

EMMET COUNTY

FY 13

MANAGEMENT PLAN ANNUAL REVIEW

1. Progress toward goals and objectives

Goal: ECHO PLUS INC. will implement transportation policies that meet the needs of consumers and produce cost savings for the Agency.

Objective: Decrease the number of trips ECHO PLUS staff makes to Spencer every month to transport consumers to their outpatient mental health appointments.

Background: In the past a Psychiatrist from Spencer, IA held a clinic at the local hospital in Estherville once or twice a month. Many of the consumers used those services for their psychiatric and med management needs rather than drive to Spencer for those same services. Those services are no longer available in Estherville and so everyone who needs psychiatric services must travel to Spencer or Spirit Lake. Many of our consumers do not have transportation and ECHO staff provide the transportation service. This is not only time consuming for the staff but there is no revenue source for staff time just mileage reimbursement at .34 from Title 19.

Action Step: Identify consumers who require transportation to appointments in Spirit Lake and Spencer. To be completed by ECHO PLUS staff by September 30, 2009.

Progress: The consumers who needed transportation were identified in July 2009. Staff of ECHO PLUS took the initiative and started scheduling appointments on the same day for multiple consumers to reduce the number of trips made to Spirit Lake and Spencer.

Action Step: Complete a log of trips provided from July 1, 2008 to June 30, 2009 for those consumers including who, date, time of appt., amount of staff time involved and mileage for each trip. This step is to be completed by ECHO PLUS staff by December 31, 2009.

Progress: This step was never completed since staff had already started scheduling appointments on the same day as much as possible in the summer and fall of 2009.

Action Step: Meet with representatives of Seasons Center and Spencer Psychiatry and Counseling Services to present our information and discuss scheduling options to cut the number of trips to Spirit Lake and Spencer. To be completed by CPC and ECHO PLUS staff by March 31, 2010.

Progress: This step was never completed since staff had already started scheduling appointments on the same day as much as possible in the summer and fall of 2009.

However, in three months time in the Fall of 2009 there were major staff changes at ECHO PLUS which impacted the continuation of scheduling appointments in groups for consumers. In addition, Seasons Center had major staff and program changes starting in the fall of 2009 and progressing into 2010 which also impacted this practice.

At the current time staff of ECHO PLUS are making multiple trips to Spirit Lake and Spencer again. This Goal will be addressed and worked on again in FY11.

Progress: I met with the Residential Manager of ECHO PLUS and shared information on who to contact to schedule consumer appointments and to request to have those appointments grouped together to avoid multiple trips. The consumers involved were identified and this step was accomplished during the first quarter of FY 11.

Progress: With the implementation of the Medicaid Non-Emergency Transportation Program I have urged that all clients utilize this service to get to their appointments unless they require a staff escort. This has helped reduce some of the travel issues and expenses.

Progress FY13: Nothing new to report.

Goal: Emmet County will implement and if needed expand community based services which meet the needs of the individuals covered by this plan.

Objective 1: Increase the days and hours that Day Habilitation services are offered by June 30, 2012.

Background: Day habilitation services as defined in 441 Iowa Administrative Code 77.37(27), 78.41(14), 79.1(2), are provided in Emmet County by ECHO PLUS. The service is provided on a limited schedule at this point. Currently day hab services are being offered at least half day, five days a week. Where there is not as much work available for consumers in the workshop then day hab is being offered all day in half day sessions. There is one staff person providing the service so only small

groups of consumers are served. Since the service started the types of activities/experiences provided have covered a wide array of things such as:

- Crafts
- Cooking/baking
- Exercise/wellness
- Games/computer games
- Shopping/dining out
- Computer skills
- Library day/books on tape
- Math packets
- Word searches
- Ladies visited the salon for manicures
- Scrap booking

Action step: By December 31, 2009 ECHO PLUS staff and Case Managers identify individuals who would like to participate in day habilitation more hours.

