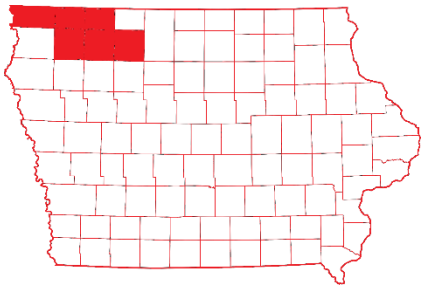

Northwest Iowa Care Connections
Mental Health and Disability Services Region
Serving residents of Clay, Dickinson, Lyon, O'Brien, Osceola, and Palo Alto Counties

FY 16 ANNUAL SERVICE AND BUDGET PLAN

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ANNUAL SERVICE AND BUDGET PLAN FOR FY 16

Northwest Iowa Care Connections exists to support improved access to behavioral healthcare and to promote full citizenship for people with mental illness and intellectual disabilities. This plan assumes that the state will not mandate expansion of initial core services or creation of additional core services without additional funding. This plan covers the period from July 1, 2015 through June 30, 2016.

A. Northwest Iowa Care Connections Regional Local Access points

Northwest Iowa Care Connections designates the following access points and their function(s) in the enrollment process. An access point is a part of the service system or community that is trained to complete the MH/DD funding applications for persons with a disability and forward them to the local Northwest Iowa Care Connections Office.

Access Point	Address	Phone
Cherokee MHI	1200 W. Cedar Loop Cherokee IA	712-225-2594
Dept of Human Services (DHS) Targeted Case Management (TCM) Emmetsburg office	2105 Main St Room 103 Emmetsburg, IA 50536	Pam Moldovan: Work Cell: 712-830-1509
DHS TCM Spencer office	21 W. 6th St. Suite 306 Spencer IA. 51301	Pam Moldovan: Work Cell: 712-830-1509
DHS TCM Sheldon office	2400 Park Street, Suite 2 Sheldon, IA 51201-8506	Pat Lange: Work Cell: 712-540-5873
Northwest Iowa Care Connections Clay County office	215 W. 4th St. Suite 6. Spencer, IA 51301	712-262-9438
Northwest Iowa Care Connections Dickinson County office	1808 Hill Ave. Suite 2502 Spirit Lake, IA 51360	712-336-0775
Northwest Iowa Care Connections Lyon County office	315 1st Ave. Suite 200 Rock Rapids, IA 51246	712-472-8240
Northwest Iowa Care Connections O'Brien County office	155 S. Hayes Box 525 Primghar, Ia 512245	712-957-5985
Northwest Iowa Care Connections Osceola County office	300 7th St. Sibley, IA 51249	712-754-4209
Northwest Iowa Care Connections Palo Alto County office	1010 Broadway Emmetsburg, IA 50536	712-852-2832
Seasons Center for Behavioral Health with offices in Clay, Dickinson, Lyon, O'Brien, Osceola and Palo Alto Counties	201 E. 11th St. Spencer, IA 51301	712-262-2922 or 800-242-5101
	2301 Highway 71 Spirit Lake IA 51360	
	315 1st Ave. Rock Rapids, IA 51246	
	604 Park St. Sheldon, IA 51201	
	600 N. 9th Ave. Sibley, IA 51249	
	717 Broadway Emmetsburg, IA 50536	

Access Point	Address	Phone
Spencer Hospital	1200 1st Ave. E. Spencer IA 51301	712-264-6228

Northwest Iowa Care Connections
Regionally Designated Targeted Case Management Agencies
(Chapter 24 Accredited)

Department of Human Services Targeted Case Mgt.	2105 Main St Room 103 Emmetsburg, IA 50536 21 W. 6th St. Suite 306 Spencer IA. 51301 2400 Park Street, Suite 2 Sheldon, IA 51201-8506	Pam Moldovan: Work Cell: 712-830-1509 Pam Moldovan: Work Cell: 712-830-1509 Pat Lange: Work Cell: 712-540-5873
County Social Services Integrated Care Management	598 1st Ave. N. Estherville IA 51334	712-362-2452
Seasons Center Case Management	201 E. 11th St. Spencer IA 51301	712-262-2922 1-800-242-5101

B. Crisis Planning

Crisis prevention, response and resolution is as much a mindset as it is a continuum of strategies and services. Crisis services are available on a 24 hour basis for prevention, supportive counseling and debriefing. 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. When these plans are developed, the goal is to figure out an environment and support structure that works for a person to mitigate the triggers that lead to crisis. Some agencies specifically use a Wellness Recovery Action Plan (WRAP) that complements the coordination plan. Much of the prevention, response, and resolution of crisis is handled through the normal services and supports people receive.

