

# County Social Services Region



## FY 2015 Annual Report

County Social Services' mission is to increase inclusion by building community capacity through nurturing relationships.

*Geographic Area: Allamakee, Black Hawk, Butler, Cerro Gordo, Chickasaw, Clayton, Emmet, Fayette, Floyd, Grundy, Hancock, Howard, Humboldt, Kossuth, Mitchell, Pocahontas, Tama, Webster, Winnebago, Winneshiek, Worth and Wright Counties.*

Approved by County Social Services Governing Board: 11/25/2015

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## Introduction

County Social Services Region 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 County Social Services Management Plan includes three parts: Annual Service and Budget Plan, Annual Report and Policies and Procedures Manual.

This is the Annual Report.

## Services provided in Fiscal Year 2015:

Included in this section of the report:

Access Standards for Core Services and what we are doing to meet access standards

Additional Core Services, availability and plans for expansion

Provider Practices and Competencies

- Multi-occurring Capable
- Trauma Informed Care
- Evidence Based Practices

### Core Service/Access Standards: Iowa Administrative Code 441-25.3

The table below lists core services, describes if the region is meeting the access standards for each service, how the access is measured and plans to improve or meet access standards.

<u>Code Reference</u>	<u>Standard</u>	<u>Results:</u>	<u>Comments:</u>
25.3(1)a	A community mental health center or federally qualified health center that provides psychiatric and outpatient mental health services in the region.	<ul style="list-style-type: none"> <li>• Met Yes/No</li> <li>• By which providers</li> </ul>	<ul style="list-style-type: none"> <li>• How measured</li> <li>• If not what is plan to meet access standard and how will it be measured</li> </ul>
25.3(1)a	A community mental health center or federally qualified health center that provides psychiatric and outpatient mental health services in the region.	Yes. Abbe Center for Community Mental Health, Berryhill Center for Mental Health, Black Hawk–Grundy Mental Health Center, Center Associates, Northeast Iowa Behavioral Health, Pathways Behavioral Services, Seasons Center for Behavioral Health and WellSource Health.	The County Social Services Region has a community mental health center office or satellite location in 21 out of our 22 counties. Worth County residents have access to mental health centers or their satellites in all three surrounding counties (Cerro Gordo, Mitchell and Winnebago).
25.3(1)b	A hospital with an inpatient psychiatric unit or state mental health institute located in or within reasonably close proximity that has the capacity to provide inpatient services to the applicant.	Yes. Within our region: Allen Memorial Hospital, Covenant Medical Center, Mercy Medical Center–North Iowa, Sartori Memorial Hospital, and Spencer Hospital. In	The County Social Services Region has access to many inpatient psychiatric units within our region and several outside of our region within 100 miles of the region.

		close proximity: Mental Health Institute– Independence and Cherokee, Mercy Medical Center– Dubuque, Mercy Medical Center– Cedar Rapids, St. Luke’s Hospital– Cedar Rapids, Mary Greeley Medical Center– Ames.	
<b>Outpatient:</b> (Mental Health Outpatient Therapy, Medication Prescribing & Management, and Assessment & Evaluation)			
25.3(3)a(1)	<p><b>Timeliness:</b> The region shall provide outpatient treatment services.</p> <p><b>Emergency:</b> During an emergency, outpatient services shall be initiated to an individual within 15 minutes of telephone contact.</p>	<p>Mental Health Outpatient Therapy: Yes. Abbe Center for CMH, Berryhill Center for Mental Health, Black Hawk– Grundy MHC, Center Associates, Northeast Iowa Behavioral Health, Pathways Behavioral Services, Seasons Center, and WellSource Health.</p> <p>Medication Prescribing &amp; Management: Yes. Abbe Center for CMH, Berryhill Center for Mental Health, Black Hawk– Grundy MHC, Center Associates, Northeast Iowa Behavioral Health, Pathways Behavioral Services, Seasons Center, and WellSource Health.</p> <p>Assessment &amp; Evaluation: Yes. Abbe Center for CMH, Berryhill Center for Mental Health, Black Hawk– Grundy MHC, Center Associates, Northeast Iowa Behavioral Health, Pathways Behavioral Services, Seasons Center, and WellSource Health.</p>	<p>County Social Services instituted contract language in Sept 2014 that requires our CMHCs to meet this standard. We will begin monitoring in 2016 through informal survey of, and formal contract meetings with, our agencies and by requesting feedback from individuals.</p>
25.3(3)a(2)	<p><b>Urgent:</b> Outpatient services shall be provided to an individual within one hour of presentation or 24 hours of telephone contact.</p>	<p>Mental Health Outpatient Therapy: Yes. Abbe Center for CMH, Berryhill Center for Mental Health, Black Hawk– Grundy MHC, Center Associates, Northeast Iowa Behavioral Health, Pathways Behavioral Services, Seasons Center, and WellSource Health.</p> <p>Medication Prescribing &amp; Management: Yes. Abbe Center for CMH, Berryhill</p>	<p>County Social Services instituted contract language in Sept 2014 that requires our CMHCs to meet this standard. We will begin monitoring in 2016 through informal survey of, and formal contract meetings with, our agencies and by requesting feedback from individuals.</p>

		<p>Center for Mental Health, Black Hawk–Grundy MHC, Center Associates, Northeast Iowa Behavioral Health, Pathways Behavioral Services, Seasons Center, and WellSource Health.</p> <p>Assessment &amp; Evaluation: Yes. Abbe Center for CMH, Berryhill Center for Mental Health, Black Hawk–Grundy MHC, Center Associates, Northeast Iowa Behavioral Health, Pathways Behavioral Services, Seasons Center, and WellSource Health.</p>	
25.3(3)a(3)	<p><b>Routine:</b> Outpatient services shall be provided to an individual within four weeks of request for appointment.</p>	<p>Mental Health Outpatient Therapy: Yes. Abbe Center for CMH, Berryhill Center for Mental Health, Black Hawk–Grundy MHC, Center Associates, Northeast Iowa Behavioral Health, Pathways Behavioral Services, Seasons Center, and WellSource Health.</p> <p>Medication Prescribing &amp; Management: Yes. Abbe Center for CMH, Berryhill Center for Mental Health, Black Hawk–Grundy MHC, Center Associates, Northeast Iowa Behavioral Health, Pathways Behavioral Services, Seasons Center, and WellSource Health.</p> <p>Assessment &amp; Evaluation: Yes. Abbe Center for CMH, Berryhill Center for Mental Health, Black Hawk–Grundy MHC, Center Associates, Northeast Iowa Behavioral Health, Pathways Behavioral Services, Seasons Center, and WellSource Health.</p>	<p>County Social Services instituted contract language in Sept 2014 that requires our CMHCs to meet this standard. We will begin monitoring in 2016 through informal survey of, and formal contract meetings with, our agencies and by requesting feedback from individuals.</p> <p>We are not receiving consumer complaints about length of time to access outpatient services. Clients referred for treatment have received timely appointments. We performed a random claims data analysis of length of time between 90791 and 90792 appointments for individuals funded by County Social Services and it ranged between one day and 11 weeks (as an outlier). However, the average was 3 weeks, which is within the standard of 4 weeks.</p>
25.3(3)a(4)	<p><b>Proximity:</b> Outpatient services shall be offered within 30 miles for an individual residing in an urban community and 45 miles for an individual residing in a rural community.</p>	<p>Mental Health Outpatient Therapy: Yes. Abbe Center for CMH, Berryhill Center for Mental Health, Black Hawk–Grundy MHC, Center Associates, Northeast Iowa Behavioral Health, Pathways</p>	<p>See enclosed map (Attachment 1) for CMHC offices and satellite locations.</p>

