

Hamilton County Social  
Services

Managed Care Annual  
Review

December, 2013

Iowa Administrative Rule  
441-25.17

Submitted to the Iowa  
Department of Human  
Services for Informational  
Purposes

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This report includes information required by the Iowa Administrative Rule 441-25.17. The report is provided to summarize all the activities of Hamilton County Social Services for the fiscal year of 2013. The report contains information which is reviewed and used as a management tool for the Hamilton County Board of Supervisors, MHDD Advisory Board, the Social Services Department and all invested stakeholders of Hamilton County. This report is respectfully submitted to the Department of Human Services by December 1, 2013.

This report is at the end of a three year strategic plan, which explains how Hamilton County provides services for persons with intellectual disabilities.

This report is updated on a yearly basis by the Central Point of Coordination (CPC) Office (single entry point) in Hamilton County. The CPC oversees all county funded mental health services. The Executive Director of Hamilton County Social Services is designated as the CPC, as required by Iowa law.

Hamilton County Mental Health Services building is located at:

500 Farimeadow Drive  
Webster City Iowa 50595  
515-832-9550

The office is located in Webster City, which is the county seat. The Hamilton County Court house is located less than a ¼ mile from the Mental Health building. Access to the office is convenient, right off of new Highway 20 at the Webster City exit. The building is built to house the CPC office, County Case Management services, Veterans Affairs, General Assistance, Friends Forever Social Education Center and a satellite office for the Berryhill Center for Mental Health. Building Families is also located in the Southwest corner of the building.

What makes the location and building so unique are all of the services are housed in one central location, which, makes it easier for persons to access services.

Staff:

Patti Treibel LBSW, MS, Executive Director  
Kenric Weinschenk, Assistant Director  
Carrie Hisler LBSW, Case Management Supervisor

**Policy & Advisory Boards**

Hamilton County Board of Supervisors

David Young, Chair  
Wes Sweedler  
Doug Baily

Case Management Advisory Board

Cathy McGuire, Chair  
Trudy Anderson  
Marilyn Doocy  
Doug Baily-HCBOS  
Dan Riley  
Roxanne Bell  
Kristen Ahrens

Friends Forever Advisory Board

Kenric Weinschenk-staff  
Nikki Stubberud-staff  
Susan Herbst  
Bucky Jondal  
Steve Brown  
Linda Anderson  
Doug Baily-HCBOS  
Don Seamonds  
Shirley Fuhs  
Roger Balsley  
Hannah Ann Anderson

**Departments:**

Targeted Case Management: This service is an individual serve that provides assessment, planning, referral, service coordination and monitoring of services for individuals. Individuals must receive Medicaid and must meet criteria for the service.

General Assistance: This services administers financial assistance on an emergency basis. The service provides, rent assistance, utility, indigent funeral, and emergency food assistance.

Friends Forever Social Education Center: Day Habilitation Center/Drop in Center for persons with disabilities.

Friends Forever has also been certified to provide Supported Community Living Services.

Representative Payee Program: This service provides a representative payee through Social Security Administration, which is facilitated by Hamilton County Social Services. The service is provided for MHDD individuals who are legal settlement of Hamilton County. Social Services does have a fee for service for non-consumers. Hamilton County has established a Guardianship services for persons with disabilities.

Other Departmental Activities:

Monthly calendar distributed by Friend Forever

Ongoing CCMS training, ISAC Semi-Annual Conferences, quarterly Case Management support meetings, CCMS Administrators training, CRIS Cost Report training, HIPAA training

Friends Forever Social Education Center member meetings

Case Management Advisory Board meetings

Ongoing collaboration with Clerk of Court, Magistrate, Mental Health Judicial Advocate, Hospitals and State MHI's related to mental health commitments

Community outreach for educational purposes

Central Iowa Recovery – Intensive Psychiatric Rehabilitation Services (Thirteen County 28-E Agreement)

# **Hamilton County Mental Health Services Strategic Action Plan**

## **FY 10-13**

The Hamilton County Strategic Action plan has been created to help implement supports and services for persons with disabilities in Hamilton County. The plan responds to the needs of consumers, is cost effective and delivers services in a timely manner. Hamilton County takes pride in taking a creative approach to services. Hamilton County develops this plan for providing an array of cost effective, individualized services and supports that assist the individuals to be independent, productive, and integrated into their communities while staying within the cost restraints of the service fund.

Hamilton County supports the idea that persons:

- Have a choice about amounts and types of services/supports they receive
- Are empowered to accept responsibility, take risks and make choices
- Receive services that are individual, produce results, are flexible and cost effective
- Receive services which support ability for persons to live, work and recreate in communities of their choice.

## **Needs Assessment 25.18(1)**

Hamilton County Mental Health Services have identified the following un met needs: Community education and awareness of services for those with disabilities, enhanced support services for persons with disabilities and data systems for tracking information and community support. The needs assessments were identified through informal assessments conducted by committee, identified through provider meetings, consumer response on satisfaction surveys and annual reports submitted to the State of Iowa. Hamilton County will review the needs assessment bi-annually by reviewing goals.

Hamilton County Social Services is including information in this report that is required by the Administrative Rule 441-25.17, this report is provided to summarize the activities of Hamilton County Social Services for the Fiscal Year 2013. This report is used by the Hamilton County Board of Supervisors and stakeholders of Hamilton County Social Services. This report is submitted to the Iowa Department of Human Services by December 1, 2013.

## Goals and Objectives 25.18(2)

Goal 1: The communities in Hamilton County will become more knowledgeable regarding persons and services for those with disabilities.

Objective: *By June 2012 Hamilton County will collaborate with service providers, educational institutions in supporting persons with disabilities.*

### Action Steps:

- FY 2010,2011,2012 Representative from Hamilton County will attend appropriate school staffing to transition students into adult MH/DD services. Representative from Hamilton County will work closely with AEA/schools to secure appropriate services.

*Progress: CPC will track how many staffings are attended in each school.*

*2010 -Progress:* September 2009, met with representative from the AEA transition team. Representative will be contacting all schools in Hamilton County regarding a county presence at all transition staffing's.

*2011 – Progress:* A total of five staffing's were held at the high schools in Hamilton County, three in Webster City and one in South Hamilton schools. The purpose of the staffing's were for transitioning students from the school setting to the adult mental health system.  
In attendance: School staff, Case Manager, Parent and student  
Cost: \$0

*2012 – Progress:* In 2012 there were a total of 13 staffing's held in the School districts in Hamilton County. Four staffing's were held in the South Hamilton School district. Nine staffing's were held in the Webster City School district. The purpose of the staffing's were to start the transition process for students who will be transitioning in to the adult system.  
In attendance: Case Managers, students, school personnel and family members.  
Cost: \$0

- FY 2010/2011 CPC representative will educate schools in Hamilton County regarding the services available for persons with disabilities.

Progress: CPC will track how many schools receive information.

