

A. Heart of Iowa Community Services

Heart of Iowa Community Services 28 E has been approved by the Department of Human Services and filed with the Iowa Secretary of State effective 7/1/2014.

The Governing Board has been appointed in accordance with Section 331.390.

Duane Deist, Chairman of the Board
318 Leroy St.
Audubon, IA 50023

Clifford Carney, Vice Chairman of the Board
200 N 5th St.
Guthrie Center, IA 50115

Dawn Rudolf, Secretary of the Board
114 N Chestnut St.
Jefferson, IA 50129

Brad Golightly
902 Court St., Suite 1
Adel, IA 50003

Darci Alt, CEO
902 Court St., Suite 1
Adel, IA 50003

Diane Jackson, Coordinator
114 N Chestnut St.
Jefferson, IA 50129

Terry Johnson, CEO Genesis Development (Provider)
401 W McKinley
Jefferson, IA 50129

Pat Crosley (Family member of consumer)
1100 210th St
Audubon, IA 50025

B. Access Points & Care Coordination Agencies

An access point is a part of the Heart of Iowa regional service system that is trained to complete the MH/DD regional applications and forward them to the local Community Services Office.

Access Point	Address	Phone number
Adel Mental Health	309 S. 7 th Street, Suite C, Adel, IA 50003	(515) 993-1919
Audubon County Community Services	318 Leroy Street, Audubon, IA 50025	(641) 757-2106
Cherokee Mental Health Institute	1251 West Cedar Loop, Cherokee, IA	(712) 225-2594
Dallas County Community Services	902 Court Street, Suite 1, Adel, IA 50003	(515) 993-5869
Eyerly Ball Community Mental Health Services	211 S. 7th Street, Suite D, Adel, IA 50003	(515) 993-2158
Genesis Development	610-10 th Street, Perry, IA 50220	(515) 465-7541
Greene County Community Services	114 N. Chestnut, Jefferson, IA 50129	(641) 757-2106
Guthrie County Community Services	200 N. 5 th Street, Guthrie Center, IA 50115	(641) 757-2106
Eyerly-Ball Mental Health	1301 Center Street, Des Moines, IA 50139	(515) 243-5181

C. HICS Region Case Management Providers

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

- Dallas County Community Services Case Management
- DHS Case Management, (Audubon, Greene & Guthrie)

TCM Contact Information	Address	Phone number
Dallas County Community Services	902 Court Street, Suite 1 Adel, IA 50003	515-993-1736
DHS Case Management	116 N. Market Street Audubon, IA 50025	712-563-4600
DHS Case Management	200 N. 5 th Street Guthrie Center, IA 50115	641-747-8030
DHS Case Management	114 N. Chestnut Jefferson, IA 50129	515-386-4730

D. Service Provider Network for the Region *Core services are underlined.

HICS Regional Network of Providers	Provider Contact Information	Funded Programs in the HICS Region
Abilities Unlimited	210 Willis Avenue Perry, IA 50220 (515) 465-5920	<u>Day Habilitation, Supported Community Living, Home and Vehicle Modifications, Transportation, Prevocational Services, Supported Employment, Interim Medical Monitoring and Treatment, Respite</u>
Advantages In Life	710 Prairie St Adel, IA 50003 (515) 993-4699	<u>Supported Community Living</u>
ChildServe Community Options	5406 Merle Hay Rd Johnston, IA 50131 (515) 727-8750	<u>CDAC, Supported Community Living, Home and Vehicle Modification, Respite, Child Care Center, Interim Medical Monitoring & Treatment – HHA, Nurse, Nursing Care Service, Day hab, Day Health Program, TCU and CCU</u>
Dallas County Hospital	610 – 10th Street Perry, IA 50220 (800) 543-3546 ext. 3050	<u>Personal Emergency Response</u>
Central Iowa Recovery	500 Fairmeadow Drive Webster City, IA 50595 (515) 832-9554	IPR
Children & Families of Iowa	1111 University Avenue Des Moines, IA 50314 (515) 288-1981	<u>Representative Payee</u>
Country View Estates	2345 Redwood Avenue Guthrie Center, IA 50115 (641) 755-2125	RCF
Easter Seal Society of Iowa	PO Box 4002 Des Moines, IA 50333 (515) 274-1529	<u>Day Habilitation, Supported Community Living, Pre-Vocational services, Supported Employment, Respite, Interim Medical Monitoring & Treatment, Assistive Technology</u>
HICS Regional Network of Providers	Provider Contact Information	Funded Programs in the HICS Region
Eyerly-Ball Community Mental Health Services	211 S. 7th Street Suite D Adel, IA 50003 (515) 993-2158	<u>Outpatient Psychiatric and In-Office Clinical Treatment & Evaluation, Senior Outreach Counseling</u> Mobile Crisis Team, Mental Health Jail Diversion <u>Integrated Health Home - Intensive Care Coordination</u>

