

Annual Review FY 2013

**Louisa County Central Point of Coordination
Louisa County Community Services
805 Hwy 61 N ~ Wapello, Iowa**

**Prepared by Pat Colthurst, Louisa County CPC Administrator
November 2013
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The following review summarizes the activity within Louisa County's mental health fund for the fiscal year 2013; the time period beginning July 1, 2012 and ending on June 30, 2013. Pat Colthurst, Louisa County Central Point of Coordination Administrator, has prepared the review to comply with Iowa Administrative Rule 441-25.17. The information in this report has been reviewed with the Louisa County Board of Supervisors and local stakeholders, and is submitted to Iowa Department of Human Services for informational purposes. The required statistical reports have been submitted, and any necessary adjustments are clearly identified in this report.

Louisa County's population is 11,387 according to the 2010 census/U.S. Census Bureau, a decline from 12,183 in the 2000 census; and is 11,278 according to the 2012 estimate. Louisa County is located in southeast Iowa and the county seat is Wapello, Iowa. Cities in Louisa County include: Columbus City, Columbus Junction, Cotter, Fredonia, Grandview, Letts, Morning Sun, Oakville and Wapello. There is also the unincorporated community of Toolesboro in Louisa County. Major highways in the county include: U.S. Highway 61, Iowa Highway 70, Iowa Highway 78, and Iowa Highway 92. Counties adjacent to Louisa County include: Johnson County (northwest), Muscatine County (north), Rock Island County, Illinois (northeast) across the Mississippi River, Mercer County, Illinois (east) across the Mississippi River, Des Moines County (south), Henry County (southwest) and Washington County (west).

The Central Point of Coordination office was located at 503 Franklin Street in Wapello, across the street from the Louisa County Courthouse, during fiscal year 2013. In October 2103 the office relocated to 805 Hwy 61 N in Wapello, and now shares space with Louisa County Public Health. The CPC office is within Louisa County Community Services, and Community Services includes General Assistance, Case Management and Central Point of Coordination. There is ample space to meet privately with individuals, families and providers. The CPC office has always been in county-owned buildings: first at the courthouse, and then in an annex at 407 Washington Street, and then at 503 Franklin Street; and now since October 2013 at 805 Hwy 61 N in Wapello. Pat Colthurst is the CPC Administrator, as well as the Community Services Director, with duties also as the General Assistance Director and Case Management Director; an average of 60% of the Administrator's work time is devoted to CPC functions/tasks. During the year we made significant changes with staff, as our long-time office manager took a position in the county auditor's office, and we replaced her with a part-time clerk, which reduced clerical help in the CPC office. A full-time social worker, who previously shared her time between case management and service coordination for the CPC office, is now 100% case management, which eliminated the service coordinator position in the CPC office. This has been a juggling act now for several months as I try to balance the daily demands of the office with the administrative duties.

Louisa County's mental health expenditures are outlined in the reports submitted by the Auditor's office to the Department of Management, and in data warehouse reports submitted to the Department of Human Services. Comparisons to previous years are as follows:

- FY 2012: \$1,521,942 (99.87%) cash \$1,060,432 GAAP
- FY 2011: \$1,316,123 (94.64%) cash \$1,321,432 GAAP
- FY 2010: \$1,090,734 (82.35%) cash \$1,257,139 GAAP
- FY 2009: \$1,277,101 (99.31%) cash \$1,214,264 GAAP
- FY 2008: \$1,190,379 (99.43%) cash \$1,206,049 GAAP
- FY 2007: \$992,216 (75%) cash \$1,019,139 GAAP
- FY 2006: \$930,434 (74%) cash \$948,009 GAAP
- FY 2005: \$954,805 (78%)
- FY 2004: \$995,469 (76%)
- FY 2003: \$1,085,311 (78%)
- FY 2002: \$1,090,262 (78%)
- FY 2001: \$1,087,417 (78%)
- FY 2000: \$1,049,651 (77%)
- FY 1999: \$1,045,160 (80%)
- FY 1998: \$902,667 (78%)
- FY 1997: \$953,979 (96%)

The expenditures for FY 2013 are identified in the report "County Dollars Spent" and in the expenditures reported by the Louisa County Auditor in the Annual Financial Report submitted to the Iowa Department of Management. CPC staff discontinued use of CoMIS as of June 30, 2012; so this was our first year of relying on CSN (Community Services Network) for our data management.

Largest expenditures by service were as follows:

- 1) Supported Community Living Services, COA 63-329
- 2) Supported Community Living services, COA 32-329
- 3) Voc/Day Work Activity, COA 50-362
- 4) Residential Care Facility Services, COA 64-314
- 5) ICF-MR, COA 64-318

The service with the largest population (number of unduplicated participants):

- 1) Targeted case management
- 2) Supported Community Living
- 3) Mental Health Patient Advocate
- 4) Vocational/Day services (tie with Transportation)
- 5) Transportation (Tie with Vocational/Day)

CSN reports indicate that 108 individuals received Louisa County funding in FY '13. Additionally, there are individuals who benefit from the per capita of total population payment for emergency services, consultation and public education

services that Louisa County paid to Optima, Inc. CPC staff strives for accuracy in determining an accurate unduplicated count of individuals. However, there are still services that may be provided to individuals under the per capita funding for emergency services, and these expenses are not entered by person into CSN for FY '13. Optima, Inc. contracts with Foundation II to provide after hours and emergency phone coverage, and the reports that Optima receives from Foundation II do not identify callers by name, so there is not a way for us to acquire this specific information at this time.

Of the 108 unduplicated individuals, there was one death during the fiscal year (compared to 1 death in FY '12 and FY'11, zero deaths in FY' 10 and 3 deaths in FY'09). Of the 108 individuals: three individuals were minors, compared to two minors in FY 2012 and one minor in Fiscal Year 2011. .

