

Mental Health, Mental Retardation, and Developmental Disability Services of FRANKLIN COUNTY ANNUAL REPORT FY2013

FY13 – Progress: Goals and Objectives (441-25.17.1)

Objective: Greater input from clients, family members and providers

Problem: Of the 140 satisfaction surveys mailed out last year only 54 were returned and no actual items were identified as needs.

Goal 1: Increased return on satisfaction questionnaires

Need Met: Input from stakeholders to identify future system changes and current needed changes.

Action 1: We will update our satisfaction survey with input from clients, family members and providers.

THIS ACTION STEP HAS BEEN COMPLETED.

Action 2: Staff will discuss with Advisory Board the option of completing the satisfaction surveys during actual client face to face visits. **THIS ACTION STEP HAS BEEN COMPLETED.**

Measure of Progress: Return on satisfaction questionnaires will increase by 10% per year or to 66% by FY2013 **RETURN RATES THIS YEAR WERE 38.1% AN INCREASE FROM LAST YEAR.**

Goal 2: Begin Provider Meetings to discuss Community Capacity to meet the needs of Franklin County residents.

Need Met: Enhanced SCL Services for CMI primarily and an expansion on day programming for all consumers.

Action 1: Staff will discuss with Advisory Board the goal of having every provider of services in Franklin County attend quarterly meetings. **THIS ACTION STEP HAS BEEN COMPLETED**

Action 2: Staff will invite provider agencies and establish a meeting schedule to identify service gaps and remediate those gaps. **THIS ACTION STEP IS ONGOING.**

Measure of Progress: By FY2012 Franklin County will have an ongoing MH/DD Interdisciplinary Team that meets on a quarterly basis to meet the needs of the residents of Franklin County.

Objective: Expanded opportunities for clients to receive adequate and appropriate services

Problem: Franklin County has made inroads to many schools and other social services and Law Enforcement agencies but not all work with Franklin County on a regular basis. This creates a possibility of gaps in service delivery from youth to adult and from inpatient to outpatient.

Goal 1: The communities of Franklin County will become more knowledgeable and supportive of people with disabilities including an understanding of how funds are generated and expended for services.

Need Met: Coordination and cooperation between the community and the county in providing community based services for county residents. **THIS ACTION STEP HAS BEEN COMPLETED.**

Action 1: Educational system will be informed on mental health services and have knowledge on the referral process of students with disabilities. **THIS ACTION STEP HAS BEEN COMPLETED.**

Action 2: CPC/representative will attend IEPs of students age 16 or older who are identified as being eligible for services under the county management plan. **THIS ACTION STEP IS ONGOING**

Action 3: Educational system will be provided with information that will further their knowledge of additional resources for all students with disabilities. **THIS ACTION STEP HAS BEEN COMPLETED.**

Action 4: Staff will arrange educational presentations for the schools and citizens in Franklin County. **THIS ACTION STEP HAS BEEN COMPLETED.**

Action 5: There will be a designated liaison at each school site and provider agency that will be identified and contacted annually by a member of Franklin County CPC/TCM. **THIS ACTION STEP HAS BEEN COMPLETED.**

Action 6: There will be a designated liaison at each Hospital and Emergency Response Agency that will be identified and contacted annually by a member of Franklin County CPC/TCM. **THIS ACTION STEP HAS BEEN COMPLETED.**

Action 7: There will be a designated liaison at each Law Enforcement Agency that will be identified and contacted annually by a member of Franklin County CPC/TCM. **THIS ACTION STEP HAS BEEN COMPLETED.**

Measure of Progress: By FY2012 Franklin County will have an ongoing interaction with the agencies identified above. **THIS ACTION STEP HAS BEEN COMPLETED.**

STAKEHOLDER INVOLVEMENT (441-25.17.2)

Our County’s Advisory Board, comprised of consumers, guardians, business personnel, educational personnel, and providers, met quarterly. Board of Supervisors are ex-officio members.

