

# ANNUAL REPORT

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SHELBY, HARRISON AND MONONA COUNTY

**MH/DS SERVICES**  
**FY 2013**

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**FY 2013 HARRISON – MONONA – SHELBY COUNTIES  
MENTAL HEALTH/DEVELOPMENTAL DISABILITIES SERVICES MANAGEMENT PLAN  
ANNUAL REPORT**

**REVIEW**

It is the intent of this report to summarize and measure the progress in the County Management Systems for Harrison, Monona and Shelby Counties. Each of the three counties have their own separate management policies and procedures, however the planning, goals and overall structure of the management systems are similar as the three counties are together in a 28E agreement for management components, specifically the Central Point of Coordination and the Planning Council membership which established the Management Policies and Procedures and Strategic Plans. This report is the third year of a 3 year strategic plan. The challenges for these three counties continue to be their rural location and the challenges of developing new programs with a limited number of providers. Transportation continues to be an obstacle for these three counties especially after 6 p.m. as there are no taxi services for consumers to utilize. Finally, funding for services will continue to be a challenge as the State continues to cut funding for the counties and the counties continue to look at ways to manage costs in the MH/MR/DD services

**MISSION STATEMENT**

Harrison-Monona-Shelby Counties have adopted the principles of choice, empowerment, and community for individuals within the eligible populations. The counties embrace the philosophy that disabled individuals have rights and responsibilities, including the responsibility to direct their lives within the community support and resource network. It is the Counties vision that through individuals taking responsibility and the coordination of the support and resource network a management and services system can be established, that will provide an array of cost-effective services and supports, which assist the consumers to be as independent, productive, and integrated into the community as possible within the financial limitations of federal, state, and county resources.

**OVERVIEW OF PAST YEAR'S ACTIVITIES**

As in the past year the current process receives stakeholder input through ongoing regularly scheduled meetings of the Planning Council, Case Management, and consumer/provider surveys. The members of the Planning Council receive information through questioning consumers, family members and the general public. The Case Managers receive input from questioning their consumers and providers. In the current system ongoing public information and education is regularly dispersed through the media, brochures and other public forums.

The consumers continue to express concern for the possible system/service changes. They are afraid that as budgets became tighter their services will be cut or not allowed. The consumers were consistent in their list of needs: satisfying day activities, housing, transportation, social activities, community employment and choice of services. The over-all feeling of consumers and their families was fear of the changes occurring in both county and state funded services as well as medical accessibility. This was the overall concern expressed in the past ten years, and the same concerns were still present.

The providers expressed concern over availability of staff and adequate funding of their services, especially with their increased cost of operations and the regulations imposed. They also expressed concerns over the passing of SF 525 and how the MHDS system redesign will affect their provider agency.

All the comments by the stakeholders were brought before the Board of Supervisors, Planning Council and Case Managers. From the input it was determined that the overall need at this time was the continued development of a system that had on-going cooperation and input from consumers, families, providers and the administration of the system (County, Department of Human Services and Case Management).

**GOALS**

**AREA FOCUSED  
UPON:**

Administration  
 Service System

**GOAL #1:**  
 Consumers Quality of Life  
 Other (Specify):

**PROGRAM'S GOAL:**

Shelby, Harrison and Monona County would like to improve our mental health services provided to our community.

**SPECIFIC, MEASURABLE, TIME LIMITED OBJECTIVE:**

- 1) Mental Health Centers/Providers will pursue grants to improve mental health services and or coverage by June 2012
- 2) County and Providers will look into alternative programs to cover costs for psychotropic medication by June 2012

BACKGROUND: Due to the shortage of mental health professionals, it was discussed at the Strategic Action Plan Stakeholder meeting that more needed to be done to maximize the mental health professionals time (that we currently have in the system). One area of great interest is tele-health especially for rural areas like our three counties. 1) Alegent Mental Health will start in April 2009 the Tele-health grant through MBC of Iowa. It was a \$53,000 grant and included \$15,000 worth of equipment which the center will be able to keep. The Program is designed so that therapist can meet with clients via camera/monitors. The service provided will be considered billable just as if the therapist was meeting with the client face to face. Alegent Mental Health decided to begin this project with the Woodbine Therapeutic School and will work with the school, students and families. Burgess Mental Health will begin the PCIT program for parents with children between the ages of 2-7. The program is designed to teach parents parenting skills utilizing a two way mirror and ear pieces so that the therapist can communicate and educate the parent on how to appropriate interact with their child that has behavioral issues. It is the hope of the counties and the mental health center/providers that each county to utilize both the Tele-health project and the PCIT program by 2012.

2) During the Strategic Action Plan Stakeholder meeting with providers, one of the issues that mental health providers and the county expressed issues with is a lack of funding for psychotropic medication for MI consumers. The Counties and Providers will begin searching for alternative funding mechanisms for medications including indigent drug programs, etc.

<b>Action Steps:</b>	<b>RESPONSIBLE PERSON/ AGENCY</b>	<b>INITIATION DATE</b>	<b>COMPLETION DATE</b>
<b>Objective 1:</b>			
1) Alegent Mental Health in Harrison County will pilot the Tele-Health grant from MBC of Iowa in 2009-2010	Alegent Mental Health	3-1-09	12-31-09
Alegent MHC will give the other mental health providers updates to how this Tele-health grant is working for their agency during Tri-County Provider meetings	Alegent Mental Health/CPC	Bi-annually	12-31-09
Burgess Mental Health will pilot the PCIT program for children and families and will give updates to the other mental providers during Tri-County Provider meetings	Burgess Mental Health	Bi-annually	12-31-09
After 12-31-09, the mental health center/providers can decide to continue with these programs (Tele-health & PCIT) or the other mental health centers/providers can decide which programs they would like to start based on the other providers experience	Alegent MHC/Burgess MH/Myrtue Behavioral Health	1-1-2010	6-30-2012
<b>Objective 2:</b>			
2) CPC will research and meet with other non-profit or profit organizations that could provide funding for medications.	CPC	7-1-09	12-31-09
CPC will share the information she finds with the local mental health center/providers	CPC	7-1-09	12-31-09
Mental Health Centers/Providers will try to implement these new drug programs and help patients apply for these programs when appropriate.	Mental Health Centers/Providers	7-1-09	6-30-2012

**Resources Needed: Objective 1: Time on the behalf of the Mental Health providers to write and apply for these grants, Time of the therapist to implement these new programs. Advertisement of these new services offered to the Community**  
**Objective 2: Time on the behalf of the CPC/staff and Mental Health Providers to research and implement these new drug programs; possibly funding from the County (if available). Advertisement of these new services offered to the Community**

**Progress on Goal 1 will be reported through the progress on each Objective which includes the mental health center/providers applying for particular grants and attaining these grants, implementing the grants, the number of consumers utilizing these services including indigent drug programs and the number of consumers/patients that utilized this program.**

**FIRST YEARLY PROGRESS--DATE: 06/30/2010**

**PROGRESS REPORT TO BOARD OF SUPERVISOR & PLANNING COUNCIL ON: Shelby BOS : 11/16/10, Harrison BOS: 11/9/10, Monona BOS: 11/10 Planning Council update was on 10/7/10**

Objective 1: Alegent Mental Health in Harrison County and Burgess Mental Health in Monona County continue to provide Telehealth services at their agency. Alegent reported during the April 14, 2010 Provider meeting that they continue to provide Telehealth services out of one of the local high schools in Harrison County and are considering adding another site in their Dunlap clinic. Burgess Mental Health also reported that they continue to provider Telehealth Services and are currently using the service with their psychiatrist out of Sioux City while the patient is seen in the Onawa site. They are having success with the service and are considering expanding it to include a site in the Mapleton Clinic. Burgess also continues to provide PCIT and has started the process to train their new therapist in this program. Myrtue Behavioral Health has not yet started utilizing Telehealth Services but plans to begin to in FY 2011.

Objective 2: Alegent Behavioral Health currently has a grant through the hospital to provide certain medication to low income patients who do not have insurance to cover medication costs. The ARNP at Alegent Behavioral Health assists the patient in filling out the application for this grant and authorizes the prescription of certain psychotropic medications through the program. Myrtue Behavioral Health and Burgess Mental Health currently do not have such a program and rely on sample medications through pharmaceutical companies. The CPC continues to research different grants such as Robert Wood Johnson Foundation and other programs that could possibly help with medication costs for patients that are uninsured.

**Signature:** Lonnie Maguire, CPC Shelby, Harrison and Monona County

**2ND YEARLY PROGRESS--DATE: 06/30/2011**

**PROGRESS REPORT TO BOARD OF SUPERVISOR & PLANNING COUNCIL ON: Shelby BOS : 11/1/2011, Harrison BOS: 10/20/2011, Monona BOS: 11/15/2011 Planning Council update was on 10/20/2011**

Objective 1: Alegent Mental Health in Harrison County and Burgess Mental Health in Monona County continue to provide Telehealth services at their agency. Alegent reported during the June 2011 Board meeting that they continue to provide Telehealth services out of their outpatient Dunlap clinic. Burgess Mental Health also reported that they continue to provider Telehealth Services and are currently using the service with their psychiatrist out of Sioux City while the patient is seen in the Onawa site. They are having success with the service and are considering expanding it to include a site in the Mapleton Clinic. Burgess also continues to provide PCIT and has started the process to train their new therapist in this program. Myrtue Behavioral Health has not yet started utilizing Telehealth Services but plans to begin to in FY 2013 if funding is available.

Objective 2: Alegent Behavioral Health currently has a grant through the hospital to provide certain medication to low income patients who do not have insurance to cover medication costs. The ARNP at Alegent Behavioral Health assists the patient in filling out the application for this grant and authorizes the prescription of certain psychotropic medications through the program. Myrtue Behavioral Health and Burgess Mental Health currently do not have such a

program and rely on sample medications through pharmaceutical companies. The CPC continues to research different grants such as Robert Wood Johnson Foundation and other programs that could possibly help with medication costs for patients that are uninsured.

Signature: Lonnie Maguire, CPC Shelby, Harrison and Monona County

**3RD YEARLY PROGRESS--DATE: 6/30/2012**

**PROGRESS REPORT TO BOARD OF SUPERVISOR & PLANNING COUNCIL ON: Shelby BOS : Nov 2012 , Harrison BOS: Nov 2012, Monona BOS: Nov 2012 Planning Council update was on 10/18/2012**

Objective 1: Alegent Mental Health in Harrison County and Burgess Mental Health in Monona County continue to provide Telehealth services at their agency. Alegent reported during FY 2012 Board meeting that they continue to provide Telehealth services out of their outpatient Dunlap clinic. Burgess Mental Health also reported that they continue to provider Telehealth Services and are currently using the service with their psychiatrist out of Sioux City while the patient is seen in the Onawa site. They are having success with the service and have expanded it to include their site in the Mapleton Clinic. Burgess also continues to provide PCIT and has started the process to train their new therapist in this program. Myrtue Behavioral Health has not yet started utilizing Telehealth Services but plans to begin to in FY 2013 if funding is available.

Objective 2: Alegent Behavioral Health currently has a grant through the hospital to provide certain medication to low income patients who do not have insurance to cover medication costs. The ARNP at Alegent Behavioral Health assists the patient in filling out the application for this grant and authorizes the prescription of certain psychotropic medications through the program. Myrtue Behavioral Health and Burgess Mental Health currently do not have such a program and rely on sample medications through pharmaceutical companies. The CPC continues to research different grants such as Robert Wood Johnson Foundation and other programs that could possibly help with medication costs for patients that are uninsured.