The **total number of known unduplicated individuals is 108** for FY 2013. Comparisons to previous years are as follows:

- FY 2012: 101
- FY 2011: 108
- FY 2010: 111
- FY 2009: 112
- FY 2008: 109
- FY 2007: 91
- FY 2006: 95
- FY 2005: 130
- FY 2004: 127
- FY 2003: 146
- FY 2002: 161
- FY 2001: 138
- FY 2000: 143
- FY 1999: 155
- FY 1998: 106
- FY 1997: 71

Largest number of people served by Primary Diagnostic Category:

- 1) MR
- 2) CMI
- 3) MI
- 4) DD

Largest expenditures by Disability Type:

- 1) MR
- 2) CMI
- 3) MI
- 4) DD

The **fund balance** for the mental health fund started on July 1, 1996 with \$410,000. The fund balance at the beginning of FY'13 was \$331,234 (cash). The balance at the end of FY'13 was \$404,165 (cash). For comparison and information:

Accrual fund balance ~begin of FY: Accrual fund balance ~ end

2012	\$504,822; \$691,215 (cash)	\$331,234 (cash)
2011	\$691,723; \$875,041(cash)	\$504,822; \$691,215(cash)
2010	\$606,428(cash)	\$807,041 (cash)
2009	\$132,619	\$506,497
2008	\$657,422	\$132,619
2007	\$802,763	\$657,422
2006	\$683,811	\$802,763
2005	\$529,949	\$683,811
2004	\$276,901	\$529,949
2003	\$456,844	\$276,901
2002	\$902,044	\$456,844
2001	\$1,111,469	\$902,044
2000	\$1,053,245	\$1,111,469

The **fund balance** provides security for cash flow, risk factors associated with growth in the system and unexpected service funding needs of individuals, and special projects to increase/enhance service options for individuals. The potential of using up the fund balance increases as we experience unexpected expenses due to county of residence rules and the funding issues and uncertainties that are being presented to counties now that may not have presented themselves in the past.

The levy rate for FY 2013 was 1.00302 to raise \$513,309 in property taxes. The maximum that can be raised for mental health is \$601,189.

I. Progress toward goals and objectives:

Fiscal Year 2013 was interesting and challenging from the standpoint that counties were operating with old county management plans and strategic plans, which were extended for another year while region formation activities were taking place across the state. There was a lot of uncertainty as the beginning of Fiscal Year 2013 approached with the timeline for county of legal settlement and core services; however, in May 2012, counties were told by DHS staff to do "business as usual" in the new Fiscal Year of 2013, and the state would honor existing county management plans, and legal settlement would be in effect for another year, and the implementation of core services would be delayed. So began Fiscal Year 2013. Meanwhile, this CPC and neighboring CPCs were well on our way with discussions regarding what a region would look like, and who our regional partners would be. For some time, this CPC and CPCs in neighboring southeast Iowa counties had been working together to write "One Plan" to bring continuity in our area, so we were accustomed to working together, and familiar with each other's plans and work style. It seemed natural that we would begin to explore regionalizing with this same group. Louisa County also hosted discussions

regarding a 3 county region, and also participated in some discussions with counties to our north. After discussion and exploring options, Louisa County proceeded with 6 other counties in southeast Iowa with activities to form a region; the counties of Des Moines, Henry, Keokuk, Lee, Louisa, Van Buren and Washington; and in February submitted a 7 county letter of intent to form a region.

Strategic Plan 2009-2012 was adopted by resolution by the Louisa County Board of Supervisors on March 16, 2009. This is the plan that was in effect April 1, 2009 until the next strategic plan was to be in place by April 1, 2012. However, due to legislation and the mental health redesign initiative, there was not a new strategic plan due. This Annual Review reports on the last year of Strategic Plan 2009-2012. Following is the summary of progress toward those goals and objectives that was included in the FY 2012 Annual Review:

Goal One: Establish/develop work options and productive day activity within Louisa County so that individuals do not have to travel outside of the county to access those services.

This goal has been achieved and we will strive to see this progress maintained and enhanced. Currently M.O.T.T.S. is the site of day habilitation services provided by Hope Haven Area Development Center, Monday through Friday. At the end of June 2012, there were individuals receiving this service funded by Medicaid, Louisa County and neighboring Muscatine County. Optima, Inc. provides recovery center services at this same location; the Welcome Mat is available 4:00 p.m.-8:00 p.m. at least 3 days per week, and this service has regular participants. History: Specific planning began in January 2009 for a local project, and there was a projected start date of January 2010 for M.O.T.T.S. to open in Wapello. The county has contracted with Hope Haven Area Development Center to provide day habilitation services within the county, and contracted with Optima, Inc. to provide recovery services at the new location. The new location is at 221 S. Main Street in Wapello in a building that is owned by local business owners, Jim and Jeanne Mott. They have worked together with the CPC, area providers and concerned citizens to establish a volunteer board, establish a not-for-profit status for the project, and completely renovated the building at their expense for use by Hope Haven and Optima who rented the space from the M.O.T.T.S. board. Individuals are being served in a beautiful, fully furnished and equipped building here in Louisa County. Hope Haven Area Development Center began providing day hab services at M.O.T.T.S. in March 2010. In April 2010 there were 8 unduplicated individuals served, including one individual from a neighboring county; there were 24 full-day units and 31 half-day units provided for a total of 55 units. In June 2010, 10 individuals were served, including one from a neighboring county; there were 46 full-time units provided and 43 half-day units provided for a total of 89 units. In June 2011, there were 12 unduplicated individuals receiving this service, including individuals from neighboring Muscatine County.

We continue to see steady growth with this program. Initially, Louisa County was providing additional funding for the start-up of a new project, and that funding

ended September 30, 2011, once a new unit rate was established utilizing the CRIS process. M.O.T.T.S. is an acronym for Mentoring, Outreach, Training, Transition, Support.

Objective 1: Have a minimum of one enclave work opportunity available within Louisa County, for at least 4 individuals, by 7/1/2010.