Progress: This step was completed. One individual was identified to be in day hab full time with no work services unless there were times that day hab were not provided. All the other individuals who are participating in day hab could be served more hours in the program were it available and work/jobs were down.

Action step: By June 30, 2010 assigned members of the Stakeholders group will seek out information from other day habilitation providers on the types of activities and services that are offered.

Progress: Two staff from ECHO PLUS and one Case Manager visited two providers in the area who provide day hab services. They toured the facility and visited with program staff.

Action step: ECHO PLUS along with the county would develop a plan for expansion of the service and what would be provided. This plan would include the breakdown in increased costs to provide the services and a new proposed rate for the service. The goal would be to implement the program changes by July 1, 2011.

Progress: No action has been taken on this action step. It was not a priority of the Director of ECHO PLUS.

Progress: In October 2010 the long time Director of ECHO PLUS resigned. Again we discussed with the staff of ECHO PLUS our desire to change the current day hab program and to implement some type of curriculum and to expand the amount of time the service is available as

well as staff to cover for the Instructor when he/he is not able to be at work. However, no action was taken by ECHO PLUS.

Progress: We have continued to have discussions about the provision of day habilitation services for person on the ID waiver. Some positive changes have been made but more needs to be done especially in light of mental health redesign. Emmet County will need to greatly increase the number of hours day habilitation is available to maximize our programming available to individuals in light of a significant reduction in our levy for FY14.

Progress FY13: Prior to July 1, 2013 we identified those individuals who's work productivity is very low and increased the number of hours that they will receive day habilitation services. This change was necessary due to a reduction in our mental health levy and an increase in the rates we are paying service providers for all services.

Objective 2: Develop a plan to respond to vacancies in HCBS supported community living service/24 hour settings by June 30, 2011.

Background: A number of consumers who live in the 24 hour waiver home settings have significant health issues and a few are over the age of 60. We recently have had a death and so far have not filled the vacancy thus increasing the costs of services in that home for those consumers. With the reduced funding to the counties from the State of Iowa we need to watch expenditures. ECHO PLUS is interested in providing services to individuals who would be served by the Money Follows the Person Grant.

Action step: Along with the MFP transition specialist provide an informational meeting for parents/guardians who live in Emmet County whose family members would be eligible for this program by December 31, 2009.

Progress: The focus of this meeting was changed to provide information to ECHO PLUS staff and one parent of an individual who may be interested in moving their family member back to Emmet County and was held at ECHO PLUS in 2009. ECHO PLUS has not been approached to potentially provide services to any individuals under the MFP Program.

Action step: Develop a list of agencies and individuals who would receive a notice of potential openings in any waiver home setting in Emmet County by June 30, 2010.

Progress: The CPC will send out a notice to fellow CPC's using the Community Services Website to accomplish that. ECHO PLUS did not have a plan.

Action step: By June 30, 2010 review consumers in our service delivery system who might be potential applicants for MR waiver services in a 24 hour setting.

Progress: The CPC and Case Managers reviewed their combined case loads and at the present time there are no individuals to refer for these services. There are at least five individuals that would be appropriate if their family members were ready for them to make that transition.

Progress: In FY 11 after an interim Director at ECHO PLUS was appointed and started reviewing Agency services, staff began seeking referrals for individuals to fill openings in the 24 hour supported residential sites. One placement was made in FY 11.

Progress: With a new Director on board and other staff changes this issue does not remain a problem and is being addressed.

Progress FY13: Nothing new to report.

Objective 3: Review the current provision of HCBS-MR waiver hourly supported community living and home based habilitation services under the Habilitation program by June 30, 2012.

Background: The definitions of these services are vague on the provision of group leisure and recreation activities and the payment for this under these programs.

Action step: Consult with the HCBS Technical Assistant on the provision of these services and interpretation of the rules as they apply to the group activities and the reimbursement for that type of activity. Completed by individuals from the Stakeholder group and reported to group by December 31, 2010.

Progress: The completion date for this action step will be changed to June 30, 2011.

