

Pottawattamie County FY2013 Mental Health Management Plan Annual Report

1. Progress Toward Goals and Objectives (please note that these goals were extended from the last annual Strategic Plan as allowed by legislation due to Mental Health Redesign)

GOAL #1 Establish a viable option for provider reimbursement in the area of Supported Employment in order to increase community employment opportunities for people in Pottawattamie County by June 30, 2012.

Progress: This goal was originally written to address the need for more supported employment opportunities. Pottawattamie County Community Services became a Ticket to Work provider which helped area service providers gain more confidence in providing supported employment opportunities again in our community. Once providers became familiar with the supported employment funding streams through the ID Waiver and Habilitation services programs, there was no longer a need for the county to continue its Ticket to Work program, so this was terminated last fiscal year.

There are more service providers approved for supported employment now than there has been for several years. Even though finding employment for people is a difficult task, they have geared up their programs to make supported employment a more significant area of their services. Nationally, there is a focus on community employment. The State of Iowa is also focusing its efforts on creating a better platform for opportunities to focus on supported employment. Hopefully these efforts will continue to grow.

GOAL #2 Establish a service system for persons with Brain Injury in Pottawattamie County by June 30, 2012.

Progress: One of the main objectives in this area was to look at expanding Pottawattamie County's case management program to include the Brain Injury population and to become more knowledgeable about Brain Injury as a whole in our Community Services Department. No further action has been taken to become a provider of Brain Injury Services due to the ongoing high amount of referrals in the ID and CMI populations. With the recent changes to Case Management in regard to no longer serving people with mental illness once the new Integrated Health Home program begins, Pottawattamie County may decide to create more of a Brain Injury focus in its Case Management program.

GOAL #3 Support efforts in establishing an effective crisis stabilization system in Pottawattamie County June 30, 2012.

Progress: Pottawattamie County provided support to the Mental Health / Substance Abuse Network for start-up costs during FY10. Specifically, these funds were aimed at beginning a mobile crisis program, known as the Mental Health Crisis Response Team, which is operated by Heartland Family Services. The county will be providing funds to the Network again this upcoming year to continue this program.

The county began a pre-committal screening process through the use of this team during FY13. When a family member goes to the court house to file commitment paperwork, they are given information on the opportunity to speak to a mental health counselor regarding their loved ones mental health concerns. This is offered as an option in case they were not aware of available community resource alternatives to commitment.

Both of these programs have been gathering statistics and the Network has been assisting the county to coordinate and continually assess the outcomes and effectiveness of the programs. We have made changes to the programs as they have been utilized with a big focus on education to law enforcement officers in order to keep the utilization of the program as high as possible. It takes several years to get a program such as this tweaked just right to meet the specific needs of our community. It has been a learning process for the community and we have had numerous successful outcomes, while changing the program where needed to make it most effective. We plan to enhance this program by offering it to the Southwest Iowa MHDS Region in fiscal year 2015.

Pottawattamie County is also looking at the possibility of operating a Mental Health Court beginning in the spring of 2014. Our plan would be to begin it in Pottawattamie County and then bring it to the Region in FY16. This is yet another way to support people in crisis that need an alternative to hospitalization or jail and reduce the need for high cost services.

2. Documentation of Stakeholder Involvement

The Pottawattamie County Planning Council consists of a total of sixteen members made up of consumers, family members, providers and other representatives. These include a representative from the Department of Human Services, children's providers, outpatient mental health providers, MH/ID providers, DD providers, school/transition representatives, vocational providers, 3 consumers, 2 family members and 2 representatives from the Board of Supervisors. The Community Services Director / CPC leads the meetings and the Community Services Supervisors are in attendance at various meetings to present and share information. The Planning Council met four times during FY13 on July 26, 2012, November 14, 2012; February 13, 2013 and May 22, 2013. Attendance was between eight to twelve people per meeting. Representatives from all areas including consumers and family members were represented at these meetings. Meetings will continue to be scheduled quarterly for the coming fiscal year including a transition to Advisory Board meetings for the new Region.

Other stakeholder involvement throughout the year included informal input from consumers, families and providers on a regular basis through contact with the Community Services Director, Supervisors, Case Managers and Social Workers. Quality improvement is a constant focus of the Community Services Department in relation to consumer and family satisfaction.

