

**Warren County Management Plan
Annual Report
Fiscal Year 2012-2013**

FISCAL 2012-2013

Warren County employed fifteen (15) employees; one (1) full time CPC staff, three staff divided between CPC and case management, and eleven (11) case management staff for this fiscal year who guided the managed care process with the assistance of consumers, parents/guardians, and providers. Much progress has been made as this system has evolved; yet areas of needed growth are evident.

OVERVIEW OF THE YEAR'S ACTIVITIES

- Three stakeholder meetings were scheduled and held in the fall of 2012 and two stakeholder meetings took place in the spring of 2013. These meetings address the current managed care process, as well as, any upcoming changes federally, state wise, or locally. Additionally, the MH/DD Community Services office seeks discussion, feedback, and suggestions regarding the Managed Care Plan process, and ideas for improving or enhancing services, within funding limitations. Surveys were mailed to parents/guardians/interested parties in the fall of 2012 and the spring of 2013, to receive input and expand on the relationship between the MH/DD Community Services staff and the community. A copy of the state report was available for anyone attending the meeting and any other interested parties. MH/DD Community Services staff believe awareness of, and availability to, the needs of Warren County's consumers with disabilities and the community as a whole is essential.

Fall Stakeholder Information:

Members present for the fall provider's meeting include Healthy Connections, Genesis Development, Crest Services, and Warren County MH/DD Community Services staff.

December 5, 2012

1. Welcome and Introductions
2. New Staff
3. Annual Report
4. Budget updates
5. CCMS
6. Legislative Update – Transition Fund Application
7. Provider Updates
8. Questions/Comments/Surveys
9. Provider Updates

10. Questions/Comments/Surveys

Nineteen consumers participated in the fall 2012 stakeholder process. If an individual chooses to make suggestions, express complaints or concerns, and/or provide recommendations, opportunities for providing comments is included in the survey process.

Spring Stakeholder Information:

Members present for the spring provider's meeting include: Optima Life Services, Genesis Development, Red Rock Area Community Action Program, and Warren County MH/DD Community Services staff.

April 18, 2013

1. Welcome and Introductions
2. Budget updates
3. Legislative Update
4. CCMS
5. Waiting List
6. Transportation Committee (May 21st @ 1pm)
7. Provider Updates
8. Regionalization
9. Questions/Comments/Surveys

Twenty consumers participated in the spring 2013 stakeholder process. If an individual chooses to make suggestions, express complaints or concerns, and/or provide recommendations, opportunities for providing comments is included in the survey process.

- The MH/DD Community Services office participates in the Warren County Family Care Team meetings, which occur once/month at the Indianola High School. Those involved in the team include, but are not limited to: Warren County schools (high school, primary, and middle schools), juvenile courts, county attorney, law enforcement, vocational rehabilitation, DHS, DeCAT, Red Rock Community Action, Drake Head Start, WeLIFT, AEA, and various providers.
- Because it is an evident need, Warren County will continue to pursue various

options to assist the County in addressing transportation needs. The transportation committee, which formerly existed in previous years, was revived in November 2011. The transportation committee continues to explore alternatives for consumers needing transportation, especially during evening and weekend hours.

- Warren County MH/DD Community Services is working to implement mobile crisis to better meet people's needs, in addition to, re-implementing the mental health pre screening process, since rules have passed to allow it. Warren County recognizes the need of mobile crisis and jail diversion to better serve our community.
- Warren County utilizes the state operated CSN system, and added the case management piece this past year, excluding billing. The case managers have access to log into the website, locate only the consumers identified on their case load, and submit requests for funding. MH/DD staff possess the ability to review, approve, and/or deny requests electronically. This quickens the length of time a consumer must wait on a decision for funding approval, as well as, improving the accuracy of information provided on the notice of decision.
- Warren County participated in two expositions in the school setting during 2012-2013 school year. The office continues to work with all local schools in participating in IEP's with individuals needing a referral, accessing of services, or transitioning to adult services from high school.
- Currently, Warren County assists consumers in arranging, monitoring, and funding various services for persons with State Case status, as dictated in the Warren County Managed Care Plan.
- Additional providers and services were added to the preferred provider list, to accommodate consumer choice. Warren County welcomes new providers into the county, offering service options and choice in providers.
- Warren County began providing targeted case management services in July 2009. Initially, the unit started with 13 cases, and closed this year serving 197 consumers. Warren County MH/DD Community Services currently employs eight (8) case managers one (1) case management supervisor, and one (1) case aide. Warren County continues to employ a county social worker, who provides services to non-Medicaid eligible consumers, and carries a small case management case load. Currently, the county social worker also assists with an array of services to individuals, including but not limited to: patient assistance program application assistance, SSI/SS/Title XIX application assistance, State Payment Program application assistance, staffing and annual (or as often as scheduled) reviews of service/program plans, etc.
- DHS received one signed application from a person living in Warren County, who was accepted for services.

