

**FY 2013 ANNUAL REPORT
ADAIR, ADAMS, CLARKE, TAYLOR AND UNION COUNTIES
(ACUTA)**

VISION STATEMENT

ACUTA Counties have adopted the principles of choice, empowerment and community for the individuals within the MH/DD system. ACUTA embraces the philosophy that disabled individuals have rights and responsibilities to assist in the planning for their services and supports within a network and community setting.

A. Needs Assessment

ACUTA obtains information regarding the needs of the ACUTA Mental Health system through a variety of ways. Among these are: Board of Supervisors meetings; provider agency meetings and surveys, consumer surveys, team meetings, stakeholder meetings and meetings with case managers. The needs listed below have been identified by examining the existing mental health system for ACUTA and analyzing the input from the above mentioned sources.

- Better communication between ACUTA and their Provider Network
- Alternate services for consumers aging out of the workshop setting
- Better communication with consumers and family members regarding Management Plan and what service options are available for consumers

➤ **PROGRESS ON ALL STATED GOALS HAS REMAINED ESSENTIALLY THE SAME AS REPORTED FOR FY2012. ALL MEETINGS AND DISCUSSIONS HAVE CENTERED AROUND THE TOPIC OF MENTAL HEALTH REFORM AND REDESIGN**

GOALS AND OBJECTIVES

Goal 1: To keep providers better informed of changes taking place within the Mental Health system.

Measurable Objective A: Hold provider/CPC meetings at least once quarterly to disseminate and share information.

Measurable Objective B: Keep providers up-to-date on county mental health information between meetings by means of newsletter or memo.

Measurable Objective C: Continue to request provider input via satisfaction surveys

GOAL 1 PROGRESS

This goal has been difficult to attain due to work schedules of all involved. Several formal meetings were held. The discussions centered around Mental Health Reform. Providers were curious how they would be affected and what form the new system would take. Many informal one-on-one meetings were held with various providers. I shared information as I received it from the work groups and other sources regarding redesign. Work continues on this goal objective.

Communication with providers has been more frequent this year with questions about redesign. Most updates have taken the form of e-mails and phone calls. Work continues on this goal objective to ensure information is shared in a timely manner to all involved parties.

Goal 2: Work with those involved with mental health employment services to better serve consumers who are aging out; or not progressing within the workshop system.

Objective A: To involve case managers, consumers, family members and providers in discussing alternative services for consumers who are no longer a good fit for workshop services.

Objective B: To assist providers in creating/providing alternate plans and services for above mentioned consumers

GOAL 2 PROGRESS

Work continues on this goal. Alternate services are needed for those who no longer benefit from the employment services except as an exercise in socialization. I am continuing to explore these alternate services with the help of providers, case managers and other CPC's. There is much concern among providers about work services being discontinued especially in light of core service, best practice, and financial issues.

Goal 3: Create a better understanding of the ACUTA Mental Health system for consumers and family members.

Objective A: Create new Mental Health Management plan which more clearly outlines policies and procedures for those involved in Mental Health System.

Objective B: To work with case managers, providers, and other access points to ensure their unsure their understanding of the Plan.

Objective C: Ensure copies of the Plan are readily available at all access points.

Objective D: Hold at least one public meeting per year specifically designed for questions and comments on Management Plan, and ensure CPC availability upon request for additional informational meetings.

GOAL 3 PROGRESS

With the advent of Mental Health Redesign, this goal has taken on a new direction. Most discussion has been geared toward what a new, statewide plan would look like, what services would be offered, and how consumers would access those services. No formal meeting was held in the past year, but many small group meetings were held. All involved seem to be apprehensive at the possible changes in policy and are eager to give input on the new system. A new, Regional Mental Health Management Plan is being written.

