

FREMONT COUNTY



ANNUAL STRATEGIC PLAN REPORT

REPORTING YEAR JULY 1, 2012 TO JUNE 30, 2013

**Prepared by Danelle Bruce
Fremont County Community Services/CPC**

The Department of Human Service rules specify that, an annual report of the progress made on the strategic plan is to be prepared and submitted to the County Board of Supervisors and the Department of Human Services, no later than December 1, of each year.

The following report was prepared by Danelle Bruce, Fremont County Community Services Director/Central Point of Coordination. The Community Services Office is located at 414 Clay Street in Sidney Iowa, 51652. Ms. Bruce can be reached by mail at the above address or by phone at 712-374-3075 during normal business hours.

Fremont County Vision Statement

Fremont County maintains the philosophy that individuals with disabilities have both the rights and the responsibilities to direct their own lives within the resources and community support provider network of their choice. It is Fremont County's hope that a management and services system be established based on individual choice, empowerment, and community, all within the financial limitations of federal, state and county resources.

Needs Assessment

Historically, information used to assess need has been accumulated and summarized each year in the Annual Review. Information is gathered from regular contacts with consumers, consumer families/guardians, and providers by the Director of Community Services/Central Point of Coordination and the Fremont County Case Managers. Additional input is derived from data collected through the County Management Information System, case management tools, consumer/provider reports and surveys, and regular meetings with local providers. This information is then used to develop plans for funding the identified needs, within the budget constraints, to the eligible population.

Goals and Progress Report

GOAL 1: (This goal will be completed in conjunction with Page County)

The Central Point of Coordination Administrator and case management staff has indicated that there is a need for volunteer guardians. They find that in some cases there is no family available or willing to assist or speak for a consumer with disabilities who is unable to do so.

To ensure that consumers, who are unable to speak for themselves, have adequate representation, i.e. Guardian(s) to make their wishes and wants known and to assist the consumer in decision making of all types.

Objective A: Within the next three years ensure that all consumers who are in need of and want a guardian have this need filled.

Goal Progress -Year 1: (FY2010)

During the first reporting year, the Central Point of Coordination of Fremont County and the Central Point of Coordination of Page County met and composed a survey addressing the subject of guardianship for

individuals in need. This was then submitted to 52 providers that serve Fremont County and/or Page County for completion. A copy of the guardianship survey letter, the guardianship survey form, and a chart with the compiled survey results may be viewed in **Appendix A**.

The Fremont County Central Point of Coordination spoke to the Fremont County Board of Health to increase their awareness of the lack of volunteer guardians in our area and the need for guardians. The purpose was to stimulate interest in serving as a volunteer guardian themselves, and/or to talk with others in the community about guardianship. Although they were in agreement that guardianship is needed in our area, no one felt they would be able to assume the responsibility at this time. The Page County Central Point of Coordination spoke to the Page County Advisory Board at their quarterly meeting.

Both Fremont and Page County Central Point of Coordination Administrators researched the legal responsibilities of a volunteer guardian through the Iowa Bar Association Website. In addition the website contained references for informational publications on guardianship. After reviewing the choices, two informational publications were selected that provide an easy to read and understand format. The publications provide definitions, explanation of types of guardianships, the process for becoming a guardian, and the duties and responsibilities of guardians to their wards. The two publications selected were: (1) "Guardianship and Conservatorship: Your Legal Rights by Legal Services Corporation of Iowa" and (2) "Guardianship and Conservatorship Handbook by The Iowa State Bar Association- Young Lawyers Division". Both publications may be viewed at the office of the Fremont County or Page County Central Point of Coordination Administrator.

Goal Progress - Year 2: (FY2011)

The Fremont County Central Point of Coordination spoke to the Fremont County Veteran Affairs Commission to increase their awareness of the lack of volunteer guardians in our area and the need for guardians to serve our consumers with decision making authority. At the group's request clarification was given regarding the difference between the duties of guardianship and power of attorney, and the scope of each. They were also given the opportunity to review the two publications available at the Central Point of Coordination Office that were previously selected by both the Fremont County and Page County Central Point of Coordination. It was evident that they understood the need. One member identified an individual whom he felt would benefit from having a guardian, but didn't feel he could assume the responsibility. Even though no one offered to assume guardianship duties, they appreciated the information and will share it with others at their next opportunity. The Page County Central Point of Coordination spoke to the American Legion about the need for consumer guardians.