Action step: If changes are required after this consultation then develop recommendations to the Stakeholders group by June 30, 2011.

Progress: The completion date for this action step will be changed to December 31, 2011

Progress: Due to the Director position at ECHO PLUS not being filled until April 2011 no action was taken on this objective. The plan is to have

discussions on this topic when negotiating service rates etc. in the fall of 2011, FY 12.

Progress: We continue to have discussions with ECHO PLUS our current service provider about the need for this service to be provided according to the ICP that is developed by the Team. Some progress has been made in this area.

Progress FY13: Nothing new to report.

Goal: Mental Health Services, such as outpatient, med management, evaluation, diagnosis, etc. provided by an accredited Community Mental Health Center, and contracted with this county shall be sustained.

Background: Emmet County Supervisors who serve as Board members on the Seasons Center Board and the Emmet County Mental Health Coordinator attended a series of meetings regarding financial updates and action plans for Seasons Center. These meetings were held on November 15, 2010, November 29, 2010 and December 30, 2010. The Executive Director of Seasons Center requested the member counties amend the current contracts and increase the amount that each county contributes for a total of \$400,000 to be paid in FY 11. At that point in time the cash flow of Seasons was at a critical point and the cash was to be depleted in February 2011.

Plan of Action:

1. Determine if there are unmet critical mental health needs within the county.
2. Determine if there are critical mental health services within the county that are at risk.
3. Formulate a plan to develop or sustain these services that could include but not be limited to: technical assistance, training, and funding.

Progress: Emmet County's portion of the cash infusion was \$48,000 and it was paid to Seasons. At the time the cash infusion was requested from the counties the Director of Seasons, Kim Scorza, planned to reduce seven additional staff positions, impose a one year moratorium on pension contributions, freeze discretionary staff training, and reduce the mileage reimbursement rate for staff.

At the November 29, 2010 meeting of the counties questions were raised about the long term viability of Seasons. Robyn Wilson, Community Systems Consultant from DHS offered to bring in a team to look at financials, productivity, etc. and report back to the group the team findings. After the review the Team agreed that the pro-active steps the current administration has taken with productivity monitoring, grant writing, partnering with other organizations, etc. along with strict financial reviews by the Board, the Seasons Center will begin to show a profit within the last quarter of the fiscal year, FY11. The administrative team is well aware of the needs of the organization and is acting on these needs

appropriately. It is the opinion of the review team that Season's is well positioned to be a viable organization.

Eide Bailly LLP was a part of the review Team and the counties were asked to sign a payment agreement to reimburse them for the costs, Emmet Counties portion was \$470.69.

The financial report presented to the Seasons Center Board at it's last meeting stated that the "cash infusion fund" had a balance of \$257,820.01. After five of the seven counties paid the cash infusion the fund should have had a balance of \$304,000. The funds have been used in the following way:

1. Hartford Partial Plan Termination, check issued 5/6/11 totaling \$15,796.23.
2. FY11 3rd quarter unemployment, check issued 5/5/11 totaling \$30,383.76.

The total infusion funds spent from Emmet County is \$7,291.58 and total amount remaining for Emmet County is \$40,708.42.

Progress: As of June 30, 2012 the entire "cash infusion" amount for Emmet County of \$48,000 had been repaid and deposited back into Fund 10.

2. Documentation of stakeholder involvement:

The quarterly meetings with Seasons Center for Community Mental Health and CPC's have been reinstated. We address issues of access to services, unmet needs and any other issues related to the provision of mental health services. **These meetings were not scheduled by Seasons this fiscal year.**

The Case Management Advisory Board met on **December 3, 2012, February 27 and April 24, 2012.** The members are:

- 2 – Case Managers
- 1 – Case Management Director/Supervisor/ CPC
- 1 – Family member
- 1 – Family member
- 1 – Provider staff

Linda Hinton, staff member from ISAC came to meet with area County Boards of Supervisors about the requirements of forming a region to provide MH/DS services. Those meetings were held on August 29, 2012 and January 9, 2013.