DOCUMENTATION OF STAKEHOLDER INVOLVEMENT

See Attachment A

PROVIDER NETWORK

See Attachment B

APPEALS

There were no appeals in 2013 for ACUTA counties

QUALITY ASSURANCE IMPLEMENTATION, FINDINGS AND IMPACT ON PLAN

Evaluation of the system will continue as an ongoing process achieved through the following methods:

- Consumer and provider satisfaction
- Tracking of appeals and grievances
- Monitoring of the service utilization and costs per consumer unit of care

As in past years, consumers and providers report an overall satisfaction with the system. In FY 2013 we sent out 18 provider satisfaction surveys and 12 were returned. Concern over continued availability of funding is still being expressed, and will be an ongoing concern. Providers remain positive and willing to work with the CPC to keep the costs within the constraints of the budget. All returned surveys indicated a good understanding of the CPC process. Surveys were sent to 100% of case management clients and also sent to current consumers whose CPC applications needed updating. Families of consumers and the consumers themselves have again shown an understanding of the system and a willingness to work with providers and funders to meet the needs of the consumers and maximize existing services utilizing available funds. The progress on this goal continues with good results. Again, most discussions involved redesign with concern for the future of the program. I shared all information available to me.

Appeals and grievance were tracked with ACUTA having no appeals or grievances. Service utilization and cost per consumer is reflected in the budgeting process. Non-Medicaid consumer numbers and service costs continue to rise as do hospitalizations.

Many consumers have needed to return to full-county-pay status due to eligibility requirements of certain Medicaid programs resulting in additional costs to the counties.

WAITING LIST INFORMATION

There were no waiting lists in ACUTA counties in FY2013

ATTACHMENT A DOCUMENTATION OF STAKEHOLDER INVOLVEMENT

September 14, 2012 CPC 28E Board meeting with Board of Supervisors, Auditors, Case Managers and CPC staff.

October 12, 2012 Area Provider meeting – 8 area providers represented, 6 case managers, 3 board of supervisor members, one guardian, one parent, 2 consumers

December 14, 2012 Area Provider/Board/Case Management meeting – 4 providers, 4 board of supervisors members, 3 case managers represented

January 18, 2012 CPC 28E Board meeting – participants same as 9/14/12

March 15, 2013 CPC 28E Board meeting – members of 5 boards of supervisors, CPC staff, Case Management staff, 4 county auditors, 2 guests (parent of consumer and consumer)

June 21, 2013 CPC 28E Board meeting – members of 4 boards of supervisors, CPC staff, Case Management Supervisor, 1 guest (guardian of consumer), representatives for 2 providers

***** As noted in the body of the report numerous small group meetings, too numerous to list were held throughout the year regarding redesign.**

**ATTACHMENT B
PROVIDER NETWORK**

ACUTA Provider Network

NAME CODE SERVICE

Adair County Public Health/Case Mgmt. 21-374 Case Management – T19 Match
Adair County Sheriff 74-353 Transportation
Area 14 Agency on Aging 31-000 Transportation
Betts, Linda 32-399 ARO Respite
Broadlawns Medical Center 73-319 Other Public/Private Hospital
Bowsby, Betty Mental Health Advocate
Cass County Memorial Hospital 73-319 Other Public/Private Hospital
Cass, Inc. -367 Vocational & Day Services 63-399 ARO Supp. Community Living 50-362 Work Activity Service 50-399 ARO Work Services
Carroll County Council 32-399 Support - Other 63-329 Supported Community Living
Clarinda Mental Health Institute 71-319 Inpatient State Mental Health Inst.
C.A.R.E. 65-314 RCF 16 & Over Beds
Community Care of Glenwood (I.H.S.) 65-318 ICF/MR 16 & Over Beds
Concerned, Inc. 50-362 Work Activity Services 50-399 ARO Work Services 63-399 ARO Supported Comm. Living
Crossroads Mental Health Center
Country Haven 65-314 RCF 16 & Over Beds 65-399 ARO RCF 16 & Over Beds
Dallas County Care Facility 65-315 RCF/MR 16 & Over Beds
Focus Family Options 63-329 Supported Community Living