2010 – Progress: November 3, 2009 CPC/Case Management Supervisor presented a 30-minute workshop for Special Education teachers and school personnel on County services. This was an area wide meeting with Prairie Lakes AEA. Approximately 60 were in attendance. Brochures were handed out.

Cost: Mileage 42 miles x.53= \$22.26, brochures 10.00

2010 – Progress: August 2010 Letter was sent out to all high schools in Hamilton County regarding transition meeting. This letter was sent to remind schools to include the county on the transitioning of students to the adult mental health system.

In attendance: 0

Cost: \$3.00

2011 – Progress: August 2010 – Letter was sent out to all high schools in Hamilton County regarding transition meetings. This letter was sent to remind the schools to include the County in the meetings in order to effectively transition students with disabilities into the adult MH/DD system.

In attendance: 0

Cost: \$3.00

2012 – Progress:

In August letters were sent out to the schools in Hamilton County regarding transition meetings. The letters were sent to remind schools to include the County in the meetings in order to effectively transition students with disabilities into the adult MH/DD system.

In Attendance: 0

Cost: \$3.00

2012 – Progress:

November 25, 2012 – Case Management Supervisor and Executive Director from Hamilton County attended a meeting for Special Education Teachers at the Webster City High School. This meeting was held for consultation purposes. Issues discussed were wavier services, county role/funding, and case management.

In attendance: 7

Cost: \$0

- Fy 2011/2012 Informational meetings will be held to educate Hamilton County communities. Information will be distributed throughout communities for educational purposes.

*Progress: CPC will present the community information in the annual report.*

*2010-Progress: September 4, 2009- Hamilton County CPC met individually with a parent, regarding court commitment procedures.*

*2010 – Progress: CPC attended Kiwanis meeting to talk about the Wavier home opening for adult women.*

*In attendance: 15*

*Cost: \$0*

*2011 – Progress: October 26<sup>th</sup> 2010, CPC met with Kiwanis Club to talk about the services provided through Mental Health.*

*In attendance: 25*

*Cost: \$0*

*2011 – Progress: November 4<sup>th</sup> 2010, CPC met with Women’s Ministry Group at the Church of Christ to talk about the new Wavier home.*

*14 persons were in attendance.*

*Cost: \$0*

*2011 – Progress: November 9<sup>th</sup> 2010, CPC met with the Main Street Kiwanis to talk about the new Wavier home opening.*

*20 persons were in attendance.*

*Cost: \$0*

*2011 – Progress: CPC attended Kiwanis meeting to talk about the Wavier home opening for adult women.*

*In attendance: 15*

*Cost: \$0*

*2011 – Progress: May 17<sup>th</sup> 2011, CPC met with the Diamond K Kiwanis Club to talk about the Wavier home in Webster City.*

*12 persons in attendance.*

*Cost: \$0*

*2012 – Progress:*

*August 25, 2011, Hamilton County along with several interested counties met with a consultant to discuss the possibility of turning the old hospital into a sub-acute unit.*

*10 County representatives were in attendance*

*Cost: \$0*

*2012 – Progress:*

September 11th, 2011, Information meeting was held regarding the possibility of utilizing the Hamilton Hospital for a sub-acute unit.

7 County representatives were in attendance.

Cost: \$0

*2012 – Progress:*

December 11<sup>th</sup> 2012, an informational meeting was held for the Stephens Ministry from the Congregational Church. This meeting was to inform them of the services available in Hamilton County.

10 people were in attendance.

Cost: \$0

*2012 – Progress:*

March 2012 – Central Iowa Recovery was formed. Tim Bedford was hired as the Director of the organization. Each County put in \$25,000 to fund the initial startup cost.

Cost: \$175,000

*2012 – Progress:*

April 10<sup>th</sup>, 2012, an educational meeting was held for the TRI-T organization. The purpose of this meeting was to inform the group of the Intensive Psychiatric Rehabilitation (CIR) program that was currently being developed for Central Iowa Recovery. Tim Bedford the director of (CIR) attended along with Hamilton County Executive Director. Tim presented the information.

9 people were in attendance

Cost: \$0

- Fy 2010/2011/2012 (yearly) CPC representative will educate local law enforcement/hospitals and community agencies on court committal process in Hamilton County, by providing educational trainings.

*Progress: CPC will report the number of trainings provided and the agencies trained in during the next three years.*

*2010 – Progress:*

July 8, 2009 -Hamilton County CPC held training on Court Committal procedures. A power point presentation was done on the proper procedure, responsibility of the county, ER protocol and court protocol. Representatives from Law Enforcement, Hospital (ER) personnel, billing department personnel, Drug and Alcohol Agency, Hamilton County Sheriff department were in attendance.

In Attendance: 30  
Cost: \$0

*2011 – Progress: May 19, 2011 – Hamilton County CPC and Assistant Director attended a meeting at Van Diest Medical Center. The meeting was for County Emergency Preparedness. Hamilton County CPC shared the process for emergency services for the disabled.*

*In attendance: 28  
Cost: \$0*

*2012 –Progress:*

*CPC has assisted the courts, law enforcement and Van Diest Medical Center in the committal process this past fiscal year. CPC office has also talked with family members on the commitment process.*

- FY 2011/2012 Support groups for the mentally ill/intellectually disabled and their families will be established by meeting with representatives from ARC/Nami and Berryhill Center.

*Progress: CPC will track the number of support groups and attendance.*

*2010 – Progress: November 18, 2009 – Hamilton County contracted with The Counseling Practice of Georgiana Meadows for a Parent Support Group for the mentally ill.*

*In attendance: Average 5-10 persons  
Cost: \$200 per session*

*2011 – Progress: Hamilton County contracted with Community and Family Resources to run the Parent Support Group. This group meets once a month on the third Wednesday. 12 groups were held.*

*In Attendance 5-10 persons.  
Cost: \$125.00*

*2012 – Progress:*

*Hamilton County has continued to contract with Community and Family Resources to facilitate the Parent Support Group. This group continues to meet on the third Wednesday of the month. This past year there were a total of 10 groups.*

*In attendance: 4 -5 persons.  
Cost: \$125.00*

Goal 2: Hamilton County will increase support services for persons with disabilities within Hamilton County:

Objective: *By 2012 Hamilton County will increase support services. Consumers will have a choice of support services in Hamilton County, which will serve to meet their individual needs.*

Action Steps:

- FY 2010 Meet with providers to see what services are offered through agency.

*Progress: CPC will track contacts with providers and list services to make available to consumers.*

2010 -No Progress:

*2011- Progress: CPC has made contact with local provider, Friends Forever Social Education Center regarding Supported Community Living Services.*

*In Attendance: 3*

*Cost: \$0*

2012 – *Progress:*

Hamilton County along with six other counties explored the possibility of initiating Intensive Psychiatric Services (IPR) in each County. We met with a consultant and discussed forming a 28E Agreement with Boone/Madison/Green/Guthrie/Audubon/Franklin/Hardin/Hamilton Counties to hire a director and practitioners.