This objective continues to be met, as there is an enclave cleaning at the Louisa County Complex, which includes the county jail, sheriff's offices, conservation offices, Veteran's Administration, and Emergency Management. Additionally, there is an enclave cleaning at Louisa County Community Services and at a private business known as S&J Tube. An enclave cleans at M.O.T.T.S. also. The unduplicated count for all of the enclaves is in excess of 4 individuals. History: Hope Haven Area Development Center is supervising an enclave that is now working at the new Louisa County Jail and county complex as a cleaning crew. Additionally, an enclave is now providing cleaning service to Louisa County Community Services. Hope Haven is also in communication with at least two other local businesses that are considering the enclave/cleaning crew for their business.

Objective 2: Offer monthly public education opportunities within Louisa County on topics related to mental health and disabilities, beginning 7/1/09.

CPC has consistently addressed this with stakeholders, asking for Providers to address this need. Although this did not occur on a monthly basis this past fiscal year, there were public education opportunities, such as a presentation offered to the public by an Optima therapist in October, during mental health awareness month; as well as other scattered opportunities through the year.

Objective 3: Develop volunteer opportunities in the county for individual's natural support, increased productivity and feelings of self-worth by 7/1/2011.

Volunteerism has been incorporated into the programming with the services offered at M.O.T.T.S. For example, individuals are visiting a local nursing home on a regular basis and playing Bingo with the residents there.

Objective 4: Develop project/program with partners at Main Street location in Wapello by 7/1/2011.

This objective was previously met, and continues to experience growth. History: This is the M.O.T.T.S. project, which became a reality, and has been operational since March 2010.

Goal Two: Individuals and/or families will feel heard and supported regarding their mental health and disability service needs.

This goal is a work in progress and I think will forever be ongoing, although many of the action steps were appropriately addressed: CPC and staff talk to individuals and families, as well as providers, about issues and topics they want more information on. Provider agencies have been asked to provide public education presentations. Case managers and CPC informed individuals about the state consumer conference, noting that Louisa County could provide funding for 2 people to attend. CPC had communication through the year with

neighboring CPCs and the administrator of the Community Health Center regarding the behavioral health unit. There is a psychiatrist in the local mental health center every month, at a time when neighboring counties have lost their psychiatrist. Louisa County continues to employ a service coordinator who devotes an average of 50% of her work time to activities related to the CPC process. CPC attends monthly interagency meetings, and once per year does a brief presentation regarding the CPC function as host of the interagency group to an average of 25 people. CPC participates in the areas RTAC regarding transportation. CPC and staff participated in Mental Health First Aid Training and received the three year certificate. Emergency services are explored and discussed as part of the contract discussions/negotiations with Optima, Inc. CPC and service coordinator have met with Provider staff to discuss and train on the role of access points. CPC participated in mental health redesign meetings at the state level and the local level. Monthly Interagency meetings are attended by the CPC or the Service Coordinator in her absence.

Goal 3: The CPC function will be enhanced.

Objective: The CPC office/Louisa County Community Services will occupy larger space by 9/1/09.

This objective was met and has been maintained. History: Louisa County Community Services, which includes the CPC office, is now located at 503 Franklin Street in Wapello. The location provides more space for employees and affords privacy when meeting with individuals and their families/teams. The move occurred at the end of August 2009.

Objective: The Louisa County Management Plan for Mental Health Services will be reviewed, updated and revised by 7/1/2010.

This objective has not been met. The rewriting and editing of “One Plan” in a seven county area was delayed by the recent “redesign” efforts, as there was uncertainty as to what the system will look like, and what the county’s involvement will be. History: Planning for this occurred in FY ’09, and the work began on this in FY 2010 when eight area CPCs began to meet to work on “one plan” for our eight county areas. The plan was being edited, and would still take some time to complete; however this is now replaced with recent legislation and mental health redesign/region formation.

Objective: CSN (Community Services Network) will be operational in Louisa County by 7/1/2010.

Louisa County Community Services is cooperating with ISAC regarding the requests and timelines concerning CSN. We made progress with this in the past year, and by the end of FY ’11 ceased using CoMIS and are using CSN, including the claim functions.

II. Documentation of stakeholder involvement:

Obtaining stakeholder input is something we strive for in our daily work, as we are meeting and talking with individuals, families, providers and community. The following summarizes some of the activities of the CPC Administrator and staff. CPC staff during the fiscal year included the CPC Administrator, the service coordinator, the office manager until February 2013, and a part-time clerk from March until the end of the fiscal year. Each of the following activities that one of us participated in provided opportunities to meet with stakeholders, share information and/or ideas, learn about service needs and options, review how things are going, and plan for the future. Agendas and attendance rosters, when appropriate, are on file in the CPC office. Please note that the following list is **in addition to** monthly employee team meetings that occur at least 2 times per month, a monthly county department head meeting, a monthly meeting with the board of supervisors for the purpose of updating them on current issues, as well as periodic meetings with the board of supervisors for the purpose of specific agenda items, and in addition to the “normal” daily activities of meetings with applicants/individuals and family members/collaterals, provider contacts, mental health commitment hearings, applications and the associated paperwork, and the phone calls and billing and claim issues. In addition, the CPC Administrator participated on the board for the local Empowerment endeavor, and the service coordinator participated on the local Prevent Child Abuse committee. As Community Services Director, this CPC also has duties as the Case Management Director and General Assistance Director. Although each of those jobs have their own list of duties and responsibilities, it is interesting to note that some of the functions benefit each other, such as cost report training in case management is beneficial on the CPC side at budget time; TA visits by CCMS in case management are beneficial to the quality assurance on the CPC side, and so on. I list the following activities for purposes of demonstrating stakeholder involvement and giving a snapshot of the various activities during the year that have been relevant and important to the CPC function:

July 2012 through June 2013:

- CSN (Community Services Network) User Support Group meetings/trainings and Webinars
- Multi-county meetings regarding management plan, strategic planning and region formation
- CAB (Citizens Advisory Board) for MHI-Mt. Pleasant
- PHER (Public Health Emergency Response) planning meeting
- Training Committee for Community Service Affiliate/ISAC
- TCM Advisory Board meetings
- Webinars regarding waiver services, region formation, health care reform, CCO
- IME annual provider training
- Food Pantry Board meetings
- Interagency monthly meetings, including presentation to group
- Statewide CPC meetings
- County Day at the Capitol
- ISAC Schools of Instruction
- Health Fair at local school
- RTAC (Regional Transit Advisory Committee)

- Provider meetings with Case Management Team
- County Safety Committee meetings
- Contract meetings with providers, including joint meetings with other CPCs and shared providers
- Participate in TCM-CCMS technical assistance visits and training
- Member of regional FCS Advisory Council
- Met with local ministerial group
- Train new employee with local provider regarding access point
- Provider/facility visits
- Host/presentation to local Interagency group
- Meetings with county's HR consultant, department heads and Board of Supervisors
- Attend/participate in commitment hearings, which then provides input from individuals served, family members, attorneys, sheriff's office, magistrate/judge and Clerk of Court staff
- ECI Board member, and strategic planning committee and nomination committee
- ID Action Community Conversation on MH/DS Redesign
- Participant on panel for school safety and crisis response
- Partners Public MH-DS Redesign Advocacy and Informational meeting
- Change Agent training
- CPC/CSC meeting regarding progress on regionalizing
- Meeting with school personnel regarding services and referral process
- Technical Assistance from Jeff Schott, Institute of Public Affairs, University of Iowa for regional partners
- Meetings with Board of Supervisors and county department heads regarding planning and office relocation

In past years, the CPC had hosted Steering Committee meetings at least quarterly in an attempt to get stakeholder involvement and input. The CPC consistently asked others about holding meetings at different locations, different times, and changing the format of the meetings in attempts to increase attendance and participation. It was decided that the CPC would "go to" the stakeholders in Fiscal Year 2010, in hopes of getting more input and feedback regarding services and funding, and the same continued in Fiscal Year 2013. The above listing helps illustrate that. Attendance rosters, meeting agendas and meeting minutes are maintained and on file in the CPC office, as appropriate. The CPC provides information in the three newspapers within the county as appropriate.

Louisa County is a provider of Case Management Services, which is part of the office of Louisa County Community Services. In the past, the case management budget was within the mental health fund, and this was changed so that now case management has its own fund. Individual and provider surveys for Targeted Case Management are on file in the CPC office, as are the agendas and minutes for Targeted Case Management Advisory Board meetings. Louisa County Case Management was surveyed for accreditation during Fiscal Year 2013 (April 2013) and received a score of 100% for compliance with Chapter 24, and received a three year accreditation!

A public hearing was held for the mental health budget on April 1, 2013.

MOTTS continues to grow in Louisa County! This was a special project that began in January 2009, when this CPC and others began participating in planning meetings regarding utilizing a building in Wapello for day habilitation services and mental health recovery services. The planning for this project, which is now known as M.O.T.T.S. - our mission is in our name – Mentoring-Outreach-Training-Transition-Support, continued with a projected start date of January 2010, and became a reality in March 2010. Individuals continue to be served in this setting, and the program continues to show growth. Hope Haven Area Development Center is the provider for day habilitation services. Optimae, Inc has been the provider for mental health recovery services. The project began with both providers working under one roof, with programs operational at different times during the day; however recently Optimae made the decision to move the recovery center back to the location of the mental health center. Now Hope Haven has full use of the building, along with the incidental use of the building by community groups. This CPC assisted in coordinating the offering of Healthy Relationships classes at MOTTS in December 2012, which included offering the classes to other individuals than just MOTTS participants.

The Patient Advocate for judicial district 8B passed away unexpectedly during Fiscal Year 2013. The court system involved the area CPCs in the interviewing and selection of her replacement. In the first quarter of FY'13, there were 24 individuals with Louisa County legal settlement on the patient advocate caseload, but there were few contacts being made, and this was being addressed with the advocate by this CPC and others prior to her unexpected death. In the second quarter, again there were issues with no client contact, and then an interim advocate was covering following the patient advocate's death. A new patient advocate began employment during the third quarter of Fiscal Year 2013, and began the task of identifying an active caseload and potential individuals to request review hearings and terminations for, and this process continues into the fourth quarter with the patient advocate now attending hearings, making client contacts, and acquiring an understanding of who the current caseload involves. There were 31 unduplicated individuals receiving patient advocate services during the fiscal year.

Optimae, Inc. operated our local mental health center, known as Life Solutions Behavioral Health, during Fiscal Year 2013. Louisa County opted not to contract with them for FY'14 and began discussions with Hillcrest Family Services during the year regarding mental health center services for the residents of Louisa County. Hillcrest was agreeable to receiving referrals to their nearby Washington County office, and willing to explore the idea of opening a location in Louisa County in 2014.

III. Actual provider network:

See listing on pages 15-17 of this report.

IV. Actual expenditures:

Actual expenditures are identified in the F634-C Annual Financial Reports and data warehouse reports submitted to Department of Management and Department of Human services, respectively.

V. Actual scope of services

The services funded during FY 2013 are identified by the chart of account numbers in the F634-C Annual Financial Reports and data warehouse reports that have been submitted to the Iowa Department of Human Service and are on file in the CPC office. Please see the expenditure reports for actual scope of services.

VI. Number, type and resolution of appeals:

There were no appeals filed during FY 2013.

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

A. Implementation:

- The CPC Administrator maintains a license by the State of Iowa as a Licensed Bachelor Social Worker. The CPC Administrator attended and participated in statewide CPC and regional CSC-CPC meetings, ISAC schools and legislative workshops, as well as continuing education credit seminars and ICN trainings.
- Stakeholder involvement is illustrated in the listing of activities in Section II of this report.
- The CPC Administrator facilitated and maintained ongoing communication with providers and agencies regarding individual service needs and contract issues.