Goal Progress- Year 3: (FY2012)

The Fremont County Central Point of Coordination continued to keep lines of communication open regarding the need for guardians for consumers residing in Fremont County. The CPC met with both the Board of Health and Board of Supervisors and also contacted local churches regarding the need for guardians. In addition, a new resource was made available to the case managers through the Guardian Angels program. Fremont County Community Services was able to successfully obtain guardianship for one consumer through this program. The need for guardians for some of our most vulnerable clients continues to be of concern in Fremont County. Although there has not been a great response in individuals willing to become guardians, Fremont County Community Services will continue to advocate for guardians for those individuals in need.

Goal Progress- Year 4: (FY2013)

Staff at Fremont County Community Services and the Fremont County CPC continues to request and facilitate guardianships for those clients in need of this level of support. It continues to be difficult at times to establish guardianships as many people are unwilling or unable to provide this type of commitment. Fremont County

has been working toward regionalization of its mental health system over the past year and has not established new Strategic Plan goals.

GOAL 2:

Now that the computer system within the Community Services Office has been upgraded the Case Managers feel that laptop computers are needed. The Fremont County case managers travel over a large area to see consumers and having laptops that could interface with the in office system would be a useful tool. Case managers could use the time between consumer visits to complete documentation in a timely manner. This documentation would then be added to the consumer's electronic file in the agency office.

Objective A: To increase Case Managers productive time by providing them with laptop computers that could be used outside of the office, during the time between consumer visits.

Goal Progress Year 1: (FY2010)

During the first reporting year, the Central Point of Coordination/Community Services Director met with the three case managers and determined that two laptops would be purchased initially and be shared by the three case managers. This would allow them the opportunity to become accustomed to using them in the field at their own pace, and because they routinely alternate days in the field this arrangement should work well.

Fremont County's IT Director was consulted to research the brand and estimated cost of laptops. He felt our department should purchase Lenovo laptops to be compatible with the office system we currently have. The laptops cost \$1099 each, with additional Microsoft Office Basic 2007 software at \$165 each. The total cost for the two laptops including software is \$2528.00.

The Central Point of Coordination met with the Fremont County Board of Supervisors to discuss the proposal for the two new laptops. Based on the status of the current budget, the purchase of the laptops was approved. The IT Director ordered the laptops with software. The laptops have been delivered and will now be programmed by the IT Director for use by the case managers in the field.

Goal Progress Year 2: (FY2011)

During the second reporting year, Fremont County's IT Director programmed the laptops for use by the case managers. A policy was implemented that laptops must be checked out and returned by the end of each work day, and not to be taken home overnight, in order to be available for all to use. Initially the capability to sync the files was cumbersome. However, later in the year the Fremont County IT purchased and installed "SyncToy21", which has resulted in a quick and easy method to synchronize the laptop files with the office electronic files. During this year we had a change of staff in the office, which has affected the use of the laptops. Of the three initial case managers, one was not comfortable using the laptop. However, that individual has since left the agency and another case manager was hired. The new case manager is still learning the case management duties and documentation process, so has not yet achieved a level of comfort using the laptop, especially in the presence of consumers. The other two case managers have used the laptops, but not to the extent originally expected. One case manager was out on medical leave for two and a half months, so didn't use the laptop during that time. With the need for the lengthy comprehensive assessment, the implementation of the prior authorization process, and the case manager's role in CSN, it is important for the case managers to utilize their time efficiently to be able to complete the magnitude of documentation required. The case managers will be encouraged to utilize the laptops on a regular ongoing basis to improve their documentation efficiency and timeliness.

Goal Progress Year 3: (FY2012)

The case managers at Fremont County Community Services continued to have laptops available to them for use out of the office throughout the course of the year. The case managers generally did not use the laptops outside of the office, preferring to complete their paperwork while in the office. In some situations it can be cumbersome to use the laptop while meeting with a client, especially if the client is uncomfortable with this. Laptops will continue to be available to the case managers for use at their discretion.

Goal Progress Year 4: (FY2013)

Case managers at Fremont County Community Services continue to have access to laptops to use outside of the office. Generally they are not taken to meetings and/or client visits as staff prefer to complete paperwork within the office. Fremont County has been working toward regionalization of its mental health system over the past year, therefore, new strategic plan goals have not been developed.