- At this time, the office is fully staffed and able to handle the number of current cases. The support staff are able to ensure that the office continues to be efficient. The case managers that are employed with Warren County MH/DD Community Services come from a variety of professional backgrounds. This enables interoffice mentoring in areas of expertise. The case management caseloads remain low enough to promote continued high quality of services to consumers.
- MH/DD staff currently participates on the Clarinda Citizen's Advisory Board, which meets quarterly at the Clarinda MHI. Staff also participates on Legislative Review, as well as, the training committees for the CSA and CCMS affiliate. MH/DD staff are involved in consumer staffings, in addition to, IEP's and annual meetings for consumers accessing case management from Warren County. The MH/DD Community Services office hosted providers throughout the year, to provide additional information regarding service availability and options, as well as, share details on their specific program to the Warren County MH/DD Community Services staff. Medicaid training was attended, and various providers, from surrounding counties, presented at our office, sharing details of services they provide. Lastly, staff meets monthly with DHS to review transition cases, so consumers are referred and placed appropriately as they enter adulthood.
- Warren County typically provides available funding for consumers to attend the Mental Health Conference. This year, no one expressed an interest in attending the conference, and received assistance in paying for the conference.
- Staff attend the County Case Management (CCMS) conference to enhance job knowledge, as well as, supervisors participate in CCMS Supervisor Trainings. The Advanced Trainings provided by CCMS are an option for staff in the office. CCMS also performs Technical Assistance reviews on a quarterly basis, to ensure file accuracy for Medicaid purposes. Warren County MH/DD Community Services received a 3 year accreditation from The Department of Human Services, after review of files. No Magellan audit was conducted.
- Warren County also participates in a 28-E Consortium with other counties, for the purpose of rate setting, contracting, and the appeal process. The group meets at least quarterly on an annual basis.
- Staff meet each Monday morning as a team, to review weekly schedules, provide information, brainstorm ideas, ask questions, seek clarification, etc. It is also a time when mini-training sessions are held such as: CDAC and CCO, personality disorders, children's services, DHS IM processes, time tracking, Brain Injury Waiver training, etc. Supervisors and the Director, also meet 1:1 monthly or as needed with staff. Each staff member has a staff development plan in place, identifying strengths, areas of improvement, and goals for the year.

- All staff complete CPR/1st aid training, and all case managers are certified in mandatory report training for children and adults.
- Staff continue to participate in all CSN trainings, in order to assist Warren County in utilizing the new system for tracking information pertaining to individuals funded, as well as, for providers wishing to bill electronically. Warren County implemented CSN in the fall of 2012.
- MH/DD staff participated in Special Olympics with consumers served, and also attend the roommate connection meeting monthly, to work on meeting residential needs of individuals.

UNMET NEEDS PRIORITIZATION LIST

Warren County collects information from stakeholders, and uses its contents to set goals, as well as, to develop our unmet needs prioritization list. Variance in the expressed needs affects the goals for the strategic planning in Warren County.

1. Transportation
 - Affordable
 - Evening and weekend hours
2. Quality Service Options and Providers
 - Good communication and working relationships with providers
 - More work available at the workshop; too much downtime with nothing to do
 - Reasonable pay at the workshop
 - Service options for severe behaviors related to mental health issues
3. Community Employment/ Supported Employment: Lack of IVRS funding, forces waiver funding or county funding, which is reportedly affecting providers capability and feasibility financially to provide this service.
4. Awareness and Accessibility of Services
 - Mental Health resources/collaboration with/in schools
 - Better distribution of resources available
5. Housing
 - Transitional housing
 - Subsidized housing for low-income persons with disabilities
 - Wheelchair accessible housing for adults
6. Non-Title 19 Case Management
7. Adult Daycare for Individuals with Special Needs
8. Autism Resources and Services for Families
9. Mobile Crisis: Emergency mental health assistance collaborating with law enforcement and the court system. Increase the number of days and hours available in Indianola.
10. Review our bifurcated system within the current court commitment process, and responsibilities of identified individuals within Iowa Code 229, as well as, the funding mechanism.
11. Quilogy: A unified, comprehensive, computerized information management system.

12. Jail Diversion: Addressing mental health needs of jail, and obtaining assistance in prescription medications, as well as, working to get individuals appropriately placed when needed.
13. Transition Planning: Assisting schools in preparation of adult service needs, such as residential and work strategies, prior to graduation from school.
14. Daycare for children with special needs, too old for conventional daycare, but still need assistance and oversight while parents are working.
15. Healthcare closer than Iowa City, as provided by Iowa Cares program.
16. School based therapist additions.
17. Sub-acute programs
18. Increase the hours the office is open (suggested 8:00 am – 5:00 pm).
19. Better planning when changing/transitioning individuals (i.e. Case Manger changes).
20. Better knowledge of local provider services for out of county served consumers.
21. Support groups for families/consumers with special needs.

Warren County Targeted Case Management continues to be a growing need, and Warren County strives to best serve individuals with optimum service and caring staff.

NEEDS ASSESSMENT

Affordable transportation is a prevalent need for Warren County. The lack of any transportation in the evening and on weekends is an obstacle for many consumers for community employment, socialization, independence, and various other aspects of their lives. As a rural, but coming suburban community, transportation will continue to be a need and focus for the next three (3) years.

Lack of housing options is another area that continues to be a need for Warren County, as the county continues to grow rapidly, especially as a contiguous county to Polk County. There is no homeless shelter in Warren County, so affordable housing availability is important and will also continue to be a need and focus for the next three (3) years.

Provider options are an area of need, and Warren County will continue to work at enhancing consumer choice for services.

Consumers continue to express a desire for community employment. Due to lack of funding and consistent jobs, Warren County providers are struggling to keep job coaches employed to provide supported employment within the county. Warren County encourages provider participation in addressing the growing need for employment opportunities, and providing people with a chance to establish friendships with co-workers, improve self-esteem, and earn money. This is an important on-going goal for Warren County. Warren County currently funds a job coach through Genesis and has had great success.