Emmet County invited staff from the Developmental Disabilities Council to hold a community conversation with consumers, family members and the public about the mental health and disability services redesign. This meeting was held on December 3, 2012.

The Emmet County CPC attended the following meetings of the Regional Committee: February 22, 2013, April 5, 2013, May 17, 2013, and June 14, 2013.

3. Actual Provider Network

Avera Holy Family Health
Cherokee County Sheriff
Cherokee MHI
Clay County Sheriff
Concerned Inc.
Country Care Center
Covenant Psychiatric
Dickinson County Sheriff
ECHO PLUS, Inc.
Electronic Transaction Clearinghouse (ETC)
Emmet County Case Management
Emmet County Sheriff
Estherville Snyder Drug
Exceptional Opportunities, Inc.
Fitzgibbons Law Office
Fayette County Sheriff
Forsyth Law Office
Hope Haven, Inc.
Horizons Unlimited
HyVee Pharmacy
Iowa Medicaid Enterprise
Lakes LifeSkills LLC
Mason City Clinic
Mercy Medical Center
Opportunity Village
Pelzer Law Firm
Prairie View Management Inc.
The Pride Group
Roetzel, Marion
Sandy Law Firm
Seasons Center for Community Mental Health
Southwest Iowa Planning Council
Spencer Hospital
St. Anthony Regional Hospital
Sunshine Services, Inc.

4. Actual Expenditures

Please see Total Expenditures by COA Code and Disability Type that is one of the statistical reports. (Addendum #1)

5. Actual scope of services

Please see Unduplicated Count of Persons Served by COA Code and Disability Type that is one of the statistical reports. (Addendum #2)

6. Number, type, and resolution of appeals.

In FY 13 there were no appeals.

7. Quality assurance implementation, findings and impact on plan:

The dollars spent on inpatient services was \$34,980.47 for 13 individuals. The percentage of consumers receiving inpatient services was 9.6%. There were seven juveniles sent to hospitals under a mental health commitment, which is a decrease of five from FY12.

The administrative cost percentage was 3.65574% in FY07, 3.46045% in FY08, 4.02362% in FY09, 3.9615% in FY10, 3.508% in FY11, 3.46% in FY12 and 10.8% in FY13. Beginning July 1, 2012 the counties are no longer paying a Medicaid match for certain services which has decreased our overall expenditures. FY13 administrative expenses were \$79,239.23.

Special note regarding the amount spent for outpatient mental health services COA Code 42305, \$101,321.07, \$74,782.36 of that was paid to Seasons Center in a block grant for emergency services, medication/indigent management, consultation and education and other. In FY13 Emmet County spent \$26,538.71 for individuals to receive outpatient mental health services, 26.2% of the total.

8. Waiting list information

Emmet County did not have a waiting list for services and funding in FY13

9. Service Matrix

Following is the Service Matrix with the mandated services marked with an R and the services that Emmet County did fund and provide in FY12 marked with an X.

Service	MI	CMI	MR	DD	BI
4x03 Information and Referral					
4x04 Consultation.	X	X	X	X	
4x05 Public Education Services	X	X	X	X	
4x06 Academic Services.					
4x12 – 399 Purchased Administrative	X				
4x21- 374 Case Management- Medicaid Match.		R	R	R	
4x21- 375 Case Management -100% County Funded		X	X		