		<p>Behavioral Services, Seasons Center, and WellSource Health.</p> <p>Medication Prescribing &amp; Management: Yes Yes. Abbe Center for CMH, Berryhill Center for Mental Health, Black Hawk–Grundy MHC, Center Associates, Northeast Iowa Behavioral Health, Pathways Behavioral Services, Seasons Center, and WellSource Health.</p> <p>Assessment &amp; Evaluation: Yes. Abbe Center for CMH, Berryhill Center for Mental Health, Black Hawk–Grundy MHC, Center Associates, Northeast Iowa Behavioral Health, Pathways Behavioral Services, Seasons Center, and WellSource Health.</p>	
<b>Inpatient:</b> (Mental Health Inpatient Therapy)			
25.3(3)b(1)	<p><b>Timeliness:</b> The region shall provide inpatient treatment services. An individual in need of emergency inpatient services shall receive treatment within 24 hours.</p>	<p>Yes.</p> <p>Allen Memorial Hospital, Covenant Medical Center, Mercy Medical Center–North Iowa, Sartori Memorial Hospital, and Spencer Hospital.</p>	<p>Our region is fortunate to have access to several inpatient psychiatric units with great emergency room staff, as well. With the addition of our triage staff when the Sub Acute Center opens, we will be in daily contact with hospitals to ensure individuals do not remain in an emergency room for more than 24 hours without treatment.</p>
25.3(3)b(2)	<p><b>Proximity:</b> Inpatient services shall be available within reasonably close proximity to the region. (100 miles)</p>	<p>Yes.</p> <p>Within our region: Allen Memorial Hospital, Covenant Medical Center, Mercy Medical Center–North Iowa, Sartori Memorial Hospital, and Spencer Hospital. In close proximity: Mental Health Institute–Independence and Cherokee, Mercy Medical Center–Dubuque, Mercy Medical Center–Cedar Rapids, St. Luke’s Hospital–Cedar Rapids, Mary Greeley Medical Center–Ames.</p>	<p>See enclosed map (Attachment 2) for inpatient psychiatric unit locations. All of our counties, with the exception of the northeastern most tip of Allamakee County, are within 100 miles of one of these psychiatric units. The northeastern most tip of Allamakee County is within 101 miles of Mercy Medical Center in Dubuque. County Social Services is also being asked by officials in our northeast counties to contract with hospitals in La Crosse, WI and Rochester, MN, as these hospitals are much closer to these counties.</p>
25.3(3)c	<p><b>Timeliness:</b> Assessment and evaluation. An individual who has received inpatient services shall be assessed and evaluated within four weeks.</p>	<p>Yes.</p> <p>County Social Services Integrated Care Management, Kossuth County Case Management, WHW County</p>	<p>We have begun tracking these contacts by our service coordination Journaling of care transitions. We usually staff someone in the hospital within the week when we have been contacted.</p>

		Case Management, Berryhill IHH, BHGMHC IHH, NEIBH IHH, Pathways IHH, WellSource Health IHH.	
<b>Basic Crisis Response:</b> (24-Hour Access to Crisis Service, Crisis Evaluation, Personal Emergency Response System)			
25.3(2) & 25.3(4)a	<b>Timeliness:</b> Twenty-four-hour access to crisis response, 24 hours per day, seven days per week, 365 days per year.	24-Hour Access to Crisis Service: Yes. Adult Crisis Stabilization Center, Community & Family Resources, Berryhill Center for Mental Health, Francis Lauer Youth Services, Pathways Behavioral Services, WellSource Health. Crisis Evaluation: Yes. Adult Crisis Stabilization Center, Community & Family Resources, Berryhill Center for Mental Health, Francis Lauer Youth Services, Pathways Behavioral Services, WellSource Health. Personal Emergency Response System: Yes. Connect America, Lifeline Systems Co.	The Adult Crisis Stabilization Center in Waterloo and Community & Family Resources in Fort Dodge (for adults), as well as Francis Lauer Youth Services (for children) can accept an individual into their crisis stabilization units 24 hours a day, 7 days a week. The Adult Crisis Stabilization Center provides the transportation for individuals, as well. Berryhill Center for Mental Health, Pathways Behavioral Services and WellSource Health are providing crisis care coordination and 24/7 first responder on-call services for the region. County Social Services contracts with both Connect America and Lifeline Systems Co. for Personal Emergency Response Systems for individuals who are not funded by a Medicaid waiver.
25.3(4)b	<b>Timeliness:</b> Crisis evaluation within 24 hours.	Yes. Iowa Specialty Hospital, Pathways Behavioral Health, WellSource Health.	Iowa Specialty Hospital in both Belmond and Clarion have contracted with County Social Services to provide crisis mental health evaluations in the emergency room. Pathways Behavioral Services and WellSource Health are providing face-to-face (can be web-based) crisis assessments and referral to appropriate level of care within 24 hour of contact.
<b>Support for Community Living:</b> (Home Health Aide, Home and Vehicle Modification, Respite, Supported Community Living)			
25.3(5)	<b>Timeliness:</b> The first appointment shall occur within four weeks of the individual's request of support for community living.	Home Health Aide: Yes. Always Best Care of the Cedar Valley, Mercy Home Care, Cerro Gordo, Chickasaw, Webster and Wright County Public Health. Supported Community Living: Yes. We have over 50 providers that provided this service in FY2015. Home and Vehicle Modification: We did not have any request for this service in FY2015.	We are well within this guideline. Going into next year's annual report, we will have statistical data on this.

<b>Support for Employment:</b> (Day Habilitation, Job Development, Supported Employment, Prevocational Services)			
25.3(6)	<b>Timeliness:</b> The initial referral shall take place within 60 days of the individual's request of support for employment.	Day Habilitation: Yes. Job Development: No requests for this service in FY2015. Supported Employment: Yes. Prevocational Services: Yes. All of our providers contracted for these services would meet this standard.	We are well within this guideline. Going into next year's annual report, we will have statistical data on this. We have contracts that allow individuals to request services directly from employment providers, as well, and the provider notifies our office.
<b>Recovery Services:</b> (Family Support, Peer Support)			
25.3(7)	<b>Proximity:</b> An individual receiving recovery services shall not have to travel more than 30 miles if residing in an urban area or 45 miles if residing in a rural area to receive services.	Family Support: No. Both Black Hawk and Cerro Gordo County NAMI have Family Support initiatives. The NAMI chapter in Black Hawk County had 20 graduates in FY2015 from their Family-to-Family class. The instructors are certified by the state organization. Peer Support: No. Black Hawk, Cerro Gordo, Floyd, Humboldt, Webster, Winneshiek and Wright Counties have strong peer support programs, either through the local CMHC, an agency provider or a certified peer support specialist.	See enclosed map (Attachment 3) for current active Peer and Family Support programs in our region. We are currently exploring the infrastructure of the Centers for Independent Living to make family and peer support available throughout the region. Funding is available to anyone needing family and/or peer support. A central initiative of our new training center will be to expand peer and family support training & collaborate with AAAs on their caregiver initiative. We would also like to be able to leverage the local senior center meal sites for additional access sites. WellSource Health is going to present a proposal for a Peer Support Warm Line to cover the entire region. We also do offer caregiver support through our collaboration with the AAAs.
<b>Service Coordination:</b> (Case Management, Health Homes)			
25.3(8)a	<b>Proximity:</b> An individual receiving service coordination shall not have to travel more than 30 miles if residing in an urban area or 45 miles if residing in a rural area to receive services.	Yes. County Social Services Integrated Care Management, Kossuth County Case Management, WHW County Case Management, Berryhill IHH, BHGMHC IHH, NEIBH IHH, Pathways IHH, WellSource Health IHH.	See enclosed map (attachment 4) for the locations of our County Social Services local county offices, as well as the Integrated Health Home offices in our region. Also included are the local offices of the Area Agencies on Aging, as we continue to partner with the AAAs for LifeLong Links.
25.3(8)b	<b>Timeliness:</b> An individual shall receive service coordination within 10 days of the initial request for such service or being discharged from an inpatient facility.	Yes. County Social Services Integrated Care Management, Kossuth County Case Management, WHW County Case Management, Berryhill IHH, BHGMHC IHH, NEIBH IHH, Pathways IHH, WellSource Health IHH.	We track this by journaling our service coordination contacts. In FY2015, Service Coordination was identified by client and provider on a monthly basis to show timeliness of care coordination. Starting in FY2016 we are journaling each contact. Our claims data shows the actual dates care coordination was provided and will more accurately reflect the length of time from initial request to first service coordination contact.

