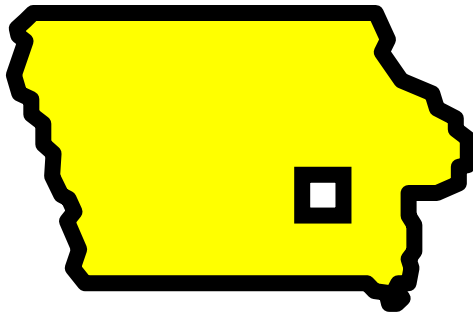


WASHINGTON COUNTY



THREE-YEAR STRATEGIC PLAN 2007-2009

Iowa Administrative Code 441-25.18(331)

Washington County shall prepare a strategic plan that describes the county's vision for its mental health, mental retardation, and developmental disabilities systems for the ensuing three fiscal years. The strategic plan development shall follow the process outlined in the policies and procedures manual. The strategic plan shall be submitted, for informational purposes, to the department by April 1, 2000, and by April 1 of every third year thereafter. The strategic plan shall include, but not be limited to:

25.18(1) Needs assessment. The strategic plan shall include an assessment of current needs. This plan shall describe how information from annual reports from the previous years was incorporated into the current strategic plan and how the information will be used to develop future plans for the funding and provision of services to eligible groups.

25.18(2) Goals and objectives. The strategic plan shall list goals and objectives that are guided by the systems principles of choice, empowerment, and community. The goals and objectives shall reflect the system which the county plans to have in place in three years, the action steps that will be taken to develop the future system, and how progress toward implementation will be measured. Projected costs for future projects should be included.

25.18(3) Services and supports. The strategic plan shall list services and supports that the county will fund, when requested, by eligibility group.

25.18(4) Provider network. The strategic plan shall include a list of providers used to provide the scope of services and supports described in the plan.

25.18(5) Access points. The strategic plan shall list designated access points and their function in the enrollment process.

WASHINGTON COUNTY MENTAL HEALTH DISABILITY SERVICES

P.O. Box 902
2175 LEXINGTON BLVD.
WASHINGTON, IOWA 52353
PHONE (319) 653-7751
FAX (319) 653-7755
bwulf@co.washington.ia.us

Office Hours: Monday through Friday 8:00 am to 4:30 pm
Bobbie Wulf, MHDS Director and CPC Administrator
Errin Dessner, MHDS CPC Assistant

MENTAL HEALTH DISABILITY SERVICES WASHINGTON COUNTY MANAGEMENT PLAN

Annual Review FY 2007-2008

This Annual Review will include information compiled for the period covering July 1, 2007 through June 30, 2008.

Due December 1, 2008

Mission Statement:

Washington County aims to provide all eligible individuals with the services they need and to do so with a management plan that respects their needs and preserves their dignity, while enhancing individual choice. It is also the goal of Washington County to facilitate a centralized, efficient service system that involves input from county taxpayers, individuals of service and their advocates.

WASHINGTON COUNTY

2007-2009 THREE YEAR STRATEGIC PLAN

VISION

It is the intent of Washington County to meet the needs of all of the individuals eligible for funding in accordance with the Washington County Management Plan. In addition, Washington County intends to further develop and maintain cost-effective approaches to provide a local, community based system of services and supports that will enhance the individual's choice, empowerment, and community integration.

NEEDS ASSESSMENT

The "Needs Assessment" is an ongoing process throughout the year to evaluate current and future needs. This process is done formally, as well as informally on both a broad and individual basis. Formally, there are Stakeholder Committee meetings every other month consisting of up to three individuals of service, two family members of individuals of past and/or present service, two advocates, one member of the Board of Supervisors, three provider agencies, as well as other interested community agencies and/or persons. This committee addresses a variety of issues, concerns and current events that are utilized as a "Needs Assessment" for future planning. When needs are identified, the Stakeholder Committee discusses the cost-effectiveness and feasibility for adding additional services and/or programs, while considering the best interest of the individuals being funded by Washington County. In addition, Washington County utilizes the individual satisfaction surveys and provider surveys as a "Needs Assessment". When needs are identified in the surveys, they are presented to the Stakeholder Committee for further discussion. Informally, the CPC office continuously gathers information during attendance at Individual Comprehensive Plan(ICP) meetings, Progress Report(PR) meetings, as well as other scheduled meetings throughout the year. This gives individuals and/or guardians, family members, providers, or other interested agencies and/or persons an opportunity to voice any concerns or needs currently not being met. The CPC Administrator also meets with the Board of Supervisors to discuss any ongoing needs, issues, concerns, etc. All of the needs identified in the above situations are taken into consideration during current and future planning. Many of the needs identified through the above process may not be addressed in the Three Year Strategic Plans, however, those needs are reviewed, discussed and resolved with collaborative efforts of the agencies and/or persons in our service system.

In addition, the Annual Reviews submitted for the 2004-2006 Strategic Plan were consulted and/or reviewed when planning for the 2007-2009 Strategic Plan. The 2007-2009 Strategic Plan was submitted by April 1, 2006. Annual Reviews will be completed and submitted on December 1, 2007, December 1, 2008 and December 1, 2009 for the 2007-2009 Strategic Plan.

1) Progress towards goals and objectives:

The Stakeholder Committee assessed the needs in Washington County which was utilized to develop the following goals to enhance the mental health/mental retardation service system. Please refer to the Annual Review for progress on previous goals.

