ 69,200	Medicaid
32328	Home & vehicle modifications	\$ 33,000	\$ 25,500	\$ 10,000	\$ -		\$ 68,500	Medicaid
32329	Supported community living	\$ 481,450	\$ 89,400	\$ 134,134	\$ -		\$ 704,984	Medicaid
	<b>Support for Employment</b>							
50362	Prevocational services	\$ 26,500	\$ 15,889	\$ -	\$ -		\$ 42,389	Medicaid
50367	Day habilitation	\$ 20,000	\$ 22,000	\$ 3,000	\$ -		\$ 45,000	Medicaid
50364	Job development	\$ 23,000	\$ 17,500	\$ 14,000	\$ -		\$ 54,500	Medicaid
50368	Supported employment	\$ 50,700	\$ 35,850	\$ 25,500	\$ -		\$ 112,050	Medicaid
50369	Group Supported employment-enclave	\$ 18,987	\$ 16,800	\$ -	\$ -		\$ 35,787	Medicaid
	<b>Recovery Services</b>							
45323	Family support	\$ -	\$ -	\$ -	\$ -		\$ -	Medicaid







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50360	Work services (work activity/sheltered work)	\$ 117,580	\$ 174,600			\$ 292,180
64XXX	RCF 6 and over beds	\$ 625,500	\$ 61,000			\$ 686,500
64XXX	ICF 6 and over beds	\$ 28,000				\$ 28,000
64329	SCL 6 and over beds	\$ 18,300	\$ 8,000			\$ 26,300
64399	Other 6 and over beds	\$ 55,000				\$ 55,000
	<b>Other Congregate Services Total</b>	\$ 844,380	\$ 243,600	\$ -	\$ -	\$ 1,087,980
	<b>Administration</b>					
11XXX	Direct Administration				374915	\$ 374,915.00
12XXX	Purchased Administration				88255	\$ 88,255.00
	<b>Administration Total</b>				\$463,170	\$ 463,170.00
	<b>Regional Totals</b>	\$ 4,113,708	\$ 812,032	\$ 303,804	\$ -	\$ 5,692,714

(45XX-XXX)County Provided Case Management						\$ -
(46XX-XXX)County Provided Services						\$ -

<b>Regional Grand Total</b>						\$5,692,714.00
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REVENUE BUDGET FY 2017

FY 2017 Budget	County Rural Offices of Social Services MHDS Region		
<b>Revenues</b>			
	<b>Projected Fund Balance as of 6/30/16</b>		\$4,004,909
	<b>Local/Regional Funds</b>		\$3,087,304
10XX	Property Tax Levied	\$3,086,884	
5310	Client Fees		
6110	Reimb. From private source	\$420	
	<b>State Funds</b>		\$ -
2250	MHDS Equalization		
2645	State Payment Program		
	<b>Federal Funds</b>		\$ -
2344	Social services block grant		
2345	Medicaid		
	<b>Total Revenues</b>		\$ 3,087,304.00

<b>Total Funds Available for FY17</b>	\$ 7,092,213.00
<b>FY17 Projected Regional Expenditures</b>	\$ 5,692,714
<b>Projected Accrual Fund Balance as of 6/30/17</b>	\$ 1,399,499.00

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Levy Information by Member County

County	2014 Est. Pop.	47.28 Per Capita Levy	Base Year Expenditure Levy	FY17 Max Levy	FY17 Actual Levy	Actual Levy Per Capita
Clarke	9217	\$435,780	\$430,559	\$430,559	\$430,559	46.71
Decatur	8263	\$390,675	\$321,858	\$321,858	\$321,858	38.95
Lucas	8701	\$411,383	\$441,861	\$411,383	\$411,383	47.28
Marion	33365	\$1,577,497	\$1,089,896	\$1,089,896	\$1,089,896	32.67
Monroe	8001	\$378,287	\$340,278	\$340,278	\$340,278	42.53
Ringgold	5051	\$238,811	\$342,082	\$238,811	\$238,811	47.28
Wayne	6395	\$302,356	\$254,099	\$254,099	\$254,099	39.73
<b>Region</b>	<b>78993</b>	<b>\$3,734,789</b>	<b>\$3,220,633</b>	<b>\$3,086,884</b>	<b>\$3,086,884</b>	

## **Financial Forecasting**

Historical service utilization is the starting point for the financial projections. However, recent changes in the system including transition to residency, Iowa Health and Wellness Plan, Medicaid Modernization with the implementation of Managed Care Organizations for management of most Medicaid services, the closing of two Mental Health Institutes in Southern Iowa and the addition of a new member county mid-year 2016 continue to provide challenges to using historic data.