Genesis Development	2111 West Greene St. Adel, IA 50003 (515) 993-5986 610 10th St Perry, IA 50220 (515) 465-7541 401 West McKinley Street Jefferson, IA 50135	<u>Supported Community Living, Supported Employment, Adult Day Care, Day Hab, Pre Voc, RCF, Payee</u> <u>Outpatient Therapy, Medication Management, Psychiatry</u>
Home Care Services, Inc	101 North 9th Street Adel, IA 50003 (515) 993-4531	<u>CDAC, Transportation Respite</u>
Home Instead Senior Care	214 N. Warrior Lane, Suite B Waukee, IA 50263 (515) 978-7991	Transportation, <u>CDAC, Supported Community Living Respite</u>
Joy Ride	3000 Justin Drive Urbandale, IA 50322 (515) 331-1100	Transportation
Mainstream Living	2101 Lucinda Perry, IA 50220 (515) 465-8199	<u>Day Habilitation, Supported Community Living, Home and Vehicle Modifications, Transportation, Pre-Vocational Services, Supported Employment, Respite</u>
Optimae	516 Nile Kinnick Drive South, Suite B Adel, Iowa 50010 (515) 993-4974	<u>Supported Community Living, Home and Vehicle Modification, Supported Employment, Respite, Adult Day Care, Day hab</u>
REM Iowa Community Services	401 Visions Parkway Adel, IA 50003 (515) 993-5225	<u>Day Habilitation, Pre-Vocational Services, School Transition Services</u>
REM Iowa Community Services	4436 114th St Urbandale, IA 50322 (515) 278-4914	<u>Supported Community Living-Daily</u>
The Respite Connection	2469 – 106th Street Urbandale, IA 50322 (515) 277-1050	<u>Supported Community Living, Home and Vehicle Modifications, Respite</u>
Sisters Transportation	110 5th St Ste. A West Des Moines, IA 50265 (515) 277-6096	Transportation
Ultimate Nursing Service Of Iowa	115 North Warrior Lane Waukee, IA 50263-8197 (515) 987-7717	<u>Home Health Aide, Respite, Interim Medical Monitoring and Treatment, Nursing</u>
xlst, LLC.	707 Main St Adel, IA 50003 (515) 993-2123	<u>Day Hab, SCL hourly</u>

D. Service System Management

HICS shall directly administer the Region MH/DS Plan through the HICS offices and contract with service providers to meet the service needs of the consumers. Member counties shall provide adequate credentialed staff to carry out the administration of this Plan. The staff delegated to the perform functions of Coordinators of Disability Services shall have the qualifications required by IC 331.390(3)b and IAC 441-25.12(2)e.

The service authorization process will be completed by a Coordinator of Disability or social worker. Consumers will need to meet certain diagnostic, income, and resource criteria. The initial assessment and authorization of services will be completed within 10 days. A standardized assessment will be completed within 90 days and a notice will be sent within 10 days regarding the action taken based on the completed assessment. Crisis services are available to consumers. Currently the region has crisis phone lines operating in all counties and a mobile crisis unit in Dallas County. The mobile crisis service will be expanded to Greene, Guthrie, and Audubon as soon as possible. The region is discussing how this service may work in the rural counties; ie a licensed mental health professional on-call to the local hospitals to make a face to face contact and evaluation. We have discussed this scenario with providers to see if there is an interest in providing a similar type service in the rural areas. The region is developing additional crisis services which will include a crisis stabilization unit and transitional living unit. Plans have been submitted to the governing board and a provider has expressed interest in leasing the unit to provide this service. We hope to have this service available by January of 2015.

Service Funding Authorization (IAC441-25.21(1)(o))

The Notice of Decision shall be sent regarding the action taken on the application, reason for the action, service provider, services and units of services approved based on results from the standardized assessment. A copy of the Region's appeal process and information concerning the right to appeal the decision will be part of the notice.

All individuals that receive ongoing MH/DS services shall have an individualized plan which shall identify the needs and desires of the consumer and set goals with action steps to meet those goals. Eligible individuals that request or accept the service may be referred to a targeted case manager for service coordination. Other individuals shall receive individualized service coordination from HICS staff.

Diagnostic Eligibility

The individual must have a diagnosis or co-occurring diagnosis that includes Mental Illness or Intellectual Disability,

Mental Illness

Individuals who at any time during the preceding twelve-month period had a mental health, behavioral, or emotional disorder or, in the opinion of a mental health professional, may now have such a diagnosable disorder. The diagnosis shall be made in accordance with the criteria provided in the most recent diagnostic and statistical manual of mental disorders published by the American Psychiatric Association, and shall not include the manual's "V" codes identifying conditions other than a disease or injury. The diagnosis shall also not include substance-related disorders, dementia, antisocial personality, or developmental disabilities, unless co-occurring with another diagnosable mental illness.