If more specialized crisis response and resolution is required to meet a person's need, Northwest Iowa Care Connections has several options.

Provider	Contact Information	Service	Assists with
Compass Pointe	712-262-2952	24 hours a day 7 days a week	Crisis Services
Seasons Center	800-242-5101	24 hours a day 7 days a week	Crisis Services
Iowa Concern Hotline	800-447-1985	24 hours a day 7 days a week	Legal, Family Issues, Finance Crisis, Disaster, and Stress related Assistance

The primary goals for all these services are crisis assessment, resolution, and screening for appropriate levels of care.
Through FY 16, community crisis teams, composed of local stakeholders, continue to work within the region on specific service needs that address gaps in service utilizing current resources whenever possible. The goal of two of these teams is to address the needs for persons with multi-occurring crisis services in community settings, including the region's hospitals' emergency rooms as well as in our region's county jails. Tiered crisis intervention services, including a call center for routine, urgent and emergent needs, possible dispatch through a mobile crisis option to "aid-in-place" along with plans to create local respite options with our partners in residential care facilities are being considered in our rural region based on funding availability Our region's goal is to provide a menu of safe and appropriate crisis services options in lieu of more restrictive levels of care including inpatient psychiatric services when applicable.

Service	Crisis Function	Provider	Contact Information
Mental Health First Aid	Mental Health training for regional law enforcement	Iowa Law Enforcement Academy	ILEA-Des Moines IA
*Mental Health First Aid	Mental Health training for regional communities	NWIACC, NAMI of NWIA, DBSA of NW IA, other local providers/interest groups	NWIACC 712-262-9438
* Positive Behavior Supports	Training Collaborative for Positive Behavior Support and Evidence Based Practices which includes Motivational Interviewing	Partnership between NWIACC and Network Partners and Providers	NWIACC 712-262-9438
*Trauma Informed Care	Training Collaborative for Trauma Informed Care and Evidence based Practices which include Motivational Interviewing	Partnership between NWIACC and Network Partners and Providers	NWIACC 712-262-9438
*Crisis Team	Care Coordination 24/7 telephonic service for crisis resolution and screening for inpatient treatment	Exploring options with local and/or statewide providers to address rural tiered crisis services delivery system	NWIACC 712-262-9438

In our region's tiers of service, we will explore the use of natural supports and peer support services in the care of individuals in need. We have accessed the Iowa Law Enforcement Academy for regional training on Mental Health First Aid. We see that as a need in the community and will address this with our local National Alliance on Mental Illness (NAMI) and Depression Bipolar Support Alliance (DBSA) to provide this training locally.

Combined with additional attention to the needs of our regional residents with disabilities for affordable, supportive housing, we are looking to our communities for assistance in meeting that basic need to offer stability for individuals in need of that service. Our regional Supported Housing Team is beginning the networking process to identify potential partners and areas of

need, the current projects underway and the opportunities to infuse supported housing for persons with disabilities into the awareness of developers as we address that basic need. Our region understands the value of cooperation since this private-public partnership will help us transition persons displaced from residential care facilities as they down-size to provide more integrated living options in the community.

As our regional Training Collaborative sets forth priorities for training, plans to provide Positive Behavioral Supports and Motivational Interviewing, as evidence based practices, are seen as areas of emphasis meet the needs of individuals in crisis. We denoted above with an asterisk (*) those services being designed to engage people at an earlier stage of crisis to avoid more intensive services.

C. Scope of Services & Budget

The annual budget and planning process is utilized to identify and implement core disability service improvements. The Northwest Iowa Care Connections Region collaborates with stakeholders to assess need and to advocate adequate funding for services and supports in the initial core service domains. Northwest Iowa Care Connections is the funder of last resort. Additional funding sources are used to empower individuals to reach their fullest potential in the most integrated, cost effective setting available.