Throughout the year CROSS MHDS staff, the regional Advisory Board and local stakeholders will identify unmet needs and areas for service development, and accounting for legislative action will be incorporated into subsequent budgets. The region is forecasting for new services it is creating based on cost estimates from providers who offer similar services.

The Governing Board is amending its 28E agreement in FY2016 in anticipation of legislative changes allowing counties to adjust MH Levy amounts up to \$47.28. The amendment will allow the Governing Board to recommend to the member counties Boards of Supervisors the Mental Health Levy adjusted per capita dollar amount needed to meet the budgeted service needs of the populations served in the Region's management plan. The Governing Board understands the need for predictable, stable tax levies in each member county since Regions are now solely funded by member county Mental Health Levies.

The amendment will also change the terms of the Region's Risk Pool to allow the Regional Governing Board to adjust or waive repayment by a member county needing to access the pooled Regional Dollars due to a negative equity position. In FY2016 the CROSS Region had a member county enter into a negative equity position. The Region's Risk Pool was accessed throughout the year to cover new and established services for eligible individuals being served by that member county.

During fiscal year 2015/2016 CROSS MHDS completed a region-wide community assessment process in conjunction with Iowa State University Extension and Outreach department. Data from the final report identifying unmet needs is used to develop the regional strategic plan for service development. As previously stated the following services are in the process of being developed.

<b>SERVICE</b>	<b>Est. Costs Associated with Service Development and Expansion for FY17.</b>
Rural ACT Team	\$ 60,000 onetime start-up costs. Development into full program \$380,000. This cost also supports the Regional requirement for evidenced based practices.
Dual Supportive Community Living Program	Start-up costs and regional investment would be approx. \$318,000.

### **Civil Commitment Costs**

Due to both MHI's in southern Iowa being closed as of June30, 2015, the Region has realized an increase in Sheriff Costs to contain individuals in hospital emergency departments and transport individuals to inpatient hospitals that are further away, requiring additional staff. There is also the problem of extended hold times in the hospital Emergency Departments either due to a lack of inpatient bed availability or denial due to the behaviors of the individual awaiting placement. This has resulted in local Sheriff Departments covering these individuals in the ED department up to 20 hours.

### **Provider Reimbursement Provisions**

The CROSS Region has a contracting process to initiate with current and new or potential providers of services to assure they meet the accrediting requirements and are in good standing. The CROSS CEO will perform and maintain a record of the monthly exclusion review with the OIG. All providers will be asked to produce a copy of their licensure, accreditation or certification. All contracts will have an applicable access standard incorporated into the contract with reporting requirements. All contracts and associated documentation will be kept in a central file located in the office of the Region's CEO.

Based on contracting criteria, the CROSS will contract with MHDS providers whose base of operation is in the Region to meet the service needs of the population. The Region may also honor contracts that other Regions have negotiated with their local providers and may choose to contract with providers outside of the Region. A contract may not be required with providers that provide one-time or as needed services.

Funding mechanisms utilized by CROSS may include vouchers and other non-traditional means to fund services. At this time, the CROSS utilizes fee-for-service funding as well as limited block grants for specific activities where billing based on individuals is impractical (example: emergency services, 24 hour telephone response, etc.) The Region will also be funding systems of care approaches such as integrated health homes. The region may choose to utilize start up grant funding for new services issued through a RFP process. CROSS provides funding by incorporating all available funding and insurance resources in its system of care. Care coordinators within the region will assess eligible applicants' resources, insurance, family and community supports and will utilize all sources of funding prior to accessing regional funds.

The Region is moving toward outcomes-based funding and will examine ways to develop financial incentives for obtaining high performance individual outcomes and cost effectiveness to incorporate into the contracting process. The region is participating in the (QSDA) Quality Services Data Assessment work groups to develop a standardized outcomes process and evidenced-based practices approach for all the regions. The region is in the beginning stages of working with the Department of Human Services - MHDS to develop a system for reporting provider compliance with service access standards as outlined in IAC 441-25.3.

CROSS will contract with traditional and non-traditional providers to ensure core services are available within the region. A non-traditional provider may be an individual, organization and/or business who deliver services in the consumer's home and/or other community setting. Non-traditional providers typically are individuals, organizations, or businesses which do not provide MH/ID/DD services as a part of their normal business.

CROSS has identified the following providers currently contracting with the region. Additional providers may be added throughout the year as services are developed to meet the continuum of service needs of individuals. Three Integrated Health Homes have been authorized in our region; we currently have contracts with two.