Signature: Lonnie Maguire, CPC Shelby, Harrison and Monona County

AREA FOCUSED  
UPON:

     Administration  
  X   Service System

     **GOAL #2:**  
  X   Consumers Quality of Life  
     Other (Specify):

**Resources Needed:  
CPC/Staff time to meeting and agenda, Costs of Presenter (if needed), Costs of Staff time and to attend the meetings bi-annually**

<b>PROGRAM'S GOAL:</b> Shelby, Harrison and Monona County would like to have bi-annual provider meetings through 6/30/2012			
<b>SPECIFIC, MEASURABLE, TIME LIMITED OBJECTIVE:</b> 1) CPC for Shelby, Harrison and Monona County will coordinate a MH/MR/DD provider meeting at least bi-annually through 6/30/2012			
BACKGROUND: At the Strategic Action Plan Stakeholder meeting, several of the providers stated that they would like to have at least bi-annual provider meetings where each provider would discuss what services they offer to the county. Some of the providers felt that they didn't know all the different services and would like to have more education about the different providers and the different programs. The CPC offered to help coordinate these meetings and it was discussed that it would be helpful if the meeting place was alternated between the three counties.			
<b>Action Steps:</b>	<b>RESPONSIBLE PERSON/ AGENCY</b>	<b>INITIATION DATE</b>	<b>COMPLETION DATE</b>
CPC will coordinate Provider meeting at least bi-annually starting in July of 2009.	CPC/Staff	7-1-09	12-31-09
The meeting place of the Provider meeting will alternate between the three counties: Shelby, Harrison and Monona County	CPC/Providers	7-1-09	6-30-2012
The CPC will assign a Provider/s to present at each Provider meeting.	CPC	7-1-09	6-30-2012
The Provider/s presenting at the meeting will educate the attendees on the type of services they offer to the consumer/public.	Providers	7-1-09	6-30-2012
CPC will also look into having presenters come to this Provider meeting to provide additional trainings (if needed)	CPC	7-1-09	6-30-2012
CPC will also invite the community including school systems/AEAs to attend these meeting to help educate them on MH/MR/DD services and funding	CPC/Public/School system	7-1-09	6-30-2012

plan  
  
the travel

**Progress on Goal 2 will be reported through the progress on Objective and Actions steps in the Goal including the number of Provider meetings held each year and the number of providers that attend these meetings. At the end of each calendar year, CPC will send out survey asking Providers what information was most valuable and what additional information is still wanted/needed**

**FIRST YEARLY PROGRESS (including Resources Needed)--DATE: 06/30/2010**

**PROGRESS REPORT TO BOARD OF SUPERVISOR & PLANNING COUNCIL ON: Shelby BOS : 11/16/10, Harrison BOS: 11/9/10, Monona BOS: 11/10 Planning Council update was on 10/7/10**

The Shelby, Harrison and Monona County CPC planned and hosted two provider meetings. The first meeting occurred on September 30, 2009 in the Shelby County office and the other on April 14, 2010 in the Harrison County office. Both of the Bi-Annual Provider Meetings had good attendance from all three counties. The CPC office developed an Agenda and kept notes of each meeting. At the first meeting in September 2009, the group reviewed the Shelby, Harrison and Monona County Strategic Plan Goals, discussed County/State issues including funding issues, State Cases (waiting list), MHI Closure Task Force, Uniform Cost Report Committee update, Community Services information. There was also a Provider Roundtable where Providers could share information or discuss local issues. The group also discussed what we wanted the purpose of these meetings to be as well as expectations and/or needs. At the April 14, 2010 meeting, there were introductions; three Providers were chosen before the meeting to provide a Provider Presentation. The provider presentations were given by Alegent Behavioral Health, Mosaic, Inc. and Crossroads of Western Iowa. The CPC is planning another Bi-Annual Provider meeting on December 3, 2010. At this meeting local special education teacher will be invited as well as AEAs and local DHS employees. At this meeting, the Providers will be given Satisfaction Surveys to gather data on what was most valuable and what additional information is still wanted/needed by the group.

**Signature:** Lonnie Maguire, CPC Shelby, Harrison and Monona County

**SECOND YEARLY PROGRESS (including Resources Needed)--DATE: 06/30/2011**

**PROGRESS REPORT TO BOARD OF SUPERVISOR & PLANNING COUNCIL ON: Shelby BOS : 11/1/2011 , Harrison BOS10/20/11, Monona BOS: 11/15/2011 Planning Council update was on 10/20/2011**

The Shelby, Harrison and Monona County CPC planned two providers meeting but only ended up hosting one provider meetings. The first meeting was planned in April 2011 and are meeting was to be located at the State Capitol building with our local legislators regarding Legislation that had been proposed regarding the MH/DS system. Before the meeting, the CPC and the local providers had several dialogues regarding the different legislation that had been proposed in regards to MH Reform. The CPC and a parent of a consumer helped to help the meeting with the Legislators. The meeting time and place was sent out to the local providers in our area and the topics of discussion. Several providers planned on bringing consumers with them to this meeting so that they could express their concerns regarding changing the current "CPC/County" system. After the Governor signed SF 209 which repealed SF 69 the local providers decided it was not in the Providers best interest to support a County ran system (at this time) as they were afraid the State would hold it against them. The CPC and the local Providers continued to have dialogue even after the meeting with the Legislators was cancelled both by phone and through emails regarding the Legislation (including SF 525) that was passed during the Legislation session in 2011 so even though there was not a formal Provider meeting in Spring of 2011 there was a lot of communication between the County and the local providers. The second area provider meeting was held on November 10, 2011 in the Harrison County Courthouse. The Local Provider Meeting had good attendance from all three counties. The CPC office developed an Agenda and kept notes the meeting. At the second meeting, the group reviewed the Shelby, Harrison and Monona County Strategic Plan Goals, discussed County/State issues including SF 525 (MHDS Redesign) and the recent Shelby/Harrison County Case Management Accreditation Results. There was also a Provider Roundtable where Providers could share their concerns/fears about the MH/DS Redesign plan. Several of the Providers suggested that a grassroots effort be made by local consumers and family members who do not run a Regional system and that would like the MH/DS system to remain a County "CPC" system. Several Providers stated that they would work with their consumers/patients and family members on this effort to redesign the system to a Regional system.

**Signature:** Lonnie Maguire, CPC Shelby, Harrison and Monona County

**THIRD YEARLY PROGRESS** (including Resources Needed)--**DATE: 6/30/2012**

**PROGRESS REPORT TO BOARD OF SUPERVISOR & PLANNING COUNCIL ON: Shelby BOS : Nov 2012 , Harrison BOS: Nov 2012 , Monona BOS: Nov 2012 Planning Council update was on 10/18/2012**

The Shelby, Harrison and Monona County CPC has updated providers during Planning Council meetings through the fiscal year. The CPC has also kept in contact with local providers via phone calls and emails to keep them updated with the progress of MH/DS Redesign. The CPC has also had face to face visits with local providers as requested to discuss MH/DS redesign and how this could impact the three counties.

Signature: Loonie Maguire, CPC Shelby, Harrison and Monona County

**Goal 3**

**AREA FOCUSED**

**UPON:**

     Administration  
  X   Service System

     Consumers Quality of Life  
     Other (Specify

**PROGRAM'S GOAL:**

Create a system that will provide a smooth transition for consumers and their families from the child system to the adult system.

**SPECIFIC, MEASURABLE, TIME LIMITED OBJECTIVE:**

**Measurable Objective A:** Increase communication and collaboration between school system, Area Education Agencies (AEA), Providers and the County.

**Measurable Objective B:** Coordinating efforts between the school, AEA and families for appropriate referrals for students.

**Measurable Objective C:** Increase awareness of services available after graduation with those children ages 16 through 18 transitioning out of school and potentially in need of services.

**BACKGROUND:** During the stakeholder meeting with area providers to discuss the future goals for the Strategic Plan for 2009-2012. The County and some local providers discussed that there continues to be a lack of communication between the MH/MR/DD system and the local schools. The County and providers stated there still is an issue with getting appropriate referrals from certain school system/AEA and that many schools and AEAs seem to be misinformed about what services the County can offer students upon graduation. The Providers also discussed that it is difficult to get some schools and AEAs to make referrals to Providers while students with special needs are still in the school system. The local mental health center also commented that they are seeing parents bringing their children in for individual therapy because of difficulties in the school setting. These same therapists are discovering that some of these children actually have a learning disability or mental retardation that the school or AEA has never identified nor made the parents aware. Therefore the County has decided to continue with Goal #3 to address these issues.

#3:

GOAL

Action Steps:	RESPONSIBLE PERSON/ AGENCY	INITIATION DATE	COMPLETION DATE
Provide education on the adult MH/MR/DD service system to local schools, AEAs and providers, consumers and their parents.	CPC/Staff	7-1-09 (bi-annually)	6-30-2012
The CPC and Social Worker will call each Special Education teacher in the tri-county area to provide information about the Community Services office	CPC/Social Worker	7-1-09 (annually)	6-30-2012
The Community Services office will send each school and AEA provider in the tri-county area information about MH/MR/DD services as well as the Community Services brochure which lists how to contact the CPC	CPC/staff	7-1-09 (annually)	6-30-2012
Inform the local schools and AEAS that the CPC needs to be invited to the IEP for those students who are eligible for services prior to the student turning 18 years old or last year of high school.	CPC/staff	7-1-09	6-30-2012
Educate AEA about the importance of psychological testing before the age of 18 for those students who have a diagnosis of mental retardation. TCM needs the diagnosis of mental retardation, not just IQ score.	CPC/staff	7-1-09	6-30-2012
Invite schools, AEAs, students and providers to the "new" Tri-county Provider meeting so that they can learn about the different programs offered by MH/MR/DD providers including mental health centers/providers.	CPC/Staff/Providers	7-1-09 (annually)	6-30-2012
Identify availability of funding for these students who will be entering the adult system the next fiscal year.	CPC	7-1-09 (as needed)	6-30-2012

Resources Needed: This goal will require more time on the part of the CPC, County Social Worker and Case Managers and possible travel expenses to these staffings. Funding for these children as they turn 18 will also be an obstacle.

**Progress on Goals 3 will be reported through the progress on Objectives and Actions Steps which will include the number of schools and the AEA's that are contacted each year to update them on Community Services types of services/funding including sending them the Community Services brochures. The number of schools that attend the "Tri-county Provider meeting" each year will also be reported on in the Annual Report.**

**FIRST YEARLY PROGRESS (including Resources Needed)--DATE: 06/30/2010**

**PROGRESS REPORT TO BOARD OF SUPERVISOR & PLANNING COUNCIL ON: Shelby BOS : 11/16/10, Harrison BOS: 11/9/10, Monona BOS: 11/10 Planning Council update was on 10/7/10**

In June of 2010, the CPC contacted each school in three counties via telephone or email to notify the schools that the State of Iowa would begin a Statewide Waiting list for ID/Waiver services. The CPC sent the schools via email a copy of the CPC application and information for parents about the ID/Waiver. The CPC received very positive responses from the schools with several of the special education teachers following through with the parents and assisting them in filling out the CPC application (if applicable) and also informing the parents/students on how to best follow through with applying for the ID/Waiver. The CPC followed up with these teachers via email which seemed to be the best mode of communication. Several of the teachers thanked the CPC for the information and have continued to communicate with the CPC with questions regarding students including how to get students on the ID/Waiver, CPC application, Releases of Information and psychological evaluations. The CPC plans to invite special education teachers and local AEA's to the next Tri-County Provider Meeting which will be held on December 3, 2010.

Signature: Lonnie Maguire, CPC Shelby, Harrison and Monona County

**2ND YEARLY PROGRESS (including Resources Needed)--DATE: 06/30/2011**

**PROGRESS REPORT TO BOARD OF SUPERVISOR & PLANNING COUNCIL ON: Shelby BOS : 11/1/2011, Harrison BOS: 10/20/11, Monona BOS: 11/15/11 Planning Council update was on 10/20/2011**

In June of 2011, the CPC contacted each school in three counties via telephone or email to notify the schools that the State of Iowa would begin a Statewide Waiting list for ID/Waiver services as well as information regarding the SF 525 and an update on the MH/DS Redesign. The CPC sent the schools via email a copy of the CPC application and information for parents about the ID/Waiver. The CPC received very positive responses from the schools with several of the special education teachers following through with the parents and assisting them in filling out the CPC application (if applicable) and also informing the parents/students on how to best follow through with applying for the ID/Waiver. The CPC followed up with these teachers via email which seemed to be the best mode of communication. Several of the teachers thanked the CPC for the information and have continued to communicate with the CPC with questions regarding students including how to get students on the ID/Waiver, CPC application, Releases of Information and psychological evaluations.