4x21- 399 Other CCMS Fee and CM indirect costs paid to Emmet County		X	X	X	
4x22 Services Management.					
4x31 – 354 Transportation (Non-Sheriff).		X	R	X	
4x32- 320 Homemaker/Home Health Aides.			R		
4x32- 321 Chore Services					
4x32- 322 Home Management Services			R		
4x32- 325 Respite.			R		
4x32- 326 Guardian/Conservator.					
4x32- 327 Representative Payee					
4x32- 328 Home/Vehicle Modification			R		
4x32- 329 Supported Community Living		X	R	X	
4x32- 399 Other		R	R		
4x33- 345 Ongoing Rent Subsidy.					
4x33- 399 Other					
4x41- 305 Outpatient					
4x41- 306 Prescription Medication.		X			
4x41- 307 In-Home Nursing			R		
4x41- 399 Other					
4x42- 305 Outpatient	X	X			
4x42- 309 Partial Hospitalization.		R			
4x42-366 Social Support Services					
4x42- 399 Other.					
4x43- Evaluation.					
4x44- 363 Day Treatment Services		R			
4x44- 396 Community Support Programs					
4x44- 397 Psychiatric Rehabilitation					
4x44- 399 Other					
4x50- 360 Sheltered Workshop Services.					
4x50- 362 Work Activity Services		XR	XR	X	
4x50- 364 Job Placement Services.					
4x50- 367 Adult Day Care.		R	R		
4x50- 368 Supported Employment Services		X	R	X	
4x50- 369 Enclave					
4x50- 399 Other.			R	X	
4x6X- 310 Community Supervised Apartment Living Arrangement (CSALA)					
4x6X- 314 Residential Care Facility (RCF License)		X			
4x6X- 315 Residential Care Facility For The Mentally Retarded (RCF/MR License)					
4x6X- 316 Residential Care Facility For The Mentally Ill (RCF/PMI License)					
4x6X- 317 Nursing Facility (ICF, SNF or ICF/PMI License)					
4x6X- 318 Intermediate Care Facility For The Mentally Retarded (ICF/MR License)			R	R	
4x6X- 329 Supported Community Living			R		
4x6X- 399 Other 1-5 Beds.					

4x71- 319 Inpatient/State Mental Health Institutes	X R	X R			
4x71- 399 Other					
4x72- 319 Inpatient/State Hospital Schools			R	R	
4x72- 399 Other.					
4x73- 319 Inpatient/Community Hospital	X R	X R			
4x73- 399 Other		X			
4x74- 300 Diagnostic Evaluations Related To Commitment.	X R	X R	R	R	
4x74- 353 Sheriff Transportation	X R	X R	R	R	
4x74- 393 Legal Representation for Commitment	X R	X R	R	R	
4x74- 395 Mental Health Advocates	X R	X R	R	R	
4x74- 399 Other					
The two programs listed below were provided in Emmet County in FY13					
44: General Administration					
45: County Provided Case Management					