Intellectual Disability

Individuals who meet the following three conditions:

1. Significantly sub average intellectual functioning: an intelligence quotient (IQ) of approximately 70 or below on an individually administered IQ test (for infants, a clinical judgment of significantly sub average intellectual functioning) as defined by the Diagnostic and Statistical Manual of Mental Disorders, Fourth Edition, American Psychiatric Association.
2. Concurrent deficits or impairments in present adaptive functioning (i.e., the person's effectiveness in meeting the standards expected for the person's age by the person's cultural group) in at least two of the following areas: communication, self-care, home living, social and interpersonal skills, use of community resources, self-direction, functional academic skills, work, leisure, health, and safety.
3. The onset is before the age of 18.

(Criteria from "Diagnostic and Statistical Manual of Mental Disorders, Fourth Edition Revision (DSM IV)," 1994 revision, American Psychiatric Association) or the most recent approved by the State of Iowa.

The results of a standardized assessment support the need for intellectual disability services of the type and frequency identified in the individual's case plan.

Acceptable verification for Diagnostic requirements

If a psychological or psychiatric evaluation or other acceptable verification of diagnosis is not available, CICS may refer the applicant to an appropriate mental health professional for evaluation to verify and document a diagnosis.

Assistance to Other than Core Populations (IAC441-25.21(1)2)

If funds are available and the population category was covered in at least one of the county's previous MH/DS plan, HICS shall fund core services to individuals who have a diagnosis of a developmental disability other than an intellectual disability and children to the extent allowable by law. Dallas, Greene, Guthrie, and Audubon provided services to this population category by exception.

The availability of funds will be reviewed on an ongoing basis by HICS financial coordinator. HICS will fund the core populations eligible first and if it is determined additional funds are available we intend to also provide funding for the non-core populations.

"Persons with developmental disabilities" means a person with a severe, chronic disability which:

1. Is attributable to mental or physical impairment or a combination of mental and physical impairments.
2. Is manifested before the person attains the age of 22.
3. Is likely to continue indefinitely.
4. Results in substantial functional limitations in three or more of the following areas of life activity: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, and economic self-sufficiency.
5. Reflects the person's need for a combination and sequence of services which are of lifelong or extended duration.

General Eligibility

The individual is at least eighteen years of age.

Or

An individual who is seventeen years of age, is a resident of this state, and is receiving publicly funded children's services may be considered eligible for services through the regional service system during the three-month period preceding the individual's eighteenth birthday in order to provide a smooth transition from children's to adult services.

An individual less than 18 years of age and a resident of the state may be considered eligible for those mental health services made available to all or a portion of the residents of the region of the same age and eligibility class under the county management plan of one or more counties of the region applicable prior to formation of the region. Eligibility for services under paragraph "b" is limited to availability of regional service system funds without limiting or reducing core services, and if part of the approved regional service system management plan.

The individual is a legal resident of the state.

Iowa Administrative Code 441-25.16

Financial Eligibility

The individual complies with financial eligibility requirements in IAC 441-25.16

1) Income Guidelines: (IC 331.395.1)

- a) Gross incomes 150% or below of the current Federal Poverty Guidelines. (Attachment B) At the discretion of HICS, applicants with income above 150% may be eligible for regional funding with an individual copayment as specified in this manual. (Attachment D)
- b) The income eligibility standards specified herein shall not supersede the eligibility guidelines of any other federal, state, county, or municipal program. The income guidelines established for programs funded through Medicaid (Waiver programs, Habilitative Services, etc.) shall be followed if different than those established in this manual.
- c) In determining income eligibility, the average monthly income for the past 3 months will be considered, however, recent employment and/or income changes may be considered by the HICS in determining income eligibility. Applicants are expected to provide proof of income (including pay stubs, income tax return, etc.) as requested by HICS.

2) Resources Guidelines: Iowa Code 331.395

An individual must have resources that are equal to or less than \$2,000 in countable value for a single-person household or \$3,000 in countable value for a multi-person household or follow the most recent federal supplemental security income guidelines.

- The countable value of all countable resources, both liquid and non-liquid, shall be included in the eligibility determination except as exempted in this subrule.
- A transfer of property or other assets within five years of the time of application with the result of, or intent to, qualify for assistance may result in denial or discontinuation of funding.
- The following resources shall be exempt:
 - (1) The homestead, including equity in a family home or farm that is used as the individual household's principal place of residence. The homestead shall include all land that is contiguous to the home and the buildings located on the land.
 - (2) One automobile used for transportation.
 - (3) Tools of an actively pursued trade.
 - (4) General household furnishings and personal items.
 - (5) Burial account or trust limited in value as to that allowed in the Medical Assistance Program.
 - (6) Cash surrender value of life insurance with a face value of less than \$1,500 on any one person.
 - (7) Any resource determined excludable by the Social Security Administration as a result of an approved Social Security Administration work incentive.