GOAL 1: Re-evaluate and implement a Quality Assurance system to enhance the Washington County Mental Health/Mental Retardation service system.

Objective 1: Re-evaluate and implement a Quality Assurance system to effectively measure the satisfaction of the individuals receiving services funded by Washington County.

Action Steps:

- Re-evaluate the current individual satisfaction surveys to ensure that they are meeting the 20 Home and Community Based Outcomes. In addition, other survey models will be researched.
- Further develop the individual satisfaction surveys to ensure that the third party interviewer is asking the questions in a standardized manner.
- Develop satisfaction surveys for completion by individual's guardians/family members/advocates in the interest of the individual receiving services with the intent of having one survey measuring the individual's interests and one survey measuring the service system process.

Outcome:

New forms were developed by Washington County Mental Health Disability Services to measure the satisfaction of the individuals being served, as well as their guardians, including access and delivery of services, choice, and satisfaction. These surveys are mailed directly to the individual and/or guardian for completion. In addition, new surveys were developed for the providers to evaluate the mental health service system.

Objective 2: Re-evaluate the Quality Assurance pertaining to the service system to ensure that Washington County and the providers are collaborating to support an efficient, accessible service system.

Action Steps:

- Discuss the barriers that limit the efficiency of the individual's staffings and the timeliness of authorizations for service requests with the intent of implementing corrective action procedures.
- Re-evaluate the staffing agenda checklist to ensure that each entity's roles at the staffing are clearly defined, utilizing the identified barriers discussed.
- Re-evaluate the criteria for the systems compliance, which is part of the current quality assurance, to ensure that the items being measured continue to be pertinent and best utilize administrative time used to gather information.
- Re-evaluate the universal standard for the providers' systems compliance and request corrective action plans for those items not meeting that standard.
- Ensure that all of the providers located in Washington County have a Provider Manual consisting of the Washington County Management Plan, the Washington County brochures, the Washington County forms for enrollment and ongoing funding, including the instructions for those forms, as well as any policies and/or procedures developed.

Persons Accountable: Agency Coalition, WCCS staff, and the Stakeholder Committee

Projected Cost: There should be minimal cost in the implementation of this goal.

Projected Timeline: July 2006-Fully implemented for fiscal year 2008 Quality Assurance

Outcome:

Washington County decided to decrease the amount of administrative time used to gather system compliance reviews and will only measure the following information:

- 1) **Are funding agreements being received by Washington County from the Targeted Case Managers within 10 working days of the staff meeting to ensure timely funding approval? Are the funding agreements complete and are they correct?**
- 2) **Are the Budget Details being submitted by the Targeted Case Managers when necessary? Are the Budget Details complete? Has growth and survival been documented on the Budget Detail?**
- 3) **Are the Targeted Case Management Reports being submitted within 45 days of the ICP and 6 month progress report staffings? ... (These items are being measured to ensure that the providers are receiving the funding approval in a timely manner, that the County is receiving the necessary documents to ensure timely approval, and that the providers are receiving the revised goals and outcomes from the Targeted Case Manager in a timely manner to be sure that goals are being implemented by the provider.)**

All of the providers had been provided with a Provider Manual. However, in order to make these documents more accessible, Washington County has developed and posted all of the documents on the Washington County website.

GOAL 2: Information will be gathered to determine the feasibility of developing a drop-in/recovery/outreach center in Washington County.

Objective 1: Determine the feasibility of developing a drop-in/recovery/outreach center in Washington County.

Action Steps:

- Research other drop-in centers and the costs related to starting and maintaining those centers.
- Identify those individuals that would utilize and benefit from the development of a drop-in center. Discuss possible programming and/or interest that those individuals would like to see in the drop-in center.
- Develop a committee to investigate businesses and/or individuals interested in making contributions to the center.
- Explore state and federal grant options available for this type of program.

Persons Accountable: Designated sub-committees, Stakeholder Committee, and the WCMHDS staff

Projected Costs: Upon further research an estimated cost will be determined.

Projected Timeline: August 2006

Outcome: Initially, a few members of the Stakeholder Committee visited several drop-in/recovery centers in the surrounding area. Washington County then began working with Hillcrest Family Services, the contracted provider for the Community Mental Health Center, to facilitate a Wellness Recovery Action Plan Program. Hillcrest Family Services recently opened programs in Dubuque and Maquoketa. As the designated Community Mental Health Center, Hillcrest earmarked the Mental Health Block Grant monies for the development of this program and the hire of a facilitator. Hillcrest also applied for grants through the Washington County Casino Foundation and Magellan, however, the requests were declined. Washington County located four computers, a laptop and a stereo system for the program, as well as the building space for the location.

Hillcrest Family Services met with the local providers on August 23, 2007 to provide an introductory informational seminar on the Wellness Recovery Action Plan Program to let the public know that it is the intent to begin a program in the Washington County community soon. Hillcrest Family Services and Washington County Mental Health Disability Services met with the Board of Supervisors on January 30, 2008 to provide the public with information on the Wellness Recovery Action Plan Program. Hillcrest Family Services then provided two Wellness Recovery Action Plan trainings to the local providers and individuals of service on March 14, 2008 and March 28, 2008 from 1-4 pm and 6-8 pm. Topics included 1)Developing a Wellness Recovery Action Plan, 2)HOPE! Empowerment and Responsibility, 3) Education – You are your own Expert, KNOW THYSELF!, 4)Finding your Voice and Advocating for Yourself, 5)Taking Preventative Action Early, 6)Developing a Support System, and 7)Building Self-Esteem and Self-Confidence. Hillcrest Family Services is still trying to hire a facilitator for this program in Washington. There were several interviews to hire a facilitator, however, the position has not been filled. The training has inspired some individuals attending the seminars. One individual has completed the Peer to Peer Training and began hosting his own Dual Recovery Anonymous Group in Washington County.