## Additional Core Services Available in Region: Iowa Code 331.397(6)

The Chart below includes additional core services currently provided or being developed.

<u>Service Domain/Service</u>	<u>Available:</u>	<u>Comments:</u>
	<ul style="list-style-type: none"> <li>• Yes/No</li> <li>• By which providers</li> </ul>	<ul style="list-style-type: none"> <li>• Is it in a planning stage? If so describe.</li> </ul>
<b>Comprehensive Facility and Community-Based Crisis Services:</b> 331.397~ 6.a.		
24-Hour Crisis Hotline	No. We are currently using a 24-hour support line staffed by CSS.	Once the subacute crisis center is launched, the 24-hour crisis hotline will go live.
Mobile Response	No.	Yes. We support a network of transportation that will get individuals from anywhere in the region to the Crisis Center. The I-START team, launched in Aug 2015, will provide mobile crisis to individuals with ID/DD in crisis.
23-Hour crisis observation & holding	Yes. Guttenberg Hospital.	
Crisis Stabilization Community Based Services	No.	No. Some providers have considered this service but, as of right now, none that we are aware of are planning on providing it.
Crisis Stabilization Residential Services	Yes. Adult Crisis Stabilization Center, Community & Family Resources and Francis Lauer Youth Services.	
Other	No	No
<b>Crisis Residential Services:</b> 331.397~ 6.b.		
Subacute Services 1-5 beds	No	No
Subacute Services 6+ beds	No	Yes, waiting for bed allocation.
<b>Justice System-Involved Services:</b> 331.397~ 6.c.		
Jail Diversion	No.	Plans are to implement in calendar year 2016. We are in the beginning stages of implementation of the Stepping Up Initiative in our counties and are launching our Justice-Involved Services Program.
Crisis Prevention Training	Yes. County Social Services regularly offers Mental Health First Aid classes within the region at no cost to regional partners. WellSource Health provided training for police and juvenile justice agencies in their area on Trauma-Informed Care, ACEs Study and Prevention/Intervention Strategies. Black Hawk-Grundy Mental Health Center provided three "Education on Mental Health" trainings to the Black Hawk County	Our new Justice-Involved Services Program includes this, as well.

	Sheriff's office and mental health symptoms, management of stressors and suicide training to the Black Hawk County Consolidated Dispatch Staff.	
Civil Commitment Prescreening	No.	Our intent is to add this process through our Triage staff when the Subacute Crisis Center opens.
Other	Yes. County Social Services funds psychiatry and psychiatric medication in our local county jails. Most of our county jails access psychiatry through telehealth; however, there are some jails that have psychiatry services on-site.	

## Provider Competencies

*The Chart below is a brief description of the region's efforts to increase provider competencies.*

Provider Practices	NO PROGRESS	TRAINING	IMPLEMENTING PIECES	DESCRIBE REGION'S EFFORTS TO INCREASE PROVIDER COMPETENCY
<i>441-25.4(331)</i>	<i>List agencies</i>	<i>List agencies</i>	<i>List Agencies</i>	<i>Narrative</i>
<p><i>Service providers who provide services to persons with 2 or more of the following co-occurring conditions:</i></p> <ul style="list-style-type: none"> <li><i>a. Mental Illness</i></li> <li><i>b. Intellectual Disability</i></li> <li><i>c. Developmental Disability</i></li> <li><i>d. Brain Injury</i></li> <li><i>e. Substance Use Disorder</i></li> </ul>				<ul style="list-style-type: none"> <li><i>a. CSS provides ongoing Mental Health First Aid free to any group or agency in the region to increase their awareness to mental illness. CSS provided 8 Adult and 2 Youth classes to over 200 individuals serving many agencies.</i></li> <li><i>b. CSS launched our START program that provides a professional learning community to anyone serving individuals with developmental disability. Most of our formal training did not begin until FY16.</i></li> <li><i>c. CSS partners with the Brain Injury Alliance to make a Brain Injury Specialist available to the region and region providers. CSS also sponsors scholarships and the presentation of the annual Brain Injury Alliance available to all providers.</i></li> <li><i>d. CSS sponsored Motivational Interviewing training to all of our staff, community and provider network. This is the evidence based approach to supporting individuals suffering from substance use disorder.</i></li> </ul> <p><i>NEXT ANNUAL REPORT WE WILL TRACK PARTICIPATION AND PENETRATION OF THIS TRAINING TO OUR PROVIDER NETWORK.</i></p>
<i>Trauma informed care</i>				<p><i>University of Northern Iowa Department of Social Work has collaborated with us to sponsor a Trauma Informed Care conference in Cedar Falls available to all of our providers. We organized special session with the guest speaker at the Women's Community Corrections Facility.</i></p> <p><i>CSS is partnering with UNI as they develop credentialing standards for trauma informed care providers. We have involved UNI with the development of our Crisis Stabilization Center.</i></p>

The Chart below describes the regions efforts towards implementing and verifying fidelity of Evidence Based Practice.

EVIDENCE BASED PRACTICE	NO PROGRESS	TRAINING	IMPLEMENTING PIECES	FIDELITY INDEPENDENTLY VERIFIED	DESCRIBE REGIONS EFFORTS TO INCREASE PROVIDER COMPENTENCY IN EVIDENCE BASED PRACTICES
<i>Core: IAC441-25.4(3)</i>	<i>List agencies</i>	<i>List agencies</i>	<i>List Agencies</i>	<i>How are you verifying?</i> <i>List Agencies</i>	<i>Narrative</i>
Assertive Community Treatment or Strength Based Case Management				SAMSA Tool Kit	CSS retained a Medical Director, Dr. Amanda Stumpf to provide oversight to the development of evidence based practices as we increase community capacity to support individuals in the community. Dr. Stumpf will facilitate a new ACT Team in Mason City and provide technical oversite and support to the new Waterloo ACT Team. She will collaborate with the University of Iowa and perhaps organize peer review across ACT teams to create greater efficiency and effectiveness.
Integrated Treatment of Co-Occurring SA & MH				SAMSA Tool Kit	Community and Family Resource Center is piloting a crisis center with the co-occurring capability to provide detox and engagement with substance abuse and mental health treatment.
Supported Employment				SAMSA Tool Kit	Hopefully in FY2017.
Family Psychoeducation					CSS pays for caregivers of individuals with persistent mental illness to meet with a clinical social worker to learn about the mental illness and ways to support their loved ones.
Illness Management and Recovery					CSS plans to launch this initiative from the Regional Rehabilitation Center. July 1, 2016.
Permanent Supported Housing					Hopefully in FY2016.