- CPC staff discontinued use of CoMIS on June 30, 2012, and expanded use of CSN. Staff is cooperating with the new CSN process and training.
- The CPC met on a monthly basis with the Board of Supervisors to review and update, and met additionally with the Board of Supervisors and other department heads for a monthly department head meeting. These meetings provide opportunities to inform/update, receive input and exchange information.
- The CPC participated in monthly interagency meetings within the county. These meetings provide a forum for individuals and agencies to exchange information and learn what is happening with all types of service deliveries within the county.
- The CPC participates in CAB (Citizen Advisory Board) meetings at the Mental Health Institute in Mt. Pleasant.
- The CPC participated in the local public health emergency response committee, which includes a mental health component.
- The CPC communicated with local legislators periodically through the year regarding CPC and mental health redesign issues.
- The CPC participated on the Regional Transit Advisory Committee for our area regional transit authority, known as SEIBUS.
- CPC staff attended mental health commitment hearings. CPC staff periodically attended individual staffings.
- The CPC has duties as the targeted case management administrator, and participated in the appropriate trainings for targeted case management, including membership in ISAC's County Case Management Services, and cost report training, which is helpful in understanding some CPC/budget processes.
- The CPC met with the Administrator of the Community Health Center. This health center has an office in Louisa County and provides medical and dental care, and will eventually offer a mental health component of care, which will provide another option for Louisa County residents.
- The CPC worked with county IT staff to ensure that current information is available on the Louisa County website, including applications and related paperwork. This has provided easy access for persons wanting to apply for funding, and we have received several favorable comments about this, particularly from hospital social workers.
- CPC staff that handles revenue and claims followed the county policy: "Audit control measures require Louisa County employees, with certain job functions, to take five consecutive days of vacation at least once a year."
- CPC attended statewide CPC meetings and special trainings offered, and participated on the ISAC training committee.
- CPC participated in ISAC sponsored events, such as school of instruction; and participated in training committee meetings.
- CPC participated in local Empowerment board meetings, as a board member representing human services.
- This was the last fiscal year for legal settlement as a factor in determining eligibility for county funding for services; it is unknown what effect County of Residence will have on our plan, county, or newly forming region.

B. Findings and Impact on plan:

- Outpatient mental health treatment services were available within the county during FY 2013, but there were concerns about how the provider was going to continue to meet the needs of area residents and comply with the contract, so County opted to not renew the contract for FY '14. Area of improvement: continue efforts to increase available psychiatry time and mental health center services in the county, and continuity.
- SEIBUS is running within Louisa County daily, Monday through Friday, to MOTTS and other destinations; and transporting out of county, as needed. Individuals have more opportunity to have their transportation requests met. Area of improvement: continue efforts with transportation availability in the county for evenings and weekends, and also for timely arrival and departure for services.
- There are times when RCF services are needed. Area of improvement: keep informed of residential service options that may be needed for Louisa County individuals, including respite options in a facility since there is not a residential care facility within the county. Continue to look at SCL settings on a case-by-case basis for least restrictive setting.
- Continue efforts to increase stakeholder involvement and input.
- Continue work with local officials to address commitment issues and how hospital beds/vacancies are found in that process.
- The CPC is active with daily operations of the office, from dealing with walk-in traffic and random phone calls to scheduled appointments and meetings and supervision of staff. It is a balancing act to prioritize and find time for some administrative functions. CPC staff was reduced during the year, which greatly impacts this balancing act.
- The CPC Administrator is working with other neighboring CPCs and Board of Supervisors in mental health redesign and region formation efforts.

Waiting list information:

There was not a waiting list implemented in Louisa County in FY 2013.