Signature: Lonnie Maguire, CPC Shelby, Harrison and Monona County

**3rd YEARLY PROGRESS (including Resources Needed)--DATE: 6/30/2012**

**PROGRESS REPORT TO BOARD OF SUPERVISOR & PLANNING COUNCIL ON: Shelby BOS : Nov 2012, Harrison BOS: Nov 2012, Monona BOS: Nov 2012 Planning Council update was on 10/18/2012**

In June of 2012, the CPC contacted each school in three counties via telephone or email to notify the schools that the State of Iowa and gave them a brief updated on MH/DS redesign and how this impact consumer/families. The CPC sent the schools via email a copy of the CPC application and information for parents about the different waivers and also the county's management plan. The CPC received very positive responses from the schools with several of the special education teachers following through with the parents and assisting them in filling out the CPC application (if applicable) and also informing the parents/students on how to best follow through with applying for the waivers. The CPC followed up with these teachers via email which seemed to be the best mode of communication. Several of the teachers thanked the CPC for the information and have continued to communicate with the CPC with questions regarding students including how to get students on different waivers, CPC application, Releases of Information and psychological evaluations.

Signature: *Louie Maguire, CPC Shelby, Harrison and Monona County*

### **DOCUMENTATION OF STAKEHOLDER INVOLVEMENT:**

The Shelby-Harrison-Monona County has a MH/MR/DD Planning Council. The Planning Council meets with the Community Services Director/CPC as well as the Case Management Supervisor at least four times a year. Meeting notices and tentative agendas are sent to the Planning Council at least five days in advance of the scheduled meeting. The minutes of these Planning Council meetings are written by the Planning Council Secretary and are kept in a binder in the Central Point of Coordination office. The Planning Council is composed of at least three people, representing consumers, advocates, funders, service providers, program monitors, and other individuals who have demonstrated a concern for people with chronic mental illness, mental retardation and or developmental disabilities. There shall be one Board of Supervisors member from each of the three counties. There shall be at least one member who has a disability or a family member of a disabled person. There are currently ten members on the Planning Council. Three of the members are consumers with ID diagnosis, and the other has a diagnosis of chronic mental illness. The consumers are living in the community utilizing either the HCBS/ID Waiver or Habilitation Waiver. The Planning Council also has a parent of a consumer. This consumer is currently living at an ICF/ID at Glenwood Resource Center. The Planning Council believes they have good representation by the consumers and the parent of a consumer that are currently on the council. The consumers on the Planning Council are very involved in the meetings and are asked for their opinions regarding service improvement or ways to get consumers more involved in their communities. We actively pursue more consumer and parent involvement in the Planning Council by asking Case Managers, Social Workers and or Providers during annual meetings if they have a consumer and/or parent that they think would enjoy serving on the Planning Council. The CPC also asks consumers/parents directly if they would like to serve on the Planning Council.

### **STATISTICAL INFORMATION INCLUDING APPEALS & WAITING LIST INFORMATION**

#### **SHELBY COUNTY**

Shelby County served 272 consumers, and of these individuals, 156 were mentally ill, 46 were chronically mentally ill, 67 mentally retarded and 3 with other Developmental Disabilities.

There were no appeals. There has not been a need for a waiting list.

HARRISON COUNTY

Harrison County served 173 consumers, and of these individuals, 51 were mentally ill, 39 were chronically mentally ill, 81 mentally retarded and 2 with other developmental disabilities.

There were no appeals. There has not been a need for a waiting list

MONONA COUNTY

Monona County served 91 consumers, and of these individuals, 32 were mentally ill, 19 were chronically mentally ill, 37 mentally retarded, 3 with other developmental disabilities and 1 with other categories.

There were no appeals. Monona County did have a waiting list for FY 2013 starting 7/1/2012 that ended 6/30/2013.

**CASE MANAGEMENT SERVICES**

The Community Services Department provides case management services in Shelby and Harrison County. Monona County contracts case management services with the Iowa Department of Human Services. The Shelby/Harrison County Case Management had three year accreditation in June of 2008 and received a 91.2% on their survey which was considered a "Strong Three-Year Accreditation" according to DHS staff that conducted the Accreditation. As part of the case management service, the Community Services Department has annual Performance Improvement Goals and overall Case Management Goals. In the Organizational Plan three goals were developed. Enclosed in the Annual Report is the 2013 Organizational Plan that describes the goals as well as the Quarterly Progress.

**DOCUMENTATION OF STAKEHOLDER INVOLVEMENT:** .

**COMMUNITY SERVICES  
SHELBY COUNTY CASE MANAGEMENT  
ORGANIZATIONAL PLAN  
2013**

**DATE: 1-24-2013**

**PLANNED FREQUENCY OF CONTACT WITH PLANNING COUNCIL:**

The Shelby-Harrison-Monona County MH/DD Planning Council will serve as the Shelby/Harrison County Advisory Board. The Planning Council will meet with the Case Management Director/Supervisor at least four times a year. Meeting notices and tentative agendas will be sent to the Planning Council at least five days in advance of the scheduled meeting. The Planning Council shall be composed of at least three members, at least 51% of who are not providers, representing consumers, advocates, funders, service providers, program monitors, and other individuals who have demonstrated a concern for people with chronic mental illness, mental retardation and or developmental disabilities. There shall be one

Board of Supervisors member from each of the three counties. There shall be at least two members who has a disability or a family member of a disabled person.

**PLANNED FREQUENCY OF STAFF MEETINGS:**

The Shelby County Case Management Supervisor will meet with each case manager once a month for supervision. For full time case managers two consumer files will be reviewed each month. For part-time case managers, two files will be reviewed each month during supervision. Each Case Manager will also have two consumer files reviewed each month during Peer Supervision by another Case Manager in the office. The Case Management Supervisor will also schedule monthly staff meetings with case managers, support staff and Case Management Director. During the staff meeting, the staff will review upcoming schedules, discuss program issues, review difficult consumer situations and brainstorming for goals and objectives. The Director will also update case managers on legislative and other state or county issues that may affect case management. The Case Management Supervisor meets informally on a weekly basis with the case managers individually as questions or concerns arise. The Case Management Director also meets with the Shelby County Board of Supervisor who acts as the Governing Board for the Case Management Program. The Shelby County Board of Supervisors must make final approval of the Case Management Budget, the Annual Reports, Policies and Procedures, Organizational Plan, Performance Plan, Governing Board Responsibilities, Advisory Board Responsibilities and By-Laws.

**PROGRAM'S STAFF TRAINING PLAN:**

Staff's training plans are developed once a year. At that time, each staff person reviews what training they have participated in over the past year and decide what areas they would like additional training in during the upcoming year. At this time only one of the case managers has social work licensure, but are encouraged to pursue their licensure if they so desire. It is also a requirement that the case managers have the Mandatory Reporter's Training every five years. The Case Management Director, Supervisor and the case managers also actively participate in the training sponsored by County Case Management Services (CCMS). Records of all training attended are documented in the employee's personnel file.

**PROGRAM'S EMERGENCY PLAN:**

Since the Shelby County Case Management Program, currently operates out of one office in Harlan, with three case managers currently telecommuting from their home offices. The Case Managers that are telecommuting are instructed to contact the case management supervisor either by person, phone call or email to inform the supervisor if the case manager will be in their telecommuting office for the day. If the case manager in each office have scheduled meeting for the day, they must inform either the supervisor or office staff when they are leaving, where the meeting is located and what time they think they will be back in the office in case of an emergency. The case managers also carry their own personal cell-phones that they carry when they are traveling. If there are any emergencies while they are out, they can be contacted. If for some reason the case manager cannot be reached, the Case Management Supervisor or another case manager will fill in. Each case manager brings difficult situations to the regular supervision/staff meeting therefore we are all aware of each other case if an emergency should arise.



4) TCM Director and staff will make suggestions on how to update/change paperwork/procedures to move towards all “electronic files”.	TCM Director, Supervisor, TCM staff	1/1/2013	12-31-13
7) All P&P changes will be taken to Planning Council and Shelby County BOS for final approval.	TCM Director, Supervisor	When P&P are written	12-31-13

**FIRST QUARTER PROGRESS--DATE: 4/15/2013**

**PROGRESS REPORT TO PLANNING COUNCIL ON: 4/18/2013**

Our agency continues to enter electronic data into CSN and uploading all needed documentation into the CSN system.

Signature: Lonnie Maguire, TCM Director

**SECOND QUARTER PROGRESS--DATE: 7/18/2013**

**PROGRESS REPORT TO PLANNING COUNCIL ON: 7/18/2013**

Our agency continues to enter electronic data into CSN and uploading all needed documentation into the CSN system.

Signature: Lonnie Maguire, TCM Director

**THIRD QUARTER PROGRESS--DATE: 10/17/2013**

**PROGRESS REPORT TO PLANNING COUNCIL ON: 10/17/2013**

Our agency continues to enter electronic data into CSN and uploading all needed documentation into the CSN system

Signature: Lonnie Maguire, TCM Director

**GOAL#2**

**AREA FOCUSED**

**UPON:**

Case Review

Demographic Data

Consumer Satisfaction

Provider Satisfaction

Consumers Quality of Life

Complaints

Other (Specify) Team Building

**PROGRAM GOAL:**

Our TCM agency will tour providers in our area to learn about new programs

**BACKGROUND/RATIONALE:**

**SPECIFIC, MEASURABLE, TIME LIMITED OBJECTIVE:**

Our TCM agency will tour at least 4 providers throughout the next year.

<b>SERVICE ACTIVITIES:</b>	<b>RESPONSIBLE PERSON/ AGENCY</b>	<b>INITIATION DATE</b>	<b>COMPLETION DATE</b>
1). During a scheduled office staffing, the team will discuss which providers they would like to tour over the next year.	TCM Director & Supervisor, Case Manager, Community Services Staff	2/1/2013	12-31-13
2.) A team member will be chosen each quarter to make the arrangement for these tours.	TCM Director, Supervisor, Case Managers	2/1/2013	12-31-13
3) The team will travel and tour a provider agency each quarter.	TCM Supervisor, Director,	2/1/2013	12-31-13
4) The team will bring back information to the office to share with consumers/families about these agencies..	TCM Supervisor, Case Managers	1-1-13	12-31-13

**FIRST QUARTER PROGRESS--DATE: 4/15/2013**

**PROGRESS REPORT TO PLANNING COUNCIL ON: 4/18/2013**

A tour of two different agencies have been set up for May 2013 including Mosaic and CWI. The TCM team will tour their facilities and will have our team meeting after this meeting to discuss what we learned about these agencies.

Signature: Lonnie Maguire, TCM Director

**SECOND QUARTER PROGRESS--DATE: 7/18/2013**

**PROGRESS REPORT TO PLANNING COUNCIL ON: 7/18/2013**

The Case Management team did tour Mosaic and CWI. We have not yet set up another agency tour but we have discussed the possibility of touring Cass Inc in Atlantic or another suggestion was Glenwood Resource Center.

Signature: Lonnie Maguire, TCM Director

**THIRD QUARTER PROGRESS--DATE: 10/17/2013**

**PROGRESS REPORT TO PLANNING COUNCIL ON: 10/17/2013**

We have not yet set up another agency tour but we have discussed the possibility of touring Cass Inc in Atlantic or another suggestion was Glenwood Resource Center

Signature: Lonnie Maguire, TCM Director

**QUALITY ASSURANCE**

It is the plan to continue the ongoing develop and implementation of methods and tools, which will be used to monitor and evaluate the services system and service outcomes. The information gathered in this process is utilized to provide a better system and planning measures for the system. The county continues its ongoing development of a system to measure the following dimensions for Quality Improvement of the system:

- Consumer Outcomes: independence, employment, functioning, and income.
- Consumer Quality of Life by a self-report.
- Consumer Choice
- Consumer Satisfaction
- Consumer Empowerment
- Provider satisfaction
- Service Responsiveness/performance
- Service Access
- Consumer Appeals and Grievances
- Service Utilization and costs per consumer unit of care

A consumer questionnaire was distributed to measure the above dimensions. Each consumer in the case management system was sent a questionnaire to allow for measurement and input into the measurement and planning process of the management system. Of the 147 consumer questionnaires distributed 104 consumers responded to the survey. The results of the survey were positive. They enjoyed their current services and liked their service planners/case coordinators. They were happy with the providers. They would like increased opportunities for employment in the community and housing in the community. They would like to be able to participate in more social activities in the community. They feel they had access to their social worker/case manager and could communicate their needs to them. They stated they had a choice in services but would like more choice within the jobs in the community. The overall input was positive and the questionnaires will be continuing on an annual basis. Of the 53 Provider questionnaires distributed 31 responded to the survey. The results of the surveys were positive. There were also steps taken to improve services that the case managers and social workers and CPC do with consumers/families and providers resulting from suggestions from the surveys. Our agency also followed up with the consumer, guardian or provider to responses to the surveys that were negative. In FY 2013, an additional CPC questionnaire/survey was sent to random consumer/guardians and Providers so that we can also provide Quality Improvement in the Central Point of Coordination process. The results from the 2013 surveys are as followed.