- FY 2010/2012 County/Provider (Friends Forever) will explore all Medicaid funded services.
  - FY 2010 Supported Community Living
  - FY 2011 Supported employment
  - FY 2012 Adult Day Services

*Progress: CPC will report date Medicaid services begin and track revenues report information in annual review.*

*2010 – Progress: September 2009 -Friends Forever hired a full time staff to implement Supported Community Living Services.*

*Services began Sept 15, 2009/2010.*

*Cost: Salary of staff @ \$15.00 per hour 40 hours a week  
\$28,800 per year.*

*2010 – Progress: October 2009 – SCL coordinator submitted accreditation paper work to HCBS for approval.*

*In Attendance: 0*

Cost: \$0

*2010 – Progress:* July 2009 – Nontraditional services were established. Contracted services are being provided for one on one SCL support for County Consumer.

In Attendance: 0

Cost: \$12.00 per hour for contracted services.

*2010 – Progress:* July 2009 -Nontraditional services were established for a County Consumer for transportation services for partial hospitalization.

In Attendance: Average 2

Cost: Volunteer pay of \$5.00 for first hour/\$1.00 every hour after first hour. Volunteer also paid mileage of .34 a mile (Medicaid rate).

*2011 – Progress:* Supported Community Living services began with Provider Friends Forever Social Education Center certification was granted to provide the services as a Medicaid billable service.

In attendance: 0

Cost:

*2012 – Progress:*

Friends Forever Social Education Center continues to provide Day Habilitation Services in Hamilton County. They have also been certified to provide Habilitation Supported Community Living Services, Day Habilitation SCL, ID Wavier SCL.

In Attendance: 0

Cost:

*2012 – Progress:*

July 2011 Vision Works installed.

September 2011 Hipaa training.

June 2012 Provider training with Iowa Association of Community Providers.

In Attendance: 7

Cost: \$250.00

- FY 2010/2012 Case Managers will be educated regarding available services to better facilitate consumers on a quarterly basis.

*Progress: CPC will report Case Management group meetings where information regarding services is shared.*

*2010 - Progress:* Case Management group has met once a month and has gathered information needed to inform consumers of services available.

July 09 – Case Management group met.

August 09 – Attended Case Management Conference.

September 09 – Case Management group met.  
October 09 – Case Management group met.  
In attendance: 6  
Cost:0

*2011 – Progress: Case Management group has met on these dates below to gather information regarding services for consumers.*

*September 10<sup>th</sup> 2010  
November 11<sup>th</sup> 2010  
February 18<sup>th</sup> 2011  
March 4<sup>th</sup> 2011  
April 15<sup>th</sup> 2011  
June 22<sup>nd</sup> 2011  
In Attendance: 6  
Cost: \$0*

*2012 – Progress:*

*Case Management group has met on the dates below. The purpose of the meetings is to gather information regarding services for consumers and other pertinent information regarding Case Management issues.*

*August 5, 2011  
September 16, 2011  
February 2, 2012  
May 4, 2012  
June 1, 2012  
In attendance: 6  
Cost: \$0*

- FY 2010 County Provider (Friends Forever) will maintain CARF Accreditation through trainings provided.

*Progress: CPC will report on trainings and accreditation.*

*2010 – Progress: October 2009 – Two internet trainings were done.  
2010 – Progress: October 2009 – Submit for intent for survey sent to CARF  
Cost: \$950*

*2011 – Progress: August 2010 - Friends Forever Manager and Executive Director of Hamilton County Social Services attended National CARF training in Las Vegas Nevada.*

*In Attendance: 2  
Cost: 2,181.06*

2012 – *Progress:*  
May 7<sup>th</sup>, Annual Conformance

- FY 2011 County will pursue wavier sites in Hamilton County for consumers. Representatives will meet with providers to encourage sites.

*Progress: CPC will report and track meetings with providers and outcomes.*

2010 – *Progress:* No progress  
Cost: \$0

2011- *Progress:* July 21, 2010 – Meeting was held for the consumers who will be moving into the Wavier home. Case Managers were involved along with the provider Krysilis. A tour of the Wavier home was done on this date.

In attendance: 8  
Cost: \$0

2011 – *Progress:* August 3, 2010 – A meet-n-greet was held for the consumer, case managers, family and provider. This was done in part to introduce those who will be living together.

In Attendance: 8  
Cost: \$0

2011 – *Progress:* August 25, 2010 – Another tour of the Wavier home was given to Department of Human Services and their consumer.  
Cost: \$0

2011 – *Progress:* August 2010 – Donations received for Wavier home from community. Washer/dryer/couch/chair.  
Cost: \$0

2011 – *Progress:* October 1, 2010 Local investor purchased home for Wavier services.  
Cost: \$0

2012 – *Progress:* Wavier homes continue to operate in Hamilton County.

Goal 3: Hamilton County Case Management will implement corrective action plan from site survey.

Objective: *By 2011 Hamilton County will develop a data system for input in tracking Case Management information, encourage and re-organize advisory board to meet standards.*

Action Steps:

- FY 2010 Spreadsheet will be developed to enter data.  
Data will be maintained.

*Progress: CPC will track quarterly reports given from Case Management Supervisor.*

*2010 – Progress: Case Management supervisor has created an incident report spreadsheet for entering data. Data needs to be entered, but is available in the Central File for Incident reports, filed by consumer name.*

*2011 – Progress: Case Management supervisor has kept CPC informed of all activities in the Case Management unit. This goal is ongoing.*

*2012 – Progress: CPC office continues to be informed of all activities in the Case Management unit. This goal continues to be on going.*

- FY 2011 Increase Advisory Board non-provider membership to keep above the 51% non-provider standard.

*Progress: Case Management Supervisor will report and recruit new members to the board yearly to CPC. Report will be submitted to State upon completion.*

*2010 – Progress: Sept. 2009 Hamilton County Case Management has met the non-provider membership. Recruited one new board member Prairie Lakes AEA to serve, beginning her duty December 1, 2009. The board consists of two providers, two consumers and three private members.  
Cost: \$0*

*2011 – Progress: Hamilton County Case Management Advisory Board has met four times this past year.*

- October 25, 2010
- December 6, 2010
- March 28, 2011
- June 25, 2011

*In Attendance: (average) 7 members, 4 visitors  
Cost: \$0*

2012 – Progress: Hamilton County Case Management Advisory Board has met on the following dates:

- September 26, 2011
- December 5, 2011
- March 26, 2012
- June 25, 2012

In attendance: Members 7 average Visitors 4 average  
Cost: \$0

- Fy 2010 Stagger board members term limits according to by-laws and implement.

Progress: Case Management Supervisor will report and track term limits and will report to CPC. Report will be sent to State upon completion.