Actual Provider Network Fy 2013

Provider ID	Provider Name	Address 1	Address 2	City, State, Zip
35	ALAN N. WAPLES	PO BOX 861		BURLINGTON, IA, 52601-
80	AMERISERVE INTERNATIONAL	300 W BROADWAY	STE 20	COUNCIL BLUFFS, IA, 51503-
327	CAMP COURAGEOUS OF IOWA	12007 190TH ST		MONTICELLO, IA, 52310-
361	CASEY'S GENERAL STORE	633 HWY. 61		WAPELLO, IA, 52653-
384	CEDAR VALLEY COMMUNITY SUPPORT SERVICES (CVCSS)	3121 BROCKWAY RD		WATERLOO, IA, 50701-
509	CITY OF MUSCATINE	DEPT OF FINANCE & RECORD	215 SYCAMORE ST	MUSCATINE, IA, 52761-
516	CLARINDA MENTAL HEALTH INSTITUTE	1800 N 16TH ST		CLARINDA, IA, 51632-
591	CONSUMER DESIGNED SERVICES	124 E 2nd St		Muscatine, IA, 52761-
660	CROSSROADS INC	1424 HOUSER ST		MUSCATINE, IA, 52761-
707	DAVIS CENTER	22425 OVERLAND AVE		BLOOMFIELD, IA, 52537-
719	DEAN	1102 PARK AVE		MUSCATINE, IA, 52761-
926	FARMER'S ELEVATOR	PO Box 65		WAPELLO, IA, 52653-
1046	GLENWOOD RESOURCE CENTER	711 S VINE ST		GLENWOOD, IA, 51534-
1076	GREAT RIVER MENTAL HEALTH (GRMHA)	1225 S GEAR AVE, STE 251		WEST BURLINGTON, IA, 52655-
1204	HOME CARING SERVICES, INC	506 JEFFERSON ST		BURLINGTON, IA, 52601-
1216	HOPE HAVEN AREA DEVELOPMENT CORP.	828 NORTH 7TH ST.		BURLINGTON, IA, 52601-
1277	HY-VEE Drugstore	312 NORTH 2ND ST		WAPELLO, IA, 52653-
1355	IOWA VALLEY COMMUNITY COLLEGE CDC (IVCCD)	3702 S. Center St.		MARSHALLTOWN, IA, 50158-
1362	J & S ELECTRONIC BUSINESS SYSTEMS, INC.	878 JEFFERSON ST		BURLINGTON, IA, 52601-
1471	JOHNSTON	323 E 2ND ST		MUSCATINE, IA, 52761-
1472	JOHNSTON	323 E 2ND ST		MUSCATINE, IA, 52761-
1626	WUNDER - LAW OFFICE,	610 CEDAR ST		MUSCATINE, IA, 52761-
1674	LLOYD, MCCONNELL DAVIS, & LUJAN LLP	211 W WASHINGTON		WASHINGTON, IA, 52353-
1918	MET TRANSIT AUTHORITY OF BLACK HAWK COUNTY (METROP)	1515 BLACK HAWK ST		WATERLOO, IA, 50702-
2058	NISHNA PRODUCTIONS INC	902 Day Street		SHENANDOAH, IA, 51601-
2115	NORTH STAR COMMUNITY SERVICES	3420 UNIVERSITY AVE		WATERLOO, IA, 50701-
2208	PACIFIC PLACE (IHS)	20937 KANE AVE		PACIFIC JUNCTION, IA, 51561-
2237	5-STAR QUALITY CARE, INC DBA PARK PLACE	114 E GREEN ST		GLENWOOD, IA, 51534-
2411	REGION SIX PLANNING COMMISSION, PEOPLERIDES	905 E MAIN ST		MARSHALLTOWN, IA, 50158-
2445	OPTIMAE LIFESERVICES, INC.	2201 W. Jefferson		FAIRFIELD, IA, 52556-4232
2612	SOUTHEAST IOWA REGIONAL TRANSIT AUTHORITY (SEIBUS)	211 N. Gear, Suite 100		West Burlington, IA, 52655-
2697	SOUTHEAST IOWA CASE MANAGEMENT	101 NORTH 16TH ST		FAIRFIELD, IA, 52556-
2712	SOUTHWEST IOWA PLANNING COUNCIL AKA TRANSIT(SWITA)	1501 SW 7TH ST		ATLANTIC, IA, 50022-

2897	TINDAL LAW OFFICE	305 W MAIN ST	STE A	WASHINGTON, IA, 52353-
2976	VERIDIAN CREDIT UNION	1827 ANSBOROUGH AVE		WATERLOO, IA, 50702-
3052	WASHINGTON COUNTY MINI-BUS	1010 W 5TH ST		WASHINGTON, IA, 52353-
3060	WAUBONSIE MENTAL HEALTH CENTER	1800 N 16TH ST	STE 1	CLARINDA, IA, 51632-
3066	WCDC INC	1425 W 5TH ST	PO BOX 61	WASHINGTON, IA, 52353-
3185	ARC OF SOUTHEAST IOWA	2620 MUSCATINE AVE		IOWA CITY, IA, 52240-
3203	CHATHAM OAKS INC	4515 MELROSE AVE		IOWA CITY, IA, 52246-
3212	COMMUNITY MENTAL HEALTH CENTER FOR MID EASTERN IA	507 E COLLEGE ST		IOWA CITY, IA, 52240-
3232	Systems Unlimited, Inc. (AKA Employment Systems)	2533 Scott Blvd SE		Iowa City, IA, 52240-
3384	GOODWILL INDUSTRIES OF THE HEARTLAND	1410 S 1ST AVE		IOWA CITY, IA, 52240-
3409	ALLIANT ENERGY (UTILITIES)(PO BOX 3066)	200 1ST ST SE		Cedar Rapids, IA, 52406-
3447	New Choices, Inc.	2501 18th St.	Suite 201	Bettendorf, IA, 52722-
3655	LUTHERAN SERVICES IN IOWA	3125 Cottage Grove		DES MOINES, IA, 50311-
4309	DES MOINES COUNTY COMMUNITY SERVICES	910 COTTONWOOD	STE 1000	BURLINGTON, IA, 52601-
4321	DES MOINES COUNTY CASE MANAGEMENT	910 COTTONWOOD	SUITE 1000	BURLINGTON, IA, 52601-
4555	HENRY COUNTY AUDITOR	100 E WASHINGTON ST	STE 202	MT. PLEASANT, IA, 52641-
4559	HENRY COUNTY CPC ADMINISTRATOR	106 N Jackson St, Suite 102		MT. PLEASANT, IA, 52641-
4687	JOHNSON COUNTY MH/DS SERVICES	855 S DUBUQUE ST	STE 202B	IOWA CITY, IA, 52240-
4697	JOHNSON COUNTY SHERIFF	511 S CAPITOL ST	PO Box 2540	IOWA CITY, IA, 52240-
4790	LOUISA COUNTY COMMUNITY SERVICES	503 FRANKLIN ST		WAPELLO, IA, 52653-
4799	LOUISA COUNTY SHERIFF	12635 Co Rd G56		WAPELLO, IA, 52653-
4981	MUSCATINE CO SHERIFF	400 WALNUT		MUSCATINE, IA, 52761-
4986	MUSCATINE COUNTY CASE MANAGEMENT	315 IOWA AVE	STE B	MUSCATINE, IA, 52761-
5130	POWESHIEK COUNTY CASE MANAGEMENT	120 West Street South		GRINNELL, IA, 50112-
5340	WASHINGTON COUNTY PUBLIC SAFETY CENTER	2181 LEXINGTON BLVD	PO BOX 6	WASHINGTON, IA, 52353-
5564	COUNTY CASE MANAGEMENT SERVICES (ISAC) (CCMS)	5500 Westown Parkway	Suite 190	West Des Moines, IA, 50266-
5566	HILLCREST FAMILY SERVICES (WASHINGTON COUNTY CMHC)	2175 LEXINGTON BLVD	BLG 2	WASHINGTON, IA, 52353-
5578	ELECTRONIC TRANSACTION CLEARINGHOUSE (ISAC) (ETC)	5500 Westown Parkway	Suite 190	West Des Moines, IA, 50266-
5582	IOWA STATE ASSOCIATION OF COUNTIES (ISAC)	5500 Westown Parkway	Suite 190	West Des Moines, IA, 50266-
5627	US CELLULAR	Dept 0203		Palatine, IL, 60055-0203
5721	HOPE HAVEN (MORNING SUN SITE)	109 N. Kearney	PO Box 254	Morning Sun, IA, 52640-
5742	UNITED STATES POSTMASTER	206 N Main St		Wapello, IA, 52653-
5789	WALMART	PO Box 530934		Atlanta, GA, 30353-
6136	ROLLING PRAIRIE CASE MANAGEMENT	MILLS COUNTY COURTHOUSE	418 SHARP	GLENWOOD, IA, 51534-
6684	DHS TARGETED CASE MANAGEMENT	DHS Cashier	1305 E. Walnut Street	Des Moines, IA, 50319-0106