Stakeholder Involvement

Consumers, families/guardians, and providers give input through regular face to face meetings and phone contact with Fremont County Case managers and the Central Point of Coordination Administrator. These professionals gather consumer needs through formal and informal assessments. Information is also gathered from the Community Mental Health Center, Department of Human Services, Clarinda Treatment Complex, and area schools.

Fremont County's seven member Advisory Board is comprised of two consumers, three guardians/consumer family members, and two providers. The Advisory Board meets at least three times yearly to receive new and updated program information from the Community Services Director/Central Point of Coordination Administrator and to provide input on any changes to the mental health service system in Fremont County.

The Fremont County Central Point of Coordination Administrator meets with the Fremont County Board of Supervisors on a regular basis to bring any concerns by consumers, providers, or members of the community to their attention. These stakeholders may also discuss any concerns directly with the Board of Supervisors at their regularly scheduled meetings. One member of the Board of Supervisors attends the regular board meetings of the contracted Mental Health Center and provides input from the county perspective. The Central Point of Coordination has frequent contact with both consumers and providers throughout the year to address any issues, concerns, or needs as they arise.

Actual Provider Network

| Provider | Location | Type of Service |
|-----------------------------------|-----------------------|--|
| Alegent Health/Mercy Hospital | Council Bluffs, Iowa | Acute Psychiatric Hospitalization |
| Alegent Psychiatric Associates | Shenandoah, Iowa | Psychiatric Outpatient Services |
| Attorney G. Rawson Stevens | Shenandoah, Iowa | Legal Representation |
| Beam, Kathy | Farragut, Iowa | Mental Health Advocate |
| Cass Inc. | Atlantic, Iowa | Work Activity |
| Choice | Corning, Iowa | Transportation |
| Clarinda Treatment Complex | Clarinda, Iowa | Acute Psychiatric Hospitalization |
| Concerned Inc. | Harlan, Iowa | Work Activity, Day Habilitation, Supported Community Living |
| Country Haven | Corning, Iowa | Residential Care Facility |
| Crossroads of Western Iowa | Missouri Valley, Iowa | Work Activity, Supported Community Living |
| Country Haven | Corning, Iowa | Residential Care Facility |
| Danley, Vicki | Hamburg, Iowa | Legal Representation |
| Fremont County Sheriff | Sidney, Iowa | Transportation |
| Glenwood Resource Center | Glenwood, Iowa | Intermediate Care Facility for the Mentally Retarded – Respite/HCBS Waiver |
| Heartland Family Services | Council Bluffs, Iowa | Psychiatric Outpatient Services |
| Hillcrest Family Services | Dubuque, Iowa | Residential Care Facility |
| Kevington Lane | Sidney, Iowa | Residential Care Facility/Supported Community Living/ Habilitation Services |
| Kohl's Pharmacy and Homecare | Malvern, Iowa | Prescription Medication |
| Law Offices of Brian Tackett | Glenwood, Iowa | Legal Representation |
| Mosaic of Western Iowa | Logan, Iowa | Residential Care Facility |
| Montgomery County Sheriff | Red Oak, Iowa | Transportation |
| Nishna Productions | Shenandoah, Iowa | Work Activity, Day Habilitation, RCF/MR, Supported Community Living, Respite |
| Nishna Productions | Red Oak, Iowa | Day Habilitation |
| Nishna Productions | Malvern, Iowa | RCF/MR, Supported Community Living |
| Page County Sheriff | Clarinda, Iowa | Transportation |
| Partnership for Progress | Atlantic, Iowa | Residential Care Facility |
| Penn Drug Company | Sidney, Iowa | Prescription Medication |
| Pottawattamie County Sheriff | Council Bluffs, Iowa | Transportation |
| Southwest Iowa Planning Council | Atlantic, Iowa | Transportation |
| Stamets and Wearin Law Firm | Red Oak, Iowa | Legal Representation |
| Waubonsie Mental Health Center | Clarinda, Iowa | Psychiatric Outpatient Services |
| West Central Mental Health Center | Adel, Iowa | Psychiatric Outpatient Services |
| Whiddon Law | Council Bluffs, Iowa | Legal Representation |
| Wild, Baxter, and Sand, PC | Guthrie Center, Iowa | Legal Representation |

The providers utilized by Fremont County are responsible for assessment of their programs and meeting certification and accreditation standards as appropriate.