GOAL 3: Work on increasing educational/resource opportunities for persons with disabilities, guardians/family members/advocates, provider agencies, and community members.

Objective 1: Washington County and provider agencies will combine resources to enhance training for individuals, guardians/family members/advocates, professional/direct care staff, and community members.

Action Steps:

- Washington County and the provider agencies will work to increase the distribution of brochures. A current list of the location of the brochures will be developed. The list will be reviewed semi-annually and brochures will be redistributed.
- Develop and implement transition planning for children aging into the adult service system with the schools, as well as adults aging into retirement.
- Washington County Mental Health Disability Services will update and maintain the Resource Library.
- Washington County Mental Health Disability Services will re-implement and distribute a Semi-Annual Newsletter, News-U-Can-Use.
- Upon request, Washington County will work on developing County Management Plan alternatives for individuals who are unable to read the full County Management Plan due to their disability (limited and/or no literacy skills, blindness, etc.).
- Washington County and the provider agencies will communicate through the Agency Coalition (a Stakeholder Committee sub-committee) regarding available training opportunities.
- Washington County and the provider agencies will work together in initiating, locating, and organizing needed trainings in our area (Minimum 3 trainings).
- Discuss the network of providers in Washington County for each service to the individual and/or family at the annual staffing to encourage individual choice.
- Research the development of a website for Washington County Mental Health Disability Services and encryption software to enhance accessibility, as well as provide a more cost-effective system.

Persons Accountable: Provider agencies in Washington County and the WCMHDS staff.

Projected Cost: \$100.00 for subscription to Disability Resource Library, administrative time, postage for mailings, and cost of materials.

Projected Timeline: Ongoing July 2006-June 2009

Outcome:

Brochures are available at the local provider offices, as well as at Washington County Disability Services. Washington County developed a website to enhance the availability of information pertaining to the mental health service system in Washington County. The website is located at <http://co.washington-ia.us> and includes the Management Plan, the Three Year Strategic Plan, the Annual Review, the Appeal Process, the HIPAA Notice of Privacy Practices, the Brochures, all of the Application/Re-Authorization Forms, Descriptions of the Completion of these Forms, Provider Links, as well as other supporting documents. Encryption software has not been investigated due to the cost of the software and the lack of funds available. On October 23, 2008, WCMHDS met with the High School Special Education teacher and some students to provide information and transition brochures about the eligibility process and services offered through the mental health disability service system. Our local providers and case managers try to inform the Central Point of Coordination office with any children coming through the services system. Washington County continues to have the resource library available, however, it was only accessed one time in fiscal year 2007 and not at all in fiscal year 2008. There has not been a request for an alternative format of the Washington County Management Plan, therefore, this has not been addressed. Washington County did not complete a newsletter in FY07, but did complete and distributed a newsletter in October of 2007, which provided the website information. Washington County coordinated the following trainings with the Community Mental Health Center for the providers: July 18, 2006 - "Borderline Personality Disorder", August 15, 2006 - "Major Depressive Disorder", September 26, 2006 - "Helping the Helper" and April 17,

2008 “Question and Answer with Dr. Christopher Okiishi”. Systems Unlimited opened up a training to the other local providers with Everett Connor Resource Center on July 9, 2007. Washington County posted the network of providers on the website in the Annual Review. In addition, the Targeted Case Managers are to review the availability of providers annually and/or upon request with the individuals receiving services.

2) Documentation of Stakeholder Involvement:

Washington County continues to meet with the Stakeholders Committee on the 2nd Wednesday of the month. The committee may meet monthly and no less than quarterly. This Committee currently consists of three (3) individuals who receive services, two (2) advocates, two (2) family members, one (1) board of supervisors, and three (3) provider agencies. This Committee continues to meet regularly to receive updates from the CPC on the mental health budget, policy changes, administrative issues, etc. and provide feedback on the service system. The Stakeholder Committee has met on July 26, 2006, October 18, 2006, January 17, 2007, March 14, 2007, April 11, 2007, May 16, 2007, September 12, 2007, January 9, 2008, March 19, 2008, May 14, 2008, and October 15, 2008. The Stakeholders have had difficulty recruiting interested members, however, many of the positions have been filled. The Stakeholder Committee Meeting notices are e-mailed to all of the local service providers, posted in the local newspaper, and an announcement is made on our local radio station to invite community members interested in the mental health service system. As of June 30, 2008, the Stakeholder Committee had two positions open for an individual of service. The Stakeholder members are active participants and contribute greatly to the development of our County’s policies and procedures, quality assurance, as well as the Three Year Strategic Plan.