6850	IOWA HOME BASED SERVICES LLC	810 Timea Street		Keokuk, IA, 52632-
7050	Casey's General Stores, Inc	PO Box 3002	One Convenience Blvd.	Ankeny, IA, 50021-8046
7060	Handicapped Development Center (HDC)	3402 Hickory Grove Rd.	P.O. Box 2450	Davenport, IA, 52809-
7343	Office Max Incorporated	75 Remittance Drive #2698		Chicago, IL, 60675-2698
7637	Hope Haven/MOTTS	221 S. Main St.		Wapello, IA, 52653-
7646	IMWCA	P.O. Box 310009		Des Moines, IA, 50331-0009
7683	Burlington Urban Service (BUS)	3510 Division St.		Burlington, IA, 52601-
7738	Wal-Mart Community	PO Box 530934 Dept 87		Atlanta, GA, 30353-0934
8215	DeWitt	104 Fulton Drive		Columbus Jct., IA, 52738-
8419	Iowa Community Services Association	C/O Lisa Rockhill, Treasurer	315 1st Ave., #200	Rock Rapids, IA, 51246-1549
8476	Compassion Counseling Inc	3500 Oakview Dr	Suite C	Muscatine, IA, 52761-
8498	HOLIDAY INN	1050 6th Avenue		Des Moines, IA, 50314-
8802	Terminix	328 East 59th St.		Davenport, IA, 52807-
8812	Louisa Communications LC	PO Box 6		Morning Sun , IA, 52640-
8832	Willie E. Townsend- Attorney at Law	1400 5th St. PO Box 5640		Coralville, IA, 52241-
8862	Yotter	16767 I Ave		Wapello, IA, 52653-
8882	Mincer Ford	23572 Hwy 92 West	PO Box 72	Columbus Jct, IA, 52738-
8883	Schweitzer & Wink Attorneys at Law	PO Box 112		Columbus Jct, IA, 52738-
8897	Grimm	19127 Hwy 92		Columbus Jct., IA, 52738-
8935	Highway Service Center	211 Highway 61 N.		Wapello , IA, 52653-
8962	Capital One Bank (USA) N.A.	PO Box 6492		Carol Stream, IL, 60197-6492
9147	Colthurst	745 S. 4th St.		Wapello , IA, 52653-
9160	Keller	117 Emerald Lane		Fruitland, IA, 52749-
9217	Louisa Publishing Co. LTD	301 James L. Hodges Ave. South	PO Box 306	Wapello, IA, 52653-
9304	Advantage Administrator's	PO Box 118		Waverly, IA, 50677-
9663	Chase Card Services	PO Box 94014		Palatine, IL, 60094-4014
9667	Columbus Gazette	PO Box 267		Columbus Junction, IA, 52738-
9696	Lee Enterprises	PO Box 80499		Lincoln, NE, 68501-0499
9700	Housman Faith	3344 K Avenue		Wapello, IA, 52653-

County Dollars Spent by COA Code and Disability Type

Account	Code	Mental Illness	Chronic Mental Illness
05373	Public Education Services	\$21.43	
11250	Direct Admin - Fuels (Motor Vehicle Supplies)		
11260	Direct Admin - Stationary/Forms/General Office Supplies		
11412	Direct Admin - Postage & Mailing		
11413	Direct Admin - Mileage & Other Travel Expenses		
11414	Direct Admin - Telecommunications Services		
11422	Direct Admin - Educational & Training Services		
11430	Direct Admin - Natural/LP Gas, Fuel Oil (Heat, Water, Electric, Sewer)		
11431	Direct Admin - Electric Power		
11440	Direct Admin - Vehicles & Equip. (Repair & Maintenance)		
11444	Direct Admin - Office Equipment (Repair & Maintenance)		
11460	Direct Admin - Tort Liability		
11462	Direct Admin - Property Insurance		
11464	Direct Admin - Worker's Comp. Insurance Services		
11471	Direct Admin - Custodial Services		
11480	Direct Admin - Dues & Memberships Services		
12489	Purchased Admin - Miscellaneous		
21250	Case Management - Fuels (Motor Vehicle Supplies)		
21260	Case Management - Stationary/Forms/General Office Supplies		
21374	Case Management - T19 Match/ Medicaid		\$127.78
21413	Case Management - Mileage & Other Travel Expenses		
21414	Case Management - Telecommunications Services		
21422	Case Management - Educational & Training Services		
21430	Case Management - Natural/LP Gas, Fuel Oil (Heat, Water, Electric, Sewer)		
21431	Case Management - Electric Power		
21464	Case Management - Worker's Comp. Insurance		
21471	Case Management - Custodial Services		
31351	Transportation – Bus		\$601.73
31354	Transportation - General		
32320	Support Services - Homemaker/Home Health Aid		\$1,127.50
32325	Support Services - Respite		
32329	Support Services - Supported Community Living		\$14,242.91
32399	Support Services - Other		\$113.00
41306	Physiological Treatment - Prescription Medicine/Vaccines	\$237.36	\$3,076.18
42305	Psychotherapeutic Treatment - Outpatient	\$9,651.76	\$4,236.25
42366	Psychotherapeutic Treatment - Social Support Services	\$4,038.45	\$2,720.64
43301	Evaluations (Diagnostic) NOT related to Commitments		\$170.00
50360	Voc/Day - Sheltered Workshop Services		
50362	Voc/Day - Work Activity Services		\$198.52
50368	Voc/Day - Supported Employment Services		\$398.48
50369	Voc/Day – Enclave		\$415.84
50399	Voc/Day - Other Services		\$1,820.06
63329	Comm Based Settings (1-5 Bed) - Supported Community Living		\$5,125.37
64314	Comm Based Settings (6+ Beds) - RCF		\$26,093.62
64317	Comm Based Settings (6+ Beds) - Nursing Facility		
64318	Comm Based Settings (6+ Beds) - ICF/MR		
71319	State MHI Inpatient - Per diem charges		\$456.49
74353	Commitment - Sheriff Transportation	\$2,537.24	\$1,988.07
74393	Commitment - Legal Representation	\$1,198.11	\$597.10
75395	Mental Health Advocate - General	\$2,029.40	\$2,728.89
Total	County	\$19,713.75	\$66,238.43