Section 1
Progress on Goals

GOALS AND ACTION PLANS

Goal #1: *To increase transportation availability to Warren County consumers.*

Plan of Action

1. Meet with providers and Red Rock to determine specific transportation needs and assess the feasibility of providing expanded transportation to be funded by consumers and/or Warren County. Expanded services will be developed as reasonable.
2. Explore different funding options and other transportation possibilities, to increase service option to those living in Warren County.
3. Identify dollars in the MH/DD fund currently being spent on after hour, weekend, and out of town transportation.
4. Investigate avenues to integrate consumers into a transportation system, which offers after hour, weekend, and out of town transportation.
5. Implement transportation options selected.
6. Monitor success of transportation options selected.
7. Evaluate usage and need to continue transportation options.
8. Develop a list of transportation needs that continue to be un-met.

*** Warren County realizes that to accomplish this goal, additional funding will be necessary. Additionally, collaboration with local providers is necessary in pursuing and expanding the transportation availability.*

Progress: Affordable transportation is a prevalent need for Warren County. The lack of any transportation in the evening and on weekends is an obstacle for many consumers for community employment, socialization, independence, and various other aspects of their lives. As a rural, but coming suburban community, transportation will continue to be a need and focus for the next three (3) years.

Lack of IVRS funding, forces waiver funding or county funding, which is reportedly affecting provider's capability and feasibility financially to provide this service, which in turn, affects usage of current transportation availability. Because of reduction in supported employment opportunities, there has been a decrease in transportation usage, therefore, minimizing the expansion feasibility for more/better transportation.

Warren County continues to struggle in providing extended hours of good, affordable, and reliable transportation. However, because it is an evident need, Warren County will continue to pursue various options to assist the County in addressing transportation needs.

Warren County revived the Transportation Committee in the fall of 2011 and has continued to meeting on a monthly basis in search of better opportunities for our consumers. The

transportation committee and Warren County did work with the local transportation provider to establish a Wednesday evening availability via a grant.

Goal #2: *To fund high quality community based services.*

Plan of Action

1. Initiate county case management as an option for Warren County consumers.
2. Utilize the county rate setting process (CRIS) to meet the local needs in Warren County.
3. Conduct a routine process that evaluates consumer, family member, and provider satisfaction with the CPC system. This process shall include, but is not limited to, written and face-to-face surveys.
4. Evaluate consumer and family member satisfaction with services currently being received, as well as, future service enhancements, through written and face-to-face surveys.
5. Establish a process that routinely evaluates the service providers funded by Warren County.
6. Enhance working relationships with providers by addressing the needs of service providers and county staff to cultivate honest and open communication.
7. Educate the Warren County community about community-based services for people with disabilities, and encourage natural supports for consumers serviced.

Progress: Warren County began providing case management services effective July 1, 2009, as Warren County Case Management, and currently serves 197 individuals at FYE. Also, Warren County requires local providers negotiating rates within the county, to follow through the CRIS process, to be used as a tool in establishing rates based on actual cost of providing the service. Additionally, Warren County initiated utilizing the Southeast Iowa Consortium audit process, to ensure appropriateness of services and billing in conjunction with the Warren County Managed Care Plan. Providers negotiating rates locally in Warren County, work through the contractual process of the 28-E Consortium.

Three stakeholder meetings were scheduled and held in the fall of 2012 and two stakeholder meetings took place in the spring of 2013. These meetings address the current managed care process, as well as, any upcoming changes federally, state wise, or locally. Additionally, the MH/DD Community Services office seeks discussion, feedback, and suggestions regarding the Managed Care Plan process, and ideas for improving or enhancing services, within funding limitations. Surveys were mailed to parents/guardians/interested parties in the fall of 2012, to receive input and expand on the relationship between the MH/DD staff and the community. A copy of the state report was available for anyone attending the meeting and any other interested parties. The Case Management Advisory Committee has discussed frequently, new legislation proposed in mental health services. Informational letters have also been mailed to consumers, families, and/or other interested parties regarding potential changes. MH/DD staff believes awareness of, and availability to, the needs of Warren County's consumers with disabilities and the community as a whole is essential.

The MH/DD office maintains an Advisory Board, who meets at least quarterly, to review case management services. Surveys are mailed to all consumers utilizing case management from our office, to obtain input on improvement areas and strengths. MH/DD staff maintains a policy and procedure manual for case management, as well as, a Performance Improvement Plan, identifying a mission and vision for the agency as a whole. This is reviewed on a periodic basis with staff to improve service to individuals.

Additional providers and services were added to the preferred provider list, to accommodate consumer choice. Warren County welcomed new providers into the county, offering service options and choice in providers.

DHS received six signed applications from people living in Warren County. Of those six, three were accepted for services, two were rejected due to lack of need for Targeted Case Management, and one was rejected because the person was referred to Warren County MH/DD Community Services. Additionally, there were fifteen Child Mental Health Waiver applicants living in Warren County who were assessed. Of those fifteen, nine were accepted for services and six either withdrew or were not eligible.

Goal #3: *To increase community based employment opportunities for consumers.*

Plan of Action

1. Continue to participate in the monthly Family Care Team meetings and work with community partners in determining supported employment needs.
2. Encourage consumers to look at supported employment and find alternate socialization opportunities for consumers who have reached their maximum potential at the workshop.
3. Assist providers in work site assessments by offering opportunities in the mental health office, as well as, exploring possibilities county-wide.
4. Collaborate with TCM's and other service providers to assess consumer's eligibility and appropriateness for community employment as an alternative to prevocational services.