Genesis Development 63-329 Supported Community Living
Glenwood Resource Center 72-319 Inpatient State Hospital School
Innovative Industries 31-000 Transportation 50-360 Sheltered Workshop Services 50-362 Work Activity Services 50-368 Supported
Employment Services 50-369 MR Waiver Work Services
Mark Res Care Home 64-314 RCF 6-15 Beds
Martin Luther Homes 64-318 ICF/MR 6-15 Beds
Mosaic 64-318 ICF/MR 16-15 Beds
New Hope Village 50-362 Work Activity Services 63-329 Supported Community Living
Ray, Donna, Advocate 74-395 Advocate Salary 22-000 Advocate Expenses
REM-Iowa, Inc. 63-329 Supported Community Living
REM-Iowa, Shelby 64-318 ICF/MR 6-15 Beds
Southwest Iowa Planning 31-000 Transportation
Southwest Iowa Residential Facilities 63-329 Supported Community Living 50-368 Supported Employment Services
Support Services of Iowa 63-329 Supported Community Living 32-399 Support Other
Taylor Ridge Estates 50-368 Supported Employment Services
West Central Mental Health Center 04-000 Consultation 05-000 Public Education Services 31-000 Transportation 42-305 Outpatient
Psychotherapeutic 43-000 Evaluation 44-363 Day Treatment Services
Willow Heights 65-314 RCF 16 & Over Beds

ATTACHMENT C

Adair County

Account	Code	Mental Illness	Chronic Mental Illness	Mental Retardation	Developmental Disability	Admin	Total
11100	Direct Admin - Salary Regular Employees					\$22,162.35	\$22,162.35
12399	Purchased Admin - Other					\$8,985.00	\$8,985.00
21374	Case Management - T19 Match/ Medicaid		\$2,724.59	\$4,852.88			\$7,577.47
22399	Services Management - Other		\$1,272.39				\$1,272.39
31354	Transportation - General		\$18.00	\$4,177.01			\$4,195.01
32322	Support Services - Home Management Services (include PERS)			\$47.16			\$47.16
32325	Support Services - Respite		\$591.51	\$2,759.89			\$3,351.40
32326	Support Services - Guardian/Conservator		\$697.65				\$697.65
32329	Support Services - Supported Community Living		\$25,229.40	\$26,796.07			\$52,025.47
32399	Support Services - Other			\$5,749.05			\$5,749.05
42305	Psychotherapeutic Treatment - Outpatient	\$1,102.00					\$1,102.00
50360	Voc/Day - Sheltered Workshop Services			\$2,767.33			\$2,767.33
50362	Voc/Day - Work Activity Services		\$6,326.06	\$15,979.59			\$22,305.65
50368	Voc/Day - Supported Employment Services		\$1,195.65	\$3,667.19			\$4,862.84
50399	Voc/Day - Other Services		\$2,951.42	\$19,118.80			\$22,070.22
63329	Comm Based Settings (1-5 Bed) - Supported Community Living		\$8,511.86	\$49,950.53			\$58,462.39
64314	Comm Based Settings (6+ Beds) - RCF		\$23,193.77				\$23,193.77
64315	Comm Based Settings (6+ Beds) - RCF/MR		\$14,598.21				\$14,598.21
64318	Comm Based Settings (6+ Beds) - ICF/MR			\$28,182.42			\$28,182.42
71319	State MHI Inpatient - Per diem charges	\$2,347.84					\$2,347.84
74393	Commitment - Legal Representation	\$168.00					\$168.00
75395	Mental Health Advocate - General		\$6,246.88				\$6,246.88
Total	County	\$3,617.84	\$93,557.39	\$195,195.27			\$292,370.50