Actual Expenditures FY 2013

| Account | Code | Mental Illness | Chronic Mental Illness | Mental Retardation | Admin | Total |
|---------|--|----------------|------------------------|--------------------|-------------|-------------|
| 04372 | Planning and/or Consultation Services (Client Related) | \$1,500.00 | \$1,500.00 | | | \$3,000.00 |
| 05373 | Public Education Services | \$1,000.00 | \$250.00 | \$80.00 | | \$1,330.00 |
| 11100 | Direct Admin - Salary Regular Employees | | | | \$23,089.29 | \$23,089.29 |
| 11110 | Direct Admin - FICA - County Contribution | | | | \$1,668.27 | \$1,668.27 |
| 11111 | Direct Admin - IPERS- County Contribution | | | | \$1,799.15 | \$1,799.15 |
| 11113 | Direct Admin - Employee Group Health Insurance - County Contribution | | | | \$4,224.37 | \$4,224.37 |
| 11413 | Direct Admin - Mileage & Other Travel Expenses | | | | \$2,102.79 | \$2,102.79 |
| 11414 | Direct Admin - Telecommunications Services | | | | \$725.80 | \$725.80 |
| 11428 | Direct Admin - Medical & Health Services | | | | \$116.40 | \$116.40 |
| 11430 | Direct Admin - Natural/LP Gas, Fuel Oil (Heat, Water, Electric, Sewer) | | | | \$95.38 | \$95.38 |
| 11431 | Direct Admin - Electric Power | | | | \$139.32 | \$139.32 |
| 11450 | Direct Admin - Building (Rental) | | | | \$557.92 | \$557.92 |
| 11465 | Direct Admin - Life Insurance | | | | \$12.96 | \$12.96 |
| 11471 | Direct Admin - Custodial Services | | | | \$468.00 | \$468.00 |
| 11475 | Direct Admin - Sanitation & Disposal Services | | | | \$47.93 | \$47.93 |
| 12421 | Purchased Admin - Data Processing Services | | | | \$10,783.00 | \$10,783.00 |
| 21374 | Case Management - T19 Match/ Medicaid | | \$174.71 | \$131.97 | | \$306.68 |
| 31354 | Transportation - General | | \$5,031.60 | \$28.40 | | \$5,060.00 |
| 32325 | Support Services - Respite | | | \$218.69 | | \$218.69 |
| 32328 | Support Services - Home/Vehicle Modification | | | \$2,161.94 | | \$2,161.94 |
| 32329 | Support Services - Supported Community Living | \$427.50 | \$7,605.52 | | | \$8,033.02 |
| 32399 | Support Services - Other | | | \$1,187.74 | | \$1,187.74 |
| 33399 | Basic Needs - Other | | | \$200.00 | | \$200.00 |
| 41306 | Physiological Treatment - Prescription Medicine/Vaccines | \$2,115.65 | | | | \$2,115.65 |
| 42304 | Psychotherapeutic Treatment - Acute & Emergency Treatment | \$1,500.00 | | | | \$1,500.00 |
| 42305 | Psychotherapeutic Treatment - Outpatient | \$19,561.23 | \$7,292.51 | | | \$26,853.74 |
| 43301 | Evaluations (Diagnostic) NOT related to Commitments | \$300.00 | | | | \$300.00 |
| 50362 | Voc/Day - Work Activity Services | | \$6,645.57 | \$35,238.31 | | \$41,883.88 |

