

# Webster County Disabilities Alliance

## Annual Report

### FY 10

#### Agency Goals & Progress

**The MH/DD Planning committee meets the first Thursday of each month. At each meeting, the planning committee is updated on the progress made toward achieving the agency goals.**

Goal 1: Educate legislators on systems issues in order to obtain sufficient funding for MH/DD services.

Objective 1: Develop a legislative advocacy committee, with the purpose of coordinating educational opportunities with the legislators in mind.

Action Steps:

1. Plan and implement an annual Legislative Dinner – annually  
*Action: Legislative Dinner was held October 29<sup>th</sup>, 2009 and October 14, 2010 with approximately 75 people attending each dinner. The dinners are well received by all and the community is able to have good interaction with the legislators.*
2. Plan and implement an annual Legislative Forum.  
*Action: Usually we have a legislative forum during the legislative session. This past session we were unable to do this, but plans are in the works for one in February '11.*
3. Plan and implement a day to show legislators the services provided locally.  
*Action: Continue to work on this.*
4. Educate families, people with disabilities, and providers on how to advocate to their legislators. *The Friendship Center peer staff taught a class on voting in October and made signs that were posted throughout the building urging people to vote in the November 2010 election. The family support group is inviting legislators to their meetings.*
5. Publicize established advocacy days, held at the Capitol. *Posters were placed in the Friendship Center to publicize the advocacy day at the Capitol.*

Objective 2: Develop information to use when advocating to legislators and others for sufficient funding.

Action steps:

1. Gather statistics from local entities (ie: hospital, corrections, county, providers, etc.).
2. Share the information on evidence-based practices.
3. Share outcomes of services provided, demonstrating their impact and the need for continued/increased funding.

## GOAL 2: Individuals will successfully transition to community living after being discharged from the hospital.

Objective 1: Develop and/or utilize appropriate community supports.

Action steps:

A committee will be appointed to ensure the following tasks are completed

1. Berryhill Center for Mental Health will offer the Day treatment program whenever hospitals call for appointments for a client being discharged. *Ongoing-The Berryhill Center discontinued Day treatment due to lack of utilization.*
2. Develop a resource packet to be distributed to hospitals and patients generally used by clients. *Delivered personally to appropriate hospital personnel, one sheet format by 9/3/09 – COMPLETED*
3. Providers will see discharged patients within seven days. *–A tracking form was developed and sent to all outpatient mental health providers. Providers fax or email the completed form monthly to the CPC office. 95% of the time providers are able to see people within 7 days, although this is usually a therapist and not the psychiatrist.*
4. Get the NAMI group going again for both consumers and families. *A family group begin meeting in April. In June, a few of the members met with Margaret Stout, NAMI of Iowa, to learn about NAMI. The group has not made a decision regarding NAMI affiliation. The group is active and is growing, meeting the second Thursday of each month in the Community Services Conference Room.*
5. Develop Friendship Center hotline. *Although a formal Friendship Center hotline has not been established yet, an informal hotline exists between all of the members. Peer staff and members reach out to those who are ill and those experiencing difficulty by taking phone calls, calling people, mailing cards, visiting people who are hospitalized, helping with transportation, shopping, house moving and keeping, etc.*

Objective 2: Options will be available to individuals other than inpatient hospitalization.

Action steps:

1. A 24 hour a day seven days a week mental health crisis triage plan will be developed for a county-wide crisis system by 6/30/10.
2. The Berryhill Center for Mental Health will discuss grant options with Trinity Regional Medical Center's grant writer.

*ACTION: The acute care crisis committee meets on a regular basis. The Berryhill MHC received a grant to develop a mobile crisis team. Staff was hired and the mobile crisis began in June 2010. The team is available weekends, evening hours. All calls must go through 911. Options for crisis stabilization units are being explored. An apartment was found, rented and furnished in 11/10. The apartment will be used for people transitioning from a hospital who have no place to live, people who the hospital emergency room and mobile crisis team identify as needing a safe place to go after they have been medically cleared.*

Goal 3: Employers and the community are educated on an untapped resource, unemployed and underemployed people with disabilities that is available in our

community.----- GOAL was discontinued as of 7/1/10. The chairperson retired and there was a general sense of discouragement among the committee probably due to the state of the economy and few jobs in the area. The MH/DD Planning Committee approved this change effective 7/2/2010

Objective 1: Develop and deliver educational opportunities for employer through presentations to service groups.