The Northwest Iowa Care Connections Region is responsible for services that are authorized in accordance with the Regional Management Plan and within the constraints of budgeted dollars and funding availability. As the region evolves, the NWIACC Governance Board will allow, with their prior authorization, flexible use of funds within the confines of the regional budget to address special projects and services brought forward for consideration. Services funded by Northwest Iowa Care Connections are subject to change or termination with the development of the annual budget each fiscal year. Services are provided. The Regional Management Plan Policy & Procedure Manual addresses mandated services access standards.

The Northwest Iowa Care Connections Chief Executive Officer and Administrative Team proposed the FY16 budget. On February 4th, 2015, the Northwest Iowa Care Connections reviewed and approved the Regional Budget. Northwest Iowa Care Connections is responsible for managing and monitoring the adopted budget.

As we move forward into FY 16, we are projecting the amount of services are based on access standards discussed in the region's management plan. Because of the challenges associated with Integrated Health Home (IHH) Coordination Services gearing up to address needs and the eligibility issues related to the Medicaid Eligibility for Persons with Disabilities (MEPD) and the Medicaid Medically Needy Program, Northwest Iowa Care Connections is providing funding to assure access to critical care services when applicable.

Annually, Northwest Iowa Care Connections reviews actual expenditures and services provided, stakeholder input and participation, scope of services, historical costs or services, quality assurance implementation findings, waitlist information, meeting access standards, progress toward goals and objectives, and, if any, appeal type and resolution to determine projected needs and if gaps in services or barriers to services exist. This review is submitted annually to the Department of Human Services.

Core Service Domain: Specific Service	**Description**	**Priority Population (MI & ID)**	**Additional Population (DD)**	**FY16 Proposed Budget Priority Population**	**FY16 Proposed Budget Additional Population**	**Additional Funding Sources**
Core Services						
Treatment: Assessment & Evaluation	The clinical review by a mental health professional of the current functioning of the individual using the service in regard to the individual's situation, needs, strengths, abilities, desires and goals to determine the appropriate level of care.	Yes	No	$ 10,000	$ –	Medicaid, Insurance
Treatment: MH Outpatient Therapy	Services will consist of evaluation and treatment services provided on an ambulatory basis for the target population including psychiatric evaluation, medication management and individual, family, and group therapy.	Yes	No	$ 8,000	$ –	Medicaid, Insurance
Treatment: Medication Prescribing & Management	Services provided directly to or on behalf of the individual by a licensed professional as authorized by Iowa law including, but not limited to, monitoring effectiveness of and compliance with a medication regimen; coordination with care providers; investigating potentially negative or unintended psychopharmacologic or medical interactions; reviewing laboratory reports; and activities pursuant to licensed prescriber orders. Services with the individual present provided by an appropriately licensed professional as authorized by Iowa law including, but not limited to, determining how the medication is affecting the individual; determining any drug interactions or adverse drug effects on the individual; determining the proper dosage level; and prescribing medication for the individual for the period of time before the individual is seen again.	Yes	No	$ 12,000	$ –	Medicaid, Insurance
Treatment: MH Inpatient Treatment	Acute inpatient mental health services are 24-hour settings that provide services to treat acute psychiatric conditions. Primary goal is to provide a comprehensive evaluation, rapidly stabilize symptoms, address health and safety needs and develop a comprehensive and appropriate discharge plan.	Yes	No	$ 71,000	$ –	Medicaid, Insurance