| | | | | | | |
|-------|--|-------------|--------------|-------------|-------------|--------------|
| 50369 | Voc/Day - Enclave | | | \$97.96 | | \$97.96 |
| 50399 | Voc/Day - Other Services | | | \$191.58 | | \$191.58 |
| 63329 | Comm Based Settings (1-5 Bed) - Supported Community Living | | \$43,242.00 | \$2,554.56 | | \$45,796.56 |
| 63399 | Comm Based Settings (1-5 Bed) - Other | | \$350.00 | | | \$350.00 |
| 64314 | Comm Based Settings (6+ Beds) - RCF | | \$52,753.31 | | | \$52,753.31 |
| 64316 | Comm Based Settings (6+ Beds) - RCF/PMI | | \$12,331.28 | | | \$12,331.28 |
| 71319 | State MHI Inpatient - Per diem charges | \$451.76 | \$5,195.33 | | | \$5,647.09 |
| 73319 | Other Priv./Public Hospitals - Inpatient per diem charges | \$4,286.00 | | | | \$4,286.00 |
| 74300 | Commitment - Diagnostic Evaluations | \$584.00 | | | | \$584.00 |
| 74353 | Commitment - Sheriff Transportation | \$450.17 | \$564.00 | | | \$1,014.17 |
| 74393 | Commitment - Legal Representation | \$708.00 | \$1,717.45 | | | \$2,425.45 |
| 75101 | Mental Health Advocate - Wages of Temp & Part Time Employees | \$321.94 | \$2,196.59 | | | \$2,518.53 |
| 75413 | Mental Health Advocate - Mileage & Other Travel Expenses | \$42.75 | \$777.50 | \$32.85 | | \$853.10 |
| Total | County | \$33,249.00 | \$147,627.37 | \$42,124.00 | \$45,830.58 | \$268,830.95 |

Fiscal year 2013 total expenditures were \$268,830.95. In comparison, fiscal year 2012 total expenditures were \$942,463.87. This is a reduction in expenditures for Fiscal Year 2013 of \$673,632.92. This significant change is attributed to the County no longer paying the non-federal share of Medicaid Waiver services.

Unduplicated Number of Persons Served by COA code and Disability Type

Date Prepared 11/6/2013 For FREMONT County FY: 2013

| Age | Account Code | MI | CMI | MR | Total |
|-------|--|----|-----|----|-------|
| Adult | 5373 Public Education Services | | 1 | | 1 |
| Adult | 21374 Case Management - T19 Match/ Medicaid | | 6 | 26 | 32 |
| Adult | 31354 Transportation - General | | 3 | 1 | 4 |
| Adult | 32325 Support Services - Respite | | | 1 | 1 |
| Adult | 32328 Support Services - Home/Vehicle Modification | | | 1 | 1 |
| Adult | 32329 Support Services - Supported Community Living | 1 | 10 | | 11 |
| Adult | 32399 Support Services - Other | | | 1 | 1 |
| Adult | 33399 Basic Needs - Other | | | 1 | 1 |
| Adult | 41306 Physiological Treatment - Prescription Medicine/Vaccines | 2 | | | 2 |
| Adult | 42305 Psychotherapeutic Treatment - Outpatient | 34 | 7 | | 41 |
| Adult | 43301 Evaluations (Diagnostic) NOT related to Commitments | 1 | | | 1 |
| Adult | 50362 Voc/Day - Work Activity Services | | 1 | 8 | 9 |
| Adult | 50369 Voc/Day - Enclave | | | 2 | 2 |
| Adult | 50399 Voc/Day - Other Services | | | 1 | 1 |
| Adult | 63329 Comm Based Settings (1-5 Bed) - Supported Community Living | | 2 | 1 | 3 |
| Adult | 63399 Comm Based Settings (1-5 Bed) - Other | | 1 | | 1 |
| Adult | 64314 Comm Based Settings (6+ Beds) - RCF | | 5 | | 5 |
| Adult | 64316 Comm Based Settings (6+ Beds) - RCF/PMI | | 1 | | 1 |
| Adult | 71319 State MHI Inpatient - Per diem charges | 1 | 3 | | 4 |
| Adult | 73319 Other Priv./Public Hospitals - Inpatient per diem charges | 2 | | | 2 |
| Adult | 74300 Commitment - Diagnostic Evaluations | 2 | | | 2 |
| Adult | 74353 Commitment - Sheriff Transportation | 8 | 4 | | 12 |
| Adult | 74393 Commitment - Legal Representation | 5 | 5 | | 10 |
| Adult | 75101 Mental Health Advocate - Wages of Temp & Part Time Employees | 3 | 13 | | 16 |
| Adult | 75413 Mental Health Advocate - Mileage & Other Travel Expenses | 2 | 11 | 1 | 14 |

Persons Served – Age Group by Primary diagnostic category

The Person Service – Age Group by Primary diagnostic category shows the number of children and adults in each of the four categories.