Mental Retardation	Developmental Disability	Admin	CM	CPS	BrainInjury	Total
						\$21.43
		\$517.94				\$517.94
		\$612.76				\$612.76
		\$155.61				\$155.61
		\$520.34				\$520.34
		\$1,306.11				\$1,306.11
		\$206.00				\$206.00
		\$748.44				\$748.44
		\$1,175.85				\$1,175.85
		\$50.92				\$50.92
		\$237.80				\$237.80
		\$72.77				\$72.77
		\$170.00				\$170.00
		\$397.71				\$397.71
		\$325.15				\$325.15
		\$1,720.45				\$1,720.45
		\$5,473.00				\$5,473.00
			\$559.87			\$559.87
			\$270.06			\$270.06
\$10,380.76	\$129.16					\$10,637.70
			\$615.19			\$615.19
			\$720.16			\$720.16
			\$431.00			\$431.00
			\$45.62			\$45.62
			\$732.28			\$732.28
			\$311.46			\$311.46
			\$212.24			\$212.24
\$5,340.26	\$308.00					\$6,249.99
\$355.89						\$355.89
						\$1,127.50
\$2,127.59						\$2,127.59
\$24,794.39	\$4,922.60					\$43,959.90
\$3,331.87						\$3,444.87
						\$3,313.54
						\$13,888.01
						\$6,759.09
						\$170.00
\$14,145.14	\$4,610.18					\$18,755.32
\$42,948.98						\$43,147.50
\$2,436.41						\$2,834.89
\$2,532.21						\$2,948.05
\$16,787.01						\$18,607.07
\$80,695.63						\$85,821.00
						\$26,093.62
\$1,249.28						\$1,249.28
\$25,194.47						\$25,194.47
						\$456.49
\$243.08						\$4,768.39
\$96.00						\$1,891.21
\$462.10						\$5,220.39
\$233,121.07	\$9,969.94	\$13,690.85	\$3,897.88			\$346,631.92

Mental Health System Growth/Loss Report

Disability Group	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Net Change
Mental Illness	18	13	15	12	-6
Chronic Mental Illness	27	14	15	17	-10
Mental Retardation	38	39	41	49	11
Developmental Disabilities	1	1	1	1	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
Total	84	67	72	79	-5

Persons Served – Age Group by Primary Diagnosis

Disability Group	Children	Adult	Unduplicated Total	DG
Mental Illness	3	24	27	40
Mental Illness,Chronic Mental Illness	0	3	3	40,41
Chronic Mental Illness	0	28	28	41
Chronic Mental Illness,Mental Retardation	0	1	1	41,42
Mental Retardation	0	48	48	42
Other Developmental Disabilities	0	1	1	43
Total	3	105	108	99

Unduplicated Number of Persons Served by COA code and Disability Type

Code	MI	CMI	MR	DD	Admin	CM	CPS	BI	Total
Case Management - T19 Match/ Medicaid		4	44	1					49
Transportation – Bus		3	23	1					27
Transportation – General			5						5
Support Services - Homemaker/Home Health Aid		1							1
Support Services – Respite			12						12
Support Services - Supported Community Living		11	24	1					36
Support Services – Other		1	6						7
Physiological Treatment - Prescription Medicine/Vaccines	1	5							6
Psychotherapeutic Treatment - Outpatient	13	5							18
Psychotherapeutic Treatment - Social Support Services	1	2							3
Evaluations (Diagnostic) NOT related to Commitments		1							1
Voc/Day - Sheltered Workshop Services			3	1					4
Voc/Day - Work Activity Services		1	7						8
Voc/Day - Supported Employment Services		1	4						5
Voc/Day – Enclave		1	7						8
Voc/Day - Other Services		4	23						27
Comm Based Settings (1-5 Bed) - Supported Community Living		2	18						20
Comm Based Settings (6+ Beds) - RCF		2							2
Comm Based Settings (6+ Beds) - Nursing Facility			1						1
Comm Based Settings (6+ Beds) - ICF/MR			4						4
State MHI Inpatient - Per diem charges		1							1
Commitment - Sheriff Transportation	9	4	1						14
Commitment - Legal Representation	8	4	1						13
Mental Health Advocate – General	11	19	1						31
Commitment - Sheriff Transportation	3								3
Commitment - Legal Representation	1								1
Mental Health Advocate – General	1								1