EVIDENCE BASED PRACTICE	NO PROGRESS	TRAINING	IMPLEMENTING PIECES	FIDELITY INDEPENDENTLY VERIFIED	WHAT IS THE REGION DOING TO INCREASE PROVIDER COMPETENCY IN EVIDENCE BASED PRACTICES
<i>Additional Core: 331:397(6)d</i>	<i>List agencies</i>	<i>List agencies</i>	<i>List Agencies</i>	<i>How are you verifying? List Agencies</i>	<i>Narrative</i>
Positive Behavioral Support					CSS has transitioned our PBS Coordinator to launch and direct our “promising practice” START team with technical assistance from the University of New Hampshire. Positive Behavioral Support is incorporated into this model that uses an array of evidence based interventions through an inter-disciplinary team.
Peer Self Help Drop In Center					CSS has been researching the expansion of the Centers for Independent Living model as a community platform to develop the capacity and provide the employment opportunities to individuals with lived experience.
Other Research Based Practice: IE IPR IAC 331.397(7)					

## Individuals Served in Fiscal Year 2015

This section includes:

- the number of individuals in each diagnostic category funded for each service
- unduplicated count of individuals funded by age and diagnostic category

This chart lists the number of individuals funded for each service by diagnosis.

Age	COA	Service Funded	Diagnostic					Total
			MI	ID	DD	BI	CM	
Adult	04399	Consultation	5					5
Adult	05373	Public Education Services	31	3	1			35
Adult	12489	Purchased Admin - Miscellaneous						110
Adult	21375	Case Management - 100% County	6	4	5			15
Adult	22399	Services Management - Other	2452	290	14 9	49		2940
Adult	24376	Health Homes Coordination - Coordination Services	1					1
Adult	31354	Transportation - General	423	44	24	7		498
Adult	32320	Support Services - Home Health Aides	43	4	1	5		53
Adult	32322	Support Services - Personal Emergency Response System	16	2	4	2		24
Adult	32325	Support Services - Respite Services	6	3	1			10
Adult	32326	Support Services - Guardian/Conservator	62	247	9	2		320
Adult	32327	Support Services - Representative Payee	211	74	15	3		303
Adult	32329	Support Services - Supported Community Living	300	73	81	22		476
Adult	32335	Consumer-Directed Attendant Care	1		3	1		5
Adult	32399	Support Services - Other	12	1	6			19
Adult	33345	Basic Needs - Ongoing Rent Subsidy	323	16	5	6		350
Adult	33399	Basic Needs - Other	120	5	6	1		132
Adult	41305	Physiological Treatment - Outpatient	32	1	1			34
Adult	41306	Physiological Treatment - Prescription Medicine/Vaccines	1108	3	6			1117
Adult	41307	Physiological Treatment - In-Home Nursing	21		1	1		23
Adult	41399	Physiological Treatment - Other	12					12
Adult	42304	Psychotherapeutic Treatment - Acute & Emergency Treatment	3					3
Adult	42305	Psychotherapeutic Treatment - Outpatient	2068	4	13			2085
Adult	42366	Psychotherapeutic Treatment - Social Support Services	149	64	11			224
Adult	42396	Psychotherapeutic Treatment - Community Support Programs	181	13	4	1		199
Adult	42397	Psychotherapeutic Treatment - Psychiatric Rehabilitation	5					5
Adult	42399	Psychotherapeutic Treatment - Other	660		2			662
Adult	44301	Crisis Evaluation	39					39
Adult	44304	Crisis Services - Emergency Care	2					2
Adult	44305	24 Hour Crisis Response	217	3	1			221
Adult	45366	Peer Family Support - Peer Support Services	1					1
Adult	46319	Iowa Medical & Classification Center (Oakdale)	2					2
Adult	50360	Voc/Day - Sheltered Workshop Services	17	98	14	3		132

Adult	50362	Voc/Day - Prevocational Services	13	105	8			126
Adult	50367	Day Habilitation	46	23	16	4		89
Adult	50368	Voc/Day - Individual Supported Employment	56	44	52	5		157
Adult	50369	Voc/Day - Group Supported Employment	12	3	9	1		25
Adult	50399	Voc/Day - Day Habilitation	59	28	19	2		108
Adult	63329	Comm Based Settings (1-5 Bed) - Supported Community Living	11	4	5	3		23
Adult	64314	Comm Based Settings (6+ Beds) - RCF	269	26	7	4		306
Adult	64315	Comm Based Settings (6+ Beds) - RCF/MR	1	2	3			6
Adult	64316	Comm Based Settings (6+ Beds) - RCF/PMI	21	1				22
Adult	64317	Comm Based Settings (6+ Beds) - Nursing Facility	6	2				8
Adult	64399	Comm Based Settings (6+ Beds) - Other	3			1		4
Adult	71319	State MHI Inpatient - Per diem charges	73	4				77
Adult	71399	State MHI Inpatient - Other (Oakdale)	8					8
Adult	73319	Other Priv./Public Hospitals - Inpatient per diem charges	49					49
Adult	73399	Other Priv./Public Hospitals - Other (non inpatient charges)	5					5
Adult	74300	Commitment - Diagnostic Evaluations	97	2				99
Adult	74353	Commitment - Sheriff Transportation	611	21	1			633
Adult	74393	Commitment - Legal Representation	580	21	1	1		603
Adult	74399	Commitment - Other	85	2				87
Adult	75395	Mental Health Advocate - General	959	41	8	1		1009
Child	12489	Purchased Admin - Miscellaneous						6
Child	22399	Services Management - Other	80	13	12	3		108
Child	31354	Transportation - General	6	5	1			12
Child	32325	Support Services - Respite Services		2				2
Child	32326	Support Services - Guardian/Conservator		1				1
Child	32329	Support Services - Supported Community Living	12	8	7			27
Child	33345	Basic Needs - Ongoing Rent Subsidy	4	1	1			6
Child	41306	Physiological Treatment - Prescription Medicine/Vaccines	13		1			14
Child	42305	Psychotherapeutic Treatment - Outpatient	75					75
Child	42366	Psychotherapeutic Treatment - Social Support Services	1	1				2
Child	42399	Psychotherapeutic Treatment - Other	12					12
Child	43301	Evaluation (Non Crisis) - Assessment and Evaluation	1					1
Child	44301	Crisis Evaluation	11					11
Child	44305	24 Hour Crisis Response	15					15
Child	50360	Voc/Day - Sheltered Workshop Services		1	1			2
Child	64399	Comm Based Settings (6+ Beds) - Other	41					41
Child	74300	Commitment - Diagnostic Evaluations	5					5
Child	74353	Commitment - Sheriff Transportation	64	1				65
Child	74393	Commitment - Legal Representation	6					6
Child	75395	Mental Health Advocate - General	17					17

The chart below shows the unduplicated count of individuals funded by diagnosis

Disability Group	Children	Adult	Unduplicated	DG
Mental Illness	239	5668	5907	40
Mental Illness,Intellectual Disabilities	1	35	36	40,42
Mental Illness,Intellectual Disabilities,Other Developmental Disabilities	0	1	1	40,42,43
Mental Illness,Intellectual Disabilities,General Administrative	0	1	1	40,42,44
Mental Illness,Intellectual Disabilities,Brain Injury	0	1	1	40,42,47
Mental Illness,Other Developmental Disabilities	0	11	11	40,43
Mental Illness,Other Developmental Disabilities,General Administrative	0	1	1	40,43,44
Mental Illness,Other Developmental Disabilities,Brain Injury	0	4	4	40,43,47
Mental Illness,General Administrative	4	75	79	40,44
Mental Illness,Brain Injury	0	9	9	40,47
Intellectual Disabilities	24	829	853	42
Intellectual Disabilities,Other Developmental Disabilities	0	2	2	42,43
Intellectual Disabilities,Other Developmental Disabilities,Brain Injury	0	1	1	42,43,47
Intellectual Disabilities,General Administrative	0	2	2	42,44
Other Developmental Disabilities	14	200	214	43
Other Developmental Disabilities,General Administrative	0	1	1	43,44
Other Developmental Disabilities,Brain Injury	0	7	7	43,47
General Administrative	2	30	32	44
Brain Injury	3	40	43	47
Total	287	6918	7205	

## Moneys Expended

This section includes:

- Funds expended for each service
- Revenues
- County Levies

The chart below show the regional funds expended by service and by diagnosis.