** Warren County realizes that to accomplish this goal, additional funding will be necessary.

Progress: The MH/DD Community Services office participates in the Warren County Family Care Team meetings, which occur once/month at the Indianola High School. Those involved in the team include, but are not limited to: Warren County schools (high school, primary, and middle schools), juvenile courts, county attorney, law enforcement, vocational rehabilitation, DHS, DeCAT, Red Rock Community Action, Drake Head Start, WeLIFT, AEA, and various providers.

Lack of IVRS funding, forces waiver funding or county funding, which is reportedly affecting providers capability and feasibility financially to provide this service.

Warren County provides assistance at one providers request, to help maintain a FT employee for SE and working to keep individuals in the community. Genesis Development added at least two new enclaves this year as well. Warren County has funded out-of-county providers to offer this service, so it remains an option for consumers. MH/DD Services has also worked with the County Board and local providers, on securing supported employment options on a local basis.

Warren County currently funds a job coach through Genesis and has had great success assisting individuals in accessing community employment.

Goal #4: To increase consumer awareness of services available and ensure easy access to services that are available through the county, particularly those transitioning from high school to adult services.

Plan of Action

1. Attend Family Care Team meetings monthly through the school year, to collaborate with providers, courts, schools, and other community partners regarding potential consumers, educating school officials on the CPC process, and providing information on service options.
2. An effort will be made to continue to make presentations to the schools on transitioning students to services.
3. Stakeholder meetings will be published in local newspapers, which are open to the public.
4. Make available training and learning opportunities for interested parties on various topics pertinent to mental health related issues.
5. Collaborate with the county social worker to assist in arranging services and applying for assistance, while developing a system to ensure easy access to services.
6. Regularly attend consumer IEP's and team/annual meetings, to ensure satisfaction of services being received, as well as, funding is appropriately supporting necessary services for the consumer.

Progress: The MH/DD Community Services office participates in the Warren County Family Care Team meetings, which occur once/month at the Indianola High School. Those involved in the team include, but are not limited to: Warren County schools (high school, primary, and middle schools), juvenile courts, county attorney, law enforcement, vocational rehabilitation, DHS, DeCAT, Red Rock Community Action, Drake Head Start, WeLIFT, AEA, and various providers.

Warren County participates in the Health Fair with Health Services annually, to distribute information to those in need of mental health services, and also serves on the System of Care workgroup with Orchard Place Guidance, to address service needs and brainstorm ideas on enhancing options.

Currently, the county social worker provides an array of services to individuals, including but not limited to: patient assistance program application assistance, SSI/SS/Title XIX application assistance, State Payment Program application assistance, staffing and annual (or as often as scheduled) reviews of service/program plans, etc.

Warren County CPC staff worked closely with 5 Warren County schools, by attending IEP's, parent/teacher conferences, and forums, to discuss service options and availabilities, answer questions, and provide overall assistance in addressing transitions to adult services.

Warren County also participated in the County Fair this year. Our office created a slideshow, based from pictures submitted/received from individuals, families, and our local providers. The office also supplied a variety of information on services and providers.

Goal #5: *To increase the availability of appropriate housing for Warren County consumers.*

Plan of Action

1. Continue to work with various providers to determine specific needs of the identified consumers.
2. Determine the cost to the county of the housing services, if made available.
3. Work with local providers on various avenues in establishing more community based living environments.
4. Explore options of accessing other funding streams, to minimize the dollars necessary from the County.

** Warren County realizes that to accomplish this goal, additional funding will be necessary.

Progress: COC currently operates 5 SCL homes in Warren County, and Genesis Development runs 5 homes at this time. Due to increased need, Genesis Development built 1 new home.

Lack of housing options is another area that continues to be a need for Warren County, as the county continues to grow rapidly, especially being contiguous to Polk County. There is no homeless shelter in Warren County, so affordable housing availability is important and will also continue to be a need and focus for the next three (3) years. There have also been discussions with local providers, regarding a Supported Apartment Program, for individuals still in need of oversight/supervision, but capable and desiring to live independently. Find a landlord to work with a provider, as well as, cost containment are barriers at this point.

Goal #6: *Services based in the County, such as day programming, supported community living or residential services may be developed and sustained. Based in the County shall mean that a provider has an office in Warren County, and that they are serving at least 20 individuals with legal settlement in Warren County.*

Plan of Action

1. Determine if there are unmet critical service needs within the County.
2. Determine if there are critical services within the County that are at risk of not being provided.
3. May formulate a plan to develop or sustain these services that could include but not be limited to; technical assistance, training or funding.

Progress: Warren County currently has 2 local providers, who offer day programming, vocational services, and residential services. Both serve a large number of Warren County consumers, who are thriving with independence by participating in these programs.

PREVIOUS STRATEGIC PLAN GOALS

The following goals will be continued as on-going considerations regarding the service system for Warren County. Pieces of some goals were included in current goals for 2007-2009 according to priorities expressed by consumers, family members, providers, and other community partners. These goals will extend into the 2010-2012 strategic plan, as Warren County considers these issues of great importance in the service delivery process for our county.

Goal #1 To increase consumer participation in the Managed Care process.

Goal #2 To increase community support involvement of consumers with chronic mental illness.

Goal #5 To decrease time spent determining service eligibility based on completed CPC applications received.

Goal #7 To continue to address quality assurance and continuous quality improvement particularly in the areas of:

- *service eligibility guidelines*
- *customer designed services*
- *availability of emergency psychiatric services*
- *taking a proactive stand in addressing potential consumer needs.*

INFORMAL GOALS

Goal 1:

To initiate county case management and all necessary policy, goals, and paper work effective July 1, 2009, as a new service under Warren County MH/DD Community Services.