3. Actual Provider Network

5-Star Quality Care, Inc (DBA Park Place)	Kohll's Pharmacy and Homecare
ALEGENT HEALTH BEHAVIORAL HEALTH SERVICES	KWIK RX PHARMACY
ALEGENT PSYCHIATRIC ASSOCIATES	LOUIS P. GERBINO, M.D.
Ameriserve International	LUTHERAN SERVICES IN IOWA
Atlantic Medical Center Pharmacy	Mainstream Living
BERRYHILL CENTER FOR MENTAL HEALTH	Mallard View, Inc.
BLACK HAWK-GRUNDY MENTAL HEALTH CENTER	MERCY HOSPITAL (aka Alegent)
CANDEO (FKA CREATIVE COMMUNITY OPTIONS)	Mid Iowa Family Therapy Clinic, Inc.
Capstone Behavioral Healthcare, Inc.	Mid Step Services
CAREER SOLUTIONS	Midwest Opportunities
Caretech, Inc.	MOSAIC - WESTERN IOWA
Cass County Case Management	Mt. Pleasant Mental Health Institute
CASS COUNTY MEMORIAL HOSPITAL	MYRTUE BEHAVIORAL HEALTH
CASS INCORPORATED	MYRTUE MEMORIAL HOSPITAL
CENTER FOR HEALING AND HOPE, LLC	NEW HOPE VILLAGE
Cerro Gordo County Case Management	NISHNA PRODUCTIONS INC
Cherokee County Case Management	NORTH IOWA TRANSITION CENTER (NITC)
Cherokee Mental Health Institute	NORTH STAR COMMUNITY SERVICES
CHILDREN & FAMILIES OF IOWA	OARD ROSS DRUG, INC.
CHOICE INC	Opportunities Unlimited
Clarinda Mental Health Institute	OPTIMAE LIFESERVICES (FKA RESCARE)
COMMUNITY CARE INC	PARK PLACE (SUNSHINE HOMES INC)
CONCERNED INC	PARTNERSHIP FOR PROGRESS (AKA WILLOW HEIGHTS)
CB COMMUNITY HEALTH CENTER (All Cares)	Polk County Case Management
COUNTRY CARE CENTER CORP	Pottawattamie County Case Management
COUNTRY HAVEN CORPORATION	PRIDE GROUP, THE (FKA PLYMOUTH LIFE)
COUNTRY VIEW ESTATES	PSYCHIATRIC SERVICES OF WESTERN IOWA (Inroads)
Cherokee County Case Management	Recover Health of Iowa, Inc.
CROSSROADS OF WESTERN IOWA	REM Iowa Community Services, Inc
Developmental Services of Iowa	REM IOWA DEVELOPMENTAL SERVICES Inc.
DHS Targeted Case Management	Silver Cab Company
Easter Seals Society, Polk County Center	Siouxland Mental Health Center
Genesis Psychiatric Hospitalists Program	Southeast Iowa Case Management
Glenwood Resource Center	Southern Iowa Resources for Families
Hardt, Pat ARNP	SOUTHWEST IOWA MENTAL HEALTH CENTER
Harlan Crest Services	SOUTHWEST IOWA PLANNING COUNCIL SWITA
HEARTLAND FAMILY SERVICE	SPECIALIZED SUPPORT SERVICES
Hillcrest Family Services	St. Luke's Hospital
HIRTA Public Transport	Successful Living
HORIZON THERAPY GROUP, LLC	Tailored Living
HyVee Pharmacy	TAYLOR RIDGE ESTATES
Immanuel Personal Response System	Templeman Taxi
INNOVATIVE INDUSTRIES, INC.	Terrace View Residential
INSTITUTE FOR THERAPY & PSYCHOLOGICAL SOLUTIONS	Thurman Psychological, LLC
Integrative Counseling Solutions	Ultimate Nursing Services of Iowa
IOWA EMPOWERMENT CONFERENCE	UNION PHARMACY
IOWA FOCUS (Focus Family Options & Community Suppo	Vera French Community Mental Health Center
Jennie Edmundson Behavioral Health	VILLAGE NORTHWEST UNLIMITED
JENNIE EDMUNDSON HOSPITAL	VOCATIONAL DEVELOPMENT CENTER (VODEC)
KANESVILLE THERAPY, LLC	WAUBONSIE MENTAL HEALTH CENTER
KAREN POTTER-MAXWELL (interpreter)	WESCO IND
KEVINGTON LANE (MORSE ENTERPRISES)	WEST CENTRAL MENTAL HEALTH CENTER