Core Service Domain: Specific Service	**Description**	**Priority Population (MI & ID)**	**Additional Population (DD)**	**FY16 Proposed Budget Priority Population**	**FY16 Proposed Budget Addi-tional Population**	**Additional Funding Sources**
Basic Crisis Response: Evaluation	The process used with an individual to collect information related to the individual's history and needs, strengths, and abilities in order to determine appropriate services or referral during an acute crisis episode.	Yes	Yes	$ 221,000	$ –	Medicaid
Basic Crisis Response: Personal Emergency Response System	An electronic device connected to a 24-hour staffed system which allows the individual to access assistance in the event of an emergency.	Yes	No	$ 0 Since there is no history of funding for this service, the region has not budgeted for this but will provide funding if needed for this core service.	$ –	Medicaid
Support for Community Living: Home Health Aide	Unskilled medical services which provide direct personal care. This service may include assistance with activities of daily living, such as helping the recipient to bathe, get in and out of bed, care for hair and teeth, exercise, and take medications specifically ordered by the physician.	Yes	No	$ 0 Since there is no history of funding for this service, the region has not budgeted for this but will provide funding if needed for this core service.	$ –	Medicaid
Support for Community Living: Home & Vehicle Mod	A service that provides physical modifications to the home or vehicle that directly address the medical health or remedial needs of the individual that are necessary to provide for the health, welfare, and safety of the member and to increase or maintain independence.	Yes	No	$ 0 Since there is no history of funding this service, the region has not budgeted for this but will provide funding if needed for this core service.	$ –	Medicaid
Support for Community Living: Respite	A temporary period of relief and support for individuals and their families provided in a variety of settings. The intent is to provide a safe environment with staff assistance for individuals who lack an adequate support system to address current issues related to a disability. Respite may be provided for a defined period of time; respite is either planned or provided in response to a crisis.	Yes	No	$ 0 Since this is a developing program utilizing partnerships with regional RCFs, any costs associated with this service will be reflected in funds allocated in the RCF line of the budget at this time.	$ –	Medicaid
Support for Community Living: Supportive Community Living (Daily)	Services and supports to enhance an individual's ability to regain or attain higher levels of independence or to maximize current levels of functioning.	Yes	No	$ 449,030	$ –	Medicaid
Support for Community Living: Supportive Community Living (Hourly)	Services provided in a non-institutional setting to adult persons with mental illness, intellectual, or developmental disabilities to meet the persons' daily living needs.	Yes	No	$ included in SCL Daily Estimates (listed above)	$ –	Medicaid

Core Service Domain: Specific Service	**Description**	**Priority Population (MI&ID)**	**Additional Population (DD)**	**FY16 Proposed Budget Priority Population**	**FY16 Proposed Budget Additional Population**	**Additional Funding Sources**
Support for Community Living Residential Care (PMI, ID)	Facilities licensed as residential care facilities, including those with special licenses for individuals with intellectual disabilities or for persons with mental illness.	Yes	No	$ 934,738	$ –	Medicaid
Support for Employment: Day Habilitation	Services that assist or support the individual in developing or maintaining life skills and community integration. Services will enable or enhance the individual's functioning, physical and emotional health and development, language and communication development, cognitive functioning, socialization and community integration, functional skill development, behavior management, responsibility and self-direction, daily living activities, self-advocacy skills, or mobility.	Yes	No	$ 0 Since there is no history of funding this service, the region has not budgeted for this but will provide funding if needed for this core service.	$ –	Medicaid
Support for Employment: Job Development	Services that assist individuals in preparing for, securing and maintaining gainful, competitive employment. Employment will be integrated into normalized work settings, will provide pay of at least minimum wage, and will be based on the individual's skills, preferences, abilities, and talents.	Yes	No	$ 6,000	$ –	Medicaid
Support for Employment: Supported Employment	An approach to helping individuals participate as much as possible in competitive work in integrated work settings that are consistent with the strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice of the individuals. Services are targeted for individuals with significant disabilities for whom competitive employment has not traditionally occurred; or for whom competitive employment has been interrupted or intermittent as a result of a significant disability including either individual or group supported employment, or both, consistent with evidence-based practice standards published by the Substance Abuse and Mental Health Services Administration.	Yes	No	$ 6,200	$ –	Medicaid
Support for Employment: Prevocational Services	Services that focus on developing generalized skills that prepare an individual for employment. Prevocational training topics include but are not limited to attendance, safety skills, following directions, and staying on task.	Yes	No	$ 507,743	$ –	Medicaid
Support for Employment-Work Activity	Services designed to address needs of eligible individuals who desire purposeful work and day services subject to SF2463 language "included but not limited to" under Support for Employment	Yes	No	$ 761,616	$ –	None