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<b>PROVIDER NETWORK</b>	
<b>CORE: Outpatient Mental Health Services, Peer Support, Evaluation, Family Support, Health Homes</b>	
<p><b>Community Health Centers of Southern Iowa,</b></p> <p>Health Home, Peer support, family support, Crisis Evaluation, Outpatient mental health services, medication prescribing and management, twenty-four hour access to crisis response, assessment and evaluation.</p>	<p>302 NE 14<sup>th</sup> St, Leon, Iowa 50144: Ph: 641-446-2383</p> <p>802 E Ackerley, Lamoni, Iowa 50140: Ph: 641-784-7911</p> <p>204 S. Franklin, Corydon, Iowa 50060</p> <p>(Set appointments through the Leon or Lamoni offices)</p>
<p><b>Cross Roads</b></p> <p>Health Home, Peer support, family support, Crisis Evaluation, Outpatient mental health services, medication prescribing and management, twenty-four hour access to crisis response, assessment and evaluation.</p>	<p>820 N. Main St. #1, Osceola, Iowa 50213 Ph: 641-342-4888</p>
<p><b>Integrative Counseling Services</b></p> <p>Psychiatric diagnostic evaluation, Psychotherapy individual, family member, Psychotherapy for Crisis, Outpatient Counseling.</p>	<p>909 W. Pleasant Street, Knoxville, Iowa 50138 Ph: 641-842-4357</p>
<p><b>Lucas County Health Center</b></p> <p>Outpatient mental health services, Crisis Evaluation, medication prescribing and management, assessment and evaluation, family counseling.</p>	<p>1200 N. 7<sup>th</sup> St., Chariton, Iowa 50049 Ph: 641-774-3370</p>
<p><b>Optimae Lifeservices</b></p> <p>Psychiatric Diagnostic Evaluation, Outpatient mental health counseling, crisis evaluation and counseling, group therapy, Psychological testing and Peer Support.</p>	<p>301 West Burlington, Fairfield, Iowa 52556-3242 PH: 641-472-5771</p>
<p><b>Pine Rest Christian Mental Health</b></p> <p>Psychiatric Diagnostic Evaluation, Psychotherapy – outpatient, Crisis psychotherapy, group therapy, Psychological testing.</p>	<p>2611 Washington, Pella Iowa 50219 PH: 641-628-9599</p>

**CROSS REGION ANNUAL SERVICE AND BUDGET PLAN FOR FYE 2017**

<b>CORE: Inpatient mental health treatment Mental Health Institutes and Hospitals</b>	
<b>Mary Greeley Medical Center</b>	1111 Duff Ave., Ames Iowa 50010 Ph: 515-239-2155
<b>CORE: CRISIS INTERVENTION SERVICES</b>	
<b>Foundation 2</b> 24 hour / 365days- Crisis Line	1714 Johnson Ave NW, Cedar Rapids, IA 52405 Phone: 319-362-1170
<b>Integrated Telehealth Partners</b> Crisis evaluation, Psychiatric evaluation	2829 Westown Pkwy. Ste. 220 West Des Moines, Iowa 50266 PH: 319-362-1170
<b>CORE: Day Habilitation, SCL, Home Community Based Services, Respite</b>	
<b>MOSAIC –ID only - SCL, Day Hab</b>	405 East Mc Lane St., Osceola, Iowa 50213
<b>New Horizons – MI, BI, ID populations</b> Supported Community Living - Hourly	220 N. Douglas, Afton, IA 50830-7723 PH: 641-347-8010
<b>Southern Iowa Independent Living</b> SCL – hourly and daily (MI, ID populations)	PO Box 1066, Centerville, Iowa 52544 PH: 641-895-6894
<b>Southern Iowa Resources for Families – Hab, BI, D/D and ID populations - SCL, Respite, Day Habilitation</b>	1605 W 1 <sup>st</sup> St., Leon, Iowa 50144, Ph: 641-446-6808 103 S. Lafayette St., Corydon, Iowa, 50060 Ph: 641-872-1411
<b>Christian Opportunities Center</b> Supported Community Living (SCL)-hourly, (ID, BI, MI populations); Day Habilitation (MI, ID populations)	1553 Broadway, Box 347, Pella, IA 50219 PH: 641-628-8087
<b>Crest Services – Hab, BI, D/D and ID populations</b> SCL – daily and hourly, respite, CDAC, RCF	1221 Brookdale, Chariton, Iowa 50049 Ph: 641-774-5291
<b>Ringgold County Supportive Services - ID pop only – Day habilitation</b>	507 South Henderson Dr, Mount Ayr, IA 50854 641-464-2067
<b>Tenco Industries – ID, MI, BI populations</b> Supported Community Living: hourly and 24 hour Respite – individual (ID and BI) and group (ID) Day Habilitation - ID	710 Gateway Dr., Ottumwa, IA 52501 PH: 641-682-8114