Addendum #1

Emmet County FY13 Dollars Spent by COA Code and Disability Type

Account	Code	Chronic				Total
		Mental Illness	Mental Illness	Mental Retardation	Developmental Disability	
11100	Direct Admin - Salary Regular Employees				\$28,725.82	
11110	Direct Admin - FICA - County Contribution				\$2,135.37	
11111	Direct Admin - IPERS- County Contribution				\$2,490.52	
11113	Direct Admin - Employee Group Hlth Insurance - County Contribution				\$3,194.71	
11116	Direct Admin - State Unemployment Contribution				\$216.07	
11260	Direct Admin - Stationary/Forms/General Office Supplies				\$875.58	
11412	Direct Admin - Postage & Mailing				\$177.20	
11413	Direct Admin - Mileage & Other Travel Expenses				\$2,551.28	
11414	Direct Admin - Telecommunications Services				\$720.29	
11422	Direct Admin - Educational & Training Services				\$1,289.73	
11444	Direct Admin - Office Equipment (Repair & Maintenance)				\$1,043.94	
11464	Direct Admin - Worker's Comp. Insurance Services				\$74.67	
11635	Direct Admin - Motor Vehicle (Machinery & Equipment)				\$23,690.00	
11636	Direct Admin - Office Equipment & Furniture				\$1,493.00	
12480	Purchased Admin - Dues & Membership Services				\$10,561.05	
21374	Case Management - T19 Match/ Medicaid	\$122.59	\$531.81		\$35.64	
21375	Case Management - 100% County	\$12,735.52	\$2,071.44			
21444	Case Management - Office Equip. (Repair & Maintenance)				\$123.11	
31354	Transportation - General	\$2,167.40	\$923.00	\$241.20		\$3,331.60
32329	Support Services - Supported Community Living			\$43.91	\$9,835.84	\$44,158.20
41306	Physiological Treatment - Prescription Medicine/Vaccines	\$95.48				\$95.48
42305	Psychotherapeutic Treatment - Outpatient	\$101,321.07				\$101,321.07
50362	Voc/Day - Work Activity Services		\$53,359.05	\$273,394.29	\$22,161.72	\$348,915.06
50368	Voc/Day - Supported Employment Services		\$6,143.84	\$2,384.78	\$5,082.82	\$13,611.44
50399	Voc/Day - Other Services		\$182.42	\$121.35	\$1,648.80	\$1,952.57
63329	Comm Based Settings (1-5 Bed) - Supported Community Living			\$14,795.78		\$14,795.78
64314	Comm Based Settings (6+ Beds) - RCF		\$58,867.94			\$58,867.94
71319	State MHI Inpatient - Per diem charges	\$5,744.30	\$7,720.79			\$13,465.09
73319	Other Priv./Public Hospitals - Inpatient per diem charges	\$13,655.38	\$7,860.00			\$21,515.38
74300	Commitment - Diagnostic Evaluations	\$4,713.00	\$1,849.52			\$6,562.52
74353	Commitment - Sheriff Transportation	\$4,721.70	\$1,627.48			\$6,349.18
74393	Commitment - Legal Representation	\$1,743.00	\$1,713.57			\$3,456.57
75101	Mental Health Advocate - Wages of Temp & Part Time Employees		\$307.50			\$307.50
75110	Mental Health Advocate - FICA - County Contribution		\$23.53			\$23.53
75111	Mental Health Advocate - IPERS - County Contribution		\$26.67			\$26.67
75412	Mental Health Advocate - Postage & Mailing		\$3.75			\$3.75

75413	Mental Health Advocate - Mileage & Other Travel Expenses		\$176.80						\$176.80
75414	Mental Health Advocate - Telecommunications Services		\$80.64						\$80.64
Total	County	\$131,898.45	\$189,342.94	\$294,266.36	\$39,006.02	\$79,239.23	\$123.11		\$733,876.11

Addendum #2

Emmet County FY13 Unduplicated Count of Persons Served by COA code and Disability Type

Age	Account	Code	MI	CMI	MR	DD	Admin	Total
Adult	21374	Case Management - T19 Match/ Medicaid		3	28	1		32
Adult	21375	Case Management - 100% County		4	1			5
Adult	31354	Transportation - General		2	1	1		4
Adult	32329	Support Services - Supported Community Living		10	1	3		14
Adult	41306	Physiological Treatment - Prescription Medicine/Vaccines		2				2
Adult	42305	Psychotherapeutic Treatment - Outpatient	40					40
Adult	50362	Voc/Day - Work Activity Services		11	32	4		47
Adult	50368	Voc/Day - Supported Employment Services		2	2	3		7
Adult	50399	Voc/Day - Other Services		1	2	1		4
Adult	63329	Comm Based Settings (1-5 Bed) - Supported Community Living			6			6
Adult	64314	Comm Based Settings (6+ Beds) - RCF		4				4
Adult	71319	State MHI Inpatient - Per diem charges	2	1				3
Adult	73319	Other Priv./Public Hospitals - Inpatient per diem charges	7	3				10
Adult	74300	Commitment - Diagnostic Evaluations	9	2				11
Adult	74353	Commitment - Sheriff Transportation	21	9				30
Adult	74393	Commitment - Legal Representation	8	7				15
Adult	75413	Mental Health Advocate - Mileage & Other Travel Expenses		2				2
Child	21375	Case Management - 100% County			1			1
Child	74353	Commitment - Sheriff Transportation	7					7
Child	74393	Commitment - Legal Representation	2					2
Child	75413	Mental Health Advocate - Mileage & Other Travel Expenses		2				2