Action steps:

1. Utilize provider websites to educate and inform employers and the public about advantages and benefits of employing persons with disabilities.
2. Include one or more consumers who have been successful in employment in presentations to employers.
3. Include on or more employers who have experienced success with employing people with disabilities.

***Progress: Gregg Kramer, Chairperson of the Vocational Committee, developed a power point presentation (SCORE made recommendations for changes) and presented at several organizations' meetings.***

Objective 2: The local Employment Coalition will educate the general public on positive employment experiences businesses have had in hiring persons with disabilities.

Action steps:

1. Educate the community about the availability and success and benefits of employing people with disabilities through ongoing newspaper articles and presentations.

***Progress: October is National Disability Employment Awareness Month. Posters were placed around town and an ad was placed on Cable channel 12. There was a letter to the editor in the newspaper, thirty second trainings were emailed to employers, the newspaper ran a story on a worker at Pizza Hut, and there was an employer presentation in November. In November, a presentation was done for Noon Kivwanis. The goals were to debunk myths, rather than "worker shortage". A clip on the Walgreens Distribution was used.***

Objective 3: Collaboration and coordination of education, employers, and adult service providers to assist in transition from school to work for students with disabilities.

Action steps:

1. Develop a committee comprised of employers, educators, and providers to educate and collaborate with each other.

***ACTION TAKEN: The committee held a breakfast for businesses to educate them on the talents of persons with disabilities as a resource for employment. Forty businesses were invited and ONE business came to the breakfast. The outcome was that Wal-Mart (the business that showed) expressed interest in hiring people with disabilities. He said to contact him for further meetings. Plans are to present to civic organizations, the Chamber of Commerce's Employer's Network, and have more articles in the newspaper. About 15 people attended a local HR roundtable.***

**GOAL 4: Reduce administrative rules/paperwork for programs so more time can be spent with the person. (This is a novel idea!) (But, it just ain't gonna happen!)**

Objective 1: To reduce unnecessary and redundant paperwork.

Action steps:

1. Advocate for "single plan" used statewide by case managers and providers.-ongoing
2. Provide regular possibly by-monthly training for providers in the county regarding rules, regulations and methods.
3. Investigate and promote an integrated technology system for providers and funders with possible access to ISIS for providers.
4. Advocate and seek changes to requirements for quarterlies with the possibility of utilizing case notation as part of the quarterly report.

*Progress: Charlie Krogmeyer, DHS, attended a meeting in Webster County 10/20/2009. In May 2010, Rep. Dave Tjepkes and Senator Daryl Beall met with the MH/DD planning committee to discuss these issues. This issue has been presented to Legislators the past two annual Legislative Dinners. During the past legislative session, a bill (HF 2526) was passed to establish a committee to review ludicrous paperwork requirements. The committee is required to submit a report on or before December 15, 2010.*

Objective 2: Move services that are not medical in nature to block grant rather than Medicaid.

Action steps:

1. Educate State Legislators regarding the wasted dollars and time due to excessive and duplicate paperwork.
2. Educate State Legislators who can lobby US Congressmen regarding the need to increase block grant dollars (TXX dollars) for non-medical programs.

**GOAL 5: All programs in the county engage in partnership with other programs, along with the leadership of the system, and consumer and family stakeholders, to become welcoming, recovery oriented, and co-occurring capable.**

Objective 1: Participants will learn and implement the principles and tools leading to a comprehensive, continuous, integrated system of care.

1. Attend the Minkoff/Cline quarterly trainings.  
*Action: Several folks from several agencies in Webster County have attended the quarterly trainings.*
2. Meet regularly with other programs in the county to share information gained from the statewide trainings.  
*Action: In February, Webster County hosted a meeting to inform other agencies of the project. Agencies in Webster County were invited. CFR, Berryhill MHC, and our staff provided the program. Agencies wanting to participate signed the memorandum of agreement. One of the many pluses was*

*that agencies working with children have signed on. Agency change agents are meeting on a monthly basis to share information.*

3. Participants will complete the COMPASS EZ tool to evaluate their own program  
*Action: Agencies participating in the project have or are in the process of completing the COMPASS EZ.*
4. Each program will establish their agency goals based on the COMPASS EZ.  
*Action: Agencies are establishing their goals.*
5. Training will be provided on the Minkoff/Cline tools.
6. Programs will evaluate their own progress annually.