2010 – Progress: Board terms have been staggered and documented.  
Cost: \$0

2011 – Progress: This goal is ongoing.  
Cost: \$0

2012 – Progress: This goal is ongoing.  
Cost: \$0

- FY 2011 Case Management Supervisor will develop/implement tracking system for credentials.

Progress: Credentials will be available upon request in personnel files. Case Management Supervisor will report and track all trainings. Report will be sent to State upon completion.

2010 Progress: -Case Management credentials are filed in Case Managers individual personnel file. CMS had not tracked a system for when credentials are due, however CMS is aware of when the next abuse training is due.  
Cost: \$0

2011 – Progress: This goal is ongoing; to date all credentials are filed and up to date.  
Cost: \$0

2012 – Progress:  
This goal is ongoing and all files have the required eligibility trainings for Case Management.  
Cost: \$0

- FY 2011 Case Management Supervisor will file all pertinent information in personnel files to keep up to date and maintain files ongoing.

Progress: Credentials will be available upon request in personnel files. Report will be sent to State upon completion.

2010 Progress: CMS continues to file paperwork in the personnel files as needed. This action step is and will be ongoing.  
Cost: \$0

2011 – Progress: Action step is ongoing. To date all files are complete.  
Cost: \$0

2012 – Progress: To date all files are complete.  
Cost: \$0

- FY 2010-2011 Case Management Staff will be adequately trained in order to maintain credentials for Case Management.

Progress: Case Management Supervisor will report on all trainings attended by Case Managers. Information received from trainings will be given at Case Management Group.

2010 - Progress: August 09 2010 four staff members from Hamilton County Case Management attended Case Management Conference in Des Moines Iowa. Staff received 12 CEU's. Information received from the training was shared at the Annual Review for Hamilton County Social Services. Two Administrators meeting were attended July 09 – October 09. Information regarding content of meetings was shared with Case Managers at monthly group meeting.  
In attendance: 6  
Cost: \$665

2011 – Progress: August 2010 Case Managers attended the Advanced Case Management Conference in Des Moines.  
In Attendance: 2  
Cost: \$300

2011 - Progress: October 2010 Mental Health Conference in Ames.  
In Attendance: 3  
Cost:

2012 – Progress:  
Case Management Conferences attended:  
Fundamentals of CM

Advanced CM  
BI Waiver training  
Adult/Child Abuse training  
CCO Webinars  
Medicaid Redesign, buy-out webinars  
CSN training  
Hardin County Mental Health Conference  
In Attendance: 4  
Cost: \$2,140.00 total yearly training cost

Goals and Objectives Update:

**Hamilton County Social Services Managed Care Annual Review Goals.  
December 2013 (Addendum)**

Over the past three years Hamilton County has been working on three main goals. Hamilton County has always supported the idea that persons have a choice regarding their services. We have strived to empower persons to accept responsibility, take risks and make choices. Hamilton County has prided itself in the delivery of services that are individual, produce results, are flexible and cost effective. Hamilton County supports persons to live, work and recreate in communities of their choice.

In the Hamilton County needs assessment there were identified the following unmet needs.

- Community education and awareness for those with disabilities.
- Enhanced support services for persons with disabilities data systems for tracking information and community support.

Over the past three years several goals were identified and executed. Listed below are the goals that have been worked on:

Goal 1: The communities in Hamilton County will become more knowledgeable regarding persons and services for those with disabilities.

*Action Steps:*

- Representative from Hamilton County will attend appropriate school staffing to transition students into adult MH/DD services. Representative from Hamilton County will work closely with AEA/schools to secure appropriate services.

Hamilton County Social Services including Case Management services have made significant progress in the school systems in the Hamilton County communities. The purpose of this goal was to disseminate information to parents and teachers on the process of transitioning students in to the adult mental health and disabilities system. As a result of this process Hamilton County Case Management services has been invited to participate in ICP's. There have been referrals from the school from families regarding wavier services upon graduation. In the past year Case Management Services has had approximately

three new referrals from the result of school staffing's. We also have a Case Management advisory board member from the AEA.

- Informational meetings will be held to educate Hamilton County communities. Information will be distributed throughout communities for educational purposes.

Over the past three years Hamilton County Central Point of Coordination (CPC) has been very active in presenting the communities in Hamilton County with information regarding changes in Mental Health. This past year in particular the topic of Mental Health Redesign has been the focus of community and individual interactions. Persons have been concerned about the Affordable Care Act and how it will affect their mental health treatment.

- CPC representative will educate local law enforcement/hospitals and community agencies on court committal process in Hamilton County, by providing educational trainings.

Information regarding mental health services and court commitments has been an ongoing action step for Hamilton County. The CPC works very closely with local law enforcement, Van Diest Medical Center in the commitment process. The CPC has also worked hand in hand with the Mental Health Advocate for Hamilton County. Hamilton County has contracted in the past three years with a Mental Health Counselor to facilitate a support group for families who have a family member with a mental illness. Attendance has been very sporadic but the overall goal is to continue on with the support group.

Goal 2: Hamilton County will increase support services for persons with disabilities within Hamilton County:

*Action Steps:*

- Meet with providers to see what services are offered through agency.
- County/Provider (Friends Forever) will explore all Medicaid funded services.
  - FY 2010 Supported Community Living
  - FY 2011 Supported employment
  - FY 2012 Adult Day Services

Currently Friends Forever is funded by Medicaid for day habilitation, supported community living, habilitation services; they are currently looking to open a waiver home for persons with disabilities.

- Case Managers will be educated regarding available services to better facilitate consumers on a quarterly basis. Targeted Case Management unit is up to date on providers and services available for their clients. Case Managers are encouraged to communicate with the providers on a quarterly basis to make sure that clients' needs are being met.
- County Provider (Friends Forever) will maintain CARF Accreditation through trainings provided. A Friend Forever has this past year received a three year accreditation. Since the beginning of the accreditation process, Friends Forever has maintained a three year accreditation, with very limited quality improvement implementations. Friends Forever will continue to actively pursue CARF accreditation.
- County will pursue wavier sites in Hamilton County for consumers. Representatives will meet with providers to encourage sites. Hamilton County continues to have strong relationships with providers who are currently operating three waiver homes in Hamilton County.
- Hamilton County along with six other counties explored the possibility of initiating Intensive Psychiatric Services (IPR) in each County. We formed a 28E Agreement with Boone/Madison/Green/Guthrie/Audubon/Franklin/Hardin/Hamilton Counties to hire a director and practitioners. We currently have been operating over the past year and have just hired nine new practitioners and have taken on four new counties (Warren, Jasper, Story, Dallas). This service is much needed and people are being served in a unique way.
- Goal 3: Hamilton County Case Management will implement corrective action plan from site survey.

*Action Steps*

- Spreadsheet will be developed to enter data.
- Data will be maintained.
- Increase Advisory Board non-provider membership to keep above the 51% non-provider standard.
- Stagger board members term limits according to by-laws and implement.