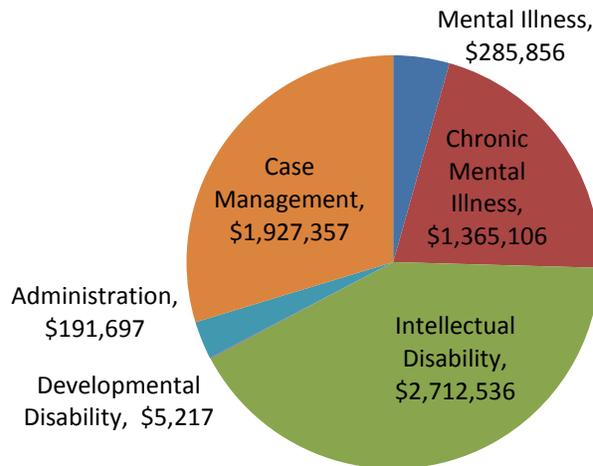
4. Actual Expenditures

Actual dollars spent in Fiscal Year 2013 (cash basis) from the county MH/DD budget amounted to \$6,487,768. Of this amount, \$1,927,357 was Case Management expenditures that will be in the general fund next fiscal year instead of fund 10 (mental health).

During FY2013, 1319 people were served. This included 46 children who received outpatient mental health treatment or services under a commitment status. Of the adults served, the following is a breakdown by disability group.

Mental Illness	Chronic Mental Illness	Intellectual Disability (MR)	Developmental Disability
339	585	347	2

The chart below shows the total expenditures by diagnostic group (Mental Illness, Chronic Mental Illness, Intellectual Disability and Developmental Disability). It also includes administrative and Case Management program expenditures.



The following table shows the **revenue** received (cash basis) during FY2013.

TOTAL	\$6,770,359.00
MH Property Tax Relief	\$0
Local Purchase	\$0
MH/DD Community Services Allocation	\$0
Allowed Growth	\$0
State Payment Program	\$321,692
Ticket to Work	\$0
Miscellaneous	\$63,111
Medicaid Case Management	\$2,116,577
Pottawattamie County Tax Collection	\$4,268,979

This was a transition year for the State of Iowa taking over Medicaid funded services as well as the State Resource Centers. The county was billed for services provided in state fiscal year FY12 but not billed until after that fiscal year end which is why the expenses are still reflected. The county also settled some outstanding Medicaid bills which are included in the FY13 cash expenditure numbers.

ID Waiver Medicaid share	\$610,412
CMI Habilitation Medicaid share	\$200,949
State Resource Centers	\$273,492
Total Medicaid/state	\$1,084,853.00

5. Actual Scope of Services

County: Pottawattamie County	MI	CMI	MR	DD	BI
Service					
4x03 Information and Referral	X	X	X	X	X
4x04 Consultation.					
4x05 Public Education Services		X			
4x06 Academic Services.					
4x11 Direct Administrative.	X	X	X	X	
4x12 Purchased Administrative					
4x21- 374 Case Management- Medicaid Match.		X	X	X	
4x21- 375 Case Management -100% County Funded					
4x21- 399 Other.					
4x22 Services Management.	X	X	X	X	
4x31 Transportation (Non-Sheriff).		X	X		
4x32- 320 Homemaker/Home Health Aides.			X		
4x32- 321 Chore Services					
4x32- 322 Home Management Services			X		
4x32- 325 Respite.			X		
4x32- 326 Guardian/Conservator.					
4x32- 327 Representative Payee					
4x32- 328 Home/Vehicle Modification			X		
4x32- 329 Supported Community Living		X	X		
4x32- 399 Other. (CMI-SCL) (MR-HCBS/CDAC)		X	X		
4x33- 345 Ongoing Rent Subsidy.		X			
4x33- 399 Other					
4x41- 305 Outpatient					
4x41- 306 Prescription Medication.		X			
4x41- 307 In-Home Nursing					
4x41- 399 Other					
4x42- 305 Outpatient	X	X			
4x42- 309 Partial Hospitalization.					
4x42- 399 Other.					
4x43- Evaluation.					
4x44- 363 Day Treatment Services					
4x44- 396 Community Support Programs					
4x44- 397 Psychiatric Rehabilitation					
4x44- 399 Other					
4x50- 360 Sheltered Workshop Services.		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	X		
4x50- 369 Enclave		X	X		
4x50- 399 Other.		X	X		