3) Actual Provider Network:

**WASHINGTON COUNTY COMMUNITY SERVICES
PROVIDER NETWORK**

The Provider Network below includes all of the providers that had provided services to individuals funded by Washington County in fiscal year 2008. Some of the providers listed may offer a variety of other services, but for purposes of this document only those services currently being provided and/or contracted are listed. This list does not include the providers funded by Washington County for commitment related expenses for sheriff transportation and attorney fees, as these providers include various county sheriff departments as well as various attorneys that are court appointed.

PROVIDER NAME	CONTACT INFORMATION	SERVICES PROVIDED
5th Street Mental Health Professionals	600 5 th Street, Suite 200 Ames, IA 50010 515-332-2051 1-877-232-2051	Out-patient Mental Health Treatment(individual and/or group therapy, psychiatric, and medication management)-MH, MI,CMI&MR
Abbe Center	1860 County Home Road Marion, IA 52302 319-398-3534	RCF-PMI
Abbe Center for Community Mental Health	520 11 th Street NW Cedar Rapids, IA 52405 319-398-3562	Out-patient Mental Health Treatment(individual and/or group therapy, psychiatric, and medication management)-MH, MI,CMI&MR
Advance Employment Services	109 S. Marion Ave. Washington, IA 52353 319-653-7568	HCBS-MR Habilitation – CMI 100% Supported Employment-MI, CMI, &MR 100% Supported Community Living-CMI&MR
Advancement Services of Jones County	202 Plastic Lane Monticello, IA 52310 319-465-5991	HCBS-MR 100% Work Activity–MR
Aging Service, Inc. – Milestone Adult Day Health	1725 0 Ave. NW Cedar Rapids, IA 52405 319-398-3647	HCBS-MR
Arc of Johnson County	1700 1 st . Ave. Iowa City, IA 52240 319-351-5017	HCBS-MR

Auxi-Home Health (Girling Home Health)	702 Gilbert St., Ste. 101 Iowa City, IA 52240 319-358-8787	HCBS-MR
Bean's Pharmacy	222 S. Iowa Ave. Washington, IA 52353 319-653-4646	Psychotropic Prescriptions – MI, CMI
Capstone Behavioral Healthcare, Inc.	306 N. 3 rd Ave. E Newton, IA 50208 641-792-4012	Out-patient Mental Health Treatment(individual and/or group therapy, psychiatric, and medication management)-MH, MI,CMI&MR
Chatham Oaks	4515 Melrose Ave. Iowa City, IA 52246 319-887-2701	RCF-CMI
Christian Opportunity Center (COC)	1551 Broadway Pella, Iowa 50219 641-628-1162	HCBS-MR
Country Haven	2168 US HWY 34 PO Box 409 Corning, Iowa 50841	Habilitation-CMI RCF-CMI
Covenant Clinic Psychiatry	2750 Saint Francis Drive Waterloo, IA 50702 319-272-8956	Out-patient Mental Health Treatment(individual and/or group therapy, psychiatric, and medication management)-MH, MI,CMI&MR
DART	1100 MTA Lane Des Moines, IA 50135 515-283-8111	HCBS-MR(Transportation Only)
Easter Seals	2920 30 th St. Des Moines, IA 50310 515-274-1529	HCBS-MR
First Resources Corporation	835 West Main St. Ottumwa, IA 52501 641-683-1302 310 West Washington Centerville, IA 52544 641-856-5382	Habilitation-CMI
Flexible Services/Hope Haven	P.O. Box 409 Mt. Pleasant, IA 52641 319-385-9980	HCBS-MR
Glenwood Resource Center and Family Support Services	711 S. Vine St. Glenwood, IA 51534 712-527-4811	HCBS-MR
Goodwill Industries of Southeast Iowa	1410 1 st Ave. Iowa City, IA 52244 319-337-4158	HCBS-MR 100% Sheltered Workshop/Work Activity
Great River Medical Center	P.O. Box 668 West Burlington, IA 52655 319-768-3686	Hospitalizations-MI, CMI, & MR
Henry County Care Facility	915 Iris St. Mt. Pleasant, IA 52641 319-385-2046	HCBS-MR

<p>Hillcrest Family Services</p>	<p>Highland Place 13011-120th Ave. Ottumwa, IA 52501 641-684-6692</p> <p>449 Hwy 1 West Iowa City, IA 52246 319-337-4207</p> <p>Wash. Co. Mental Health Center 2175 Lexington Blvd. #4 Washington, IA 52353 319-653-6161</p>	<p>RCF PMI-CMI RCF-CMI&MR</p> <p>Habilitation-CMI</p> <p>Community Support Service Assessments-CMI Supported Community Living-CMI&MR Out-patient Mental Health Treatment(individual and/or group therapy, psychiatric, medication management, psychological evaluations, and prescriptions)-MH, MI,CMI&MR Emergency Services-All Wash. Co. Residents</p>
<p>Hillside Estate, Inc.</p>	<p>2227-225th St. Williamsburg, IA 52361 319-668-1659</p>	<p>RCF-CMI&MR</p>
<p>Hy-Vee Pharmacy</p>	<p>1201 North Dodge Iowa City, IA 52245 319-337-2037 (FAX)</p> <p>1720 Waterfront Drive Iowa City, IA 52240 319-354-7025 (FAX)</p> <p>812 S. 1st Ave. Iowa City, IA 52245 319-337-6286 (FAX)</p>	<p>Psychotropic Prescriptions – MI, CMI</p>
<p>Indianola Residential</p>	<p>401 W. Salem P.O. Box 318 Indianola, IA 50125 515-961-2556</p>	<p>RCF-CMI</p>
<p>Iowa Mental Health Institutes (MHI-Mt. Pleasant is primary, MHI-Independence is secondary, MHI-Clarinda is tertiary, MHI-Cherokee is last)</p>	<p>MHI-Mt. Pleasant 1200 E. Washington Mt. Pleasant, IA 52541 319-385-7231</p> <p>MHI-Independence P.O. Box 111 Independence, IA 50644 319-344-2583</p> <p>MHI-Clarinda 1800 N. 16th St. Clarinda, IA 51632 712-542-2161</p> <p>MHI-Cherokee 1251 West Cedar Loop Cherokee, IA 51012 712-225-1698</p>	<p>MHI Hospitalizations-MI, CMI &MR</p>
<p>JETS Transportation</p>	<p>P.O. Box 431 Anamosa, IA 52205 319-462-2143</p>	<p>HCBS-MR(Transportation Only)</p>
<p>Lending Hands, Inc.</p>	<p>125 East 2nd St. Washington, IA 52353 319-653-2661</p>	<p>HCBS-MR(Adult Day Care Only)</p>
<p>Life Solutions Behavioral Health - ResCare</p>	<p>51 West Washington Fairfield, IA 52556</p>	<p>Out-patient Mental Health Treatment(individual</p>