FY 2015 Accrual	County Social Services MHDS Region	MI (40)	ID(42)	DD(43)	BI (47)	Admin (44)	Total
<b>Core Domains</b>							
<b>COA</b>	<b>Treatment</b>						
43301	Assessment & evaluation	\$550					\$550
42305	Mental health outpatient therapy	\$596,676	\$668	\$5,018			\$602,361
42306	Medication prescribing & management	\$263,632	\$371	\$804			\$264,807
71319	Mental health inpatient therapy-MHI	\$1,227,253	\$140,054				\$1,367,307
73319	Mental health inpatient therapy	\$146,142					\$146,142
	<b>Basic Crisis Response</b>						
32322	Personal emergency response system	\$5,275	\$496	\$1,389	\$69		\$7,228
44301	Crisis evaluation	\$41,700					\$41,700
44305	24 hour access to crisis response	\$689,329	\$8,500	\$688			\$698,517
	<b>Support for Community Living</b>						
32320	Home health aide	\$59,274	\$6,820	\$3,030	\$11,865		\$80,989
32325	Respite	\$2,976	\$3,796	\$740			\$7,512
32328	Home & vehicle modifications						\$0
32329	Supported community living	\$1,038,164	\$216,936	\$347,923	\$102,611		\$1,705,635
	<b>Support for Employment</b>						
50362	Prevocational services	\$61,201	\$583,001	\$51,780			\$695,983
50367	Day habilitation	\$37,249	\$66,892	\$117,081	\$7,318		\$228,539
50364	Job development						\$0
50368	Supported employment	\$123,455	\$131,515	\$218,729	\$7,000		\$480,699
50369	Group Supported employment-enclave	\$9,020	\$7,505	\$17,436	\$355		\$34,315
	<b>Recovery Services</b>						
45323	Family support						\$0
45366	Peer support	\$75					\$75
	<b>Service Coordination</b>						
21375	Case management	\$10,149	\$6,052	\$10,023			\$26,223
24376	Health homes	\$148,242					\$148,242
	<b>Core Evidenced Based Treatment</b>						
45373	Family psychoeducation						\$0
42397	Psych rehab (ACT & IPR)	\$6,835					\$6,835

		<b>Core Domains Total</b>		\$4,467,197	\$1,172,606	\$774,640	\$129,217		\$6,543,661
<b>Mandated Services</b>									
46319	Oakdale	\$161,707							\$161,707
72319	State resource centers								\$0
74XXX	Commitment related (except 301)	\$318,370	\$12,707	\$239	\$278				\$331,594
75XXX	Mental health advocate	\$276,912	\$11,334	\$904	\$176				\$289,326
<b>Mandated Services Total</b>		<b>\$756,989</b>	<b>\$24,041</b>	<b>\$1,143</b>	<b>\$454</b>				<b>\$782,628</b>
<b>Additional Core Domains</b>									
<b>Comprehensive Facility &amp; Community Based Crisis Services</b>									
44346	24 hour crisis line								\$0
44366	Warm line								\$0
44307	Mobile response								\$0
44302	23 hour crisis observation & holding								\$0
44312	Community based crisis stabilization								\$0
44313	Residential crisis stabilization								\$0
<b>Sub-Acute Services</b>									
63309	Subacute services-1-5 beds								\$0
64309	Subacute services-6 and over beds								\$0
<b>Justice system-involved services</b>									
46305	Mental health services in jails	\$24,115	\$324	\$42					\$24,482
46422	Crisis prevention training	\$3,000							\$3,000
74301	Civil commitment prescreening								\$0
46399	Justice system-involved services-other								\$0
<b>Additional Core Evidenced Based Treatment</b>									
42366	Peer self-help drop-in centers	\$136,843	\$49,697	\$15,611					\$202,150
<b>Additional Core Domains Total</b>		<b>\$163,958</b>	<b>\$50,021</b>	<b>\$15,653</b>	<b>\$0</b>				<b>\$229,632</b>
<b>Other Informational Services</b>									
03XXX	Information & referral	\$86,612							\$86,612
04XXX	Consultation	\$8,267							\$8,267
05XXX	Public education	\$23,770	\$364	\$140	\$5,000				\$29,274
<b>Other Informational Services Total</b>		<b>\$118,648</b>	<b>\$364</b>	<b>\$140</b>	<b>\$5,000</b>				<b>\$124,153</b>
<b>Other Community Living Support Services</b>									
06399	Academic services								\$0
22XXX	Services management	\$747,158	\$152,165	\$55,428	\$27,995				\$982,746
23376	Crisis care coordination								\$0
23399	Crisis care coordination other								\$0
24399	Health homes other								\$0
31XXX	Transportation	\$191,749	\$41,268	\$69,608	\$1,329				\$303,953
32321	Chore services								\$0
32326	Guardian/conservator	\$36,796	\$63,254	\$3,107	\$760				\$103,918
32327	Representative payee	\$143,999	\$61,033	\$9,458	\$1,701				\$216,192

32335	CDAC	\$5,378	\$21	\$44,266	\$1,373		\$51,038
33330	Mobile meals						\$0
33340	Rent payments (time limited)						\$0
33345	Ongoing rent subsidy	\$329,660	\$11,426	\$5,047	\$7,175		\$353,308
33399	Other basic needs	\$58,748	\$811	\$3,233	\$3,796		\$66,589
41305	Physiological outpatient treatment	\$5,742	\$575	\$55			\$6,373
41306	Prescription meds	\$118,432	\$228	\$331			\$118,991
41307	In-home nursing	\$20,628		\$3,086	\$498		\$24,211
41308	Health supplies						\$0
41399	Other physiological treatment	\$384					\$384
42309	Partial hospitalization						\$0
42363	Day treatment						\$0
42396	Community support programs	\$163,230	\$6,244	\$4,735	\$130		\$174,338
42399	Other psychotherapeutic treatment	\$99,161	\$316				\$99,477
43399	Other non-crisis evaluation						\$0
44304	Emergency care	\$248					\$248
44399	Other crisis services						\$0
45399	Other family & peer support						\$0
50361	Vocational skills training						\$0
50365	Supported education						\$0
50399	Other vocational & day services						\$0
63XXX	RCF 1-5 beds						\$0
63XXX	ICF 1-5 beds						\$0
63329	SCL--1-5 beds	\$101,873	\$97,139	\$244,545	\$112,013		\$555,570
63399	Other 1-5 beds						\$0
	<b>Other Comm Living Support Services Total</b>	\$2,023,188	\$434,479	\$442,899	\$156,769		\$3,057,336
<b>Other Congregate Services</b>							
50360	Work services (work activity/sheltered work)	\$49,835	\$517,841	\$75,217	\$22,339		\$665,231
64XXX	RCF--6 and over beds	\$5,137,234	\$509,193	\$132,578	\$41,392		\$5,820,397
64XXX	ICF--6 and over beds	\$895,244	\$342,286	\$20,440	\$20,440		\$1,278,410
64329	SCL--6 and over beds						\$0
64399	Other 6+ beds	\$75,181			\$33,945		\$109,126
	<b>Other Congregate Services Total</b>	\$6,157,494	\$1,369,320	\$228,235	\$118,116		\$7,873,165
<b>Administration</b>							
11XXX	Direct Administration					*\$2,162,171	\$2,162,171
12XXX	Purchased Administration					\$147,118	\$147,118
	<b>Administration Total</b>					\$2,309,289	\$2,309,289
	<b>Regional Totals</b>	\$ 13,687,475	\$ 3,050,832	\$ 1,462,709	\$ 409,557	\$ 2,309,289	\$20,919,863

(45)County Provided Case Management		\$0
(46)County Provided Services		\$0

	<b>Regional Grand Total</b>						\$20,919,863
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\*889.789 of Direct Administration is Medicaid Offset, which had to be paid back to the State of Iowa in FY2015.