4x63- 310 Community Supervised Apartment Living Arrangement (CSALA) 1-5 Beds					
4x63- 314 Residential Care Facility (RCF License) 1-5 Beds					
4x63- 315 Residential Care Facility For The Mentally Retarded (RCF/MR License) 1-5 Beds					
4x63- 316 Residential Care Facility For The Mentally Ill (RCF/PMI License) 1-5 Beds					
4x63- 317 Nursing Facility (ICF, SNF or ICF/PMI License) 1-5 Beds					
4x63- 318 Intermediate Care Facility For The Mentally Retarded (ICF/MR License) 1-5 Beds					
4x63- 329 Supported Community Living		X	X	X	
4x63- 399 Other 1-5 Beds.					
4x6x- 310 Community Supervised Apartment Living Arrangement (CSALA) 6 & over Beds					
4x6x- 314 Residential Care Facility (RCF License) 6 & over Beds		X	X		
4x6x- 315 Residential Care Facility For The Mentally Retarded (RCF/MR License) 6 & over Beds					
4x6x- 316 Residential Care Facility For The Mentally Ill (RCF/PMI License) 6 & over Beds					
4x6x- 317 Nursing Facility (ICF, SNF or ICF/PMI License) 6 & over Beds					
4x6x- 318 Intermediate Care Facility For The Mentally Retarded (ICF/MR License) 6 & over Beds			X		
4x6x- 399 Other 6 & over Beds..					
4x71- 319 Inpatient/State Mental Health Institutes	X	X			
4x71- 399 Other			X		
4x72- 319 Inpatient/State Hospital Schools					
4x72- 399 Other.					
4x73- 319 Inpatient/Community Hospital	X	X			
4x73- 399 Other					
4x74- 300 Diagnostic Evaluations Related To Commitment.	X	X			
4x74- 353 Sheriff Transportation	X	X			
4x74- 393 Legal Representation for Commitment	X	X			
4x74- 395 Mental Health Advocates	X	X			
4x74- 399 Other					

The following numbers are for HCBS/MR waiver services: 4232-320, 4232-322, 4232-325, 4232-328, 4232-329 and 4250-368. 32-399 (CDAC), 50-352 (Pre-Voc), 50-357 (Adult Day), and 31-354 (Transportation). ARO numbers are 4132-399 (Community Living Training Services), 4150-362 (Employment Related Services), 4150-367 (Day Program for Skills Training) and 4150-367 (Day Program for Skills Development).

6. Number, Type and Resolution of Appeals

There were no mental health service appeals during fiscal year 2013. The appeals process is documented on the Notice of Decision and in the Policy and Procedures Manual. Pottawattamie County Case Managers and Social Workers also explain the appeal process to consumers of Pottawattamie County Community Services.

7. Quality Assurance Implementation, Finding and Impact on Plan

Satisfaction surveys were completed to assess the quality and perception of the Pottawattamie County Community Services Department in the Case Management Division and Social Work Division. The overall impact on the Mental Health Services Management Plan is that services should continue to be provided in a similar manner as they were during FY2013 within the Department. It is felt that this is, in general, a good measurement of quality within the Community Services Department because the administration is the same as well as philosophy and overall programming within this Pottawattamie County office.

Providers within the county assess their programs individually and seek certification and accreditation according to standards. These surveys are shared with Pottawattamie County Community Services for review of the quality of services available.

Overall, the Case Management satisfaction surveys were very positive. Those results can be found in the Pottawattamie County Case Management Performance Improvement Plan.

8. Waiting List Information

A waiting list was not implemented for services in FY2013. Funds have been adequate to support those currently needing services through the continued judicious management of those public funds.

*Report prepared by Suzanne Watson, LMSW
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