Case Management Supervisor will develop/implement tracking system for board members terms.

- Case Management Supervisor will file all pertinent information in personnel files to keep up to date and maintain files ongoing credentials.
- Case Management Staff will be adequately trained in order to maintain credentials for Case Management.

At the present time Hamilton County Case Management has implemented and maintained the corrective action plan. Hamilton County Case Management is mindful of the above action plan and will continue to strive to provide quality services to consumers. Hamilton County Case Management has met all the above expectations. They have received a three year accreditation.

### **Future Regionalization and Mental Health Redesign:**

As for the future and the State of Iowa redesign efforts, Hamilton County is currently in the Central Iowa Community Services Region (CICS). This includes, Hamilton, Hardin, Franklin, Jasper, Warren, Story, Boone and Madison. We formally sent our letter of intent in April 2013 to the State and are currently acting as a region with a 28E agreement in place. We have also established our fiscal agent (Madison County) and currently pooled our monies in a regional fund.

We will be a formal region July 1, 2014 as deemed by DHS. This year is a year of transition for the region so as we continue to form we are working on several areas. Those areas include, the Bylaws of CICS Board of Directors, court commitment process, and financials, including budgeting, case management issues, core services and core plus services, county enterprise services, rate setting/contracting, public information and external affairs. We are currently working on the management plan which is due April 2014.

As we move forward together in this collaborative effort, Hamilton County is confident in the region it is a part of and looks forward to many years of working together. CICS is confident it will provide quality services in a cost effective way.

**2. Documentation of Stakeholder involvement:**

We have had many advisory opportunities for consumer, parent, professional, and community advice on how we need to operate and manage our mental health, developmental disability funds.

**The following examples show the involvement of many people:**

- Case Management Advisory Board meets quarterly with 2 parents, 1 community member, and 2 consumers on the board.
- Management Team has met bi-weekly for the past year. During the meeting the committee considers issues and concerns identified by each of the 5 divisions of Hamilton County Social Services. The committee consists of the Executive Director, Friends Forever Social Education Center Manager and Case Management Supervisor. Other staff would be involved on an as needed basis.
- Consumer Meetings have been held once a month at Friends Forever Social Education Center. Consumers have input into activities they would like to explore and concerns they may have. All members are invited to attend. Membership consists of MI/CMI/MR/DD.
- Friends Forever Advisory Board met one time this past year.

## Services and Supports 25:18(3)

Funding for mental health services from Hamilton County are listed below in the Matrix.

SERVICE	MI	CMI	MR	DD
4x03 Information and Referral	X	X	X	X
4x04 Consultation	X	X	X	X
4x05 Public Education Services	X	X	X	X
4x06 Academic Services		X	X	X
4x11 Direct Administrative.	X	X	X	X
4x12 Purchased Administrative	X	X	X	X
4x21- 374 Case Management- Medicaid Match.		X	X	X
4x21- 375 Case Management -100% County Funded/ISAC Tech. Assist		X	X	X
4x21- 399 Other.				
4x22 Services Management.	X	X	X	X
4x31- 354 Transportation (Non-Sheriff).	X	X	X	X
4x32- 320 Homemaker/Home Health Aides.	X	X	X	X
4x32- 321 Chore Services	X	X	X	X
4x32- 322 Home Management Services	X	X	X	X
4x32- 325 Respite.		X	X	X
4x32- 326 Guardian/Conservator. (Attorney Fees for application only)		X	X	X
4x32- 327 Representative Payee		X	X	X
4x32- 328 Home/Vehicle Modification			X	
4x32- 329 Supported Community Living		X	X	X
4x32- 399 Other Waiver		X	X	X
4x33- 345 Ongoing Rent Subsidy.		X	X	X
4x33- 399 Other		X	X	X
4x41- 305 Outpatient	X	X	X	X
4x41- 306 Prescription Medication. (must apply for patient assistance—see medication list in appendix	X	X	X	
4x41- 307 In-Home Nursing		X	X	X
4x41- 399 Other		X	X	X
4x42-301 Outpatient Evaluation	X	X	X	X
4x42- 305 Outpatient Therapy	X	X	X	X
4x42-306 Outpatient Med Management	X	X	X	X
4x42- 309 Partial Hospitalization.	X	X	X	X
4x42-307 outpatient nursing/ med. Set-up	X	X		
4x42- 399 Other				
4x43- Evaluation	X	X	X	X
4x44- 363 Day Treatment Services		X		
4x44- 396 Community Support Programs		X	X	
4x44- 397 Psychiatric Rehabilitation /ACT		X		
4x44- 399 Other	X	X	X	X
4x50- 360 Sheltered Workshop Services		X	X	X
4x50- 362 Work Activity Services		X	X	X
4x50- 364 Job Placement Services.		X	X	X
4x50- 367 Adult Day Care		X	X	X
4x50- 368 Supported Employment Services		X	X	X
4x50- 369 Enclave		X	X	X
4x50- 399 Other Waiver		X	X	X

SERVICE	MI	CMI	MR	DD
4x63- 310 Community Supervised Apartment Living Arrangement (CSALA) 1-5 Beds		X	X	X
4X63- 314 Residential Care Facility (RCF License) 1-5 Beds		X	X	x
4X63- 315 Residential Care Facility For The Mentally Retarded (RCF/MR License) 1-5 Beds			X	
4X63- 316 Residential Care Facility For The Mentally Ill (RCF/PMI License) 1-5 Beds		X		
4X63- 317 Nursing Facility (ICF, SNF or ICF/PMI License) 1-5 Beds				
4X63- 318 Intermediate Care Facility For The Mentally Retarded (ICF/MR License) 1-5 Beds			X	X
4X63- 329 Supported Community Living		X	X	X
4X63- 399 Other 1-5 Beds.				
4X64- 310 Community Supervised Apartment Living Arrangement (CSALA) 6-15 Beds				
4X64- 314 Residential Care Facility (RCF License) 6-15 Beds	X	X	X	
4X64- 315 Residential Care Facility For The Mentally Retarded (RCF/MR License) 6-15 Beds			X	
4X64- 316 Residential Care Facility For The Mentally Ill (RCF/PMI License) 6-15 Beds		X		
4X64- 317 Nursing Facility (ICF, SNF or ICF/PMI License) 6-15 Beds				
4X64- 318 Intermediate Care Facility For The Mentally Retarded (ICF/MR License) 6-15 Beds			X	X
4X64- 399 Other 6-15 Beds..		X	X	
4X65- 310 Community Supervised Apartment Living Arrangement (CSALA) 16 and over Beds		X	X	
4X65- 314 Residential Care Facility (RCF License) 16 and over Beds		X	X	
4x65- 315 Residential Care Facility For The Mentally Retarded (RCF/MR License) 16 and over Beds			X	
4X65- 316 Residential Care Facility For The Mentally Ill (RCF/PMI License) 16 and over Beds		X		
4X65- 317 Nursing Facility (ICF, SNF or ICF/PMI License) 16 and over Beds				
4X65- 318 Intermediate Care Facility For The Mentally Retarded (ICF/MR License)			X	X
4X65- 399 Other 16 and over Beds..		X	X	
4X71- 319 Inpatient/State Mental Health Institutes	X	X	X	
4X71- 399 Other				
4X72- 319 Inpatient/State Hospital Schools			X	X
4X72- 399 Other.				
4X73- 319 Inpatient/Community Hospital	X	X	X	
4X73- 399 Other				
4X74- 300 Diagnostic Evaluations Related To Commitment.	X	X	X	X
4X74- 353 Sheriff Transportation	X	X	X	X
4X74- 393 Legal Representation for Commitment	X	X	X	X
4X74- 395 Mental Health Advocates	X	X		
4X74- 399 Other				

## Provider Network 25.18(4)

Listed below are the providers approved by Hamilton County to provide services for persons with disabilities. The list includes services and supports.