## Revenue

FY 2015 Accrual	County Social Services MHDS Region		
<b>Revenues</b>			
	<b>Fund Balance as of 6/30/14</b>		<b>12,428,685</b>
	<b>Local/Regional Funds</b>		<b>\$ 20,347,462</b>
10XX	Property Tax Levied	\$20,312,797	
5310	Client Fees	\$34,665	
	<b>State Funds</b>		<b>\$ 1,677,934</b>
2250	MHDS Equalization	\$1,671,643	
2645	State Payment Program	\$6,291	
2646	MHDS Transition	0	
	<b>Federal Funds</b>		<b>\$ 1,613,042.00</b>
2344	Social services block grant	\$1,613,042	
2345	Medicaid	0	
	<b>Total Revenues</b>		<b>\$ 23,638,438</b>

<b>Total Funds Available for FY15</b>	\$ 36,067,123.45
<b>FY15 Regional Expenditures</b>	\$ 20,919,863.00
<b>Accrual Fund Balance as of 6/30/15</b>	\$ 15,147,260.45

These expenditure and revenue reports reflect management accounting that will not necessarily reconcile with reports of financial accounting submitted through the Department of Management.

### County Levies

County	2012 Est. Pop.	47.28 Per Capita Levy	Base Year Expenditure Levy	FY15 Max Levy	FY15 Actual Levy	Actual Levy Per Capita
Allamakee	14,237	\$673,125	\$786,775	\$673,125	\$673,125	47.28
Black Hawk	131,820	\$6,232,450	\$5,779,837	\$5,779,837	\$5,779,829	43.85
Butler	14,986	\$708,538	\$389,899	\$389,899	\$389,899	26.02
Cerro Gordo	43,788	\$2,070,297	\$2,284,794	\$2,070,297	\$2,070,297	47.28
Chickasaw	12,276	\$580,409	\$572,250	\$572,250	\$572,250	46.62
Clayton	17,835	\$843,239	\$868,795	\$843,239	\$843,239	47.28
Emmet	10,120	\$478,474	\$820,900	\$478,474	\$478,474	47.28
Fayette	20,793	\$983,093	\$773,024	\$773,024	\$773,024	37.18
Floyd	16,056	\$759,128	\$610,064	\$610,064	\$610,064	38.00
Grundy	12,448	\$588,541	\$530,188	\$530,188	\$530,188	42.59
Hancock	11,134	\$526,416	\$629,221	\$526,416	\$526,416	47.28
Howard	9,563	\$452,139	\$364,201	\$364,201	\$364,201	38.08
Humboldt	9,729	\$459,987	\$473,531	\$459,987	\$459,987	47.28
Kossuth	15,346	\$725,559	\$1,140,780	\$725,559	\$725,559	47.28
Mitchell	10,725	\$507,078	\$610,215	\$507,078	\$507,078	47.28
Pocahontas	7,150	\$338,052	\$440,242	\$338,052	\$338,052	47.28
Tama	17,536	\$829,102	\$568,799	\$568,799	\$568,799	32.44
Webster	37,273	\$1,762,267	\$2,146,797	\$1,762,267	\$1,762,177	47.28
Winnebago	10,600	\$501,168	\$433,910	\$433,910	\$433,910	40.93
Winneshiek	21,061	\$995,764	\$1,428,756	\$995,764	\$995,764	47.28
Worth	7,519	\$355,498	\$441,512	\$355,498	\$355,498	47.28

Wright	12,991	\$614,214	\$554,967	\$554,967	\$554,967	42.72
<b>Region</b>	<b>464,986</b>	<b>\$ 21,984,538</b>	<b>\$ 22,649,457</b>	<b>\$ 20,312,895</b>	<b>\$ 20,312,797</b>	

## Outcomes

### Waiting List

County Social Services had no waiting list for services in FY2015.

### Exceptions to Policy

There were nine Exceptions to Policy presented in FY2015 for seven different individuals. As ETPs are only for six months in length, two individuals each had two ETPs filed during FY2015. Eight out of the nine ETPs were granted. Six ETPs were for waiver or reduction of copay for individuals over income guidelines. Two ETPs were to fund individuals at out-of-state placements. The ETP that was not approved was a request for a reduction of copay for an individual.

### Appeals

There were two appeals filed in FY 2015. One was resolved once our CSS FY2015 Annual Service & Budget Plan was approved by DHS, as the individual is on MEPD. The original determination of the individual being over resource guidelines was changed once our Plan was approved, as it states we will honor MEPD guidelines. The other appeal was for a monthly copay being assessed for supported community living services based on an individual's income. The team decision was made to discontinue supported community living and begin accessing peer recovery services, which would not have a copay.

### Prevention Program

County Social Services instituted a Prevention Program through our CMHCs in FY2015. The goal is to target individuals ages 11 to 21 with education and information about the cause of conditions, situations or problems that interfere with a person's ability to function. There was a range of programming throughout the region. A synopsis of the topics is listed below:

- Bullying Prevention/Intervention Planning at local high schools
- Stress Management for Teenagers
- Mental Health Wellness Presentation to high school staff
- Trauma-Informed Care & Restorative Justice Presentation to high school staff
- Trauma-Informed Care, ACEs Study, and Prevention/Intervention Strategies for schools, police departments, juvenile justice and community agencies
- Improving School Climate: Using data to make informed decisions on choosing & implementing evidenced based programs to support children and teachers.
- Booth and educational material at local county health fair
- Wellness Groups

Although less than ¼ of our budget for this Prevention Program was utilized in FY2015, there has been a concerted effort by our Coordinators of Disability Services to work with our CMHCs, as well as other local agencies, to increase the availability of these educational opportunities throughout our region in FY2016.

### **Children's Crisis Services**

County Social Services has worked with Francis Lauer Youth Services to launch a pilot program for Children's Crisis Services in FY2015. This pilot braided protective shelter, protective crisis, third party payers, Medicaid and flexible CSS funding of \$66,000 to offer families in distress the resources they needed to address their crisis.

We hope to gain the support of our stakeholders to expand this pilot across the region. This initiative will give children a welcome and safe path to recovery that does not threaten the family with the loss of custody (DHS) or threaten the child with criminal prosecution (JCO).

Please see the attached PowerPoint with details on this pilot.

CSS also invested \$71,000 to serve 22 children with autism at the Opportunity Village Autism Center. This was primarily caregiver support to families while Opportunity Village recruited clinicians to formally launch treatment services in 2016.