Plan of Action:

1. The Board of Supervisors and the Community Services Director shall provide direction, resources, and training to facilitate quality assessment and improvement activities in all levels of case management.
2. The case management program will use a planned approach to design, measure, evaluate and improve the level of the program's performance.
3. Case management will work to establish forms necessary in complying with rules and regulations, and an annual summary of performance improvement activities and information shall be completed and communicated to all levels of the organization and reflected in the organization plan.

Progress: Warren County started county case management July 1, 2009 with thirteen (13) cases, and has grown to one hundred ninety-seven (197) at the close of FY 13. MH/DD staff had meetings with DHS Case Management, in regard to transitioning additional cases to Warren County during FY 11. Policies and Procedures were written, a Performance Improvement Plan developed, forms designed, Advisory Board designated, and all other necessary steps to successfully provide a quality service to Warren County consumers. Our first audit/survey with IME was very positive, and the agency was awarded a 3-year accreditation. Warren County also successfully passed the Magellan site visit with a 95% score. Additionally, Warren County received a one year extension in January 2013, due to scoring at or above 95% on the previous accreditation survey, and the Department of Human Services' scheduling availability. Therefore, the case management program will be due for the next accreditation survey in January 2014. The case management program is Bi-annual surveys are mailed to all individuals receiving case management. Many positive surveys were returned, and the office continues to strive in making improvements from suggestions provided, to best serve consumers.

Goal 2:

Per SF 2315, Warren County will work with contiguous counties in establishing a region.

Plan of Action:

1. Work with the Board of Supervisors to assist in providing direction on a group of contiguous counties, in which Warren would cooperate well and with like services and philosophy of funding those services, and participate with those counties in meeting the requirements established in the law by July 1, 2014.
2. Prepare necessary preliminary work on financials, service providers, and county operations to submit as part of a region.
3. Once part of a region, participate as a member in developing all required paperwork needed by the State, and move the county toward fully functioning as a region.

Progress: At the close of FY13, Warren County had initiated conversations with contiguous counties regarding forming a region. Basic information on service providers and provisions had been reviewed. Continued work is necessary to meet the established deadline of July 1, 2014, which Warren County is committed to accomplishing.

Section 2

Documentation of stakeholder involvement

Warren County holds formal stakeholder meetings each fall. These meetings give consumers, families/guardians, providers, and interested parties a chance to give input and discuss concerns. Additionally, we mailed out surveys to offer families/guardians, consumers, providers and interested parties a chance to give input and discuss concerns.

- 19 MI/CMI/MR/DD consumers participated.
This is 6% of the total consumers served.
- 17 parents/guardians/family members participated.
This is 5% of the consumer's parents/guardians/family members.
- 19 provider members participated; 15 agencies were represented.

Warren County held formal stakeholder meetings in the spring of 2013. Additionally, we mailed out surveys to offer families/guardians, consumers, providers and interested parties a chance to give input and discuss concerns.

- 44 MR/DD/MI/CMI consumers participated.
This is 15% of the total consumers served.
- 23 parents/guardians participated.
This is 7% of the total consumers served.
- 12 provider members participated; 12 agencies were represented.

Warren County also gives consumers many informal opportunities to express their thoughts regarding the Managed Care Plan. Warren County currently meets with providers expressing interest, on an intermittent basis, to discuss concerns, ideas, form a plan, or whatever is needed to meet the needs of the consumer and provider.

Warren County MH/DD staff distributed Key Cards to eligible consumers, which offer consumers discounts on various local activities and meal deals at different dining locations.

In addition, MH/DD staff attend client meetings and individual client staffings, on an as needed basis or if a funding issue is in question. MH/DD staff members are also available for individual's IEP meetings, upon the school's request. Warren County staff works with AEA to devise a plan for future services, on consumer's needing assistance in transition from a school-based setting to adult services.

Section 3

Providers funded by Warren County for FY: 2013

A Avenue Pharmacy	Kathy Hiatt
Abbe Center	Kristi Dierking
Associates for Behavioral Health	Robert Davison
Bertin Rocha Law Firm	Jennifer Kruse
Bertroche & Associates	Jennifer Townsend
Betty Bowsby	Joel Saldivar
Borst Counseling Services, LLC	Link Associates
Broadlawns Medical Center	Linn County Sheriff
Caleb Cooper	Madison County
Cami Eslick	Mahaska County Hospital
Capstone Behavioral Healthcare	Mallory Wells
CCMS	Marion County Auditor
Children & Families of IA	McEnroe Law Firm
City of Cedar Rapids -Cedar Rapids Transit	Medicap - Carlisle - GRX Holdings LLC
City of Indianola	Medicap - Indianola - GRX Holdings LLC
COC-Pella	Medicap - Norwalk - GRX Holdings LLC
Community Access Program	Mercy Clinics Inc
Community Support Advocates	Mid American Energy
Coppola, Sandre, McConville, Coppola, P.C.	Nancy Trotter
Cornerstone Apothecary	New Hope Village
Country View Estates	Night Shift LLC
Cynthia McIntosh Law Office	Optimae Lifeservices INC
Dallas Inc	Orchard Place MH
Decatur County Sheriff's Office	Pargulski Hauser & Clarke PLC
Dell Marketing L.P.	Partnership for Progress/Willow Heights
DHS Cashier	Paula Carroll
Diamond Life Health Care	Pine Rest Christian Mental Health
Doors Inc.	Polk County Auditor
Dougherty Law	Polk County Sheriff
Ellis Law	Postmaster
Eyerly-Ball	Poweshiek County Mental Health
Eyerly-Ball community Mental Health	Primary Health Care
Fifield Pharmacy	Prine & Corsello Law Firm
Genesis Development	Quality Pest Control
Genesis Mental Health Associates, LLC	Quill
Goodwill Industries	Red Rock Area Community Action Program
Goodwill Industries of the Heartland	Reserve Account