## **2009 NEEDS ASSESSMENT**

### **NEEDS ASSESSMENT:**

#### **Resources currently available in Webster County:**

##### **Mental Health:**

Berryhill Center for Mental Health – Assertive Community Treatment, Day treatment, outpatient mental health services, evaluations  
Psychiatry, Lee & Associates – outpatient mental health services, evaluations  
Children & Family Services of Iowa  
Catholic Social Services  
Lutheran Family Services  
Lutheran Services in Iowa  
Genesis Mental Health  
Lincoln Mental Health  
Mid-Iowa Therapy  
Youth Shelter  
Four Oaks Day Treatment  
Veteran Affairs MH Clinic

##### **Residential/ support services:**

Supported Community Living (hourly and 24 hour service)  
Respite services  
Housing programs - HUD programs  
Residential care facilities  
ICF/MR facilities

##### **Vocational Services:**

Iowa Vocational Rehabilitation Services  
Community employment/employers  
Sheltered Workshop  
Workforce Development  
Temporary employment agencies  
LifeWorks Community Services  
Northwoods Living

Rabiner Treatment Center  
VESS – (vocational education for special students)

**Public Transportation:**

DART  
Taxi  
Guardian Angels (volunteer drivers)

**Education:**

AEA  
Schools  
Iowa Central Community College  
Bridges program through the school

**Support Services:**

Friendship Center  
Webster County Disabilities Alliance  
Case Management  
YMCA, YWCA  
Upper Des Moines – food pantry, energy assistance  
Food pantries – Lord’s cupboard  
Clothes closet  
DSAOC  
Salvation Army  
Mentor program through Bridges  
DHS  
Legal Aid  
Clergy  
Webster Co. Relief  
Planned Parenthood  
Social Security  
Veteran benefits/clinic  
Churches/Clergy  
ISU Extension office  
Our legislators  
Iowa Protection and Advocacy  
United Way  
Families  
Service clubs  
The Key on Central  
School to Work Program through Schools  
Adult Day Care  
Day Activities  
Financial Management Services – Tax Prep., Rent Reimbursement  
Heat Assistance – UDMO  
Homeless services and supports

**Recreation:**

Parks & Recreation

YMCA  
Public Library  
Blanden Art Gallery  
Hawkeye Community Theater  
Comedia Musica Players  
ICCC Theater  
Bowling league  
Gowrie Roller Skating rink  
Sunshine Singers  
Choral Society  
Harmony Brigade  
Community events

**Substance abuse treatment:**

AA, NA, Al-a-non, Al-a-teen  
CFR: residential, detox, outpatient, co-occurring residential, co-occurring outpatient, co-occurring housing,  
STARS program  
Berryhill Center for Mental Health  
YWCA  
Dual Recovery Anonymous  
Mom's off Meth

**Elderly Services:**

Nursing homes for the elderly  
Elderbridge  
Senior Citizens Center  
Meals on wheels  
Assisted Living

**Health care:**

Public Health  
Community Health Center  
North Central Home Care  
Iowa Care program  
Trinity Regional Medical Ctr.  
Veteran Affairs  
Medication Management  
Child Specialty Clinic  
Trimark clinics  
Private practice physicians

**Kids Services:**

Youth Shelter Services  
Rabiner Treatment Center  
Mid-Iowa Therapy  
Four Oaks Day Treatment  
Pride Program  
Children & Families of Iowa

Berryhill Mental Health  
Bling Program  
GRLS Program (through Youth Shelter Services)  
Faith, Hope & Charity –(respite services through CMH waiver)  
LifeWorks (respite for CMH and MR waivers)  
Child Health Specialty Clinic (child psychiatry) through U of I Hospitals

**Law Enforcement:**

Probation/parole officers  
Police Department  
Sheriff Department  
Judges  
Fort Dodge Comm. Correctional