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Adult Day Care - ID	
<b>Optimae LifeServices:</b> SCL-daily and hourly; respite, Day Habilitation	301 West Burlington, Fairfield, IA 52556 1711 Osceola Ave. , Chariton, Iowa 50049-1516 PH: 641-774-2133
<b>CORE: Case Management</b>	
Southeast Iowa Case Management – ID, BI	103 South Clinton, Albia, IA , 52531 Ph: 641-932-5697 12 Washington Ave West, Albia, IA 52531. 641-932-2065.
DHS Case Management	3014 E Main St. Knoxville, IA 50138. 641-842-5087.
<b>CORE: Employment Services: Job development, prevocational services, supported employment</b>	
<b>Christian Opportunities Center</b>  Pre-vocational Services, supported employment (MI population)	1553 Broadway, Box 347, Pella, IA 50219 PH: 641-628-8087
<b>MOSAIC</b> – ID population only Job development, prevocational services, supported employment, Project Search	405 East Mc Lane St., Osceola, Iowa 50213 Ph: 641-342-6015
<b>Southern Iowa Resources for Families</b> Job development, prevocational services, supported employment	1605 W 1 <sup>st</sup> St., Leon, Iowa 50144 Ph: 641-446-6808  103 S. Lafayette St., Corydon, Iowa 50060 Ph: 641-872-1411
<b>Ragtime-</b> ID and MI population- Job development, prevocational services, supported employment	116 North 2 <sup>nd</sup> Street, Albia, Iowa 52531 Ph: 641-932-7813
<b>Tenco Industries</b> – ID, BI populations  Pre-vocational, Job coaching	710 Gateway Dr., Ottumwa, IA 52501 PH: 641-682-8114
<b>Optimae LifeServices</b> : Supported Employment, Job Coaching, Job Development,	301 West Burlington, Fairfield, IA 52556 1711 Osceola Ave. , Chariton, Iowa 50049-1516 PH: 641-774-2133
<b>CORE: HOME HEALTH AIDE</b>	
Clarke County Public Health	134 W Jefferson St., Osceola, IA 50213 Phone: 641-342-3724
Decatur County Public Health	207 NE Idaho St., Leon, IA 50144 Phone: 641-446-7178

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Lucas County Public Health	123 S. Grand, Chariton IA, 50049 b Phone: 641-774-4312
Monroe County Public Health	1801 South B Street, Albia, IA 52531 Phone: 641-932-7191
Ringgold County Public Health	119 S. Fillmore, Mt.Ayr., IA 50854Phone: 641-464-0691
Wayne County Public Health	417 S. East St., Corydon, IA 50060 Phone: 641-872-1167
<b>CORE: Home and Vehicle Modification</b>	
Hammer Medical Supplies	1801 2 <sup>nd</sup> Ave., Des Moines, IA 50314 Phone: 515-213-2886
<b>CORE: Personal Emergency Response System</b>	
Connect America	One Belmont Avenue, Suite 1205 Bala Cynwyd, PA 19004 President Healthcare Division: Richard Brooks

<b>Additional Services:</b>	<b>Residential Care Facilities</b>
Brees Rest Home – ID, MI populations	210 Washington Ave. E., Albia, Iowa 52531 Ph: 641-932-5517
Knoxville/Pleasant Hill Residential – ID,MI Populations	PO Box 287, Knoxville, Iowa 50138 PH: 641-842-4618 Pleasant Hill Residential, PO Box 57010, Pleasant Hill, IA 50317
New Venture – ID,MI populations	401 S. Washington, Corydon, Iowa 52531 Ph: 641-872-1524
Ringgold County Group Home – ID population	111 Ringgold St., Mt.Ayr, Iowa 50854 Phone: 641-464-2871
<b>Tenco Industries</b> – ID, BI populations	710 Gateway Dr., Ottumwa, IA 52501 PH: 641-682-8114
<b>Work Activity</b>	
<b>Christian Opportunities Center</b> Work activity – ID,MI population	1553 Broadway, Box 347, Pella, IA 50219 PH: 641-628-8087
<b>MOSAIC</b> – ID population only work activity	405 East Mc Lane St., Osceola, Iowa 50213 Ph: 641-342-6015
<b>Ragtime</b> - ID and MI population- work activity	116 North 2 <sup>nd</sup> Street, Albia, Iowa 52531 Ph: 641-932-7813
<b>Tenco Industries</b> – ID, BI populations Work activity	710 Gateway Dr., Ottumwa, IA 52501 PH: 641-682-8114