	106 N. Jackson Mt. Pleasant, IA 52641	and/or group therapy, psychiatric, and medication management)-MH, MI,CMI&MR
Linn County MHDD	305 2 nd Ave. SE Cedar Rapids, IA 52401 319-892-5620	HCBS-MR
Mahaska County Community Services	117 High Ave. East Oskaloosa, IA 52577 641-672-2625	Psychotropic Prescriptions – MI, CMI
Mahaska Drug	205 North E. St. Oskaloosa, IA 52577 1-800-440-3439	Psychotropic Prescriptions – MI, CMI
Mayors Youth Employment Program(MYEP)	1425 N. Dodge St. Iowa City, IA 52245 319-366-8704	HCBS-MR
Medicap	400 1 st Ave. West Newton, IA 50208	Psychotropic Prescriptions – MI, CMI
Mid-Eastern Iowa CMHC	505 E. College St. Iowa City, IA 52240 319-338-7884 1-800-697-3165	Out-patient Mental Health Treatment(individual and/or group therapy, psychiatric, and medication management)-MH, MI,CMI&MR
Milestones	1725 O Avenue Cedar Rapids, IA 52405 319-398-3647	HCBS-MR
New Directions MHC – Mahaska County Hospital	1229 C Ave. East Oskaloosa, IA 52577 641-672-3100	Out-patient Mental Health Treatment(individual and/or group therapy, psychiatric, and medication management)-MH, MI,CMI&MR
New Focus	P.O. Box 364 Centerville, IA 52544 641-437-1722	100% Work Activity-CMI
New Horizons-Living Center East	1220 5 th Ave. SE Cedar Rapids, IA 52401 319-366-8704	ICF-MR
Options of Linn County	1019 7 th St. SE Cedar Rapids, IA 52401 319-892-5800	HCBS-MR
Reach For Your Potential	1705 S. 1 st Ave., Suite #1 Iowa City, IA 52240 319-354-2983	HCBS-MR
REM Iowa, Inc.	507 Third St. Kalona, IA 52247 319-656-2142	ICF-MR
	1307 N. 5 th Ave. Washington, IA 52353 319-653-7360	ICF-MR
	402 Westcor Drive, Unit A Coralville, IA 52241 319-545-1227	HCBS-MR
ResCare, Inc.	Davis Center 22425 Overland Ave. Bloomfield, IA 52537 641-664-3202	ICF PMI-CMI
	301 W. Burlington Fairfield, IA 52556 319-472-1684	HCBS-MR

	<p>Ottumwa Community Services 226 W. Main Ottumwa, Iowa 52501 641-684-6441</p> <p>Wash. Co. Community Services 1415 W. 5th St., Suite C Washington, Iowa 52353 319-653-6571</p>	<p>HCBS-MR 100% Supported Community Living-CMI</p> <p>HCBS-MR Habilitation-CMI 100% Supported Community Living-CMI</p>
Roffman, Mary	<p>1116 Rochester Iowa City, IA 52245 319-358-5920</p>	HCBS-MR
Rural Employment Alternatives	<p>495 4th St. P.O. Box 24 Conroy, IA 52220 319-662-4043</p>	HCBS-MR
St. Luke's Hospital	<p>1026 A Ave. Cedar Rapids, Iowa 52402 319-639-7211</p>	Hospitalization-CMI
Southeast Iowa Regional Planning	<p>200 Front St., Ste. 400 Burlington, IA 52601 1-866-753-5107</p>	HCBS-MR(Transportation Only)
Southeast Iowa Case Management (SICM)	<p>116 S. Main P.O. Box 113 Albia, IA 52531 641-932-5697 1-800-968-3085</p> <p>1920 Court Ave., Suite 2 P.O. Box 527 Chariton, IA 50049 641-774-4543 1-800-315-5303</p> <p>101 N. 16th PO Box 1103 Fairfield, Iowa 52556 641-472-3523 1-800-967-3085</p> <p>114 E. Monroe, Suite 113 P.O. Box 334 Mt. Pleasant, IA 52641 319-986-5659 1-866-611-9575</p> <p>1509 E. Washington St., Ste. 1 P.O. Box 366 Washington, IA 52353 319-653-6217 1-800-982-3085</p>	TCM-CMI, MR, & DD
State Institutions	<p>Glenwood Resource Center 711 N. Vine Glenwood, IA 51534 712-527-4811</p>	ICF-MR