Persons Served - Age Group by Primary Diagnostic

Date Prepared 11/6/2013 For FREMONT County FY: 2013

| Disability Group | Children | Adult | Unduplicated Total | DG |
|--|----------|-------|--------------------|-------|
| Mental Illness | 0 | 39 | 39 | 40 |
| Mental Illness, Chronic Mental Illness | 0 | 6 | 6 | 40,41 |
| Chronic Mental Illness | 0 | 31 | 31 | 41 |
| Chronic Mental Illness, Mental Retardation | 0 | 1 | 1 | 41,42 |
| Mental Retardation | 0 | 29 | 29 | 42 |
| Total | 0 | 106 | 106 | 99 |

Mental Health Growth/Loss Report

The Growth/Loss Report shows a net gain of 2 in the area of Chronic Mental Illness and a reduction of 11 in the area of Mental Retardation; and 0 in the area of Developmental Disabilities. The over-all net change is -9 for all disability groups.

Growth-Loss Table

Mental Health System Growth / Loss Report

Date Prepared 11/6/2013 For FREMONT County FY: 2013

| Disability Group | First Quarter | Second Quarter | Third Quarter | Fourth Quarter | Net Change |
|----------------------------|---------------|----------------|---------------|----------------|------------|
| Mental Illness | 22 | 21 | 17 | 22 | 0 |
| Chronic Mental Illness | 27 | 25 | 23 | 29 | 2 |
| Mental Retardation | 25 | 26 | 5 | 14 | -11 |
| Developmental Disabilities | 0 | 0 | 0 | 0 | 0 |
| Brain Injury | 0 | 0 | 0 | 0 | 0 |
| Total | 74 | 72 | 45 | 65 | -9 |

Appeals

Fremont County had one appeal filed in FY 2013. The appeal was in relation to a client being discharged from case management due to not receiving any services within a calendar quarter. The client also failed to cooperate in finding a new provider. The client was given choice of additional case management providers. A hearing was held and the client did not appear. Legal Aid assisted the client in understanding the process of services for case management and directed him to engage with a new service provider. The appeals process is documented on the Funding Request/Service Authorization form, the Notice of Decision, and in the Policy and Procedures Manual. The Fremont County Case Managers also explain the appeal process to consumers of Fremont County Community Services.

Quality Assurance

The quality of services utilized by Fremont County continues to be assessed through regular contact between the Central Point of Coordination Administrator and Community Services staff with consumers, their families, service providers, and other interested parties to address service needs and /or concerns. The information gathered from these various sources is then used to monitor and evaluate the quality and outcomes of the mental health service system. The Central Point of Coordination and/or a case manager reviews all reports received and attends all individual service plan/team meetings at least annually or more often as the need arises. In addition all IEP's are attended, as appropriate, to monitor the need for services as individuals transition from the school setting into adult services. These contacts offer the opportunity to determine satisfaction with services and address any changes that may be needed.

Satisfaction surveys are sent out each year on a rotating basis between consumer and provider. During FY2013 a family member/guardian satisfaction survey was distributed. Of the 85 surveys distributed 43 were completed and returned, a 51% response rate. Of the 43 responses, virtually all family members/guardians were positive about the lives of their children or wards and were satisfied with the services that their children or wards were receiving. It is felt this method is a good measurement/reflection of the quality of programming

within the Community Services and Mental Health Departments of Fremont County. The family member/guardian survey results may be viewed in **Appendix B**.

Waiting Lists

For the fiscal year 2013, a waiting list was not utilized. Adequate funding has been available to fund those currently needing services. To help prevent the need for a waiting list, Fremont County has reduced costs by implementing block grants for consultation services, educational services, physiological treatment, and emergency services provided by the contracted Mental Health Center to reduce costs that were previously being charged per consumer visit. These block grants are divided into two payments per year to assist with the cash flow of the budget.

Primary Access Points

CPC Administrator
414 Clay Street
Sidney, Iowa 51652
712-374-3075

Fremont County Case Management
414 Clay Street
Sidney, Iowa 51652
712-374-3075

Fremont County Department of Human Services
414 Clay Street
Sidney, Iowa 51652
712-328-5661

Waubonsie Mental Health Center
1800 North 16th Street
Clarinda, Iowa 51632
712-542-2388

CPC applications are available at secondary access points throughout the County, including schools, clinics, hospitals, law enforcement, Clerk of Court's office, Mental Health Center, and provider agencies.