**2013 Targeted Case Management Survey**

147 Sent: 104 Returned	Jill	%	Rachel	%	Christy	%	Leah	%	Kelly	%	Jessica	%	Total	%
Responses received:	15	54%	27	93%	11	100%	17	50%	10	91%	24	71%	104	71%
Friend/Relative Helped	4	27%					2	12%					6	6%

Agency Employee Helped	11	73%	27	100%	7	78%	6	35%	4	40%	24	100%	77%	76%
No one Helped					2	22%	9	53%	6	60%			17	17%
Answers to Questions 1-15														
Do you find your CM easy or hard to talk to?														
Question 1- Easy	15	100%	27	100%	9	100%	17	100%	10	100%	24	100%	102	100%
Question 1- Hard	0		0		0		0		0		0		0	
Do you feel that your CM treats you with respect?														
Question 2-Yes	15	100%	27	100%	9	100%	16	94%	10	100%	24	100%	101	99%
Question 2-No	0		0		0		0		0		0		0	
Question 2-Not sure	0		0		0		1	6%	0		0		1	1%
Do you know how to contact your CM?														
Question 3-Yes	14	93%	25	93%	9	100%	15	88%	8	80%	20	83%	91	89%
Question 3-No	1	7%	0		0		1	6%	1	10%	2	10%	5	5%
Question 3-Not sure	0		2	7%	0		1	6%	1	10%	2	10%	6	6%
Do you feel you see your CM often enough?														
Question 4-Yes	15	100%	27	100%	8	89%	14	82%	9	90%	24	100%	97	95%
Question 4-No	0		0		1	11%	2	12%	1	10%	0		4	4%
Question 4-Not sure	0		0				1	6%	0		0		1	1%
Does your CM ask what you want?														
Question 5-Yes	14	93%	26	96%	9	100%	16	94%	10	100%	24	100%	99	97%
Question 5-No	0		0		0		1	6%	0		0		1	1%
Question 5-Not sure	1	7%	1	4%	0				0		0		2	2%
Does your CM help you get the services you want and need?														
Question 6-Yes	14	93%	26	96%	9	100%	16	94%	10	100%	24	100%	99	97%

Question 6-No	0		0		0		1	6%	0		0		1	1%
Question 6-Not sure	1	7%	1	4%	0		0		0		0		2	2%
Does your CM explain what forms mean before signing them?														
Question 7-Yes	15	100%	27	100%	9	100%	15	88%	9	90%	24	100%	99	97%
Question 7-No	0		0		0		0		0		0		0	
Question 7-Not sure	0		0		0		2	12%	1	10%	0		3	3%
On a scale of 1-10 w/10 being the best circle your overall satisfaction w/CM?														
Question 8-Average of Ratings	9.9	99%	9.9	99%	9.6	96%	8.9	89%	9.9	99%	8.8	88%	57	95%
Do you decide what kinds of activities and services you receive?														
Question 9-Yes	13	87%	25	93%	9	100%	13	76%	8	80%	23	96%	91	89%
Question 9-No	0		0		0		3	18%	0		1	4%	4	4%
Question 9-Not sure	2	13%	2	7%	0		1	6%	2	20%	0		7	7%
Did you set your goals for the services you receive?														
Question 10-Yes	14	93%	26	96%	9	100%	10	59%	9	90%	24	100%	92	90%
Question 10-No	0		0		0		4	24%	0		0		4	4%
Question 10-Not sure	1	7%	1	4%	0		3	18%	1	10%	0		6	6%
If you work, do you like where you work?														
Question 11-Yes	12	80%	13	48%	7	78%	10	59%	9	90%	21	88%	72	71%
Question 11-No	0		2	7%	0		2	12%	0		0		4	4%
Question 11-Not sure	1	7%	3	8%	0		1	6%	0		0		5	5%
Doesn't work	2	13%	9	33%	2	22%	4	24%	1	10%	3	13%	21	21%
Do you like where you live?														
Question 12-Yes	15	100%	22	81%	8	89%	15	88%	9	90%	21	88%	90	88%

Question 12-No	0		3	8%	1	11%	0		0		2	8%	6	6%
Question 12-Not sure	0		2	7%	0		2	12%	1	10%	1	5%	6	6%
If you need help do you know where to go or whom to call?														
Question 13-Yes	15	100%	26	96%	9	100%	17	100%	9	90%	24	100%	100	98%
Question 13-No	0		0		0		0		0		0			
Question 13-Not sure	0		1	4%	0		0		1	10%	0		2	2%
Are you involved in the community as much as you would like?														
Question 14-Yes	14	93%	25	93%	9	100%	11	65%	8	80%	21	88%	88	86%
Question 14-No	1	7%	1	4%	0		4	24%	2	20%	2	8%	10	10%
Question 14-Not sure	0		1	4%	0		2	12%	0		1	5%	4	4%
If No, in what ways would like to be more involved in the community?														
On a scale of 1-10 w/10 being best, rate overall														
Satisfaction w/services.														
Question 15-Average of Ratings	9.1	91%	9.8	98%	9.7	97%	8.4	84%	9.5	95%	9.7	97%	56.2	94%
Please Note that 2 of Christy consumers returned the forms however one without being answered and the other with multiple answers.														

In FY 2013, our agency sent out Provider Surveys (see chart below) to 38 providers, of those sent out 23 responded. Overall, the surveys were positive. Our agency did follow up with Providers when there where responses that were negative to find out how we could correct the issue.

38 Mailed/23 Returned		
Do you feel the CM/SW provides adequate information & services in a timely manner?	Response	%
Question 1-Yes	22	96%
Question 1-No	1	4%
2. Do the CM/SW advocate for and protect consumer rights?		
Question 2-Yes	23	100%
Question 2-No	0	
3. Do the CM/SW maintain appropriate levels of confidentiality?		
Question 3-Yes	23	100%
Question 3-No	0	
4. Are the CM/SW accessible to you?		
Question 4-Yes	23	100%
Question 4-No	0	
5. Do the CM/SW attend staffings regularly?		
Question 5-Yes	23	100%
Question 5-No	0	
6. Do you feel the Community Services office staff is helpful to you needs?		
Question 6-Yes	23	100%
Question 6-No	0	
7. Are there any issues you would like to know more information or other comments you would like to make?		
Question 7-Yes	5	22%
Question 7-No	18	78%
COMMENTS:		
Christy is a very good resource and always willing to listen to the providers suggestions.		
Kelly Petes and Shelley Welter have both been helpful.		
I enjoy working with the CM/SW.		
Jill does an awesome job!		
We have a wonderful working relationship with each of the CM/SW. I am extremely comfortable with all of them and have great respect for them.		
I wish I were given the addresses and phone numbers of those that I advocate for. I have no ideawhat age they are and sometimes even where they are. (MH Advocate's response)		
I spoke with all of the Coordinators in MV. We think all Community Services CM/SW are the best and provide the most client focused services.		

In FY 2013, Community Services surveys were sent out to random Consumer/Guardians regarding the County Social Worker who covers Shelby, Harrison and Monona Consumers. These consumers are NOT on Targeted Case Management. Of those questions that consumers or guardians answered no or not sure, our agency followed up with the consumer/guardian to find out how our agency could correct the issue if a name was provided on the survey. Overall, the surveys were positive toward our agency and the service that the County Social Worker provided.

42 Mailed/15 Returned	County Social Surveys (2013)	
	Response	%
Friend/Relative Helped	6	40%
Employee Helped	0	
Completed Myself	9	60%
1. Do you find your SW easy or hard to talk to?	Response	%
Question 1-Easy	12	80%
Question 1-Hard	3	20%
2. Do you feel your SW treats you with respect?	Response	%
Question 2-Yes	14	93%
Question 2-No	0	
Question 2-Not Sure	1	6%
3. Do you know how to contact your SW?	Response	%
Question 3-Yes	11	73%
Question 3-No	2	13%
Question 3-Not Sure	2	13%

4. Do you feel you see your SW often enough?	Response	%
Question 4-Yes	9	60%
Question 4-No	3	20%
Question 4-Not Sure	3	20%
5. Does your SW ask you what you want?	Response	%
Question 5-Yes	10	67%
Question 5-No	1	6%
Question 5-Not Sure	4	27%
6. Does your SW help you get the services you want and need?	Response	%
Question 6-Yes	12	80%
Question 6-No	1	6%
Question 6-Not Sure	2	13%
7. Does your SW explain what forms mean before asking you to sign them?	Response	%
Question 7-Yes	13	87%
Question 7-No	0	
Question 7-Not Sure	2	13%
8. Do you decide what kinds of activities & services you want?	Response	%
Question 8-Yes	15	100%

Question 8-No	0	
Question 8-Not Sure	0	
9. Did you set your own goals for the services you receive?	Response	%
Question 9-Yes	12	80%
Question 9-No	1	6%
Question 9- Not Sure	2	13%
10.If you work, do you like where you work?	Response	%
Question 10-Yes	10	67%
Question 10-No	1	6%
Question 10-Not Sure	0	
11. Do you like where you live?	Response	%
Question 11-Yes	14	93%
Question 11-No	1	6%
Question 11-Not Sure	0	
12. If I need help I know where to go or whom to call?	Response	%
Question 12-Yes	15	100%
Question 12-No	0	
Question 12-Not Sure	0	
13. Are you involved in the community as much as		

you would like?	Response	%
Question 13-Yes	12	80%
Question 13-No	2	13%
Question 13-Not Sure	1	6%
No Comments were noted.		

- Any negative comments were addressed with the consumer/family member if a name was provided. Overall, most consumers/family members were very satisfied with the service they received from their county social worker. The County Social Worker currently has 200+ consumers on her caseload so she does the best she can to make contact with most of the consumers throughout the year based on need.

In FY 2013, the Community Services office also sent out CPC surveys to new clients receiving MH/DS services. The majority of the new clients were receiving outpatient mental health services. The CPC did attempt to contact the consumers that had negative responses if they provided a name and number to be reached. The graph below are the results of that survey. For the most part, the results were positive for the CPC process.

118 Mailed/18 Returned	Strongly Agree	%	Agree	%	Disagree	%	Strongly Disagree	%
CPC SURVEYS 2013-NEW CLIENTS ONLY								
1. I am aware of the CPC process for requesting county funded services. (Work activity, residential services, outpatient mental health.	6	33%	6	33%	2	11%	2	11%
2. When I applied for county services I was treated with respect & the CPC staff was friendly.	11	61%	5	28%	0	0%	1	5%
3. During the application process CPC staff or service provider clearly explained what was expected of me.	9	50%	5	28%	2	11%	0	0%
4. Receiving the services I needed was relatively easy.	9	50%	7	39%	1	5%	0	0%
5. the length of time taken to respond to my request for help was satisfactory.	11	61%	5	28%	1	5%	0	0%
6. I was offered choices of services available.	6	33%	4	22%	6	33%	1	5%
7. Services I have received have helped me become more independent.	8	44%	7	39%	3	17%	0	0%
8. Overall, I am satisfied with the services of the CPC office.	11	61%	6	33%	0	0%	0	0%
9. Overall, I am satisfied with MH/MR/DD services I receive.	11	61%	5	28%	0	0%	0	0%
Comments:								
"It was confusing."								
"Don't get enough money to live on!"								
"This program helped me when I had no hope left and no where else to seek help that I could afford on my income."								
"if it wasn't for this service I could not go to my appointments due to the co pay."								
"I explained my financial situation & lack of medical insurance to the provider. They gave me an application to fill out. I did and returned it to them. I received a NOD and could not understand. I contacted my provider the explained. I have had no contact with CPC's staff."								
"Community Services honestly saved my life, I am very grateful for the services that were provided to me."								
Data compiled from all surveys. Not every individual completed all parts of the survey.								
These were sent to only new consumers (majority were receiving outpatient MH Services)								

The Community Service Department Staff provide trainings to providers, consumers and community groups to assist in the ongoing development of quality services and community access. The staff has provided training to consumers, providers, the Planning Council, and the community on issues of consumer's rights and responsibilities, confidentiality, waiver services, crisis interventions, community supports and development, grants, management system, state and legislative issues and advocacy.

