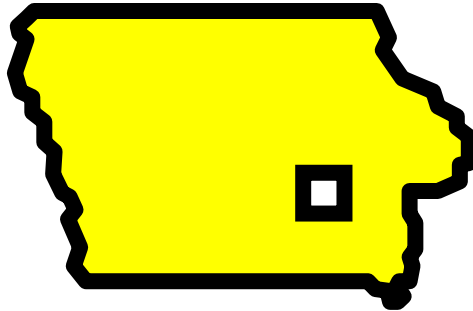


WASHINGTON COUNTY



THREE-YEAR STRATEGIC PLAN 2010-2012

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

2010-2012 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 plan, however, those needs are reviewed, discussed and resolved with collaborative efforts of the agencies and/or persons in our service system.

The Annual Reviews submitted for the 2004-2006 and 2007-2009 Strategic Plans were consulted and/or reviewed when planning for the 2010-2012 Strategic Plan. The 2010-2012 Strategic Plan will be submitted by April 1, 2009. Annual Reviews will be completed and submitted on December 1, 2009, December 1, 2010 and December 1, 2011 for the 2010-2012 Strategic Plan.

During Fiscal Year 2008, Washington County served an unduplicated count of 226 individuals. Of those 226 individuals, 43% of the individuals were diagnosed with mental retardation, 38% of the individuals served were diagnosed with a mental illness, 18% of the individuals were diagnosed with a chronic mental illness and 1% of the individuals were diagnosed with a developmental disability. While individuals with a diagnosis of mental retardation account for 43% of the individuals served, costs associated with serving individuals with mental retardation accounted for 85% of the \$1,757,692.05 in expenditures occurring during the fiscal year. Individuals with a diagnosis of a chronic mental illness accounted for 18% of the individuals served, however, the costs associated with serving individuals with a chronic mental illness accounted for only 10% of the expenditures occurring during the fiscal year. Individuals with a diagnosis of a mental illness accounted for 38% of the individuals served and the costs associated with serving individuals with a mental illness accounted for only 5% of the expenditures occurring during the fiscal year. The majority of services provided to individuals with a sole diagnosis of a mental illness are limited to out-patient mental health services at the local Community Mental Health Center.

GOALS AND OBJECTIVES

GOAL 1: To establish a Recovery Center in Washington County.

Objective 1: To promote a philosophy of recovery in Washington County and provide individuals with access to a recovery oriented program to increase personal responsibility and empowerment, to improve quality of life and to assist individuals in achieving their own life goals. By promoting a recovery oriented system approach, the desired outcome is to improve the overall health of the individuals in recovery, provide them with the tools to manage their own recovery with expectations of reducing hospitalizations and possibly paid supports, and to increase their independence.

Action Steps:

- Retain a facilitator for the recovery center through Hillcrest Family Services.
- Research avenues of reimbursement for the facilitator position at the recovery center (for example: CSS, IPR, Peer Support, Group Therapy).
- Provide an in-service and trainings for the Wellness Recovery Action Plan program.
- Identify all of the population groups that may utilize the recovery center (for example: mental illness, substance abuse, co-occurring, elderly, gambling, etc).
- Publicize to recruit referrals for the recovery center.
- Develop a mission statement and goals for the recovery center.
- Develop an outcome survey for individuals to measure their satisfaction of the program and quality of life.
- Develop natural support networks to assist in providing transportation to the center.
- Research and/or locate a cost-effective location that is more accessible, as transportation may be a barrier.
- Discuss and implement possible programming, groups and/or interest that those individuals would like to see at the recovery center.
- 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: Hillcrest Family Services WRAP Facilitator and Peer Support Specialist, Stakeholder Committee, and the WCMHDS staff

Projected Costs: \$20,000-\$25,000 for Facilitator, \$12,000 for the Location

Projected Timeline: Ongoing July 2010 – June 2012

GOAL 2: To evaluate and determine if there is a need for transportation before or after the normal operating hours of the local public transportation service.

Objective 1: To survey the community to determine if there is a need for an additional transportation services in Washington County.

Action Steps:

- Develop a survey to determine the needs for additional transportation services and/or providers.
- Determine the targeted audience to survey and distribute the survey.
- Develop a committee to determine alternative transportation resources, if the survey determines a need.
- Develop and distribute a list of all of the current transportation services available in Washington County.

Persons Accountable: Stakeholders Committee or designated subcommittee and the WCMHDS Staff

Projected Costs: Administrative time, postage for mailings and costs of materials

Projected Timeline: July 2012

GOAL 3: To increase education, training and resource opportunities for persons with disabilities, guardians/family members/advocates, provider agencies, and community members.

Objective 1: To provide access to resources and trainings that will improve the quality of our local mental health service system and to provide information regarding the changes in the statewide mental health service system.

Action Steps:

- Washington County and the provider agencies will communicate the available training opportunities through the Agency Coalition (a Stakeholder Committee sub-committee).
- Washington County and the provider agencies will work together to identify what training topics are needed and organize those trainings in our area with a target minimum of 3 trainings.
- Washington County Mental Health Disability Services will re-implement and distribute a Semi-Annual Newsletter, News-U-Can-Use.