Core Service Domain: Specific Service	**Description**	**Priority Population (MI&ID)**	**Additional Population (DD)**	**FY16 Proposed Budget Priority Population**	**FY16 Proposed Budget Additional Population**	**Additional Funding Sources**
Support for Employment: Group Supported Employment	Job and training activities in business and industry setting for groups of workers with disabilities.	Yes	No	$ 0	$ –	Medicaid
Recovery Services: Family Support	Services provided by a family support peer specialist that assists the family of an individual to live successfully in the family or community including, but not limited to, education and information, individual advocacy, family support groups, and crisis response.	Yes	No	$ 12,000	$ –	Medicaid
Recovery Services: Peer Support	A program provided by a peer support specialist including but not limited to education and information, individual advocacy, family support groups, crisis response, and respite to assist individuals in achieving stability in the community.	Yes	No	$ 0 Since there is no history of funding this service, the region has not budgeted for this but will provide funding if needed for this core service.	$ –	Medicaid
Service Coordination: Case Management	Service provided by a case manager who assists individuals in gaining access to needed medical, social, educational, and other services through assessment, development of a care plan, referral, monitoring and follow-up using a strengths-based service approach that helps individuals achieve specific desired outcomes leading to a healthy self-reliance and interdependence with their community.	Yes	No	$ 0 Case Mgt Services are available through local County Case Management	$ –	Medicaid
Service Coordination:	Activities designed to help individuals and families identify service needs and coordinate service delivery.	Yes	No	$ 95,575	$ –	None
Treatment: Community Support Programs	Comprehensive programs to meet individual treatment and support needs in a community setting	Yes	No	$ 1,500	$ –	Medicaid
Support for Community Living: Transportation	Transportation to allow an individual to conduct business errands, shop, receive medical services, work, recreate, attend school, and reduce social isolation.	Yes	No	$ 8,040	$ –	Medicaid
Civil Commitments	Evaluations, transportation, legal representation, mental health advocates, and other services provided to individuals undergoing civil commitment	Yes	Yes	$ 81,400	$ -	None
Regional Admin	Activities necessary to manage the service system	Yes	Yes	$ 345,378	$ -	None

Core Service Domain: Specific Service	Description	Priority Population	Additional Population	FY16 Proposed Budget Priority Population	FY16 Proposed Budget Additional Population	Additional Funding Sources
TOTAL				$3,531,220	$ 0	

Standardized functional assessment must support the need for services of the type and frequency identified in the individual's case plan.

Anticipated Revenues

Anticipated revenues for the Northwest Iowa Care Connections result from each member county's MHDS Fund 10 that includes their annual maximum property tax, and any funding from the state as allowed to a rate of $47.28, state payment program dollars as applicable, and FY 15 County Fund 10 balances brought forward. These funds are available to client services and administration provided for purposes of the Region. The tables below reflect anticipated 2016 Equalization payments received by Northwest Iowa Care Connections member counties. (FY 16 amounts are subject to population gain and loss.) This table also anticipates federal Social Services Block Grant (SSBG) revenues. In the event that federal and/or state revenues are not available to fund regional mental health and disability services, the Governance Board will evaluate financial need and address funding shortfalls through the use of County Fund 10 reserves when available. The adjoining table below provides FY 15 ending fund balances.

County	Population	County Maximum Contribution	Equalization committed To Region per SF2315	Max Property Tax Dollars plus Equalization	SSBG Funds	Total Anticipated Property Tax, Equalization SSBG Revenues	Plus Reserves to $48.16	Total FY 16 Anticipated Revenues
Clay	16,590	$ 402,866	$ 381,509	$ 784,375	$ 27,797	$ 812,172	$14,599	$826,771
Dickinson	16,899	$ 412,509	$ 386,476	$ 798,985	$ 119,616	$ 918,601	$14,871	$933,472
Lyon	11,670	$ 248,113	$ 303,645	$ 551,758	$ 29,551	$ 581,309	$10,270	$591,579
O'Brien	14,210	$ 570,532	$ 101,317	$ 671,849	$ 177,224	$ 849,073	$12,505	$861,578
Osceola	6,357	$ 195,225	$ 105,334	$ 300,559	$ 0	$ 300,559	$ 5,594	$306,153
Palo Alto	9,419	$ 410,292	$ 0	$ 410,292	$ 65,069	$ 475,361	$ 8,289	$483,650
Total	75,145	$2,239,537	$1,278,281	$ 3,517,818	$ 419,257	$3,937,075	$ 66,128	$4,003,203

Counties	FY 15 Projected Ending Fund Balance (Cash)
Clay	$ 548,236
Dickinson	$ 564,533
Lyon	$ 531,008
O'Brien	$ 631,298
Osceola	$ 73,494
Palo Alto	$ 398,443
Total	$ 2,747,012

D. Financial Forecasting Measures

Throughout the year, Northwest Iowa Care Connections staff and stakeholders will identify unmet needs and areas for service development, which are incorporated into subsequent strategic plans and budgets.