Graham Law Collaborative	Ricoh USA Inc.
Handicapped Village	Shane Michael
Harmony House	Southern Iowa Trolley
Healthy Connections	Southwest Iowa Mental Health Center
Heart Smart Technology	Southwest Iowa Planning Council
Higgins Law	Sporer & Flanagan PC
Hope Haven	The Respite Connection
Hy-Vee - Fleur Drive	Training Resources
Hy-Vee - Indianola	Trans Iowa/Yellow Cab
Hy-Vee - Southeast 14th	Treasure State of Iowa
Hy-Vee - Southridge	University of Iowa
IA DHS	Warren County
Infomax Office Systems Inc.	Warren County Fair
Iowa Community Services Association	Warren County MH/DD Community Services
Iowa Focus	Warren County Sheriff
Iowa Health Physicians MH	Warren County Sheriff
IPS Foundation	Warren County Treasurer
ISAC	Waste Management
Jefferson Plaza	Wesley Life Community Services
Jo's Hallmark	Yvonne Naanep
Joy Ride Transport	Zachary Priebe

Section 4

ACCT				DD	Admin	CM	CPS	BI	Total
04396		\$6,000.00							\$6,000.00
11232	Direct Admin - Custodial Supplies				\$412.48				\$412.48
11260	Direct Admin - Stationary/Forms/General Office Supplies				\$1,978.27				\$1,978.27
11412	Direct Admin - Postage & Mailing				\$1,074.36				\$1,074.36
11413	Direct Admin - Mileage & Other Travel Expenses				\$3,168.95				\$3,168.95
11414	Direct Admin - Telecommunications Services				\$1,218.42				\$1,218.42
11422	Direct Admin - Educational & Training Services				\$7,659.82				\$7,659.82
11431	Direct Admin - Electric Power				\$1,269.85				\$1,269.85
11441	Direct Admin - Buildings & Grounds (Repair & Maintenance)				\$31.45				\$31.45
11450	Direct Admin - Building (Rental)				\$10,589.89				\$10,589.89
11471	Direct Admin - Custodial Services				\$774.65				\$774.65
11475	Direct Admin - Sanitation & Disposal Services				\$31.52				\$31.52
11636	Direct Admin - Office Equipment & Furniture				\$887.43				\$887.43
12422	Purchased Admin - Educational & Training Services				\$20.00				\$20.00
12425	Purchased Admin - Legal & Court Related Services		\$150.00						\$150.00
12480	Purchased Admin - Dues & Membership Services				\$7,010.00				\$7,010.00
21232	Case Management - Custodial supplies					\$996.89			\$996.89
21260	Case Management - Stationary/Forms/General Office Supplies					\$9,988.74			\$9,988.74
21370	Case Management - Technical Services					\$8,196.50			\$8,196.50
21412	Case Management - Postage & Mailing					\$2,384.89			\$2,384.89
21413	Case Management - Mileage & Other Travel Expenses					\$13,349.91			\$13,349.91
21414	Case Management - Telecommunications Services					\$3,012.80			\$3,012.80
21422	Case Management - Educational & Training Services					\$3,129.50			\$3,129.50
21429	Case Management - Planning & Maintenance Consultants					\$907.50			\$907.50
21431	Case Management - Electric Power					\$4,329.93			\$4,329.93
21441	Case Management - Buildings & Grounds (Repair & Maintenance)					\$138.55			\$138.55
21450	Case Management - Building (Rental)					\$45,313.27			\$45,313.27
21471	Case Management - Custodial Services					\$2,262.58			\$2,262.58
21475	Case Management - Sanitation & Disposal Services					\$129.52			\$129.52
21610						\$385.00			\$385.00
22399	Services Management - Other	\$2,112.72							\$2,112.72
31354	Transportation - General		\$5,498.16	\$2,803.34					\$8,301.50
32325	Support Services - Respite			\$2,805.00					\$2,805.00
32327	Support Services - Representative Payee		\$933.60						\$933.60
32329	Support Services - Supported Community Living		\$2,846.56	\$1,818.30	\$1,270.80				\$5,935.66
32399	Support Services - Other			\$9,797.62					\$9,797.62
33332	Basic Needs - Food & Provisions		\$756.00						\$756.00
33399	Basic Needs - Other		\$1,866.10						\$1,866.10
41305	Physiological Treatment - Outpatient	\$95.00							\$95.00
41306	Physiological Treatment - Prescription Medicine/Vaccines	\$48,021.41	\$22,730.94						\$70,752.35
42304	Psychotherapeutic Treatment - Acute & Emergency Treatment		\$62,595.50						\$62,595.50
42305	Psychotherapeutic Treatment - Outpatient	\$96,407.41	\$16,564.76						\$112,972.17
43301	Evaluations (Diagnostic) NOT related to Commitments			\$300.00					\$300.00
44396	Rehab Treatment - Community Support Programs		\$3,401.96		\$6,945.71				\$10,347.67
50360	Voc/Day - Sheltered Workshop Services		\$985.30	\$20,524.29					\$21,509.59
50362	Voc/Day - Work Activity Services		\$12,288.00	\$83,205.24	\$7,335.72				\$102,828.96
50367	Voc/Day - Adult Day Care		\$104.22	\$4,779.20					\$4,883.42
50368	Voc/Day - Supported Employment Services		\$874.53	\$20,023.80					\$20,898.33
50369	Voc/Day - Enclave			\$855.74					\$855.74
50399	Voc/Day - Other Services		\$4,124.00						\$4,124.00
63329	Comm Based Settings (1-5 Bed) - Supported Community Living		\$11,046.28						\$11,046.28
64314	Comm Based Settings (6+ Beds) - RCF		\$66,733.49	\$18,436.32					\$85,169.81
64315	Comm Based Settings (6+ Beds) - RCF/MR		\$16,855.28	\$20,762.00					\$37,617.28
64316	Comm Based Settings (6+ Beds) - RCF/PMI		\$35,089.93						\$35,089.93
64318	Comm Based Settings (6+ Beds) - ICF/MR		\$47,151.00	\$1,516.62					\$48,667.62
64329	Comm Based Settings (6+ Beds) - Supported Community Living		\$11,346.00						\$11,346.00
71319	State MHI Inpatient - Per diem charges	\$18,551.81	\$27,907.99						\$46,459.80
73319	Other Priv./Public Hospitals - Inpatient per diem charges	\$18,604.64	\$4,560.00						\$23,164.64
74353	Commitment - Sheriff Transportation	\$4,442.18	\$2,206.79	\$94.20					\$6,743.17
74393	Commitment - Legal Representation	\$3,752.82	\$2,830.40						\$6,583.22
75395	Mental Health Advocate - General	\$8,891.92							\$8,891.92
99999	Unspecified		\$95.99	\$16.40					\$112.39
Total	County	\$206,879.91	\$361,392.78	\$187,888.07	\$15,552.23	\$36,127.09	\$94,525.58		\$902,365.66