The information gathered from the case management system, surveys, quality assurance process, providers and consumers continue to provide the basis for the development of the management system and strategic planning process.

**ACTUAL PROVIDER NETWORK**

FY 2013 Shelby County Actual Provider List

Provider ID	Provider Name	# of Claims	TIN	Address 1	Address 2	Address 3	City, State, Zip	
5193	SHELBY COUNTY SHERIFF	50	426004757	612 Court Street			HARLAN, IA, 51537-	
2562	Benson FKA Thalman	15	421513476	227 S. Main St.			COUNCIL BLUFFS, IA, 51503-	
2445	OPTIMAE LIFESERVICES, INC.	7	42-1287333	2201 W. Jefferson			FAIRFIELD, IA, 52556-4232	
6876	SALVO, Trudy	6		1310 Southridge Road	Shelby Co MH Advocate		Harlan, IA, 51537-	
7016	Iowa Medicaid Enterprise	1		Surveillance and Utilization Review (SURS)	Iowa Medicaid Enterprise		Des Moines, IA, 50315-	
3000	VOCATIONAL DEVELOPMENT CENTER (VODEC)	7	420939347	612 S MAIN ST			COUNCIL BLUFFS, IA, 51503-	
2720	SPECIALIZED SUPPORT SERVICES (aka SSS)	25	431627083	50 NORTHCREST DR.			COUNCIL BLUFFS, IA, 51503-	
3060	WAUBONSIE MENTAL HEALTH CENTER	3	421232822	1800 N 16TH ST	STE 1		CLARINDA, IA, 51632-	
2425	REM IOWA COMMUNITY SERVICES, INC	9	222929097	300 W. Broadway	STE 105		COUNCIL BLUFFS, IA, 51503-	
7798	Kruse	3		DHS billed CDAC service			, IA, -	
1409	JENNIE EDMUNDSON HOSPITAL (Jennie Ed Behavioral)	67	42-0680355	933 E PIERCE ST			COUNCIL BLUFFS, IA, 51501-	
1151	HEARTLAND FAMILY SERVICE	7	470390618	515 E. Broadway			Council Bluffs, IA, 51503-	
5110	POTTAWATTAMIE COUNTY SHERIFF	3	426004433	1400 BIG LAKE RD			COUNCIL BLUFFS, IA, 51501-	
6684	DHS TARGETED CASE MANAGEMENT	178	426004568	DHS Cashier	1305 E. Walnut Street		Des Moines, IA, 50319-0106	
9295	Gamm	3	45-5063905	500 Willow Ave,			Council Bluffs, IA,	

				Ste 315			51501-	
1231	HOWARD CENTER INC	1	421034894	1319 EARLY ST			SAC CITY, IA, 50583-	
7352	Ruth Schaben	3		IME Billed			, IA, -	
3084	WESCO IND	225	42-6098004	415 S 11TH ST			DENISON, IA, 51442-	
1733	MALLARD VIEW, INC.	12	421351093	17504 MAHOGANY AVE			CARROLL, IA, 51401-	
900	FAMILY & SPECIALTY MED CENTER	1		515 NORTH MAIN			CARROLL, IA, 51401-	
7197	Developmental Services of Iowa (DSI)	4	205999406	535 West Broadway, suite 202			Council Bluffs, IA, 51503-	
1126	HARLAN CREST SERVICES (AKA AMERICAN BAPTIST HOMES)	17	410706155	1409 MCKINLEY AVE			HARLAN, IA, 51537-	
1226	HORIZON THERAPY GROUP, LLC	19	204532758	300 W BROADWAY	STE 270		COUNCIL BLUFFS, IA, 51503-	
2712	SOUTHWEST IOWA PLANNING COUNCIL AKA TRANSIT(SWITA)	229	421046043	1501 SW 7TH ST			ATLANTIC, IA, 50022-	
44	ALEGENT PSYCHIATRIC ASSOCIATES	30	470484764	801 Harmony Street,	STE 302		Council Bluffs, IA, 51503-	
840	ECHO PLUS INC	16	23-7390451	1808 JACKSON AVE			SPIRIT LAKE, IA, 51360-	
611	COUNTRY CARE CENTER CORP	329	421295331	725 HWY 59			HARLAN, IA, 51537-	
9218	ASIC	1	452642730	902 E 7th St			Atlantic, IA, 50022-	
2237	5-STAR QUALITY CARE, INC DBA PARK PLACE	6	043499669	114 E GREEN ST			GLENWOOD, IA, 51534-	
2660	SIOUXLAND MENTAL HEALTH CENTER (SMHC)	17	42-6122297	625 Court Street			Sioux City, IA, 51101-	
474	Hall Hudson, P.C.	3	27-2313448	1005 7TH ST			HARLAN, IA, 51537-	
2249	PARTNERSHIP FOR PROGRESS (AKA WILLOW HEIGHTS)	106	421504022	1800 W 22ND ST			ATLANTIC, IA, 50022-	

2472	RICHMOND CENTER	20	420819795	1619 South High Avenue			AMES, IA, 50010-
2000	MOSAIC - WESTERN IOWA	20	113669999	217 E 7TH ST			LOGAN, IA, 51546-
1545	KEVINGTON LANE (MORSE ENTERPRISES) (COUNTRY ACRES)	22	421506153	2876 230TH STREET			SIDNEY, IA, 51652-
1894	MERCY HOSPITAL (aka Alegent)	47	420484764	800 Mercy Drive			Council Bluffs, IA, 51503-
368	CASS INCOPORATED (HCBS SITE)	3	421072788	2307 S OLIVE			ATLANTIC, IA, 50022-
7387	Narmi	2	272629217	229 S. Main Street, Suite 200			Council Bluffs, IA, 51503-
583	CONCERNED INC	845	420994874	1812 INDUSTRIAL PARKWAY			HARLAN, IA, 51537-
2710	SOUTHWEST IOWA MENTAL HEALTH CENTER (SWIMHC)	109	420928938	1408 E 10TH ST			ATLANTIC, IA, 50022-
4333	DICKINSON COUNTY SHERIFF	2	42-6005241	1802 HILL AVE	STE 1200		SPIRIT LAKE, IA, 51360-
1871	MEDIVAC AMBULANCE	1	42-1125457	812 CYCLONE AVE			HARLAN, IA, 51537-
1024	GENESIS DEVELOPMENT	20	237363533	401 W MCKINLEY			JEFFERSON, IA, 50129-
2043	NEW HOPE VILLAGE	40	421036748	1211 E 18TH ST			CARROLL, IA, 51401-
2335	MYRTUE BEHAVIORAL HEALTH (FKA : PRAIRIE ROSE MH)	784	426037826	1303 GARFIELD AVE			HARLAN, IA, 51537-
2976	VERIDIAN CREDIT UNION	7	42-1132695	1827 ANSBOROUGH AVE			WATERLOO, IA, 50702-
7035	REM IOWA INC	4	222929097	815 TERRY AVE			HIAWATHA, IA, 52233-
2315	PRIDE GROUP, THE (FKA PLYMOUTH LIFE)	148	421277131	Corporate Office	214 Plymouth Street SE		Le Mars, IA, 51031-
7327	CRAWFORD COUNTY MEMORIAL	3	42-6037896	100 Medical Parkway			DENISON, IA, 51442-

	HOSPITAL							
1514	KATHLEEN'S CARE, INC.	3	42-1175247	1505 E 5TH ST			EMMETSBURG, IA, 50536-	
6074	TREASURER, STATE OF IOWA	4	42-6004568	DHS CASHIER OFFICE	1305 E. WALNUT STREET		DES MOINES, IA, 50319-0114	
2238	PARK PLACE (SUNSHINE HOMES INC)	12	426399608	1307 SUNNYSIDE LANE			ATLANTIC, IA, 50022-	
664	CROSSROADS OF WESTERN IOWA	2	421041046	ONE CROSSROADS PLACE			MISSOURI VALLEY, IA, 51555-	
910	FAMILY RESOURCE CENTER CCCPCA	6	421228807	502 W 7TH ST			CARROLL, IA, 51401-	
9071	Dales	1	20-0672949	229 S. Main Street			Council Bluffs, IA, 51503-	
2430	REM IOWA DEVELOPMENTAL SERVICES Inc.	1	222929097	300 West Broadway, Suite 105			COUNCIL BLUFFS, IA, 51503-	
5587	DHS - CASHIER	1	426004568	1ST FL HOOVER BLDG RM 14	1305 E WALNUT ST		Des Moines, IA, 50319-	
5564	COUNTY CASE MANAGEMENT SERVICES (ISAC) (CCMS)	20	421514274	5500 Westown Parkway	Suite 190		West Des Moines, IA, 50266-	
352	CARROLL AREA NURSING SERVICE	24	1336131135	820 W 8TH ST			CARROLL, IA, 51401-	
1130	HARMONY HOUSE HEALTH CARE CENTER	3	42-1008939	2950 W SHAULIS RD			WATERLOO, IA, 50701-	
784	BAUERMEISTER	1	66728488	209 PEARL ST			COUNCIL BLUFFS, IA, 51503-	
5198	SHELBY COUNTY CASE MANAGEMENT	1231	426004757	719 MARKET ST			HARLAN, IA, 51537-	
80	AMERISERVE INTERNATIONAL	3	421478216	300 W BROADWAY	STE 20		COUNCIL BLUFFS, IA, 51503-	
369	CASS INCORPORATED	240	421072788	1406 SW 7TH ST			ATLANTIC, IA, 50022-	
7319	Jennie Edmundson Behavioral Health	12	42-0680355	933 E. Pierce St			IA, IA, 51501-	

1880	MENTAL HEALTH CENTER OF NORTH IOWA	6	42-0763978	235 S EISENHOWER AVE			MASON CITY, IA, 50401-	
2058	NISHNA PRODUCTIONS INC	21	421025042	902 Day Street			SHENANDOAH, IA, 51601-	
243	BOONE COUNTY TRANSPORTATION	3	421068667	328 SNEDDEN DR			BOONE, IA, 50036-	
2705	SOUTHERN IOWA MENTAL HEALTH CENTER (SIMHC)	3	420926783	110 E MAIN ST			OTTUMWA, IA, 52501-	

HARRISON COUNTY ACTUAL PROVIDER LIST FY 2013

Provider ID	Provider Name	# of Claims	TIN	Address 1	Address 2	Address 3	City, State, Zip	
5193	SHELBY COUNTY SHERIFF	3	426004757	612 Court Street			HARLAN, IA, 51537-	
2562	Benson FKA Thalman	1	421513476	227 S. Main St.			COUNCIL BLUFFS, IA, 51503-	
5233	STORY COUNTY CASE MANAGEMENT	7	426005024	126 S KELLOGG	STE 001		AMES, IA, 50010-	
9369	Jack J. White PC	1		PO Box 250			Missouri Valley, IA, 51555-	
3000	VOCATIONAL DEVELOPMENT CENTER (VODEC)	23	420939347	612 S MAIN ST			COUNCIL BLUFFS, IA, 51503-	
2714	SOUTHWEST IOWA TRANSIT AGENCY ( Use SWITA)	3	421046043	1501 SW 7TH			ATLANTIC, IA, 50022-	
773	DIMENSIONS INC	1	421509447	55684 230TH STREET			GLENWOOD, IA, 51534-	
1220	HOPE HAVEN, INC	4	42-0890017	1800 19TH ST	PO Box 70		ROCK VALLEY, IA, 51247-	
2720	SPECIALIZED SUPPORT SERVICES (aka SSS)	2	431627083	50 NORTHCREST DR.			COUNCIL BLUFFS, IA, 51503-	
1334	IOWA FOCUS (Focus Family Options & Community Suppo	4	270023219	501 S. Main St. Ste 2B			COUNCIL BLUFFS, IA, 51503-6522	