PROVIDER NETWORK (441-25.17.3) FY12 the following providers were used by Franklin County:

ACCESS, INC.	JOHANSEN, RANDY
BEHAVIORAL HEALTH OPTIONS PLC.	LUTHERAN SERVICES IN IOWA
BERRYHILL CENTER FOR MH	Mary Greely Medical Center
BLACK HAWK-GRUNDY MH CENTER	MASON CITY CLINIC
CEDAR VALLEY RANCH INC.	MASON CITY CLINIC PSYCHIATRY
CHEROKEE COUNTY SHERIFF	MENTAL HEALTH CENTER OF NORTH IA
Community Care Inc	MERCY MEDICAL CENTER
COUNTRY VIEW ESTATES	MERCY MEDICAL CENTER NORTH IOWA
DALLAS COUNTY CARE	MERCY PSYCHIATRIC SERVICES
DUNCAN HEIGHTS, INC.	NORTH IOWA VOCATIONAL CENTER
ELLSWORTH MUNICIPAL HOSPITAL	OPPORTUNITY VILLAGE
ELLSWORTH PHYSICIAN'S CLINIC	RICK'S PHARMACY
FRANKLIN COUNTY CASE MANAGEMENT	SHOPKO PHARMACY
FRANKLIN COUNTY SHERIFF	SPRING HARBOR
HAMILTON COUNTY SOCIAL SERVICES	WEST FORK SERVICES, INC.
HARDIN COUNTY MH SERVICES	(NOTE: Most services were through State Billings)
HERITAGE RESIDENCE	

SCOPE OF SERVICES (441-25.17.5) The services which were funded during FY12:

SERVICE	MI	CMI	ID
Administration	X	X	X
D&E Related to Commitment	X	X	
Homemaker-Home Health Aides			X
HVM			X
IPR		X	
Legal Representation	X	X	
Mental Health Advocate	X	X	
Mental Health Institute	X	X	
Other		X	X
Outpatient Psychotherapeutic	X	X	
Prescription Medications	X	X	
RCF 6+ Beds		X	X
RCF/ID 6+ Beds			X
Respite			X
Sheltered Workshop			X
Sheriff's Transportation	X	X	
Supported Community Living		X	X
Supported Employment			X
Transportation Non-Sheriff		X	
Work Activity		X	X

APPEALS (441-25.17.6)

During FY12, no appeals were filed regarding decisions made by this office.

QUALITY ASSURANCE (441-25.17.7)

Franklin County’s mental health and disability services system continues to demonstrate a commitment to quality through a variety of measures.

The service matrix exceeds the mandates established by the State of Iowa and, to the greatest degree possible, clients are given choices in their service providers.

We trained new staff through educational opportunities and by their immediate supervisor. Seasoned staff members continually participate in training opportunities and these trainings are documented in their personnel files. All staff members receive HIPAA Compliance training, Adult/Child Abuse training/certification, and Mandatory Reporter training.

Community Services is co-located with numerous other service agencies in the Community Resource Center so personnel have ample opportunities to regularly meet with other entities who may be able to offer services or recommendations for clientele.

Internal procedures allow for quality control through a review of all Funding Requests and Service Authorizations. These are closely monitored for service need, usage, and purpose. When appropriate, the Funding Request is modified to free up un-used, encumbered dollars for other needed services or for other clients' use. ISIS is continually monitored for correct entries of service plans and appropriate rates.

This year, surveys were sent out in May 6, 2013. 87 consumer surveys were sent, 49 guardian / family surveys were sent, and 32 provider surveys were sent. Responses were tabulated at the time of the program assessment.

Sixty-four of the 168 surveys sent were returned, for a 38.1% response rate. Last year, the response rate was 26.3. Overall, the responses indicated that individuals are pleased and benefiting from the services that they receive. In addition to this, a large majority identified that they are happy with where they live and work, happy with the providers working with them, and feel like they are a part of their communities. Several respondents felt that they did not get to do social activities that they enjoyed.

WAITING LIST INFORMATION (441-25.17.8)

Franklin County had no consumers on a waiting list who were eligible for county-funded services during fiscal year 2012.