CSS has also piloted several projects with local schools to help them access mental health treatment. CSS will continue to assist to the extent funds are available as schools find sustainable funding.

### **Community Mental Health Center Funding Analysis**

In February 2015 we did an analysis on individuals who received services from our largest CMHC and are being funded by the region. This information will help to inform our governing board's decisions regarding the funding of outpatient services for individuals who have insurance coverage or who refuse to apply for insurance through the Iowa Health & Wellness Plan or the Affordable Care Act. The outcome of this analysis is below:

135 individuals (65%) receiving funding have insurance coverage. These individuals account for only 47% of funding to the mental health centers in this sample.

What are we funding?

- Deductibles
- Patient copayments
- These amounts are based on our sliding fee schedule for outpatient services

53 individuals (25%) receiving funding have no insurance coverage. These individuals account for 38% of funding to the mental health centers in this sample.

Why do they have no insurance coverage?

- May be pending Iowa Wellness Plan coverage
- May be pending national marketplace insurance coverage
- May be pending employer insurance
- Have not applied for Iowa Wellness Plan or national marketplace insurance

### Outcome Tracking

In May 2015 County Social Services began tracking outcomes data based on four measures: housing, medical care, employment and community integration. We continue to track this data on each person as he or she enters into community-based supports, or as the team meets with the individual to review yearly progress. Results for 100 individuals for the initial two months are listed below:

HOUSING: Are you in safe, affordable, accessible housing?						
Homeless	In Placement	Staying w/Friends or Family	Housed	Safe	Affordable	Accessible
8%	10%	14%	68%	74%	65%	72%

MEDICAL CARE: How often do you see a primary care physician?			
Never	Less Than Once a Year	Once a Year	More Than Once a Year
3%	6%	15%	76%

EMPLOYMENT: Are you successfully employed?					
Unemployed	Sheltered Work	Supported Employment	Community Employment	Avg Hourly Wage	Avg Hours Per Week
77%	8%	7%	8%	\$7.56	20.6

(\*Note: Not everyone who reported employment reported wages and hours worked.)

COMMUNITY INTEGRATION: Are you participating in integrated community activities?				
Clubs / Social Groups	Church	Community Activities / Events	Volunteer	Other: Describe
23%	39%	26%	12%	Answers ranged from None to Friends/Family to Outdoor Activities to IHH.

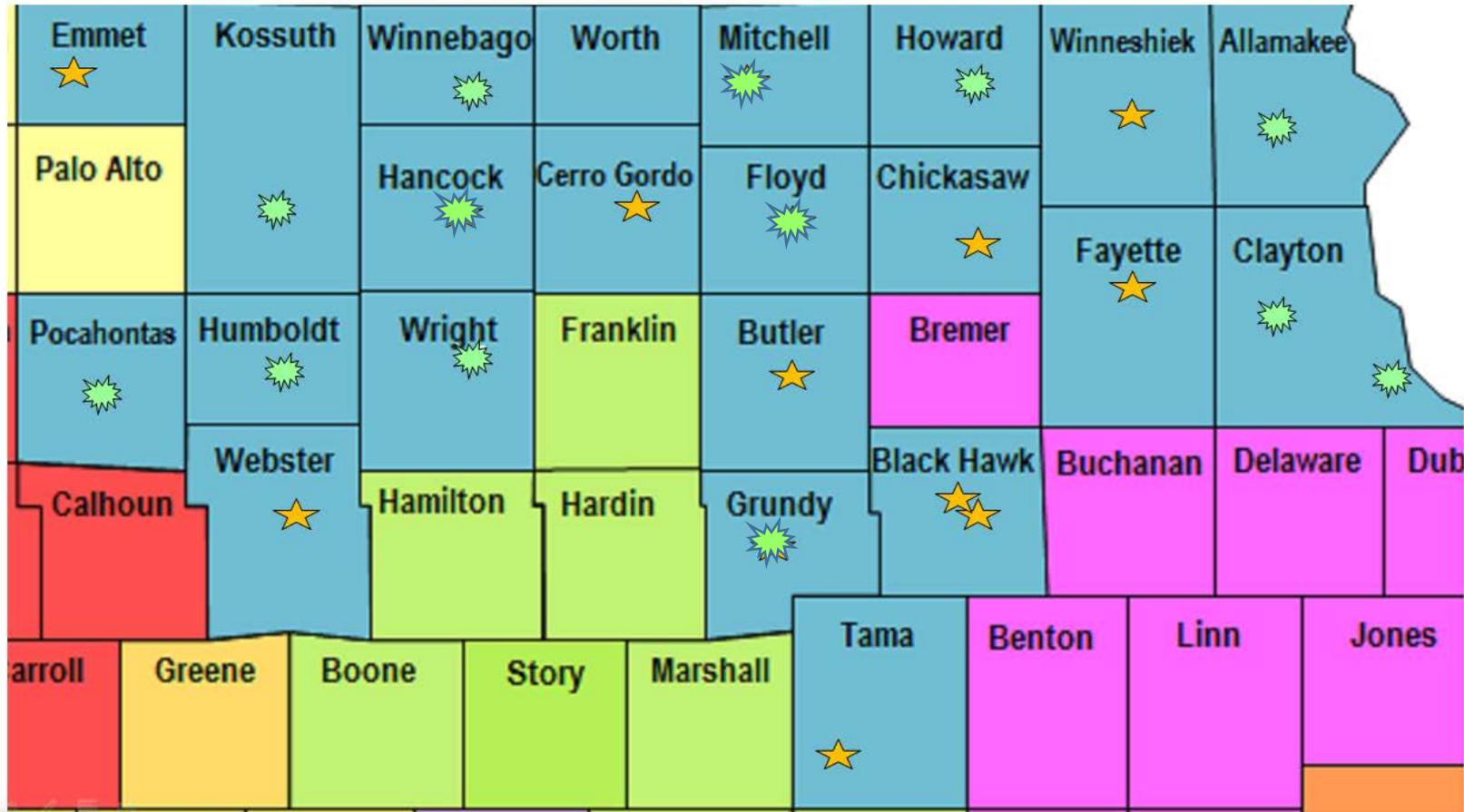
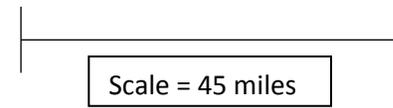
We look forward to being able to expand the outcomes collected and gain more knowledge of the individuals we serve through the collection of this data in FY2016 and beyond.

Attachment 1

### Domain : Treatment Services

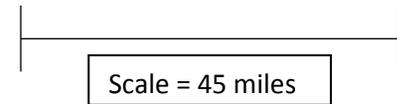
★ Community Mental Health Center locations

☀ CMHC Satellite locations (open less than 3 days per week)