6902	COBIA COMMUNITY SERVICES	2	27-0430665	407 W. Broadway			Council Bluffs, IA, 51503-	
2425	REM IOWA COMMUNITY SERVICES, INC	8	222929097	300 W. Broadway	STE 105		COUNCIL BLUFFS, IA, 51503-	
6965	Abbe Center for Community Mental Health	3	42-1045257	129 S. Vine Street			West Union, IA, 52175-	
1208	HomeCare SERVICES, Inc.	12	420935815	101 N 9th Street			ADEL, IA, 50003-	
4549	HARRISON COUNTY SHERIFF	41	426004889	111 S 1ST AVE			LOGAN, IA, 51546-	
1409	JENNIE EDMUNDSON HOSPITAL (Jennie Ed Behavioral)	14	42-0680355	933 E PIERCE ST			COUNCIL BLUFFS, IA, 51501-	
5110	POTTAWATTAMIE COUNTY SHERIFF	2	426004433	1400 BIG LAKE RD			COUNCIL BLUFFS, IA, 51501-	
1151	HEARTLAND FAMILY SERVICE	1	470390618	515 E. Broadway			Council Bluffs, IA, 51503-	
4240	CRAWFORD COUNTY SHERIFF	1	42-6004496	1202 BROADWAY			DENISON, IA, 51442-	
6684	DHS TARGETED CASE MANAGEMENT	101	426004568	DHS Cashier	1305 E. Walnut Street		Des Moines, IA, 50319-0106	
8705	HyVee Drugstore	1		757 W. Broadway			Council Bluffs, IA, 51503-	
1231	HOWARD CENTER INC	2	421034894	1319 EARLY ST			SAC CITY, IA, 50583-	
3084	WESCO IND	67	42-6098004	415 S 11TH ST			DENISON, IA, 51442-	
1046	GLENWOOD RESOURCE CENTER	3	426004710	711 S VINE ST			GLENWOOD, IA, 51534-	
1647	LIFE SKILLS TRAINING CENTER INC	1	420999011	1510 INDUSTRIAL RD SW			LE MARS, IA, 51031-	
1269	HY-VEE DRUG STORE	1	42-0325638	214 S 25TH ST			FORT DODGE, IA, 50501-	
273	RHOTEN	1	485925385	229 S MAIN ST			COUNCIL BLUFFS, IA, 51503-	
7197	Developmental Services of Iowa	3	205999406	535 West Broadway, suite			Council Bluffs, IA, 51503-	

	(DSI)			202				
1226	HORIZON THERAPY GROUP, LLC	2	204532758	300 W BROADWAY	STE 270		COUNCIL BLUFFS, IA, 51503-	
5909	ALEGENT BEHAVIORAL HEALTH	917	420776568	704 N 8TH ST			MISSOURI VALLEY, IA, 51555-	
2712	SOUTHWEST IOWA PLANNING COUNCIL AKA TRANSIT(SWITA)	235	421046043	1501 SW 7TH ST			ATLANTIC, IA, 50022-	
44	ALEGENT PSYCHIATRIC ASSOCIATES	9	470484764	801 Harmony Street,	STE 302		Council Bluffs, IA, 51503-	
4933	MONONA COUNTY SHERIFF	2	426005065	909 7TH ST			ONAWA, IA, 51040-	
2208	PACIFIC PLACE (IHS)	2	43494873	20937 KANE AVE			PACIFIC JUNCTION, IA, 51561-	
479	CHRISTENSEN (DO NOT USE)	8	37-1492722	LINCOLN MENTAL HEALTH	1728 Central Ave. Ste. 14		FORT DODGE, IA, 50501-	
611	COUNTRY CARE CENTER CORP	216	421295331	725 HWY 59			HARLAN, IA, 51537-	
7263	Harrison County Homemakers	7	426004889	111 N 2nd Ave #7	Harrison County Courthouse		Logan, IA, 51546-	
7203	Encompass LLC	68	0205158	202 E. 7th St.			Logan, IA, 51546-	
2237	5-STAR QUALITY CARE, INC DBA PARK PLACE	2	043499669	114 E GREEN ST			GLENWOOD, IA, 51534-	
9370	Kohl's Pharmacy and Homecare	1	47-0532015	12759 Q Street			Omaha, NE, 68137-	
1149	HEALTHY CONNECTIONS, INC	11	203534116	2517 CARVER RD			WINTERSET, IA, 50273-	
6845	WHIDDON LAW	1	46-2717124	506 S. Main Street			Council Bluffs, IA, 51503-6504	
2249	PARTNERSHIP FOR PROGRESS (AKA WILLOW HEIGHTS)	68	421504022	1800 W 22ND ST			ATLANTIC, IA, 50022-	
2000	MOSAIC - WESTERN IOWA	33	113669999	217 E 7TH ST			LOGAN, IA, 51546-	

1545	KEVINGTON LANE (MORSE ENTERPRISES) (COUNTRY ACRES)	23	421506153	2876 230TH STREET			SIDNEY, IA, 51652-	
6909	HY-VEE STORE CHARGE ACCOUNTING	5	420325638	5820 Westown Pkwy			West Des Moines, IA, 50266-8223	
1894	MERCY HOSPITAL (aka Alegent)	76	420484764	800 Mercy Drive			Council Bluffs, IA, 51503-	
583	CONCERNED INC	323	420994874	1812 INDUSTRIAL PARKWAY			HARLAN, IA, 51537-	
2741	ST. ANTHONY REGIONAL HOSPITAL	5	420733472	311 S CLARK ST			CARROLL, IA, 51401-	
7324	Palace Park LLC	9	71- 0936480	1338 3rd Ave. N.W. #109			Fort Dodge, IA, 50501-	
7493	Home Sweet Home	2		213 North 16th Street			Clarinda, IA, -	
3179	ABBE CENTER FOR COMMUNITY MENTAL HEALTH	3	421045257	520 11TH ST NW			CEDAR RAPIDS, IA, 52405-	
1095	CLEVELAND (GROSSNICKLE), (LINCOLN MENTAL HEALTH)	8	344-52- 2657	1728 Central Ave. Ste. 14			FORT DODGE, IA, 50501-	
2329	POTTAWATTAMIE COUNTY COMMUNITY SERVICES	3	426004433	515 5TH AVE	Ste 113		COUNCIL BLUFFS, IA, 51503-	
663	CROSSROADS OF WESTERN IOWA	33	421041046	301 10TH ST			ONAWA, IA, 51040-	
2335	MYRTUE BEHAVIORAL HEALTH (FKA : PRAIRIE ROSE MH)	6	426037826	1303 GARFIELD AVE			HARLAN, IA, 51537-	
7401	GEORGE C. GRAPE COMMUNITY HOSPITAL	1	42- 0738969	2959 US HWY 275			HAMBURG, IA, 51652-	
1304	IDA SERVICES, INC. (ISI)	1	42-103859	651 1st Street			BATTLE CREEK, IA, 51006-	
2976	VERIDIAN CREDIT UNION	1	42- 1132695	1827 ANSBOROUGH AVE			WATERLOO, IA, 50702-	

7198	Hooper	1	273474409	607 S Main Street, Suite 400			Council Bluffs, IA, 51503-	
1227	HORIZONS UNLIMITED OF PALO ALTO COUNTY	16	42-0943483	Highway 4 South			EMMETSBURG, IA, 50536-	
7035	REM IOWA INC	4	222929097	815 TERRY AVE			HIAWATHA, IA, 52233-	
2315	PRIDE GROUP, THE (FKA PLYMOUTH LIFE)	276	421277131	Corporate Office	214 Plymouth Street SE		Le Mars, IA, 51031-	
618	COUNTRY VIEW ESTATES	24	42-1370345	2345 REDWOOD AVE			GUTHRIE CENTER, IA, 50115-	
5736	All Care Health Center(fka CB COMMUNITY HLTH CTR)	2	421466508	902 South 6th St.			Council Bluffs, IA, 51503-	
1159	HEARTLAND SENIOR SERVICES	2	421052353	205 S WALNUT AVE			AMES, IA, 50010-	
664	CROSSROADS OF WESTERN IOWA	1153	421041046	ONE CROSSROADS PLACE			MISSOURI VALLEY, IA, 51555-	
6074	TREASURER, STATE OF IOWA	4	42-6004568	DHS CASHIER OFFICE	1305 E. WALNUT STREET		DES MOINES, IA, 50319-0114	
910	FAMILY RESOURCE CENTER CCCPCA	160	421228807	502 W 7TH ST			CARROLL, IA, 51401-	
2430	REM IOWA DEVELOPMENTAL SERVICES Inc.	37	222929097	300 West Broadway, Suite 105			COUNCIL BLUFFS, IA, 51503-	
11	ABILITIES UNLIMITED INC	38	421028811	210 WILLIS AVE			PERRY, IA, 50220-	
9343	Hy-Vee	1	42-0325638	905 Highway 30 West			Carroll, IA, 51401-	
8040	Joel Niebaum PC	10	42-1498403	322 E Erie St	PO Box 335		Missouri Valley, IA, 51555-	
3655	LUTHERAN SERVICES IN IOWA	3	420698267	3125 Cottage Grove			DES MOINES, IA, 50311-	
5198	SHELBY COUNTY CASE MANAGEMENT	1346	426004757	719 MARKET ST			HARLAN, IA, 51537-	
369	CASS INCORPORATED	79	421072788	1406 SW 7TH ST			ATLANTIC, IA, 50022-	

8384	Kohl's Pharmacy and Homecare	4	47-0532015	410 Main Street			Malvern, IA, 51551-	
8146	Peterson	1	8146	108 W. 8th	PO Box 1144		Carroll, IA, 51401-	
7319	Jennie Edmundson Behavioral Health	4	42-0680355	933 E. Pierce St			IA, IA, 51501-	
2058	NISHNA PRODUCTIONS INC	18	421025042	902 Day Street			SHENANDOAH, IA, 51601-	
7239	Jourdan	1	218745602	227 S. 6th Street			Council Bluffs, IA, 51503-	
2662	SIOUXLAND REGIONAL TRANSIT SYSTEM (SRTS)	14	421145453	1122 PIERCE ST			SIOUX CITY, IA, 51102-	

MONONA COUNTY ACTUAL PROVIDER LIST FY 2013

Provider ID	Provider Name	# of Claims	TIN	Address 1	Address 2	Address 3	City, State, Zip	
1188	HILLCREST FAMILY SERVICES (ADMIN AND MAIN OFFICES)	1	42-0680411	2005 ASBURY RD			DUBUQUE, IA, 52001-	
5496	BURGESS MENTAL HEALTH	193		1600 DIAMOND ST			ONAWA, IA, 51040-	
716	DEAN AND ASSOCIATES	1	42-1432698	3549 Southern Hills Drive			Sioux City, IA, 51106-	
2665	SIOUXLAND RESIDENTIAL SERVICES (SRS)	9	42-1424027	217 19TH ST			SIOUX CITY, IA, 51105-	
1220	HOPE HAVEN, INC	13	42-0890017	1800 19TH ST	PO Box 70		ROCK VALLEY, IA, 51247-	
2310	PLAINS AREA MENTAL HEALTH CENTER (PAMHC)	7	42-1000717	180 10TH ST SE	STE 201		Le Mars, IA, 51031-	
1409	JENNIE EDMUNDSON HOSPITAL (Jennie Ed Behavioral)	12	42-0680355	933 E PIERCE ST			COUNCIL BLUFFS, IA, 51501-	