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

Projected Cost: Administrative time, postage for mailings, and cost of materials.

Projected Timeline: Ongoing July 2010-June 2012

WASHINGTON COUNTY MENTAL HEALTH DISABILITY SERVICES SERVICES AND SUPPORTS

The Washington County Management Plan defines the eligibility criteria for the following services and supports. Methods of accessing services and service authorization are also included in the Management Plan.

County: Washington

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					
4x32- 328 Home/Vehicle Modification			X		
4x32- 329 Supported Community Living			X		
4x32- 399 Other. (CMI-ARO/SCL) (MR-HCBS/CDAC)		X	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		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.					
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					
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	

Black indicates the services that are mandated. Red indicates the additional services funded in accordance with the Washington County Management Plan.

WASHINGTON COUNTY MENTAL HEALTH DISABILITY SERVICES PROVIDER NETWORK

Washington County service contracts require that all providers meet all applicable licensure, accreditation or certification standards; however, Washington County supports access to more natural supports in its service network. The Provider Network below includes all of the providers in Washington County and the services covered through the Washington County Management Plan. 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.

PROVIDER NAME	CONTACT INFORMATION	SERVICES PROVIDED
Advance Employment Services (WCDC)	109 S. Marion Ave. Washington, IA 52353 319-653-7568	HCBS-MR Habilitation – CMI 100% Supported Employment-MI,CMI,&MR
First Resources Corporation	835 West Main St. Ottumwa, IA 52501 641-683-1302 110 E. Washington Sigourney, IA 52591 641-622-2543	Habilitation-CMI Magellan(CSS&IPR)-CMI
Hillcrest Family Services	Washington County Community Mental Health Center 2175 Lexington Blvd. #2 Washington, IA 52353 319-653-6161	Out-patient Mental Health Treatment- MH,MI,CMI&MR Emergency Services-All Wash. Co. Residents Community Support Service Assessments- MI&CMI 100% Supported Community Living-CMI&MR
Home and Family Services (WCDC)	109 S. Marion Ave. Washington, IA 52353 319-863-7098	HCBS – MR Magellan(CSS)-CMI Habilitation – CMI 100% Supported Community Living-CMI&MR
Iowa Mental Health Institutes (MHI-Mt. Pleasant is primary, MHI-Independence is secondary, MHI-Clarinda is tertiary, MHI-Cherokee is last)	MHI-Mt. Pleasant 1200 E. Washington Mt. Pleasant, IA 52541 319-385-7231 MHI-Independence P.O. Box 111 Independence, IA 50644 319-344-2583 MHI-Clarinda 1800 N. 16 th St. Clarinda, IA 51632 712-542-2161 MHI-Cherokee 1251 West Cedar Loop Cherokee, IA 51012	MHI In-Patient Treatment-MI,CMI&MR

	712-225-1698	
Lending Hands Adult Day Care	301 Hwy 1&92 North Washington, IA 52353 319-653-2661	HCBS-MR
REM Iowa, Inc.	402 Westcor Drive, Unit A Coralville, IA 52241 319-545-1227 (MAIN OFFICE) 507 Third St. Kalona, IA 52247 319-656-2142 1307 N. 5 th Ave. Washington, IA 52353 319-653-7360	ICF-MR HCBS-MR
ResCare, Inc.	301 W. Burlington Fairfield, IA 52556 319-472-1684 (MAIN OFFICE) Washington County Community Services 1415 West 5 th Ave., Suite C Washington, Iowa 52353 319-653-4782	HCBS-MR Magellan(CSS&IPR)-CMI Habilitation-CMI 100% Supported Community Living-CMI
Southeast Iowa Case Management (SICM)	101 N. 16 th PO Box 1103 Fairfield, Iowa 52556 641-472-3523 1-800-967-3085 (MAIN OFFICE) 1509 E. Washington St., Ste. 1 P.O. Box 366 Washington, IA 52353 319-653-6217 1-800-982-3085	TCM-CMI,MR,&DD
State Institutions	Glenwood Resource Center 711 N. Vine Glenwood, IA 51534 712-527-4811 Woodward Resource Center 1251 334 th St. Woodward, IA 50276 515-438-2600	ICF-MR

<p>Systems Unlimited</p>	<p>2533 Scott Blvd. SE Iowa City, IA 52240 319-338-9212</p> <p>114 S. Iowa Ave. Washington, IA 52353 319-653-3356</p>	<p>HCBS-MR</p>
<p>University of Iowa Hospitals & Clinics (UIHC)</p>	<p>200 Hawkins Ave. Iowa City, Iowa 52240 319-353-6952</p>	<p>In-Patient Treatment-MI,CMI&MR</p>
<p>Wapello County Auditor (8th Judicial District Court Mental Health Advocate)</p>	<p>101 W. 4th Ottumwa, IA 52501 641-683-0020 or 641-683-4576</p>	<p>Court Advocate-MI,CMI,MR,&DD</p>
<p>Washington County Ambulance Van</p>	<p>1120 N. 8th Ave. Washington, IA 52353 319-653-2047</p>	<p>HCBS-MR(Transportation Only)</p>
<p>Washington County Mini-bus</p>	<p>1010 W. 5th Washington, Iowa 52353 319-653-2853</p>	<p>HCBS-MR (Transportation only) 100% Transportation-CMI&MR</p>
<p>Washington County Public Health</p>	<p>110 N. Iowa Ave., Ste. 300 Washington, IA 52353 319-653-7758 1-800-655-7758</p>	<p>HCBS-MR</p>
<p>Washington County Sheriff Department</p>	<p>P.O. Box 6 2181 Lexington Blvd. Washington, Iowa 52353</p>	<p>100% Transportation for Mental Health Commitments-MI,CMI,MR&DD</p>
<p>WCDC</p>	<p>PO Box 61 Washington, Iowa 52353 319-653-7248</p>	<p>HCBS-MR Habilitation-CMI 100% Work Activity-CMI&MR 100% Enclave-CMI&MR</p>