### 25.18(4) Provider Network

<b>Provider</b>	<b>Services and Supports</b>
<b>Ames City Of</b>	<b>Transportation</b>
<b>Berryhill Center for Mental Health</b>	<b>Psychiatric Assessments Psychiatric Evaluation Inpatient Treatment Outpatient Counseling Community Support Program (now SCL) Medication Management Education/ Consultation</b>
<b>Broadlawns Medical Center</b>	<b>Court Committals Therapy Med Management Diag. Evaluations</b>
<b>Brownell, Eric</b>	<b>Supported Community Living Services</b>
<b>Cherokee Mental Health Institute</b>	<b>Psychiatric Inpatient Treatment</b>
<b>Childserve</b>	<b>ICF MR Respite</b>
<b>Covenant Hospital</b>	<b>Psychiatric Inpatient</b>
<b>Children and Families of Iowa</b>	<b>Protective Payee Outpatient Counseling Consultation</b>
<b>Daniel Pharmacy</b>	<b>Medication</b>
<b>Deppe, Justin</b>	<b>Attorney</b>
<b>Duncan Heights</b>	<b>RCF</b>
<b>Friendship ARC</b>	<b>SCL - daily</b>
<b>Friends Forever Social Education Center</b>	<b>Drop-In Center/ Adult Day Care Adult Rehab Option Mental Health Rehab</b>
<b>Friendship Haven</b>	<b>Adult Day Services</b>
<b>Genesis Development</b>	<b>Work Activity RCF</b>
<b>Hamilton County Sheriff</b>	<b>Transportation</b>
<b>Hamilton County Social Services</b>	<b>MH/MR/DD Services Management Central Point of Coordination Targeted Case Management</b>

	<b>County Case Management</b> <b>Friends Forever Social Education Center</b> <b>Payee Program</b> <b>Guardianship Program</b> <b>Parent Support Group</b> <b>Emergency Assistance</b> <b>Referrals to SSI, SSDI, DHS</b> <b>Consultations with Public Health</b>
<b>Heartland Senior Services</b>	<b>Transportation</b>
<b>Hilpipre, Andrea</b>	<b>CDAC</b>
<b>Hope Haven</b>	<b>SCL Daily</b> <b>CSP</b>
<b>Howard Center</b>	<b>HCBS</b>
<b>Hy-Vee Pharmacy</b>	<b>Medication</b>
<b>Kroona, Justin</b>	<b>Attorney</b>
<b>Iowa Lutheran</b>	<b>Commitments</b>
<b>Mosaic</b>	<b>Respite, pre-voc ½ day,</b> <b>Day hab,</b> <b>SCL daily,</b> <b>Pre-voc daily.</b> <b>SCL hourly</b>
<b>Liberty Square</b>	<b>SCL daily</b> <b>Habilitation</b>
<b>Lifeline Systems</b>	<b>PERS monthly</b>
<b>Life Works</b>	<b>HCBS</b> <b>RCF/PMI</b> <b>Supervised Apartments</b> <b>Supported Employment</b> <b>Sheltered Workshop</b> <b>Work Activity</b> <b>Adult Education</b> <b>PSA</b> <b>Day Hab</b> <b>Enclave</b>
<b>Mainstream Living</b>	<b>RCF-MR</b> <b>Enclave, SCL</b>
<b>Mary Greeley Medical Center</b>	<b>Court Committals</b>
<b>Mason City Clinic</b>	<b>Doctor Consultation for Mercy Medical Center</b>
<b>Mental Health Center North IA</b>	<b>Psychiatric Assessments</b> <b>Psychiatric Evaluation</b> <b>Inpatient Treatment</b> <b>Outpatient Counseling</b> <b>Community Support Program (now SCL)</b>

	<b>Medication Management Education/ Consultation</b>
<b>Mercy Medical Center of North Iowa</b>	<b>Court Committals</b>
<b>MIDAS</b>	<b>Transportation</b>
<b>North Iowa Transition Center</b>	<b>Residential Care Facility Supervised Apartment</b>
<b>North Iowa Vocational</b>	<b>Supported Employment Work Activity</b>
<b>North Star</b>	<b>SCL-Hab</b>
<b>Opportunity Village</b>	<b>Residential Care Sheltered Workshop Supervised Apartment Supported Employment HCBS ICF/MR</b>
<b>Poweshiek Co Mental Health</b>	<b>Psychiatric Assessments Psychiatric Evaluation Inpatient Treatment Outpatient Counseling Community Support Program (now SCL) Medication Management Education/ Consultation</b>
<b>Psychiatry Lee &amp; Associates</b>	<b>Psychiatric Assessments Psychiatric Evaluation Inpatient Treatment Outpatient Counseling Community Support Program (now SCL) Medication Management Education/ Consultation</b>
<b>Richmond Center</b>	<b>Psychiatric Assessments Psychiatric Evaluation Inpatient Treatment Outpatient Counseling Community Support Program (now SCL) Medication Management Education/ Consultation</b>
<b>Satori Memorial Hospital</b>	<b>Commitments</b>
<b>Spencer Hospital</b>	<b>Court Commitments</b>
<b>Story County Community Life</b>	<b>SCL Supported Employment Supervised Apartment Living Drop In Center</b>
<b>Taylor Ridge Estates</b>	<b>RCF SCL – Daily</b>

	<b>Day Hab</b>
<b>The Pride Group</b>	<b>SCL Daily</b>
<b>Van Diest Medical Center</b>	<b>Court Commitments</b>
<b>Webster County Community Services</b>	<b>Drop – In Center</b>
<b>Webster County Sheriff</b>	<b>Transportation</b>
<b>West Fork Community Services</b>	<b>SCL Work Activity Enclave</b>
<b>Woodward</b>	<b>ICF-MR</b>
<b>Wright County Transit</b>	<b>Transportation</b>

Actual Expenditures:

County Dollars Spent by COA Code and Disability Type

Date Prepared 11/26/2013 For HAMILTON County FY: 2013

Account Code	Mental Illness	Chronic Mental Illness	Mental Retardation	Developmental Disability	Admin	CM	CPS	Brain Injury	Total
00100 SA Trnmt Services/D&E-Commtl		\$1,908.00							\$1,908.00
00104 Treatment Services - Acute & Emergency Treatment	\$2,580.00								\$2,580.00
04420 Planning & Management Consultans (Non-Chest Related)	\$900.00		\$18.00						\$900.00
10306 Prescription Medications	\$302.29								\$321.28
10341 Utilities Payments	\$114.09								\$114.09
10390 Funeral Services	\$2,000.00								\$2,000.00
11254 Direct Admin - Minor Motor Vehicle Parts & Accessories					\$534.91		\$2,904.25		\$3,439.16
11260 Direct Admin - Stationary Forms/General Office Supplies					\$1,263.66		\$3,804.14		\$5,067.80
11332 Direct Admin - Food & Provisions					\$693.82		\$4,334.21		\$4,334.21
11374									\$693.82
11399 Direct Admin - Other							\$219.97		\$219.97
11412 Direct Admin - Postage & Mailing					\$618.94		\$276.00		\$276.00
11413 Direct Admin - Mileage & Other Travel Expenses					\$1,081.19		\$9.96		\$628.90
11414 Direct Admin - Telecommunications Services							\$1,797.41		\$2,878.60
11421 Direct Admin - Data Processing Services							\$3,000.00		\$3,000.00
11422 Direct Admin - Educational & Training Services					\$212.34		\$6,162.37		\$6,374.71
11450 Direct Admin - Natural/LP Gas, Fuel Oil (Heat, Water, Electric, Sewer)					\$1,748.77		\$3,184.28		\$4,933.05
11451 Direct Admin - Buildings & Grounds (Repair & Maintenance)					\$1,596.65		\$1,455.38		\$3,052.03
11444 Direct Admin - Office Equipment (Repair & Maintenance)					\$1,847.75		\$3,891.70		\$5,739.45
11450 Direct Admin - Building (Rental)					\$3,620.40		\$44,221.00		\$47,841.40
11635 Direct Admin - Motor Vehicle (Machinery & Equipment)							\$481.75		\$481.75
11636 Direct Admin - Office Equipment & Furniture							\$1,957.50		\$1,957.50
21254 Case Management - Minor Motor Vehicle Parts & Accessories						\$2,158.22			\$2,158.22
21260 Case Management - Stationary Forms/General Office Supplies						\$900.94			\$900.94
21372 Case Management - Other						\$480.00			\$480.00
21399 Case Management - Other						\$2,513.50			\$2,513.50
21412 Case Management - Postage & Mailing						\$377.00			\$377.00
21413 Case Management - Mileage & Other Travel Expenses						\$292.72			\$292.72
21414 Case Management - Telecommunications Services					\$1,644.81				\$1,644.81
21422 Case Management - Educational & Training Services					\$45.33				\$45.33
21430 Case Management - Natural/LP Gas, Fuel Oil (Heat, Water, Electric, Sewer)					\$4,360.39				\$4,360.39
21372 Case Management - Other									\$481.75
21399 Case Management - Other						\$1,957.50			\$1,957.50
21412 Case Management - Postage & Mailing						\$2,158.22			\$2,158.22
21413 Case Management - Mileage & Other Travel Expenses						\$900.94			\$900.94
21414 Case Management - Telecommunications Services						\$480.00			\$480.00
21422 Case Management - Educational & Training Services						\$2,513.50			\$2,513.50
21430 Case Management - Natural/LP Gas, Fuel Oil (Heat, Water, Electric, Sewer)						\$377.00			\$377.00
21441 Case Management - Buildings & Grounds (Repair & Maintenance)						\$292.72			\$292.72
21444 Case Management - Office Equip. (Repair & Maintenance)						\$1,644.81			\$1,644.81
21450 Case Management - Building (Rental)						\$45.33			\$45.33
21636 Case Management - Office Equipment & Furniture						\$4,360.39			\$4,360.39
31354 Transportation - General									\$45.33
32327 Support Services - Representative Payee		\$3,975.50							\$3,975.50
32329 Support Services - Supported Community Living		\$940.46							\$940.46
41306 Prescriptions & Medicine		\$307.71	\$109,243.39						\$109,551.30
42305 Psychotropic Treatment - Outpatient	\$3,100.63								\$3,100.63
42397 Psychotropic Treatment - Community Support Programs	\$1,926.32								\$1,926.32
43301 Evaluations (Diagnostic) NOT related to Commitments		\$1,914.64							\$1,914.64
50260 Voc/Day - Work Activity Services	\$3,653.04								\$3,653.04
50362 Voc/Day - Adult Day Care		\$772.29							\$772.29
50367 Voc/Day - Other Services		\$2,643.90							\$2,643.90
50399 Voc/Day - Other Services		\$15,025.33							\$15,025.33

50430									
63310	Comm Surv Apt Living 1-5 beds								\$738.46
64314	Comm Based Settings (0+ Beds) - RCF								\$373.72
65314	RCF 16+ beds								\$61,826.42
65318	Comm Based Settings (16+ Beds) - RCF/MR								\$66,721.63
71319	State MH Inpt/Hospital								\$977.94
73319	Other Priv. Public Hospitals - Inpatient per diem charges								\$12,122.82
74300	Commitment - Diagnostic Evaluations								\$25,389.68
74353	Sheriff Trans Chrgs								\$5,429.75
74393	Legal Rep - Commit								\$10.99
75260	Mental Health Advocate - Sanjourney/Forms-General Office Supplies								\$136.64
75413	Mental Health Advocate - Mileage & Other Travel Expenses								\$71.97
75414	Mental Health Advocate - Telecommunications Services								\$85.00
75422	Mental Health Advocate - Educational & Training Services								\$85.00
<b>Total County</b>									<b>\$614,076.57</b>