	Woodward Resource Center 1251 334 th St. Woodward, IA 50276 515-438-2600	
Successful Living	409 Hwy 1 West Iowa City, IA 52245 319-356-0947	Habilitation-CMI
Systems Unlimited	1556 S. 1 st Ave. Iowa City, IA 52240 319-338-9212	
	402 E. 1 st St. Monticello, IA 52310 319-465-6360	HCBS-MR
Systems Unlimited	114 S. Iowa Ave. Washington, IA 52353 319-653-3356	HCBS-MR
Ten-Fifteen Ottumwa Area Transit Authority	P. O. Box 1287 Ottumwa, Iowa 52501 641-83-0695	HCBS-MR (Transportation only)
Tenco Industries	3001 W. Grimes Fairfield, IA 52556 641-472-9233	HCBS-MR
Thompson, Andy	2302 150 th St. Kalona, IA 52247 319-656-3443	HCBS-MR
University of Iowa Hospitals & Clinics (UIHC)	200 Hawkins Ave. Iowa City, Iowa 52240	Hospitalizations-MI, CMI, & MR
Wapello County Auditor (8th Judicial District Court Advocate)	101 W. 4 th Ottumwa, IA 52501 641-683-0020 or 641-683-4576	Court Advocate-MI,CMI, MR, & DD
Wash. Co. Ambulance Van	1120 N. 8 th Ave. Washington, IA 52353 319-653-2047	HCBS-MR(Transportation Only)
Wash. Co. Mini-bus	1010 W. 5 th Washington, Iowa 52353 319-653-2853	HCBS-MR (Transportation only) 100% Transportation-CMI
WCDC	PO Box 61 Washington, Iowa 52353 319-653-7248	HCBS-MR Habilitation-CMI 100% Work Activity-CMI&MR

4) Actual Expenditures:

Please refer to the CoMIS and Auditor's reports. The total accrual expenditures documented in the CoMIS report were \$1,757,692.05. The total accrual expenditures documented on the Auditor's GAAP report have not been completed at this time. Washington County has an outstanding debt to the State of Iowa in the amount of \$97,495.04 for a legal settlement dispute for services provided prior to fiscal year 2008. Therefore, those expenditures are not included in the CoMIS report, but are included in the GAAP report.

5) Actual Scope of Services:

The table below indicates the Actual Expenditures and the Actual Scope of Services funded in fiscal year 2008.

County Dollars Spent by COA Code and Disability Type

Date Prepared 11/24/2008

For Washington County FY: 2008

Account Code	Mental Illness	Chronic Mental	Mental Retardation	Developmental Disability	Other	Service Total
11000 Direct administrative	\$6,491.45	\$16,978.43	\$107,133.43			\$130,603.31
21374 Case Management - T19 Match		\$1,112.52	\$40,761.53	\$1,057.77		\$42,931.82
21375 Case Management - 100% County		\$380.53				\$380.53
31000 Transportation (non-Sheriff)		\$792.50	\$20,013.40			\$20,805.90
32325 Respite			\$10,393.64			\$10,393.64
32327 Representative Payee			\$374.00			\$374.00
32328 Home/Vehicle Modification			\$5,426.95			\$5,426.95
32329 Supported Community Living	\$410.54	\$27,826.22	\$111,723.16			\$139,959.92
32399 Other		\$9.54	\$6,394.48			\$6,404.02
41306 Physiological Tmt. Prescription Medicine	\$21,533.73	\$3,989.94			\$153.65	\$25,677.32
41307 Physiological Tmt. In-Home Nursing			\$8,264.78			\$8,264.78
42305 Psychotherapeutic Tmt. Outpatient	\$44,078.20	\$15,655.88			\$540.15	\$60,274.23
42399 Psychotherapeutic Tmt. Other	\$2,491.68	\$2,491.60			\$622.91	\$5,606.19
50360 Sheltered Workshop Services		\$9,648.71	\$145,385.36			\$155,034.07
50362 Work Activity Services		\$3,376.80	\$24,440.90			\$27,817.70
50367 Adult Day Care			\$8,534.25			\$8,534.25
50368 Supported Employment Services	\$376.20		\$32,296.46			\$32,672.66
50369 Enclave			\$23,154.86			\$23,154.86
50399 Other Vocational Services		\$1,068.28	\$53,843.35			\$54,911.63
63329 Supported Community Living (Comm. 1-5 Bed)			\$708,997.02			\$708,997.02
64314 RCF (Comm. 6-15 Bed)		\$37,168.72	\$1,256.22			\$38,424.94