We forecast the funding of core services for the mandated core populations (persons with Mental Illness and Intellectual Disabilities) with emphasis on crisis services, customized employment, and supportive housing will result in a sustainable plan of investing in the services to persons in need and in our infrastructure for better response and access. Interdisciplinary teams have been or will be assembled to address the projects listed below as part of the region's strategic plan priorities in the areas of system infrastructure, community living, employment, and treatment.

We continue to provide regional service coordination that reviews regional funding needs of individuals and their service goals to make appropriate referrals to other funding streams for supported community living and employment services. Networking and emphasis placed on developing more community based housing and employment opportunities for persons with disabilities is high on our list of regional priorities. Our region's contracting will continue to reflect our commitment to consumer outcomes and performance based measures for care and access.

We struggle with the lack of revenue to address our service needs due to frozen FY 96 levy rates. Five of our six counties have maximum levies which are well below the statewide allowable rate of $47.28. For that reason, our regional maximum levy at this time is $2.2 M as opposed to $3.5 we could generate if levies could be increased to the statewide rate of $47.28. Combined with the decrease in state allocations through equalization funding (-$1.2M for FY 16), we foresee the need to decrease our service funding by $900,000 in FY 16 to support a sustainable system of care into FY 17.

As more independent levels of care are developed that meet consumer needs, we look to these priorities to improve their integration into community life with the funding we have available.

Strategic Plan Priority Area	FY16Strategy	Projected Cost
Employment and Day Services	Partner with Stakeholders to develop Individualized Outcome Based Customized Employment Opportunities in the Region	$ 507,743
Crisis Services in the Jail	Partner with Stakeholders to develop screening and Treatment options for Incarcerated Adult Individuals with Multi-Occurring Disorders	$ 16,000
Community Crisis Services	Partner with Stakeholders to develop Crisis Aversion with a mobile response team and respite options	$ 205,000
Person Centered Plan	Partner with Stakeholders to address Core Curriculum per ADRC model ;Continued Consultation with IDPH and ROSC model	$ 1,000
Community Living	Partner with Stakeholders to develop community living alternatives for individuals needing services within the Northwest Iowa Care Connections region	$ 300,000

Strategic Plan Priority Area	FY16Strategy	Projected Cost
Positive Behavior Supports	Educate communities regarding Positive Behavior Supports for improved outcomes through regional service providers and trained community members	$ 1,000
Family Support	Education of Family members of persons with mental illness to provide support and assistance as needed	$ 12,000
Mental Health First Aid	Training for Employers Along with interested community members	$ 1,000
Trauma Informed Care	In-services with local providers to encourage mastery of trauma informed care with persons presenting with complex needs	$ 1,000
Total Anticipated Projected Costs of Regional Priorities	These opportunities begin the ongoing investment of Northwest Iowa Care Connections to address in a sustainable manner, the needs of individuals in our communities	**$ 1,044,743**

E. Provider Reimbursement Provisions

Northwest Iowa Care Connections will contract with MHDS providers whose base of operation is in the region. Northwest Iowa Care Connections may also honor contracts that other regions have with their local providers or 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.

Over the past several years, Northwest Iowa Care Connections plans to use its contracting capacity to implement a series of strategies for moving towards outcome-based payments. Northwest Iowa Care Connections uses a mix of fee-for-service, fee-for-service and capitated case rates for most of its System of Care services. It provides block grants only for specific population based activities where billing by individual served is impossible or impracticable. Non-traditional provider contracts are used in instances when services are provided by individuals or families.

Northwest Iowa Care Connections service contracts require that all providers meet all applicable licensure, accreditation or certification standards; however Northwest Care Connections makes serious efforts to stimulate access to more natural supports in its service provider network. Successful attainment of positive outcomes, consumer and family satisfaction, and cost effectiveness measures are the most important factors in continued network participation. Northwest Iowa Care Connections (NWIACC) has identified access points within the provider network to assist individuals or their representatives to apply for services.