WASHINGTON COUNTY MENTAL HEALTH DISABILITY SERVICES

ACCESS POINTS and THEIR FUNCTIONS

ACCESS POINT	FUNCTIONS
ADVANCE EMPLOYMENT SERVICES 109 S. Marion Ave. Washington, Iowa 52353	Intake-Complete and Submit the CPC Application, the Legal Settlement Worksheet, the Necessary Releases of Information, the Diagnostic Information or a Release of Information for the CPC Office to Acquire the Diagnostic Information, and the HIPPA Consent & Acknowledgement Form; Provide the Applicant with the Notice of Privacy Practices and the List of Services and Providers Available; Interview with the Individual Upon Request; Service Planning and Delivery; Management of Authorized Service; and Discharge Planning.
RESCARE COMMUNITY SERVICES 1415 W. 5 th Ave, Suite C Washington, Iowa 52353	Intake-Complete and Submit the CPC Application, the Legal Settlement Worksheet, the Necessary Releases of Information, the Diagnostic Information or a Release of Information for the CPC Office to Acquire the Diagnostic Information, and the HIPPA Consent & Acknowledgement Form; Provide the Applicant with the Notice of Privacy Practices and the List of Services and Providers Available; Interview with the Individual Upon Request; Service Planning and Delivery; Management of Authorized Service; and Discharge Planning.
SOUTHEAST IOWA CASE MANAGEMENT 1509 E. Washington St. P.O. Box 366 Washington, Iowa 52353	Intake-Complete and Submit the CPC Application, the Legal Settlement Worksheet, the Necessary Releases of Information, the Diagnostic Information or a Release of Information for the CPC Office to Acquire the Diagnostic Information, and the HIPPA Consent & Acknowledgement Form; Provide the Applicant with the Notice of Privacy Practices and the List of Services and Providers Available; Interview Providers with the Individual Upon Request; Service Planning and Delivery of Case Management; Coordinate Services and Funding; and Discharge Planning.
SYSTEMS UNLIMITED 114 S. Iowa Ave. Washington, Iowa 52353	Intake-Complete and Submit the CPC Application, the Legal Settlement Worksheet, the Necessary Releases of Information, the Diagnostic Information or a Release of Information for the CPC Office to Acquire the Diagnostic Information, and the HIPPA Consent & Acknowledgement Form; Provide the Applicant with the Notice of Privacy Practices and the List of Services and Providers Available; Interview with the Individual Upon Request; Service Planning and Delivery; Management of Authorized Service; and Discharge Planning.
WCDC, INC. P.O. Box 61 Washington, Iowa 52353	Intake-Complete and Submit the CPC Application, the Legal Settlement Worksheet, the Necessary Releases of Information, the Diagnostic Information or a Release of Information for the CPC Office to Acquire the Diagnostic Information, and the HIPPA Consent & Acknowledgement Form; Provide the Applicant with the Notice of Privacy Practices and the List of Services and Providers Available; Interview with the Individual Upon Request; Service Planning and Delivery; Management of Authorized Service; and Discharge Planning.
WASHINGTON COUNTY COMMUNITY MENTAL HEALTH CENTER 2175 Lexington Blvd. Bldg#2	Intake-Complete and Submit the CPC Application, the Legal Settlement Worksheet, the Necessary Releases of Information, the Diagnostic Information or a Release of Information for the CPC Office to Acquire the Diagnostic Information, and the HIPPA Consent & Acknowledgement Form; Provide the Applicant with the Notice of Privacy Practices and the List of Services and Providers Available; Management of Authorized Services; Service Planning and Delivery for MHC Clients Only; and Discharge Planning.
WASHINGTON COUNTY MENTAL HEALTH DISABILITY SERVICES P.O Box 902 2175 Lexington Blvd. Bldg#2 Washington, Iowa 52353	Intake-Complete the CPC Application, the Legal Settlement Worksheet, the Necessary Releases of Information, and the HIPPA Consent and Acknowledgement. Obtain Diagnostic Information to Determine Eligibility. Provide the Applicant with the Notice of Privacy Practices and the List of Services and Providers Available. Interview Providers with the Individual Upon Request; Determine Funding Eligibility; Service Planning; Authorize Funding; Discharge Planning; Utilization Management; and Waiting List Management.