3084	WESCO IND	28	42-6098004	415 S 11TH ST			DENISON, IA, 51442-
1647	LIFE SKILLS TRAINING CENTER INC	2	420999011	1510 INDUSTRIAL RD SW			LE MARS, IA, 51031-
2763	STEPHEN W ALLEN ATTY	4		906 9TH ST			ONAWA, IA, 51040-
4615	IDA COUNTY SHERIFF	1	426004786	401 MOOREHEAD ST			IDA GROVE, IA, 51445-
840	ECHO PLUS INC	9	23-7390451	1808 JACKSON AVE			SPIRIT LAKE, IA, 51360-
2955	VAKULSKAS LAW FIRM	2	42-1250110	PO Box 1661	1721 Jackson Street		Sioux City, IA, 51102-
1965	MINNIHAN LAW FIRM ATTORNEY	5		906 9TH ST			ONAWA, IA, 51040-
4933	MONONA COUNTY SHERIFF	14	426005065	909 7TH ST			ONAWA, IA, 51040-
611	COUNTRY CARE CENTER CORP	13	421295331	725 HWY 59			HARLAN, IA, 51537-
717	MEINE	2	42-1264001	705 Douglas Street, Suite 440	PO Box 143		Sioux City, IA, 51102-
5626	BARRETT	4	484526667	1521 S. CLEVELAND ST.			SIOUX CITY, IA, 51106-
5420	WOODBURY COUNTY SHERIFF	2	426005221	407 7TH			SIOUX CITY, IA, 51101-
2660	SIOUXLAND MENTAL HEALTH CENTER (SMHC)	20	42-6122297	625 Court Street			Sioux City, IA, 51101-
2249	PARTNERSHIP FOR PROGRESS (AKA WILLOW HEIGHTS)	12	421504022	1800 W 22ND ST			ATLANTIC, IA, 50022-
1894	MERCY HOSPITAL (aka Alegent)	9	420484764	800 Mercy Drive			Council Bluffs, IA, 51503-
9173	Smith	2		906 9th Street			Onawa, IA, 51040-
663	CROSSROADS OF WESTERN IOWA	101	421041046	301 10TH ST			ONAWA, IA, 51040-
2315	PRIDE GROUP, THE (FKA PLYMOUTH LIFE)	22	421277131	Corporate Office	214 Plymouth Street SE		Le Mars, IA, 51031-

6074	TREASURER, STATE OF IOWA	6	42- 6004568	DHS CASHIER OFFICE	1305 E. WALNUT STREET		DES MOINES, IA, 50319-0114	
123	ASSOCIATES FOR PSYCHIATRIC SERVICES	1	20- 1382542	600 4th Street, Suite 501			Sioux City, IA, 51101-	
664	CROSSROADS OF WESTERN IOWA	4	421041046	ONE CROSSROADS PLACE			MISSOURI VALLEY, IA, 51555-	
8040	Joel Niebaum PC	1	42- 1498403	322 E Erie St	PO Box 335		Missouri Valley, IA, 51555-	
4697	JOHNSON COUNTY SHERIFF	1	42- 6004806	511 S CAPITOL ST	PO Box 2540		IOWA CITY, IA, 52240-	
5490	CLEARY	1	399-68- 8812	505 5th Street, Suite 627			Sioux City, IA, 51101-	
7319	Jennie Edmundson Behavioral Health	6	42- 0680355	933 E. Pierce St			IA, IA, 51501-	
2058	NISHNA PRODUCTIONS INC	12	421025042	902 Day Street			SHENANDOAH, IA, 51601-	
1680	LOUGHLIN LAW FIRM	1	420385620	231 W MAPLE ST			CHEROKEE, IA, 51012-	
2662	SIOUXLAND REGIONAL TRANSIT SYSTEM (SRTS)	42	421145453	1122 PIERCE ST			SIOUX CITY, IA, 51102-	

SHELBY COUNTY EXPENDITURE REPORT FY 2013

Account	Code	Mental Illns	Chronic Mental	Mental Ret	Developmental D	Admin	CM	Total
04399	Consultation	\$3,750.00	\$3,750.00					\$7,500.00
05373	Public Education Services	\$3,750.00	\$3,750.00					\$7,500.00
11100	Direct Admin - Salary Regular Employees					\$88,831.10		\$88,831.10
11250	Direct Admin - Fuels (Motor Vehicle Supplies)					\$2,643.88		\$2,643.88
11260	Direct Admin - Stationary/Forms/General Office Supplies					\$732.08		\$732.08
11400	Direct Admin - Publications, Notices & Advertisements					\$22.34		\$22.34
11413	Direct Admin - Mileage & Other Travel Expenses					\$96.54		\$96.54
11414	Direct Admin - Telecommunications Services					\$3,837.90		\$3,837.90
11422	Direct Admin - Educational & Training Services					\$1,454.52		\$1,454.52
11430	Direct Admin - Natural/LP Gas, Fuel Oil (Heat, Water, Electric, Sewer)					\$1,611.88		\$1,611.88
11440	Direct Admin - Vehicles & Equip. (Repair & Maintenance)					\$382.75		\$382.75
11471	Direct Admin - Custodial Services					\$228.73		\$228.73
11489	Direct Admin - Miscellaneous					\$39.12		\$39.12
11632	Direct Admin - Information Technology Hardware (Machinery & Equipment)					\$156.00		\$156.00
11638	Direct Admin - Other (Machinery & Equipment)					\$1,611.08		\$1,611.08
12370	Purchased Admin - Technical Services					\$11,111.15		\$11,111.15
21100	Case Management - Salary of Regular Employees						\$276,720.25	\$276,720.25
21110	Case Management - FICA - County Contribution						\$20,733.93	\$20,733.93
21111	Case Management - IPERS - County Contribution						\$23,991.70	\$23,991.70
21113	Case Management - Employee Group Hlth Insurance - County Contribution						\$84,114.00	\$84,114.00
21117	Case Management - Other Benefit Programs - County Contribution						\$4,020.00	\$4,020.00
21260	Case Management - Stationary/Forms/General Office Supplies						\$706.91	\$706.91
21370	Case Management - Technical Services						\$8,185.50	\$8,185.50
21374	Case Management - T19 Match/ Medicaid		\$956.68	\$7,648.25				\$8,604.93
21399	Case Management - Other						\$2,230.52	\$2,230.52
21413	Case Management - Mileage & Other Travel Expenses						\$8,442.74	\$8,442.74
21414	Case Management - Telecommunications Services						\$3,419.79	\$3,419.79
21420	Case Management - Accounting Auditing & Clerical Services						\$424.80	\$424.80
21422	Case Management - Educational & Training Services						\$2,057.40	\$2,057.40
21439	Case Management - Misc						\$1,611.91	\$1,611.91
21447	Case Management - Miscellaneous (Repair & Maintenance)						\$760.36	\$760.36
21471	Case Management - Custodial Services						\$228.73	\$228.73
21632	Case Management - Information Technology Hardware (Machinery & Equipment)						\$4,502.00	\$4,502.00
21636	Case Management - Office Equipment & Furniture						\$1,611.12	\$1,611.12
22100	Services Management - Salary of Regular Employees		\$18,290.64	\$18,290.73	\$18,812.03			\$55,393.40
22399	Services Management - Other		\$1,061.18	\$1,061.16	\$1,061.16			\$3,183.50
22413	Services Management - Mileage & Other Travel Expenses		\$148.35	\$148.42	\$148.35			\$445.12
22422	Services Management - Educational & Training Services		\$128.26	\$98.24	\$98.24			\$324.74
31354	Transportation - General		\$2,366.40	\$33,075.15	\$1,204.50			\$36,646.05
32322	Support Services - Home Management Services (include PERS)			\$30.66				\$30.66
32325	Support Services - Respite			\$1,364.09				\$1,364.09
32329	Support Services - Supported Community Living		\$29,754.41	\$28,231.63	\$803.61			\$58,789.65
32399	Support Services - Other			\$5,688.13				\$5,688.13
42304	Psychotherapeutic Treatment - Acute & Emergency Treatment	\$7,500.00	\$7,500.00					\$15,000.00
42305	Psychotherapeutic Treatment - Outpatient	\$111,228.86	\$2,462.40					\$113,691.26
50362	Voc/Day - Work Activity Services		\$31,670.22	\$141,900.27	\$5,572.80			\$179,143.29
50367	Voc/Day - Adult Day Care			\$6,912.04				\$6,912.04
50368	Voc/Day - Supported Employment Services		\$1,530.91	\$6,193.07				\$7,723.98
50399	Voc/Day - Other Services		\$4,014.84	\$23,036.45				\$27,051.29
63329	Comm Based Settings (1-5 Bed) - Supported Community Living		\$18,567.95	\$133,506.46				\$152,074.41
64314	Comm Based Settings (6+ Beds) - RCF		\$232,600.85	\$52,151.79	\$16,425.00			\$301,177.64
64316	Comm Based Settings (6+ Beds) - RCF/PMI		\$26,309.30					\$26,309.30
64318	Comm Based Settings (6+ Beds) - ICF/MR			\$61,792.00				\$61,792.00
71319	State MHI Inpatient - Per diem charges	\$1,511.57						\$1,511.57
73319	Other Priv/Public Hospitals - Inpatient per diem charges		\$52,135.00	\$5,768.04				\$57,903.04
74300	Commitment - Diagnostic Evaluations		\$6,639.65					\$6,639.65
74353	Commitment - Sheriff Transportation		\$5,710.50	\$1,781.11				\$7,491.61
74393	Commitment - Legal Representation		\$2,537.50	\$1,187.00				\$3,724.50
74395	Commitment - Mental Health Advocates		\$2,591.45	\$861.92				\$3,453.37
Total	County	\$197,354.53	\$394,480.46	\$521,128.54	\$44,125.69	\$112,759.07	\$443,761.66	\$1,713,609.95

HARRISON COUNTY EXPENDITURE REPORT FY 2013 (BELOW)

Account	Code	Mental Illness	Chronic Mental Illness	Mental Retardation	Developmental Disability	Admin	Total
12370	Purchased Admin - Technical Services					\$11,434.37	\$11,434.37
12429	Purchased Admin - Planning & Management Consultants					\$53,035.97	\$53,035.97
21374	Case Management - T19 Match/ Medicaid		\$722.05	\$4,946.02	\$85.28		\$5,753.35
31354	Transportation - General		\$10,710.51	\$6,335.66	\$673.20		\$17,719.37
32325	Support Services - Respite			\$1,734.28			\$1,734.28
32329	Support Services - Supported Community Living		\$22,319.30	\$10,319.17	\$8,513.06		\$41,151.53
32399	Support Services - Other			\$1,161.90			\$1,161.90
41306	Physiological Treatment - Prescription Medicine/Vaccines		\$8,595.29				\$8,595.29
42305	Psychotherapeutic Treatment - Outpatient	\$83,328.32	\$22,776.20				\$106,104.52
50360	Voc/Day - Sheltered Workshop Services		\$2,074.50	\$23,420.10			\$25,494.60
50362	Voc/Day - Work Activity Services		\$27,598.58	\$117,620.60	\$7,692.35		\$152,911.53
50368	Voc/Day - Supported Employment Services		\$2,167.96	\$2,145.15			\$4,313.11
50369	Voc/Day - Enclave			\$132.95			\$132.95
50399	Voc/Day - Other Services		\$2,419.37	\$8,470.74			\$10,890.11
63329	Comm Based Settings (1-5 Bed) - Supported Community Living		\$11,254.54	\$67,005.47			\$78,260.01
64314	Comm Based Settings (6+ Beds) - RCF		\$144,761.11	\$16,425.00			\$161,186.11
64318	Comm Based Settings (6+ Beds) - ICF/MR			\$21,812.62			\$21,812.62
71319	State MHI Inpatient - Per diem charges	\$2,991.89					\$2,991.89
73319	Other Prv/Public Hospitals - Inpatient per diem charges	\$17,363.44	\$34,711.73				\$52,075.17
74300	Commitment - Diagnostic Evaluations	\$4,822.60	\$890.00				\$5,712.60
74353	Commitment - Sheriff Transportation	\$3,509.95	\$1,261.20				\$4,771.15
74393	Commitment - Legal Representation	\$2,505.00	\$797.00				\$3,302.00
75395	Mental Health Advocate - General	\$4,857.24					\$4,857.24
Total	County	\$119,378.44	\$293,059.34	\$281,529.66	\$16,963.89	\$64,470.34	\$775,401.67