Provider Name
Provider Address
Provider Address

Dear _____,

Fremont and Page County have taken on the following task as one of their strategic plan goals for the years July 1, 2009 to June 30, 2012. The task as stated is: To ensure that members who are unable to speak for themselves, have adequate representation, i.e. Guardian(s) to make their wishes and wants known and to assist the members in decision making of all types.

We are asking all providers to assist us by completing a short survey. This survey will help us identify if there are members, to whom they are providing services, which might be in need of a guardian either at this time or at some future date. After we receive your reply we will be speaking to different community based groups and asking for volunteers that would be able to assist our consumers by being guardians.

Fremont and Page County will then complete background checks on these willing volunteers. A guardianship manual will be researched and chosen. The volunteers will then be trained on how to best advocate for their ward.

This will be an ongoing endeavor with regular updates on rule change and consultants to answer questions that might arise.

We would like to thank you for your time in completing this survey and would like to remind you that in the end members that need help in this area will be the ones to benefit.

Respectfully,

Jan Winkler, LBSW
Fremont County Central Point of Coordination
Community Services Director

GUARDIANSHIP MEMBERS IDENTIFICATION SURVEY

1. Do you as a provider see a need for trained volunteer guardians?

_____ Yes _____ No _____ I don't know

2. At present or within the next year how many of your members do you think could use the services of a volunteer guardian?

_____ None _____ 1 to 5 _____ 6 to 10 _____ 10 +

3. How many of these members are male and how many are female?

_____ Male _____ Female

4. What is the general age range of these members?

_____ 18-35 _____ 36-50 _____ 51+

5. Are there any members that currently have a guardian that might be in need of a change or guardian? If so can you provide us with a number?

_____ Yes _____ # _____ No

6. Would you as a provider feel comfortable working with a trained volunteer guardian?

_____ Yes _____ No _____ I don't know

Comments:

Would you like to be a volunteer guardian? _____ Yes _____ No

Thank you for taking time to complete this survey.

GUARDIANSHIP SURVEY 2009 - 2010

| SURVEY QUESTIONS: | RESULTS: | | | |
|---|--------------|---------------|---------------|------------|
| | Yes | No | Don't Know | |
| a. Do you as a provider see a need for trained volunteer guardians? | 27 | 7 | 3 | |
| b. Are there any members that currently have a guardian that might be in need of a change of guardian: If so how many? | | 8 | 29 | |
| c. Would you as a provider feel comfortable working with a trained volunteer guardian? | 19 | 4 | 6 | |
| d. Would you like to be a volunteer guardian? | | | | |
| e. At present or within the next year how many of your consumers do you think could use the services of a volunteer guardian? | None | 1 to 5 | 6 – 10 | 10+ |
| | 10 | 27 | 0 | 0 |
| f. What is the general age range of these members? | 18-25 | 36-50 | 51+ | |
| | 1 | 2 | 6 | |
| g. How many of these consumers are male and how many are female? | Male | Female | | |
| | 6 | 4 | | |

52 Distributed – 37 Completed and Returned – 73% Response. The results did not provide information that any individual was in immediate need of a guardian at this time.

Comments:

I would like to be a volunteer guardian but just do not have the time at the present

More need will appear as our population ages

More of our present guardians need to be trained

Appendix B: FREMONT COUNTY CASE MANAGEMENT FAMILY MEMBER/GUARDIAN SURVEY RESULTS

Fremont County Community Services strives to provide a case management program that assists consumers in attaining a meaningful life in the community of their choice whenever possible. In an attempt to measure satisfaction with our case management program, a family member/guardian satisfaction survey was developed and sent in April 2013. The survey gathers demographic information on the clients as well as level of satisfaction with services according to the family member/guardian. Results are tabulated below.

Number of surveys sent to family members/guardians = 85

Number of surveys returned = 43

- 42 parents/guardians responding to the survey identified the Case Manager involved. 1 parent/guardian was not sure who their family member/ward's case manager was.
 - Enough contact with Case Manager? # yes - 39 # no – 2 # no response - 2
 - Case Manager helpful? # yes - 39 # no – 2 # no response - 2
 - Case Manager helped with goals? # yes - 40 # no – 2 # no response – 1
 - Satisfied with Case Manager? # yes - 40 # no – 2 # no response – 1

- Living Arrangements of the clients: # with relatives - 17 # in an 8 bed or larger group home – 7 # in a 3-4 person waiver home – 6 # living alone – 12 # no response- 1