Adams County

Account	Code	Mental Illness	Chronic Mental Illness	Mental Retardation	Developmental Disability	Admin	Total
11100	Direct Admin - Salary Regular Employees					\$18,260.34	\$18,260.34
21374	Case Management - T19 Match/ Medicaid	\$124.36	\$1,092.12	\$2,152.55			\$3,369.03
31354	Transportation - General	\$5,930.10	\$10,015.45	\$4,527.63			\$20,473.18
32325	Support Services - Respite			\$517.06			\$517.06
32329	Support Services - Supported Community Living		\$1,206.05	\$8,135.82			\$9,341.87
32399	Support Services - Other			\$8,830.28			\$8,830.28
42305	Psychotherapeutic Treatment - Outpatient	\$31,695.48	\$3,521.72				\$35,217.20
50360	Voc/Day - Sheltered Workshop Services			\$16,773.18			\$16,773.18
50362	Voc/Day - Work Activity Services		\$212.16	\$4,869.88			\$5,082.04
50367	Voc/Day - Adult Day Care			\$236.50			\$236.50
50368	Voc/Day - Supported Employment Services			\$370.36			\$370.36
50399	Voc/Day - Other Services		\$1,694.12	\$1,256.29			\$2,950.41
63329	Comm Based Settings (1-5 Bed) - Supported Community Living		\$26,263.90	\$65,651.44			\$91,915.34
64314	Comm Based Settings (6+ Beds) - RCF	\$6,329.40	\$40,647.90	\$1,767.30			\$48,744.60
64318	Comm Based Settings (6+ Beds) - ICF/MR			\$19,645.28			\$19,645.28
73319	Other Priv./Public Hospitals - Inpatient per diem charges	\$11,966.00					\$11,966.00
74353	Commitment - Sheriff Transportation	\$2,323.52					\$2,323.52
74393	Commitment - Legal Representation	\$185.15					\$185.15
75395	Mental Health Advocate - General	\$2,389.38					\$2,389.38
Total	County	\$60,943.39	\$84,653.42	\$152,993.91			\$298,590.72

Clarke County

Account	Code	Mental Illness	Chronic Mental Illness	Mental Retardation	Developmental Disability	Admin	Total
11100	Direct Admin - Salary Regular Employees					\$36,520.71	\$36,520.71
12399	Purchased Admin - Other					\$4,964.00	\$4,964.00
31354	Transportation - General		\$228.00	\$1,947.70			\$2,175.70
32329	Support Services - Supported Community Living		\$494.03				\$494.03
33399	Basic Needs - Other		\$272.74				\$272.74
41306	Physiological Treatment - Prescription Medicine/Vaccines		\$194.98	\$951.96			\$1,146.94
41399	Physiological Treatment - Other			\$1,947.23			\$1,947.23
42305	Psychotherapeutic Treatment - Outpatient	\$102,883.98	\$13,806.34				\$116,690.32
50360	Voc/Day - Sheltered Workshop Services			\$13,802.48			\$13,802.48
50362	Voc/Day - Work Activity Services		\$874.38	\$30,251.83			\$31,126.21
64314	Comm Based Settings (6+ Beds) - RCF		\$29,521.02				\$29,521.02
64316	Comm Based Settings (6+ Beds) - RCF/PMI		\$10,101.52				\$10,101.52
64318	Comm Based Settings (6+ Beds) - ICF/MR				\$5,766.00		\$5,766.00
64399	Comm Based Settings (6+ Beds) - Other				\$30,969.00		\$30,969.00
71319	State MHI Inpatient - Per diem charges	\$1,708.55					\$1,708.55
73319	Other Priv./Public Hospitals - Inpatient per diem charges	\$37,791.55	\$1,172.02	\$1,910.34			\$40,873.91
74300	Commitment - Diagnostic Evaluations	\$309.00					\$309.00
74353	Commitment - Sheriff Transportation	\$231.44					\$231.44
74393	Commitment - Legal Representation	\$874.58	\$2,239.29				\$3,113.87
74395	Commitment - Mental Health Advocates	\$1,376.79					\$1,376.79
Total	County	\$145,175.89	\$58,904.32	\$92,296.25	\$36,735.00		\$333,111.46