### Monona county Expenditures FY 2013 (BELOW)

Account	Code	Mental Illness	Chronic Mental Illness	Mental Retardation	Developmental Disability	Admin	Total
12370	Purchased Admin - Technical Services					\$10,773.00	\$10,773.00
12429	Purchased Admin - Planning & Management Consultants					\$33,931.96	\$33,931.96
21374	Case Management - T19 Match/ Medicaid		\$962.75	\$3,126.94			\$4,089.69
31354	Transportation - General		\$4,598.58	\$6,193.66	\$5,124.96		\$15,917.20
32322	Support Services - Home Management Services (include PERS)			\$247.50			\$247.50
32325	Support Services - Respite			\$303.66			\$303.66
32329	Support Services - Supported Community Living		\$29,688.27	\$2,916.60	\$2,127.13		\$34,732.00
32399	Support Services - Other			\$586.39			\$586.39
42305	Psychotherapeutic Treatment - Outpatient	\$50,839.75	\$28,900.00				\$79,739.75
50362	Voc/Day - Work Activity Services		\$3,593.62	\$16,749.59			\$20,343.21
50368	Voc/Day - Supported Employment Services		\$9,526.01	\$3,695.67			\$13,221.68
50399	Voc/Day - Other Services		\$1,512.22	\$16,446.96	\$11,275.33		\$29,234.51
63329	Comm Based Settings (1-5 Bed) - Supported Community Living		\$11,265.32	\$67,700.05			\$78,965.37
64314	Comm Based Settings (6+ Beds) - RCF		\$47,772.23				\$47,772.23
64318	Comm Based Settings (6+ Beds) - ICF/MR			\$72,448.27	\$21,956.89		\$94,405.16
71319	State MHI Inpatient - Per diem charges		\$3,116.05				\$3,116.05
73319	Other Prv/Public Hospitals - Inpatient per diem charges	\$13,688.95	\$300.00				\$13,988.95
74300	Commitment - Diagnostic Evaluations	\$1,917.77					\$1,917.77
74353	Commitment - Sheriff Transportation	\$969.83	\$834.32				\$1,804.15
74393	Commitment - Legal Representation	\$2,529.00	\$966.40				\$3,495.40
74395	Commitment - Mental Health Advocates	\$474.68					\$474.68
Total	County	\$70,419.98	\$143,035.77	\$190,415.29	\$40,484.31	\$44,704.96	\$489,060.31

**ACTUAL SCOPE OF SERVICES: SERVICE MATRIX; PERSONS SERVED & UNDUPLICATED COUNT BY COUNTY**

**Service Matrix**

**NOTE:**

Service	MI	CMI	MR	DD	BI
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.					
4x11 Direct Administrative.	X	X	X	X	
4x12 Purchased Administrative					
4x21- 374 Case Management- Medicaid Match.		R	R	R	
4x21- 375 Case Management -100% County Funded		X	X	X	
4x21- 399 Other.					
4x22 Services Management.					
4x31 Transportation (Non-Sheriff).		X	X	X	
4x32- 320 Homemaker/Home Health Aides.			R		
4x32- 321 Chore Services					
4x32- 322 Home Management Services			R		
4x32- 325 Respite.			R		
4x32- 326 Guardian/Conservator.					
4x32- 327 Representative Payee		X	X	X	
4x32- 328 Home/Vehicle Modification			R		
4x32- 329 Supported Community Living		x	x		
4x32- 399 Other.		x	x		
4x33- 345 Ongoing Rent Subsidy.					
4x33- 399 Other					
4x41- 305 Outpatient	x	x			
4x41- 306 Prescription Medication.*		x			
4x41- 307 In-Home Nursing					
4x41- 399 Other					
4x42- 305 Outpatient	X	X			
4x42- 309 Partial Hospitalization.		R			
4x42- 399 Other.					

4x43- Evaluation.					
4x44- 363 Day Treatment Services		R			
4x44- 396 Community Support Programs					
4x44- 397 Psychiatric Rehabilitation					
4x44- 399 Other					
4x50- 360 Sheltered Workshop Services.		X	X	X	
4x50- 362 Work Activity Services *			X	X	
4x50- 364 Job Placement Services.					
4x50- 367 Adult Day Care.			X	X	
4x50- 368 Supported Employment Services		X	R	X	
4x50- 369 Enclave			x		
4x50- 399 Other.		x	x		
4x6X- 310 Community Supervised Apartment Living Arrangement (CSALA)					
4x6X- 314 Residential Care Facility (RCF License)		X	X	X	
4x6X- 315 Residential Care Facility For The Mentally Retarded (RCF/MR License)			X	X	
4x6X- 316 Residential Care Facility For The Mentally Ill (RCF/PMI License)		X			
4x6X- 317 Nursing Facility (ICF, SNF or ICF/PMI License)					
4x6X- 318 Intermediate Care Facility For The Mentally Retarded (ICF/MR License)			R	R	
4x6X- 329 Supported Community Living		X	X	X	
4x6X- 399 Other 1-5 Beds.					
4x71- 319 Inpatient/State Mental Health Institutes	R	R			
4x71- 399 Other					
4x72- 319 Inpatient/State Hospital Schools			R	R	
4x72- 399 Other.					
4x73- 319 Inpatient/Community Hospital	R	R			
4x73- 399 Other					
4x74- 300 Diagnostic Evaluations Related To Commitment.	R	R			
4x74- 353 Sheriff Transportation	R	R			
4x74- 393 Legal Representation for Commitment	R	R			
4x74- 395 Mental Health Advocates	R	R			
4x74- 399 Other					

**NOTE:**

R: Services that are required by the state for the county to pay.  
 X: Services that the county has opted to pay for out of the MH/MR/DD budget.

~~4x41- 306 Prescription Medication~~- is approved only for CMI consumers who have been court-ordered to a facility who are not yet eligible for Title XIX.

~~4x50- 362 Work Activity Services~~-the County only pays for CMI consumers to go to Work Activity if the County of Residency has it in their county plan or if they have a dual diagnosis of Mental Retardation/Developmental Disability.

## Persons Served - Age Group by Primary Diagnostic For Shelby County FY 2012

Disability Group	Children	Adult	Unduplicated Total	DG
Mental Illness	9	147	156	40
Mental Illness,Chronic Mental Illness	0	6	6	40,41
Mental Illness,Mental Retardation	0	2	2	40,42
Mental Illness,Other Developmental Disabilities	0	1	1	40,43
Chronic Mental Illness	1	39	40	41
Mental Retardation	1	64	65	42
Other Developmental Disabilities	0	2	2	43
Total	11	261	272	99

**Persons Served - Age Group by Primary Diagnostic  
For Harrison County FY 2013**

Disability Group	Children	Adult	Unduplicated Total	DG
Mental Illness	4	47	51	40
Mental Illness,Chronic Mental Illness	0	6	6	40,41
Mental Illness,Mental Retardation	0	1	1	40,42
Chronic Mental Illness	0	33	33	41
Chronic Mental Illness,Mental Retardation	0	1	1	41,42
Mental Retardation	1	76	77	42
Mental Retardation,Other Developmental Disabilities	0	2	2	42,43
Other Developmental Disabilities	0	2	2	43
Total	5	168	173	99

**Persons Served - Age Group by Primary Diagnostic  
For Monona County FY 2013**

Disability Group	Children	Adult	Unduplicated Total	DG
Mental Illness	0	32	32	40
Mental Illness,Chronic Mental Illness	0	5	5	40,41
Chronic Mental Illness	0	14	14	41
Chronic Mental Illness,Mental Retardation	0	1	1	41,42
Mental Retardation	0	35	35	42
Mental Retardation,Other Developmental Disabilities	0	1	1	42,43
Other Developmental Disabilities	0	3	3	43
Total	0	91	91	99

**ACTUAL SCOPE OF SERVICES BY COUNTY:**

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

*For Shelby County FY: 2013*

Age	Account	Code	MI	CMI	MR	DD	Total
Adult	21374	Case Management - T19 Match/ Medicaid		2	49		51
Adult	31354	Transportation - General		8	36	1	45
Adult	32322	Support Services - Home Management Services (include PERS)			1		1
Adult	32325	Support Services - Respite			4		4
Adult	32329	Support Services - Supported Community Living		15	20	2	37
Adult	32399	Support Services - Other			3		3
Adult	42305	Psychotherapeutic Treatment - Outpatient	121	5			126
Adult	50362	Voc/Day - Work Activity Services		11	38	1	50
Adult	50367	Voc/Day - Adult Day Care			3		3
Adult	50368	Voc/Day - Supported Employment Services		2	11		13
Adult	50399	Voc/Day - Other Services		7	21		28
Adult	63329	Comm Based Settings (1-5 Bed) - Supported Community Living		4	28		32
Adult	64314	Comm Based Settings (6+ Beds) - RCF		15	4	1	20
Adult	64316	Comm Based Settings (6+ Beds) - RCF/PMI		2			2
Adult	64318	Comm Based Settings (6+ Beds) - ICF/MR			7		7
Adult	71319	State MHI Inpatient - Per diem charges	1				1
Adult	73319	Other Priv./Public Hospitals - Inpatient per diem charges	18	3			21
Adult	74300	Commitment - Diagnostic Evaluations	23				23
Adult	74353	Commitment - Sheriff Transportation	31	9			40
Adult	74393	Commitment - Legal Representation	14	6			20
Child	42305	Psychotherapeutic Treatment - Outpatient	1				1
Child	50362	Voc/Day - Work Activity Services			1		1
Child	64314	Comm Based Settings (6+ Beds) - RCF		1			1
Child	73319	Other Priv./Public Hospitals - Inpatient per diem charges	2				2
Child	74300	Commitment - Diagnostic Evaluations	2				2
Child	74353	Commitment - Sheriff Transportation	7	1			8
Child	74393	Commitment - Legal Representation	2	1			3

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

*For Harrison County FY: 2013*

Age	Account	Code	MI	CMI	MR	DD	Total
Adult	21374	Case Management - T19 Match/ Medicaid		6	58	1	65
Adult	31354	Transportation - General		15	47	1	63
Adult	32325	Support Services - Respite			5		5
Adult	32329	Support Services - Supported Community Living		16	14	3	33
Adult	32399	Support Services - Other			2		2
Adult	41306	Physiological Treatment - Prescription Medicine/Vaccines		3			3
Adult	42305	Psychotherapeutic Treatment - Outpatient	93	3			96
Adult	50360	Voc/Day - Sheltered Workshop Services		2	5		7
Adult	50362	Voc/Day - Work Activity Services		11	45	3	59
Adult	50368	Voc/Day - Supported Employment Services		4	2		6
Adult	50369	Voc/Day - Enclave			2		2
Adult	50399	Voc/Day - Other Services		4	32		36
Adult	63329	Comm Based Settings (1-5 Bed) - Supported Community Living		5	39		44
Adult	64314	Comm Based Settings (6+ Beds) - RCF		10	1		11
Adult	64318	Comm Based Settings (6+ Beds) - ICF/MR			7		7
Adult	71319	State MHI Inpatient - Per diem charges	1				1
Adult	73319	Other Priv./Public Hospitals - Inpatient per diem charges	10	7			17
Adult	74300	Commitment - Diagnostic Evaluations	16	1			17
Adult	74353	Commitment - Sheriff Transportation	35	12			47
Adult	74393	Commitment - Legal Representation	12	3			15
Child	50362	Voc/Day - Work Activity Services			1		1
Child	74300	Commitment - Diagnostic Evaluations	1				1
Child	74353	Commitment - Sheriff Transportation	2				2
Child	74393	Commitment - Legal Representation	1				1

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

*For Monona County FY: 2013*

Age	Account	Code	MI	CMI	MR	DD	Total
Adult	21374	Case Management - T19 Match/ Medicaid		3	27		30
Adult	31354	Transportation - General		3	19	2	24
Adult	32322	Support Services - Home Management Services (include PERS)			6		6
Adult	32325	Support Services - Respite			2		2
Adult	32329	Support Services - Supported Community Living		13	10	1	24
Adult	32399	Support Services - Other			2		2
Adult	42305	Psychotherapeutic Treatment - Outpatient	31				31
Adult	50362	Voc/Day - Work Activity Services		2	5		7
Adult	50368	Voc/Day - Supported Employment Services		2	2		4
Adult	50399	Voc/Day - Other Services		3	22	2	27
Adult	63329	Comm Based Settings (1-5 Bed) - Supported Community Living		2	14		16
Adult	64314	Comm Based Settings (6+ Beds) - RCF		4			4
Adult	64318	Comm Based Settings (6+ Beds) - ICF/MR			7	2	9
Adult	71319	State MHI Inpatient - Per diem charges		1			1
Adult	73319	Other Priv./Public Hospitals - Inpatient per diem charges	11	1			12
Adult	74300	Commitment - Diagnostic Evaluations	9				9
Adult	74353	Commitment - Sheriff Transportation	13	5			18
Adult	74393	Commitment - Legal Representation	14	6			20

Respectfully submitted

Lonnie Maguire, MSW  
 Shelby Monona and Harrison County  
 Central Point of Coordination