Section 5
Persons Served - Age Group by Primary Diagnostic

Date Prepared 11/22/2013 For WARREN County FY: 2013

Disability Group	Children	Adult	Unduplicated Total
Mental Illness	16	175	191
Mental Illness,Chronic Mental Illness	0	10	10
Mental Illness Intellectual Disability	2	29	31
Chronic Mental Illness	0	54	54
Chronic Mental Illness,Intellectual Disability	0	1	1
Intellectual Disabilities	2	29	43
Intellectual Disability,Other Developmental Disabilities	0	1	1
Other Developmental Disabilities	0	1	1
County Provided Case Management	0	1	1
Total	20	271	289

Unduplicated Number of Persons Served by COA code and Disability Type

Age	Account	Code	MI	CMI	MR	DD	Admin	CM	CPS	BI	Total
Adult	12425	Purchased Admin - Legal & Court Related Services			1						1
Adult	22399	Services Management - Other	2								2
Adult	31354	Transportation - General		11	3						14
Adult	32325	Support Services - Respite			1						1
Adult	32327	Support Services - Representative Payee		2							2
Adult	32329	Support Services - Supported Community Living		2	3	1					6
Adult	32399	Support Services - Other			1						1
Adult	33332	Basic Needs - Food & Provisions		1							1
Adult	33399	Basic Needs - Other		4							4
Adult	41305	Physiological Treatment - Outpatient	1								1
Adult	41306	Physiological Treatment - Prescription Medicine/Vaccines	75	15							90
Adult	42304	Psychotherapeutic Treatment - Acute & Emergency Treatment		1							1
Adult	42305	Psychotherapeutic Treatment - Outpatient	130	17							147
Adult	43301	Evaluations (Diagnostic) NOT			1						1

		related to Commitments								
Adult	44396	Rehab Treatment - Community Support Programs		2		1				3
Adult	50360	Voc/Day - Sheltered Workshop Services		1	14					15
Adult	50362	Voc/Day - Work Activity Services		2	19	1				22
Adult	50367	Voc/Day - Adult Day Care		1	1					2
Adult	50368	Voc/Day - Supported Employment Services		1	2					3
Adult	50369	Voc/Day - Enclave			1					1
Adult	50399	Voc/Day - Other Services		3						3
Adult	63329	Comm Based Settings (1-5 Bed) - Supported Community Living		4						4
Adult	64314	Comm Based Settings (6+ Beds) - RCF		7	2					9
Adult	64315	Comm Based Settings (6+ Beds) - RCF/MR		4	3					7
Adult	64316	Comm Based Settings (6+ Beds) - RCF/PMI		3						3
Adult	64318	Comm Based Settings (6+ Beds) - ICF/MR		2	2					4
Adult	64329	Comm Based Settings (6+ Beds) - Supported Community Living		2						2
Adult	71319	State MHI Inpatient - Per diem charges	4	4						8
Adult	73319	Other Priv./Public Hospitals - Inpatient per diem charges	5	2						7

Adult	74353	Commitment - Sheriff Transportation	18	10							28
Adult	74393	Commitment - Legal Representation	14	13							27
Adult	75395	Mental Health Advocate - General	1								1
Adult	99999	Unspecified		1	1						2
Child	31354	Transportation - General			1						1
Child	41306	Physiological Treatment - Prescription Medicine/Vaccines	1								1
Child	42305	Psychotherapeutic Treatment - Outpatient	14								14
Child	74353	Commitment - Sheriff Transportation			1						1
Child	74393	Commitment - Legal Representation	1								1