If an individual does not qualify for federally funded or state-funded services or other support, but meets all income, resource, and functional eligibility requirements of this chapter, the following types of resources shall additionally be considered exempt from consideration in eligibility determination:

- A retirement account that is in the accumulation stage.
- A medical savings account.
- An assistive technology account.
- A burial account or trust limited in value as to that allowed in the Medical Assistance Program.

An individual who is eligible for federally funded services and other support must apply for and accept such funding and support.

Co-payment for services

Any co-payments or other client participation required by any federal, state, region, or municipal program in which the individual participates shall be required to be paid by the individual. Such co-payments include, but are not limited to:

- Client participation for maintenance in a residential care facility through the state supplementary assistance program.
- The financial liability for institutional services paid by counties as provided in Iowa Code sections 230.15.
- The financial liability for attorney fees related to commitment as provided by Iowa Code section 229.19.

Co-payments in this section are related to core services to target populations as defined in Iowa Code 331.397. No co-payment shall be assessed to individuals with income equal to or less than 150 percent of the federal poverty level, as defined by the most recently revised poverty income guidelines published by the U.S. Department of Health and Human Services.

Individuals with income over the established guidelines may be eligible for services on a sliding fee scale as shown in Attachment D. A co-payment is required for those individuals with incomes between 150%-250% of poverty. This amount is collected by the service agency.

E. Information Technology and Data Management

HICS utilizes a web based system for Data Management. CSN is the system we are currently using. This web based system is maintained by the Iowa Association of Counties. The counties in the region provided funding to maintain this system. CSN is updating the system to be regional. Therefore all of our data will be available to us on a regional basis. This system will have ability to exchange information with DHS, counties, regions, contractors and others involved with services to persons with a disability who have authorized access to the data repository. The information will be labeled consistently and share the same definitions. Data collection and management information systems will be oriented to the needs of patients, providers, DHS, and other programs. The system will be used to identify, collect, and analyze service outcome and performance measures data in order to assess the effects of services on persons with disability. The system is HIPA compliant per regional HIPA policies and procedures. This system supports technology functions including data storage, reporting, file maintenance, billing, etc. The system has capacity to meet the data reporting requirements in 225 C. A web page is being developed for the region.

F. Financing and Delivery of Services and Support (IAC 441-25.21(1))

Non-Medicaid mental health and disability services funding shall be under the control of the Heart of Iowa Community Services (HICS) Governing Board in accordance with Iowa Administrative Code 441-25.13 (331.391). The HICS Governing Board shall retain full authority and financial risk for the Plan. The finances of the Region shall be maintained to limit administrative burden and provide public transparency.

The HICS Chief Executive Officer and Administrative Team (Team) shall prepare a proposed annual budget. The proposed budget shall be reviewed by the HICS governing board for final approval. The Team shall be responsible for managing and monitoring the adopted budget.

Services funded by HICS are subject to change or termination with the development of the regional MH/DS budget each fiscal year for the period of July 1 to June 30.

The HICS Governing Board has designated Dallas County to act as the Regional Fiscal Agent. The HICS Governing Board will determine an amount of projected MH/DS fund balance to be paid to the Regional Fiscal Agent. Member Counties with a fund balance below the percentage determined by the HICS Governing Board may draw funds necessary to bring the fund balance up to the established percentage.

Finances will be kept in separate county accounts that are under the control of the governing board. The coordinator or designee in each county will input bills per delegated authority of the governing board. The CEO and/or coordinator will approve payment of bills per delegated authority of the governing board. Bills will be paid per the local county auditor's schedule, twice per month. The financial agent in Dallas County will reconcile the billing with the local county auditors on a monthly basis. The governing board will review monthly financial reports on a quarterly basis.

An annual independent audit will be conducted during Dallas County's normal audit process and billed to the region.

Accounting System and Financial Reporting

The accounting system and financial reporting to the department conforms to Iowa Code 441- 25.13 (2) (331.391) and includes all non-Medicaid mental health and disability expenditures funded by the Region.

Information is separated and identified in the most recent Uniform Chart of Accounts approved by the State County Finance Committee including but not limited to the following: expenses for administration; purchase of services; and enterprise costs for which the region is a service provider or is directly billing and collecting payments.

Contact Individual for the Plan:

Chief Executive Officer-Darci Alt

Heart of Iowa Community Services

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