

## **COUNCIL ON HUMAN SERVICES**

### **MINUTES**

**March 8, 2017**

#### **COUNCIL**

Mark Anderson  
Phyllis Hansell  
Alexa Heffernan  
Kimberly Kudej (absent)  
Guy Richardson (absent)  
Kim Spading (via phone)  
Sam Wallace

#### **EX-OFFICIO LEGISLATIVE MEMBERS**

Representative Joel Fry (absent)  
Representative Lisa Heddens (absent)  
Senator Mark Segebart (absent)  
Senator Amanda Ragan (absent)

#### **STAFF**

Chuck Palmer  
Sandy Knudsen  
Nancy Freudenberg  
Sally Titus

Amy McCoy  
Vern Armstrong  
Wendy Rickman  
Rick Shults

#### **GUESTS**

Tony Leys, Des Moines Register  
Peggy Huppert, National Alliance on Mental Illness/Iowa  
Natalie Koerber, Amerigroup Iowa  
Linda Brundies, Ombudsman's Office

#### **CALL TO ORDER**

Mark Anderson, Chair, called the Council meeting to order at 10:03 a.m.

#### **ROLL CALL**

All Council members were present with the exception of Kudej and Richardson.  
All Ex-officio legislative members were absent.

## **RULES**

Anderson reported that the following rules will be “on hold” until a future date:

R-1 Amendments to Chapter 58 regarding Emergency Assistance.

R-2 Amendments to Chapters 77, 78, and 79 regarding Medicaid.

Nancy Freudenberg, Bureau of Policy Coordination, presented the following rules to the Council.

R-3. Amendments to Chapter 78, Medicaid. Amendments change the requirement for a review of the treatment plan for home health services to be conducted every 60 days instead of 62 days. Amendments also define the timeframe that a face-to-face encounter between a physician or certain non-physician practitioners and members must occur for home health services to be received.

A motion was made by Wallace and seconded by Heffernan to approve.

**MOTION CARRIED UNANIMOUSLY.**

R-4. Amendments to Chapter 79, Amendments clarify the roles, responsibilities and membership of the Medical Assistance Advisory Council (MAAC) in accordance with 2016 Iowa Acts, HF 2460, section 99.

A motion was made by Hansell and seconded by Wallace. **MOTION CARRIED UNANIMOUSLY.**

R-5. Replacement of Chapter 106, Standards for Children’s Residential Facilities. Amendment rescinds and replaces the existing Chapter 106. Amendments places the Department in compliance with the legislative requirement to adopt new rules regarding standards for children’s residential facilities. These rule changes implement 2016 Iowa Acts, SF 2304.

A motion was made by Hansell and seconded by Heffernan. **MOTION CARRIED UNANIMOUSLY.**

## **APPROVAL OF MINUTES**

A motion was made by Wallace and seconded by Heffernan to approve the minutes of February 8, 2017. **MOTION CARRIED UNANIMOUSLY.**

## **UPDATE ON MANAGED CARE**

Mikki Stier, Administrator, Iowa Medicaid Enterprise, provided the Council with an update:

- As mentioned last month, DHS continues to monitor AmeriHealth's transition regarding their move to a more internal case management hybrid model and also moving home and community based (HCBS) waiver providers to the rate floor. DHS monitors for network adequacy.
- AmeriHealth plans to enter into contract re-negotiations with the Mercy Health Network.
- The next Managed Care Organization Performance Data quarterly report should be released shortly.
- Staff will continue to track on changes that are occurring over the next few months at the federal level.

Spading noted her concern that more local case managers are losing their positions in the coming months. She is also concerned that families are having to change their case managers as some chose the AmeriHealth plan specifically so they could keep their case managers.

Chuck Palmer, Director, noted that he shares Spading's concerns regarding the disruptions for individuals and providers and has been in communication with Johnson County Case Management regarding the issue. After a year in Iowa, AmeriHealth, for management reasons, has decided to change course in the way they deliver case management services. DHS believes case management to be a critical service and that function still needs to meet standards. In regard to the HCBS rate floor, the floor represents what entities were being paid in the Fee-For-Service (FFS) program and are actuarially-sound and approved by the federal government.