**WHAT DO WE NEED in Webster County?**

- **More Money to fund programs**
- **More sidewalks and better roads**
- **Healthy places for people to hang out**
- **Support group for families with MH needs**
- **More supported employment opportunities**
- **Transitional vocational opportunities**
- **More job opportunities**
- **Transportation local and to medical appointments out of town**
- **24 hour MH crisis triage**
- **Improved hospital to community transition**
- **Local Inpatient MH**
- **Peer run business**
- **Additional psychiatrists and therapists**
- **Support services for people who do not meet MHDD criteria**
- **More effective sharing and utilization of data related to services provision**
- **Reduced rules and paperwork related to service provision so that more time could be spent with people and more effective services provided.**
- **Shelter and housing for homeless**

**PRIORITY ISSUES:**

- § **More Money to fund programs/Educate Legislators**
- § ***More supported employment opportunities***
- § **Transitional vocational opportunities**
- § **More job opportunities**
- § **Reduced rules and paperwork related to service provision so that more time could be spent with people and more effective services provided.**
- § **Transportation local and to medical appointments out of town**
- § **24 hour MH crisis triage**

§ **Improved hospital to community transition**

**PRIORITIZED:**

*Top Issues*

**More Money to fund programs. Need to Educate  
Legislators**

**More supported employment opportunities  
Transitional vocational opportunities  
More job opportunities**

**Reduced rules and paperwork related to service  
provision so that more time could be spent with  
people and more effective services provided.**

**24 hour MH crisis triage**

**Improved hospital to community transition**

## **MH/DD Management Plan revised**

During the past couple of years, the CPCs from Webster, Hamilton, Wright, Humboldt, Kossuth, Pocahontas, & Calhoun County met regularly to work on a single management plan. This project was completed in March 2010. Supervisors from each county approved the plan. DHS approved the plan in April 2010. We now offer the same services in all seven counties. The management plan will provide funding for the same services as it has over the past 12 years.

## **Friendship Center Report**

The Friendship Center is Webster County's peer run recovery center. During this past year we employed twelve paid peer staff. All are employees of Webster County. The Center is open seven days a week, 365 days a year and is financially supported through MH/DD dollars and a monthly \$4.00 membership fee. The Center is available to anyone with a serious and persistent mental illness who resides in Webster County. There are also some members who reside in contiguous counties who choose to attend the Center. Fifty members attend on average each day. There are approximately 120 members. The Center offers a wide range of activities including peer support, recreational activities, craft activities, support groups, education opportunities, socialization, and meals on an occasional basis. A Licensed Independent Social Worker provides peer staff training monthly and also leads a support group for Friendship Center members weekly. A certified instructor, LMSW, teaches a life skills class each week at the Center.

The Center is open seven days a week. Hours are 6:00 a.m. to 12:00 midnight.

The following are quotes from members:

"The Friendship Center is a big support for my mental illness. When I'm struggling with isolation—the manic, up & down—I know I can come and see other people and know there is someone to talk to. Smiling faces cheer me up. The activities I find helpful because it makes time go faster and they are enjoyable. It really helps my mental health. The cooks are very good. I'm just really glad the Friendship Center is here."

"The Friendship Center is a place where I have learned a great deal about how to manage my mental illness and have a more positive life. All feel like we belong here."

"I have more friends around here. We have fun and experience lots of joy."

"The Friendship Center means to me friendship, companions, less stress and it is a good place to play games, participate in crafts, and enjoy meals."

"This is a safe place to be. It is a friendly, welcoming place."

"It's a good place to come and hang out. I can come and feel safe. I know I can trust people here."

"It gives me a chance to get out and socialize rather than isolate. I come for the friendship and to play games."

**Statistics for FY '10  
MH/DD FUNDING**

**MH/DD FUNDING  
Webster County Statistics**

**WEBSTER COUNTY HAD NO WAITING LIST FOR 100% COUNTY FUNDED SERVICES.**

**Total number of people funded (unduplicated count):**

1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
280	436	452	465	497	567	593	635	664	683	644	656

**Expenditures (total dollars):**

1999	2000	2001	2002	2003	2004	2005	2006
3,158,240	3,427,791	3,691,125	3,661,438	3,876,307	3,845,637	4,233,531	4,062,994