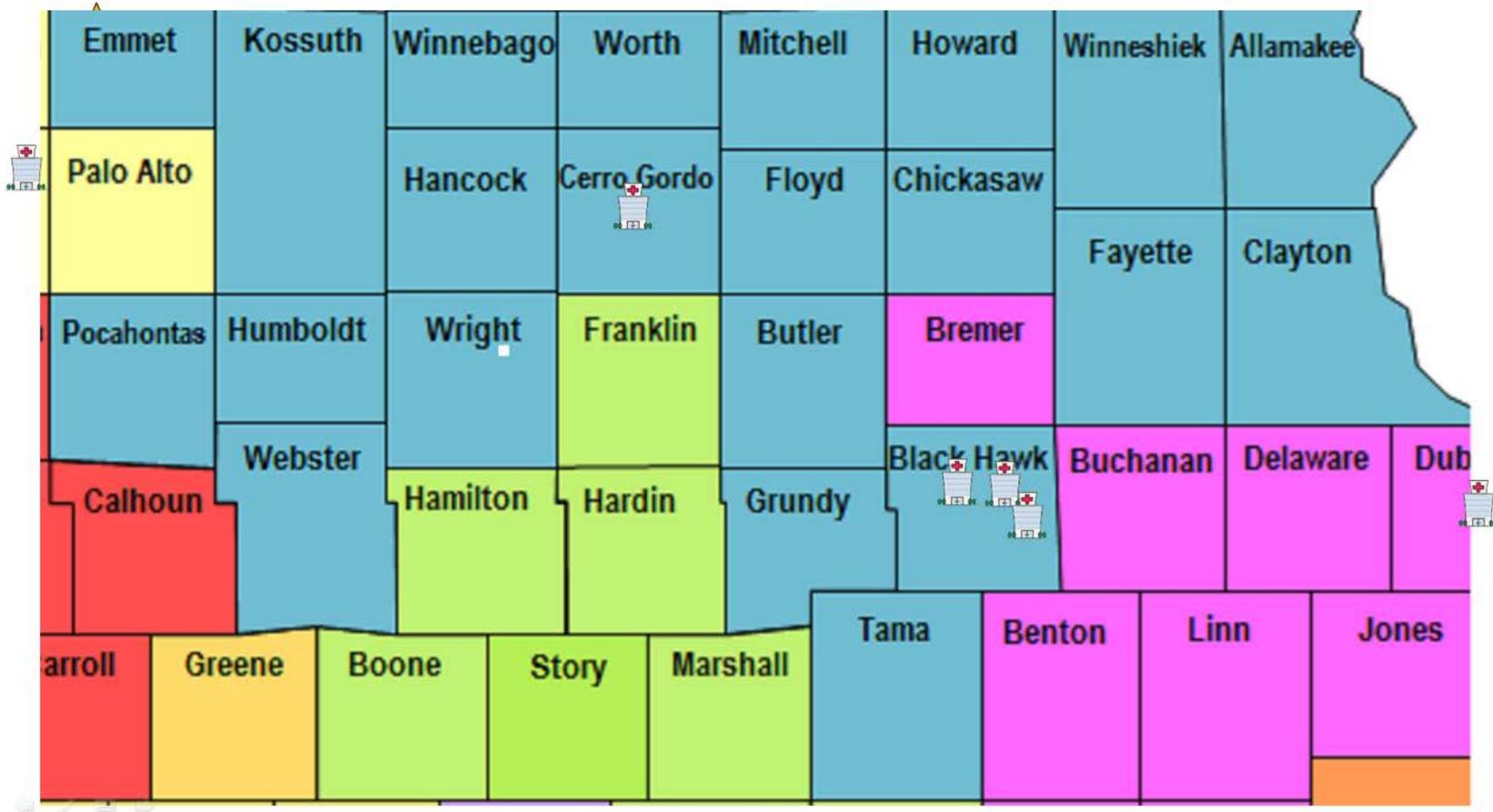


Attachment 2

### Domain : Treatment Services

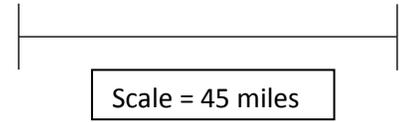


Mental Health Inpatient Treatment

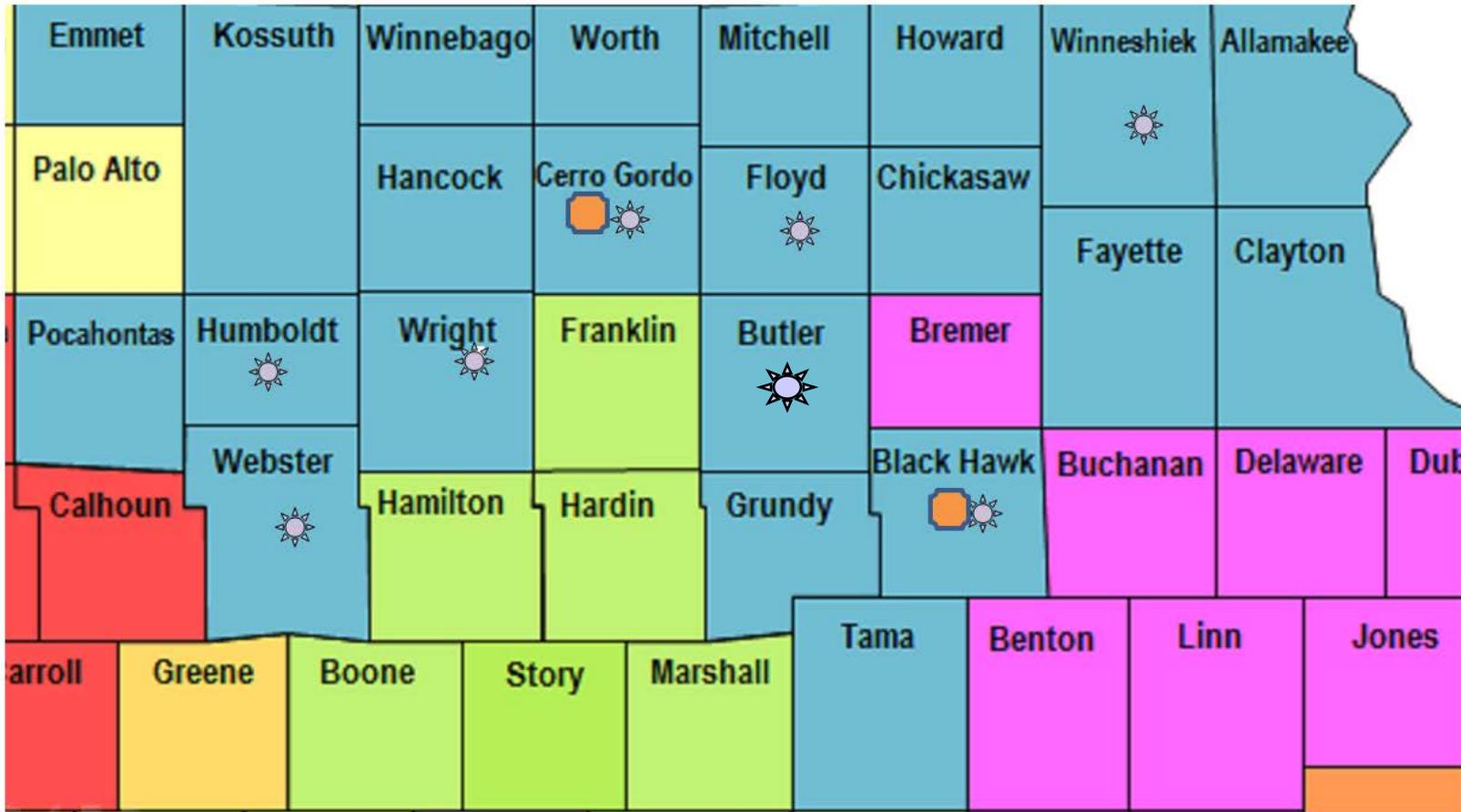


Attachment 3

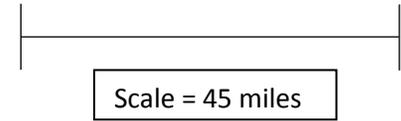
### Domain : Recovery Services



- ☀ Peer Support Services
- 📍 Family Support Services (active NAMI chapters)



### Domain : Service Coordination



- ★ County Social Services Offices
- ✱ Integrated Health Home Offices
- 👤 Area Agency on Aging Offices (LifeLong Links)