There was some discussion regarding possible upcoming changes to the Affordable Care Act focusing on the effects to the expansion population.

## **OVERVIEW OF DHS BACKGROUND CHECK PROCESS**

Vern Armstrong, Administrator, Division of Field Operations, provided the Council with an overview of the DHS 'background check' process. Highlights:

- The Code of Iowa requires certain employers to conduct background checks prior to hiring. Some require the DHS to provide those checks. Examples of those entities include:
  - Health Care Facilities
  - Nursing Homes
  - Hospitals
  - Group Homes, Shelters, PMICs, Child Care Centers
  - DHS Facilities
  - Social Workers

- The types of checks include:
  - Division of Criminal Investigation (DCI) Registries
  - Sex Offender Registries
  - Children/Dependent Adult Abuse Registries
- The Iowa Code lays out what the Department needs to consider in the evaluation.
- The DHS Unit that conducts these reviews is comprised of 3 Social Workers and 1 Clerical staff.
- 10,000 checks are processed annually
- An average turnaround time is 5 working days

## **COUNCIL UPDATES**

Wallace complimented the Department on the difficult task of managing the budget cuts for this fiscal year.

Anderson thanked Palmer for speaking at the ‘Lutheran Day on the Hill’ event on February 21st.

## **UPDATE ON CHILDREN’S MENTAL HEALTH AND ADULT MENTAL HEALTH**

Wendy Rickman, Administrator, Division of Adult, Children and Family Services, reported on two grants (University of Iowa and Four Oaks) working on improving child well-being. The University of Chicago and the Casey Foundation continue to lend their expertise.

Palmer reported that the Department has been meeting with various groups, including family members, peer support specialists, sheriffs and associations, regarding how the system is currently dealing with complex cases. An individual with complex needs could include those with co-occurring mental illness with a substance abuse disorder or intellectual disability. The hope is that through a collaborative process, it can be determined where modifications can be made to improve the system to ensure people receive appropriate services.

Rick Shults, Administrator, Division of Mental Health and Developmental Disabilities, reported on two grants (Youth Shelter Services and Seasons Center) to develop services necessary for children’s mental health crisis services by building on local collaborations and focusing on prevention and early intervention to avoid more critical situations.

### **Update on Glenwood Resource Center**

Shults reported that in September the Department began an investigation of unexplained injuries at the Glenwood Resource Center (GRC). DHS contacted

the Department of Inspections and Appeals (DIA) who also conducted their own individual investigation. As a result of the DHS investigation:

- 12 employees no longer work for GRC
- 5 employees have been disciplined due to reporting issues
- More supervisors are now on evening and weekend shifts
- Increased management oversight
- Instigated a significant amount of training and coaching of employees
- Shults has taken on the 'Interim Superintendent' role since the GRC Superintendent retired (with the assistance of Marcia Edgington, Superintendent of the Woodward Resource Center)

When DIA completed their assessment, they took the action "Not In Substantial Compliance" with two conditions of participation and determined that GRC needed to correct these conditions, or could not operate under the Medicaid program. Corrections were made and they are now found in compliance and were given a provisional license.

DHS contracted with an outside source "Joint Commission Resources" to provide an analysis and evaluation of GRC to find out what happened and what can be done to correct the problems. A copy of the report was provided to the Council. The Department will move forward by laying out their recommendations into a dynamic action plan.

Council decided to visit the Glenwood Resource Center at their next meeting.

## **LEGISLATIVE UPDATE**

Sally Titus, Deputy Director, provided a legislative update:

- The Department has reviewed over 100 bills this session
- Two of the three proposed Department bills are still being considered in the legislature (both regarding children services)
- The Department continues to monitor bills concerning mental health services, health care, insurance and other topics that concern DHS

## **DIRECTOR'S UPDATE**

Palmer reported that Mark Anderson and Kim Kudej have been re-appointed to the Council. The Governor will be appointing a county supervisor representative to replace outgoing Council member Guy Richardson.

## **ADJOURNMENT**

Council adjourned the meeting at 1:40 p.m.

*Submitted by Sandy Knudsen,  
Recording Secretary*