64316	RCF/PMI (Comm. 6-15 Bed)		\$3,611.52				\$3,611.52
64317	Nursing Facility (Comm. 6-15 Bed)		\$9,659.20				\$9,659.20
64318	ICF/MR (Comm. 6-15 Bed)			\$144,969.80			\$144,969.80
71319	Inpatient (State MHI)	\$11,235.55	\$9,423.02				\$20,658.57
72319	Inpatient (State Hosp. School)			\$36,907.44			\$36,907.44
73319	Inpatient (Other Priv./Public Hospitals)		\$11,558.48				\$11,558.48
74353	Sheriff Transportation	\$1,596.34	\$1,973.56			\$70.67	\$3,640.57
74393	Legal Representation (cmtmt court costs/legal fees)	\$1,465.50	\$3,613.28	\$213.82		\$542.50	\$5,835.10
74395	Mental Health Advocates	\$793.15	\$9,514.80	\$3,860.32		\$33.36	\$14,201.63
Total County		\$90,472.34	\$169,853.53	\$1,494,345.1	\$1,057.77	\$1,963.24	\$1,757,692.05

Unduplicated Number of Persons Served by COA code and Disability Type

Date Prepared *11/24/2008* *For Washington County FY: 2008*

Account Code	Mental Illness	Chronic Mental Illness	Mental Retardation	Developmental Disability	Other	Service Total
Adult						
11000 Direct administrative	1	1	1			3
21374 Case Management - T19 Match		3	80	2	1	86
21375 Case Management - 100% County		1			1	2
31000 Transportation (non-Sheriff)		3	47			50
32325 Respite			8			8
32327 Representative Payee			1			1
32328 Home/Vehicle Modification			1			1
32329 Supported Community Living	2	14	38			54
32399 Other		1	4			5
41306 Physiological Tmt. Prescription Medicine	31	10			1	42
41307 Physiological Tmt. In-Home Nursing			1			1

42305	Psychotherapeutic Tmt. Outpatient	64	12		5	81
42399	Psychotherapeutic Tmt. Other				1	1
50360	Sheltered Workshop Services		3	27		30
50362	Work Activity Services		2	21		23
50367	Adult Day Care			4		4
50368	Supported Employment Services	1		29		30
50369	Enclave			15		15
50399	Other Vocational Services		2	25		27
63329	Supported Community Living (Comm. 1-5 Bed)			41		41
64314	RCF (Comm. 6-15 Bed)		5	1		6
64316	RCF/PMI (Comm. 6-15 Bed)		1			1
64317	Nursing Facility (Comm. 6-15 Bed)		1			1
64318	ICF/MR (Comm. 6-15 Bed)			5		5
71319	Inpatient (State MHI)	1	3			4
72319	Inpatient (State Hosp. School)			1		1
73319	Inpatient (Other Priv./Public Hospitals)		2			2
74353	Sheriff Transportation	7	8		2	17
74393	Legal Representation (cmtmt court costs/legal fees)	6	9	3	3	21

In the following chart: The black checkmarks are the mandated services. The red and black checkmarks are the services funded by Washington County.

County: Washington County Services and Supports

Service	MI	CMI	MR	DD	BI
4x03 Information and Referral	X	X	X	X	X
4x04 Consultation	X	X	X		
4x05 Public Education Services	X	X	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		X	X		
4x21- 399 Other					
4x22 Services Management	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	X		
4x32- 326 Guardian/Conservator					
4x32- 327 Representative Payee			X		
4x32- 328 Home/Vehicle Modification			X		
4x32- 329 Supported Community Living		X	X		
4x32- 399 Other (MR-HCBS/CDAC)			X		
4x33- 345 Ongoing Rent Subsidy					
4x33- 399 Other	X	X	X		
4x41- 305 Outpatient					
4x41- 306 Prescription Medication	X	X	X		
4x41- 307 In-Home Nursing			X		
4x41- 399 Other					
4x42- 305 Outpatient	X	X	X		
4x42- 309 Partial Hospitalization		X			
4x42- 399 Other (Emergency Services)	X	X	X	X	X
4x43- Evaluation	X	X	X		
4x44- 363 Day Treatment Services		X			
4x44- 396 Community Support Programs	X	X	X		
4x44- 397 Psychiatric Rehabilitation		X			
4x44- 399 Other					
4x50- 360 Sheltered Workshop Services		X	X		
4x50- 362 Work Activity Services (Pre-Vocational)		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 (Day Habilitation)		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			X	X	

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

NOTE:

The following numbers are for HCBS/MR Waiver Services: 4231-000(Transportation), 4232-320(Homemaker), 4232-322(Home Management Services), 4232-325(Respite), 4232-328(Home&Vehicle Mod), 4232-329 and 4263-329(Supported Community Living), 4232-399(CDAC), 4241-307(In-Home Nursing), 4250-362(Pre-Voc), 4250-367(Adult Day Care), 4250-368(Supported Employment), 4250-369(Enclave), and 4250-399(Day Hab)

The following numbers are for Habilitation Services: 4132-329 and 4163-329(Supported Community Living), 4150-362(Pre-Voc), 4150-368(Supported Employment), and 4150-399(Day Hab)

4x50-360 (100% Work Activity or Sheltered Workshop)

6) Number, type, and resolution of appeals:

There were no appeals in fiscal year 2008.

7) Quality assurance implementation, finding, and impact on plan:

The quality of services in Washington County continues to be assessed through interactions with providers, family members and other parties interested in the mental health service system. Some of the quality assurance tools utilized by Washington County Mental Health Disability Services include individual/consumer satisfaction surveys, guardian surveys, and provider surveys, as well as the systems compliance reviews. The results of the quality assurance are reviewed with the providers and the Stakeholder Committee. It is the hope that the quality assurance reviews will assist all of those participating in the mental health service system to meet Washington County’s mission statement.....