NWIACC Regional Network of Providers	Funded Programs in the NWIACC Region
Broadlawns Regional Medical Center 1801 Hickman Road Des Moines, IA 50309 515-282-2200	Adult Inpatient Psychiatric Services

NWIACC Regional Network of Providers	Funded Programs in the NWIACC Region
Community and Client Services of Iowa 518 9th Ave. N. Sibley, Iowa 51249 712-754-3608	Supported Community Living
Compass Pointe 1900 Grand Ave. N. Suite A. Spencer, IA 51301 712-262-2952	Multi-Occurring Disorders Crisis Care Jail Multi-Occurring Disorders Screening Services
Creative Living Center 1905 10t h St. Rock Valley, IA 51247 712-476-5245	Adult Outpatient MH Services
Department of Human Services 20 W. 6th St. Spencer, Iowa 51301 712-264-3540	Targeted Case Management
County Case Management Sub contracted currently through Seasons Center 201 E. 11th St. Spencer, Iowa 51301 712-262-2922 800-242-5101	Case Management Services for Clay County (MI,ID,DD, BI) Dickinson (MI only) O'Brien (MI,ID,DD,BI) and Osceola Counties (MI,ID,DD,BI)
Emmet County Case Management Services 609 1st Ave. N Suite 15 Estherville, IA 51334 712-362-2452	Case Management for Dickinson County (ID,DD, BI)
Hope Haven-Echo/Plus, Inc. 1560 6th Ave. N Estherville, Iowa 51334 712-362-2192 1808 Jackson Ave. Spirit Lake, IA 51360 712-336-4052	Supported Community Living Employment and Day Services
Hope Haven 1800 19th St. Rock Valley, Iowa 51247 712-476-2737	Supported Community Living Employment and Day Services Crisis Services Peer Support Respite MI Day Habilitation Adult Outpatient Therapy Jail Multi-Occurring Disorders Screening & Therapy Services
Horizons Unlimited 3826 460th Ave. Box 567 Emmetsburg, IA 712-852-2211	Supported Community Living Employment and Day Services
Kathleen's RCF 1505 E. 5th St. Emmetsburg, Iowa 50536 712-852-2267	Residential Services Supported Community Living
Life Skills 1510 Industrial Rd. SW LeMars, IA 51031 712-546-4785	Employment and Day Services

NWIACC Regional Network of Providers	**Funded Programs in the NWIACC Region**
Mercy Medical Center North IA 1000 4th St. SW Mason City, Iowa 50401 641-428-7000	Inpatient Psychiatric Services
Mercy Medical Center 1111 6th Ave. Des Moines, IA 50314 515-247-3121	Inpatient Psychiatric Services
Opportunity Village 1200 N 9th St. W. Clear Lake, IA 50428 641-357-5277	Employment and Day Services
Prairie View 18569 Lane Road Fayette, IA 52142 563-425-3291	Residential Services
Pride Group 214 Plymouth St SE LeMars, IA 51031 712-546-6500 2273 170th St. Okoboji IA 51355 712-332-3124 6059 390th St. Primghar, IA 51245 712-757-6375	Residential Services Supported Community Living Habilitation Services
Seasons Center for Behavioral Health 201 E. 11th St. Spencer, IA 51301 712-262-9438 1-800-242-5101	Inpatient Psychiatric Hospitalization-Evaluation and Treatment Outpatient MH Services – Psychiatric Evaluation & Medication Management Outpatient Therapy Services Community Based Services (CBS) Crisis Services Family and/or Peer Support Services Multi-Occurring Disorders Care
Sunshine Services Box 225 Spencer, IA 51301 712-262-7805	Supported Community Living Employment and Day Services
Spencer Hospital 1200 1st Ave. E. Spencer IA 51301 712-264-6228	Inpatient Psychiatric Hospitalization
Unity Point (Iowa Lutheran & Iowa Methodist) 700 E University Ave Des Moines, IA 50316 515-2635-5612	Inpatient Psychiatric Hospitalization
Village Northwest 330 Village Circle Sheldon, IA 51201 712-324-4873	Supported Community Living Employment and Day Services
Willow Heights 60191 Willow St. Atlantic, IA 712-243-3411	Residential Services Supported Community Living