Taylor County

11100	Direct Admin - Salary Regular Employees					\$28,220.53	\$28,220.53
21374	Case Management - T19 Match/ Medicaid	\$1,566.96	\$3,171.76	\$566.39			\$5,305.11
22399	Services Management - Other		\$1,817.70				\$1,817.70
31354	Transportation - General	\$371.28	\$4,328.53	\$2,489.70			\$7,189.51
32325	Support Services - Respite	\$315.23		\$725.75			\$1,040.98
32329	Support Services - Supported Community Living	\$2,833.80	\$28,430.94	\$9,008.03			\$40,272.77
32399	Support Services - Other			\$1,696.76			\$1,696.76
42305	Psychotherapeutic Treatment - Outpatient	\$59,388.78	\$12,395.22	\$1,596.16			\$73,380.16
50360	Voc/Day - Sheltered Workshop Services		\$3,531.15	\$4,943.61			\$8,474.76
50362	Voc/Day - Work Activity Services		\$1,223.63	\$6,465.92			\$7,689.55
50368	Voc/Day - Supported Employment Services		\$4,162.22	\$1,236.79			\$5,399.01
50369	Voc/Day - Enclave			\$58.46			\$58.46
50399	Voc/Day - Other Services	\$66.88	\$9,368.50	\$4,229.01			\$13,664.39
63329	Comm Based Settings (1-5 Bed) - Supported Community Living	\$2,500.63	\$26,892.30	\$37,055.90			\$66,448.83
64314	Comm Based Settings (6+ Beds) - RCF		\$20,619.35				\$20,619.35
64318	Comm Based Settings (6+ Beds) - ICF/MR			\$29,898.03			\$29,898.03
71319	State MHI Inpatient - Per diem charges	\$18,574.96	\$14,850.51	\$4,754.06			\$38,179.53
73319	Other Priv./Public Hospitals - Inpatient per diem charges	\$1,695.00	\$134.00				\$1,829.00
74353	Commitment - Sheriff Transportation	\$177.11	\$119.00				\$296.11
74393	Commitment - Legal Representation	\$652.90	\$991.23	\$270.00			\$1,914.13
74395	Commitment - Mental Health Advocates		\$2,602.35				\$2,602.35
Total	County	\$88,143.53	\$134,638.39	\$133,215.10			\$355,997.02

Union County

11100	Direct Admin - Salary Regular Employees					\$49,800.97	\$49,800.97
12399	Purchased Admin - Other					\$5,096.00	\$5,096.00
21374	Case Management - T19 Match/ Medicaid		\$1,578.24				\$1,578.24
22399	Services Management - Other		\$1,992.36				\$1,992.36
31354	Transportation - General		\$3,376.96	\$4,977.70			\$8,354.66
32329	Support Services - Supported Community Living		\$18,945.99	\$187.50			\$19,133.49
33345	Basic Needs - Rent Payments	\$4,155.00					\$4,155.00
41306	Physiological Treatment - Prescription Medicine/Vaccines	\$23.90	\$603.75				\$627.65
41399	Physiological Treatment - Other	\$2,192.50					\$2,192.50
42305	Psychotherapeutic Treatment - Outpatient	\$163,892.44	\$30,223.19	\$4,588.15			\$198,703.78
50360	Voc/Day - Sheltered Workshop Services		\$8,853.14	\$32,444.82			\$41,297.96
50362	Voc/Day - Work Activity Services		\$13,432.77	\$49,194.85			\$62,627.62
50367	Voc/Day - Adult Day Care			\$878.68			\$878.68
50368	Voc/Day - Supported Employment Services		\$6,234.24	\$338.40			\$6,572.64
50399	Voc/Day - Other Services			\$6,724.00			\$6,724.00
64314	Comm Based Settings (6+ Beds) - RCF		\$142,699.03	\$11,071.88			\$153,770.91
71319	State MHI Inpatient - Per diem charges	\$12,525.82	\$5,482.44				\$18,008.26
73319	Other Priv./Public Hospitals - Inpatient per diem charges	\$74,151.91	\$3,317.50				\$77,469.41
74300	Commitment - Diagnostic Evaluations	\$6,620.00	\$150.00				\$6,770.00
74353	Commitment - Sheriff Transportation	\$10,450.34	\$3,601.88				\$14,052.22
74393	Commitment - Legal Representation	\$4,435.15	\$1,307.06				\$5,742.21
75395	Mental Health Advocate - General	\$5,956.18					\$5,956.18
Total	County	\$284,403.24	\$241,798.55	\$165,302.95			\$691,504.74