“Washington County aims to provide all eligible individuals with the services they need and to do so with a management plan that respects their needs and preserves their dignity, while enhancing individual choice. It is also the goal of Washington County to facilitate a centralized, efficient service system that involves input from county taxpayers, individuals of service and their advocates.”

Individual/consumer satisfaction surveys, guardian surveys, and provider surveys were not completed for fiscal year 2008. Washington County has reduced administrative costs where possible, which has included personnel. The Washington County Mental Health Disability (MHDS) office had been fully staffed with three FTE’s for the past 10 years, however, with Washington County’s expected budget shortfall the office has decreased to 2 FTE’s to save on administrative costs making those funds available for services. A temporary part-time employee was hired for a six month period. The Director was on a leave of absence from the end of May through mid-August and from July 1, 2008 through mid-August the office was managed by part-time staff only. Since August

29, 2008, WCMHDS has been staffed with 2 FTE's and is seeking a casual, part-time employee to assist in effectively managing the office duties, including assistance with quality assurance.

Although, surveys were not completed, WCMHDS receives information pertinent to evaluating the service system from meetings with the Stakeholders, the providers, as well as the meetings with the individuals of service and their family members. Washington County Mental Health Disability Services meets with the local providers throughout the year to provide ongoing communication/evaluation/feedback on our mental health disability service system to provide system management and address any concerns of the parties involved in the service system as they arise. WCMHDS also provides updates on the County budget so the members of our service system are aware of the fiscal status of the mental health disability service fund and how this may impact the services provided through the Management Plan. The Stakeholder Committee met on September 12, 2007, January 9, 2008, March 19, 2008, May 14, 2008, and October 15, 2008. WCMHDS met with the local Southeast Iowa Case Management office on July 9, 2007, January 7, 2008, April 7, 2008, September 8, 2008, and October 6, 2008. WCMHDS met with ResCare Community Services on July 30, 2007, October 15, 2007, April 25, 2008 and October 20, 2008. WCMHDS met with WCDC on October 17, 2008. WCMHDS met with Systems Unlimited on October 17, 2008. In addition to meeting with the local providers individually, WCMHDS hosts meetings with the Agency Coalition, which includes all of the local providers. The Agency Coalition met on July 17, 2007, October 16, 2007, December 18, 2007, February 19, 2008 and October 29, 2008.

In addition, WCMHDS measures three systems compliance goals that have been identified to assist in effectively managing the necessary components of the eligibility and approval process. WCMHDS contracts with Southeast Iowa Case Management to provide Targeted Case Management Services, which provides service and funding coordination with the Central Point of Coordination office. 82% of the funding agreements recorded were received within 10 days of the staffing date and of those funding agreements received 91% were correct. These items are being measured to ensure that the County is receiving the necessary documents from the Targeted Case Managers to ensure timely approval and that the providers are receiving the funding approvals from the Targeted Case Managers in a timely manner. 55% of the Budget Details were received and 45% of the Budget Details were not received from the Targeted Case Manager. It was not documented whether growth and survival had been indicated on the hourly budget details. 83% of the Annual Individual Comprehensive Plans and Semi-Annual Progress Reports were being received within 45 days of the staffing date. This item is being measured to ensure that the providers are receiving the revised goals and outcomes from the Targeted Case Manager in a timely manner to be sure that goals are being implemented by the provider. WCMHDS reviews these items at the provider meetings.

8) Waiting list information:

Washington County continues to function and manage the mental health budget without the use of a waiting list.

On January 22, 2008, implementation of Phase I of the Funding Limitation Protocol outlined in the Management Plan was approved by the Board of Supervisors. This limited the services of the individuals we are currently serving to the hours currently approved. Additional hours are only approved if an individual is in jeopardy of losing their job or moving to a higher residential level of care. WCMHDS has asked all of the case managers, providers, family members and direct care staff to continually review the service hours and any requests to ensure that Phase I is being followed. WCMHDS met with all of the local providers to discuss the budget shortfall and let them know what may occur if adequate growth funds are not provided by the State.

In addition, as providers are requesting to renegotiate site rates for individuals in 24 hour supported community living arrangements, WCMHDS has asked providers to review the budgets and maximize ratios where possible to minimize some of the rate increases due to rising costs of services due to minimum wage increases, health insurance increases, etc.

It is our mission to manage the mental health service system with the available funds, however, the County's ability to generate revenue has been limited since 1996 and the County relies on the State to provide adequate growth funds as the system grows beyond the County's limited revenue capacity. If adequate growth funds are not received, Washington County will not be able to continue to fund the individuals we currently serve at the level of support being provided. Washington County believes in providing individuals with the opportunity to live in the least restrictive level of care within our community. As indicated in the scope of services, in fiscal year 2008, Washington County funded residential service supports for 95 individuals in the community and only 13 individuals in facilities, such as Intermediate Care Facilities for Persons with Mental Retardation(5), Glenwood Resource Center(1), Residential Care Facilities(6), and Residential Care Facilities for Persons with Mental Illness(1). Of the 13 individuals residing in facilities, three are State Cases. In addition, Washington County served 29 individuals in a Supported Employment position in the community. Without adequate growth revenue from the State, Washington County will be forced to make further funding reductions and/or start a waiting list this year.