## Unduplicated Number of Persons Served by COA code and Disability Type

Date Prepared 11/26/2013 For HAMILTON County FY: 2013

Age	Account Code	MI	CMI	MR	DD	Admin	CM	CPS	BI	Total
Adult	300 SA Truism Services/D&E-Comm		1							1
Adult	304 Treatment Services - Acute & Emergency Treatment	2								2
Adult	10306 Prescription Medications	2								2
Adult	10324 Personal Items-Clothing	1		1						3
Adult	10341 Utilities Payments	3								3
Adult	10390 Funeral Services	1								3
Adult	31354 Transportation - General		27							27
Adult	32325 Respite 1301		1	1						2
Adult	32327 Support Services - Representative Payee		1							1
Adult	32329 Support Services - Supported Community Living		1	2						3
Adult	41306 Physiological Treatment - Prescription Medicine/Vaccines	20								20
Adult	42305 Psychotherapeutic Treatment - Outpatient	37								37
Adult	42396 Psychotherapeutic Treatment - Community Support Programs		1							1
Adult	42397 Psychotherapeutic Treatment - Psychiatric Rehabilitation		4							4
Adult	43301 Evaluations (Diagnostic) NOT related to Commitments	15								15
Adult	50362 Voc/Day - Work Activity Services		2							2
Adult	50367 Voc/Day - Adult Day Care		3							3
Adult	50399 Voc/Day - Other Services	2	10							12
Adult	63310 Comm Supv Agr Living 1-5 beds			1						1
Adult	64314 Comm Based Settings (6+ Beds) - RCF		8							8
Adult	65314 RCF 16+ beds	3	4							7
Adult	71319 State MHI Inpatient - Per diem charges	1	1							2
Adult	73319 Other Priv./Public Hospitals - Inpatient per diem charges		4							4
Adult	74300 Commitment - Diagnostic Evaluations	8								8
Adult	74353 Commitment - Sheriff Transportation	22	1							23
Adult	74393 Commitment - Legal Representation	12								12
Child	74353 Commitment - Sheriff Transportation	6								6

### Mental Health System Growth / Loss Report

Date Prepared 11/26/2013 For HAMILTON County FY: 2013

Disability Group	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Net Change
Mental Illness	33	48	32	30	-3
Chronic Mental Illness	15	18	48	29	14
Mental Retardation	14	13	1	0	-14
Developmental Disabilities	0	0	0	0	0
Administrative	0	0	0	0	0
Case Management	0	0	0	0	0
County Provided Service	0	0	0	0	0
Brain Injury	0	0	0	0	0
<b>Total</b>	<b>62</b>	<b>79</b>	<b>81</b>	<b>59</b>	<b>-3</b>

### Persons Served - Age Group by Primary Diagnostic

Date Prepared 11/26/2013 For HAMILTON County FY: 2013

Disability Group	Children	Adult	Unduplicated Total
Mental Illness	6	71	77
Mental Illness,Chronic Mental Illness	0	16	16
Chronic Mental Illness	0	28	28
Chronic Mental Illness,Mental Retardation	0	11	11
Mental Retardation	1	2	3
<b>Total</b>	<b>7</b>	<b>128</b>	<b>135</b>

Actual Scope of Services:

<b>Service Type</b>	<b>Threshold Eligibility Standard</b>	<b>Financial Eligibility Standard</b>	<b>Special Clinical Criteria</b>	<b>Utilization Review Process</b>
Case Management	MI/CMI/MR/DD	Medicaid Eligible Sliding Fee	Individual desires to work on specific goals.	CPC Prior Authorization—Quarterly Case Reviews
Court Commitment	Mental Illness	150% Poverty or Medicaid Eligible	Evaluation by Psychiatrist	CPC Prior Authorization
Day Hab Program/Drop-In Center	MH/MR/DD	Upon referral from Case Manager, Mental Health Professional, or Public Health Nurse psychiatrist	Individual needs a day program for socialization	CPC Prior Authorization—Annual Review
HCBS	Mental Retardation	Medicaid Eligible	IFMC	Quarterly Review by Case Management
ICF/MR	Mental Retardation	Medicaid Eligible	Iowa Foundation for Medical Care	Quarterly Review by Case Management
Outpatient Clinic	MI/CMI	Medicaid Eligible Sliding Fee	DSM IV Diagnosis	CPC Prior Authorization
RCF	MI/CMI/DD/MR	Medicaid Eligible Sliding Fee	Unable to live in the community without constant supervision	CPC Prior Authorization Quarterly Case Management Review
Supervised Apartments	MI/CMI/DD/MR	Medicaid Eligible Sliding Fee	Requires occasional supervision to live in the community	CPC Prior Authorization—Quarterly Case Management Review
Supported Employment	MI/CMI/DD/MR	Medicaid Eligible Sliding Fee	Requires occasional supervision to work in the community	CPC Prior Authorization—Quarterly Case Management Review
Work Activity/ Sheltered Workshop Pre-Voc	CMI/MR/DD	Medicaid Eligible Sliding Fee	Unable to work in the community without constant supervision	CPC Prior Authorization—Quarterly Case Management Review

Number, types and resolution of appeals: No appeals.

Quality assurance implementation, findings and impact on plan, action taken:

Hamilton County Managed Care Unit has attended trainings presented by the Iowa State Association of Counties, with implementation of training to improve the services and supports for persons with disabilities. Hamilton County has implemented using the Community Services Network (CSN) in January 2013. Both the Managed Care and Case Management units have utilized CSN. The system has been working well for us; we have had very few issues along the way. The issues we have had have been addressed.

Hamilton County Case Management serves approximately 90 consumers. The advisory board has met four times this past year.

Hamilton County Social Services staff has continual training throughout the year. We did have an annual review in September and a mid-year review in February. The review is held to work on agency goals and personal work goals.

Hamilton County CPC Director consults on a weekly basis with both the Case Management Supervisor and the Friends Forever Social Education Center Director to staff on caseloads and the services being provided. This is a very important piece of what we do and watch very carefully as they are Medicaid funded services. Budgets are looked at on a monthly basis.

Friends Forever Social Education Center has increased its Medicaid funded services. They have implemented supported community living (SCL) as one of their billable services. This was an important move for the agency as it gave consumers more choice of SCL providers. We will continue to increase units of service in both the day hab piece and the SCL piece. Friends Forever have also received a three year accreditation.

Hamilton County CPC is a member of the Central Iowa Community Services region. There have been meetings on a weekly basis/bi weekly basis over the past year. These meetings are being held to implement the regional process. The CPC attends all admin team meetings, court commitment meetings, management plan meetings and regional governance board meetings.

Hamilton County is a part of Central Iowa Recovery (28E), providing Intensive Psychiatric Rehabilitation for 10 counties in Iowa. This service has shown remarkable results in the short time it has been in place. We are seeing less hospitalizations for our consumers, consumers are able to make life changes based on their goals. They are also learning to manage their mental illness and not let the mental illness manage them. A 28E board is in place to monitor the services Central Iowa offers. They meet monthly.

Waiting list information:

No waiting list has been established.

## **Access Points 25.18(5)**

**Services can be accessed at the following locations. Assistance will be given to fill out CPC application for mental health services.**

### **Hamilton County Social Services**

**CPC office**

**500 Fairmeadow Drive**

**Webster City Iowa 50595**

**515-832-9550**

**fax 515-832-9554**

### **Berryhill Center for Mental Health Services**

**Webster City Medical Clinic**

**Webster City Iowa 50595**

**515-832-6626**

### **Van Diest Medical Center**

**2300 Hospital Drive**

**Webster City Iowa 50595**

**515-832-9400**

### **Hamilton County Court House**

**2300 Superior Street**

**Webster City Iowa 50595**

**515-832-9600**