- Happy with living arrangements? # yes – 40 # no – 2 # no response - 1

- Workplace Location: # workshop - 7 # in community – 5 # no response – 7 # working in both workshop and community – 0 enclave (other) - 0
 - # Day Program – 1 # not working – 23 (school, retired, other)

- Happy with work? # yes - 14 # no – 3 # no response – 26

- Happy with Services Received? # yes - 37 # no – 4 no response - 2

- Has consumer received psychiatric services? # yes - 13 # no – 28 # no response – 1 #marked yes and no- 1
 - Happy with treatment? # yes - 10 # yes and no – 1 #no- 2

Of the 43 responses, virtually all family members/guardians were positive about the lives of their children or wards and were satisfied with the services that their children or wards were receiving.

Of the family members/guardians of children or wards with Case Managers who responded yes or no to specific questions, these are the results:

- 95% were satisfied they had enough contact with the Case Manager;

- 95% felt that the Case Managers were helpful;
- 95% indicated that the Case Managers were helpful with goals and
- 95% were satisfied with the Case Managers.

Of the 42 parents/guardians responding to the questions regarding the client's living arrangements, these are the results:

- 40% of the clients live with them;
- 14% of the clients live in waiver homes or waiver apartments;
- 17% of the clients live in an 8 bed or larger group home setting;
- 29 % of the clients live alone.
- 95% of those responding to living arrangements are happy with the client's living arrangements.
- 5% (2) answered "no" as to being happy with the client's living arrangements. One parent/guardian stated "would rather live on my own."

Fremont County Community Services continues to monitor our client's living arrangements with a goal toward moving all clients to their optimal level of living or to their optimal level of happiness with their living arrangements. Often parent/guardians are concerned about the client's safety when a less restrictive living arrangement is discussed. Case Managers will continue to advocate for clients who wish to move to more independent settings. We will continue to help our clients overcome whatever barriers arise so that optimal living arrangements can be pursued.

36 parents/guardians responded to the questions regarding work.

- 19% (7) of the respondents indicated that the client works in a workshop.
- 14% (5) reported that the client worked in the community.
- 0% of the clients work both in the workshop and in the community.
- 64% (23) of the clients do not work (clients are still in school or retired).
- 3% (1) attend a Day Program and do not work.

Of the 17 parents/guardians responding to questions about whether the clients are happy working where they do,

- 82% reported that they are happy working where they do.
- 18% (3) responded "no." 1 parent/guardian stated their family member/ward did not work at this time but would like them to work "someplace with a more affordable life experience."

Of those 41 parents/guardians responding to questions regarding their family member's services,

- 90% were happy with the services their child or ward receives.
- 10% marked "no" in response.
- One parent/guardian noted that although happy with services, they were "ambivalent about the medication *** takes- am concerned it may damage his health." Another family member commented they were happy but "would like to find a new therapist for her."
- Of those who marked "no," one family member/guardian remarked they'd like to see the client "have more freedom." Another stated they "wish the service provider caregiver was authorized to help more when I am not able to work beside her." One family member/guardian also commented they would like "more providers in the area for services."

42 parents/guardians answered the question regarding their family member receiving psychiatric services and of those,

- 31% responded their family member had received psychiatric services in the past year.
- 69% responded their family member had not received psychiatric services in the past year.
- Of those who had received services, 77% of those responding were happy with the treatment the family member received. One parent/guardian (8%) responded “yes and no” and 2 (15%) responded “no.” Of those that responded “no,” one family member/guardian commented, “therapist *** suggested a seizure dog for ***-when we told her this would not work- she continued to push the issue.” Another family member/guardian commented they were unhappy about a “brand new med.”

These additional comments were noted on the survey:

- One family member/guardian noted “_____ does an excellent job for us.”
- One family member/guardian stated “have had no contact since *** left” (there has been a change in case managers for the client in the past several months).
- One parent/guardian stated “as the case manager has just replaced our last one I have not met her so I feel I can’t answer these questions honestly.”
- One family member/guardian commented “awesome” in regard to their case manager.
- One family member/guardian shared, “we want you to know that *** has been our daughter ***’s best advocate for special needs services. *** is extremely competent, caring, and she knows exactly what to say and when to say it.”

As part of our quality control efforts, we will continue to monitor family member/guardian satisfaction.