Mental Health System Growth / Loss Report

Disability Group	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Net Change
Mental Illness	131	119	121	97	-34
Chronic Mental Illness	44	46	42	43	-1
Mental Retardation	31	27	27	31	0
Developmental Disabilities	5	4	3	1	-4
Administrative	0	0	0	0	0
Case Management	1	1	1	1	0
County Provided Service	0	0	0	0	0
Brain Injury	0	0	0	0	0
Total	212	197	194	173	-39

County Waiting List

Date Prepared: 11/26/13 For Warren County: FY2013

	Mental Illness		Chronic Mental Illness		Mental Retardation		Other Developmental Disabilities		Total	
	Currently Receiving a Service	Unserved	Currently Receiving a Service	Unserved	Currently Receiving a Service	Unserved	Currently Receiving a Service	Unserved	Currently Receiving a Service	Unserved
	0	63	4	5	0	0	0	0		
Total:	0	63	4	5	0	0	0	0	4	68

Section 6
Number, type, and resolution of appeals

In FY12/13, Warren County had 3 appeals:

1. The consumer was over income for medication coverage. According to the Warren County managed care plan, the county funding eligibility criteria is 150% of the Established Federal Poverty Guidelines for most services, as well as, resources should not exceed \$2,000 for single person, \$3,000 per multi-person household. The Board of Supervisors approved funding to cover this consumer.

2. The consumer wanted to continue with their therapy provider. This provider was not an approved provider on the Warren County Managed Care Plan. The Board of Supervisors denied funding to cover this provider.

3. The consumer was over income for medication coverage. According to the Warren county managed care plan, the county funding eligibility criteria is 150% of the Established Federal Poverty Guidelines for most services, as well as, resources should not exceed \$2,000. for single person, \$3,000 per multi-person household. The Board of Supervisors approved funding to cover this consumer until March 2013, at which time insurance coverage could be accessed.

Section 7

Quality Assurance implementation, findings, and impact on plan

Consumer satisfaction surveys are distributed to consumers on at least an annual basis through the provider. In addition, MH/DD staff request consumers to complete a survey at stakeholder meetings to receive their input on the quality of services they receive. Within that survey, consumers have the opportunity to make recommendations for changes in an established service or suggest ideas for new services. Also, MH/DD staff are available for opportunities and/or meetings with consumers to discuss concerns and/or questions regarding their services. Surveys are also distributed bi-annually on behalf of Warren County Case Management, requesting opinions and information on the agencies strengths and needs/areas for improvement. As a new agency, staff are still making changes to best meet consumer's needs.

MH/DD staff attend consumer meetings, when invited and available, thus providing an additional opportunity to receive input on the quality of services each consumer is receiving. Some providers send a copy of the consumer's bi-annual or annual reviews, providing updates on current services and future goals and options. MH/DD staff also review consumer records, to ensure quality services are being provided. This is a service also provided, per Warren County's agreement with the Southeast Iowa Consortium. Warren County Case Management staff attend annual staffings for those individuals served by the county agency. For those contemplating transitioning or not yet transferred, MH/DD staff participate in meetings to best answer questions for the consumer, family, and provider.

Case Management continues to be an on-going essential need for most consumers. In order to ensure the quality of services, MH/DD staff make referrals to consumers interested in case management. Because of the importance of quality services, MH/DD staff feel consumers are entitled to a fair and appropriate timeframe to receive services. MH/DD staff work in coordination with TCM supervisory staff, to ensure that consumers receive requested services in a timely and respectable manner. MH/DD staff addressed the need, and received approval from the Warren County Board of Supervisors, for county case management. This started effective July 1, 2009, and the agency has slowly begun to build clientele, and meet the needs of Warren County consumers. Warren County has continued to hire staff, in order to best meet consumer needs, as the request for service grows.

Block grant funding continued through FY 12/13. Because of consumer need, Warren County continues to fund the Warren County Mobile Outreach Specialist as a full-time position. Now at a full caseload, documentation is completed and kept on file to track the need for an additional Specialist.

Warren County Mental Health participated in meetings this fiscal year, regarding the need for mobile crisis in Warren County. Mobile crisis and jail diversion continue to be identified needs, as well as, reviewing the current court commitment process.

Warren County, in the past, utilized our own funding request system, which was a web-based system and acted as an enhancement to traditional CoMis. Warren County actively utilizes CSN system. The case managers have access to log into the website, locate only the consumers identified on their case load, and submit requests for funding. MH/DD staff possess the ability to review, approve, and/or deny requests electronically. This quickens the length of time a consumer must wait on a decision for funding approval, as well as, improving the accuracy of information provided on the notice of decision.

Warren County recognizes the need for physician services in the jail for psychiatric medications. A physician capable of prescribing psychiatric medications could coordinate services with staff from Eyerly-Ball, to better meet the needs of inmates. This issue has not been resolved, but is a concern we continue to address.

Warren County participated in two (2) school's exposition during FY 12/13. The office supplied applications, brochures, information regarding services, contact names and numbers, as well as, the managed care plan for anyone needing additional information. We have also identified various community committees to have staff participate in as representative of Warren County.

MH/DD staff worked with the United Way Action Council in developing the Indianola Key Card. As of May 1, 2012, this card is available to individuals who are at or below 150% of poverty guidelines. It provides discounts or free admission to various community leisure activities. The card expires April 30, 2013 and is renewed on an annual basis.

Section 8
Waiting List Information

In FY 12/13 Warren County did implement a waiting list for county funded services, starting 3/17/13. At one point during the FY, the county had 68 individuals waiting for funding approval. The Board of Supervisors elected to transfer money to Fund 10 from Fund 2, in order to meet the needs of Warren County citizens awaiting services. The waiting list officially ended 6/30/13.