2007	2008	2009	2010
4,128,177	4,478,176	4,937,439	4,023,765

**\*2010 – Stimulus dollars resulted in FMAP decrease reflected in lower expenditures**

**Number of people served (funded) by diagnosis:**

	MI		CMI		MR		DD	
	Kids	Adults	Kids	Adults	Kids	Adults	Kids	Adults
2000	17	143	3	106	4	150	0	16
2001	8	162	0	106	2	156	0	19
2002	10	166	5	113	0	154	0	18
2003	16	170	1	133	0	159	0	18
2004	11	226	0	150	2	163	0	16
2005	8	269	0	139	0	161	0	16
2006	19	302	1	134	1	161	0	17
2007	1	330	1	156	1	166	0	9
2008	3	348	0	161	0	162	0	9
2009	1	311	0	156	1	161	0	15
2010	0	317	0	167	0	161	0	11

**In 2007, we made a policy decision not to pay for services provided to children who are committed under Code of Iowa, Chapter 229. Reimbursement is provided through the State.**

**Medication:**

	# MI	\$	#CMI	\$	Total	\$
2000	0	0	0	0	0	0
2001	6	784	3	503	9	1,288
2002	49	15,955	23	5,652	72	21,608
2003	63	28,863	31	20,530	94	49,393
2004	82	51,785	43	50,300	125	102,085
2005	86	27,249	38	26,340	124	53,589

2006	110	22,897	34	15,334	144	38,231
2007	126	33,895	51	12,079	177	45,974
2008	145	55,593	44	17,223	189	72,816
2009	115	34,020	37	15,733	152	49,754
2010	141	20,557	38	65,531	179	86,088

Every attempt is made to use samples from the providers and drug assistance programs. When someone requests assistance with medication, the intake worker will access the application on line for the appropriate drug program, completes the application with the person, submits the application to the practitioner for completion. The practitioner mails the application to the drug company. The intake worker will also call the practitioner to see if samples are available.

**Rent:**

	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
CMI	1	4	9	17	30	21	15	11	16	15	24
MR/DD	0	0	1	1	5	2	0	1	3	3	2
expense						19,644	10,032	9,468	13105	5,003	19,647

**Commitments:** *(Substance abuse commitments are not paid from MH/DD dollars )*

	Kids	Adults	Mental Health	Substance Abuse	Dual	Emergency Commitments	Total
1999			58	X			
2000			69	13			82
2001			62	57			119
2002	14	172	72	70	23	21	186
2003	27	197	79	56	38	55	228
2004	18	273	83	48	44	116	291
2005	15	275	47	87	39	117	290
2006	29	246	77	41	48	107	275
2007	33	184	53	43	31	90	217
2008	28	199	72	26	27	102	227
2009	39	256	76	34	31	154	295
2010	33	193	65	18	21	122	226

**Outpatient mental health services:**

	MI	MI	CMI	CMI	Total	Total
	#	\$	#	\$	#	\$
2000	99	34,821	12	3,930	111	38,752
2001	136	62,356	30	15,266	166	77,623
2002	135	61,241	30	12,514	165	73,756
2003	142	74,127	52	27,584	194	101,712
2004	164	90,769	53	44,196	217	134,966
2005	194	99,150	45	38,193	239	137,344
2006	205	106,455	32	20,466	237	126,921

2007	215	101,413	41	25,460	237	126,873
2008	232	137,375	39	26,403	271	163,778
2009	222	101,935	43	24,678	265	126,613
2010	236	122,977	42	18,402	278	141,169

**Dollars spent for Supported Community Living Services (includes CDAC & CCO):**

	CMI	MR	DD	Total
1999	105,695	237,475	15,855	359,025
2000	209,418	292,987	7,803	510,208
2001	145,415	320,406	10,941	476,762
2002	240,954	501,996	9,616	752,567
2003	217,528	438,496	22,451	678,475
2004	185,286	475,339	19,604	680,230
2005	169,003	611,029	20,960	803,199
2006	163,036	688,866	24,983	876,885
2007	185,790	740,627	15,487	941,904
2008	213,575	798,976	16,719	1,130,009
*2009	145,645	743,793	10,014	899,452
*2010	111,805	668,914	7202	787,921

\*FMAP lower due to stimulus dollars from the Feds

**RCF – Dollars:**

	CMI	MR	DD	Total
2000	223,152	384,903	42,285	650,340
2001	256,810	367,489	50,245	674,544
2002	90,692	207,277	47,218	345,187
2003	86,020	315,563	\$2,704	404,287
2004	77,270	146,767	\$774	224,811
2005	85,759	94,522	0	180,281
2006	64,397	79,115	0	143,512
2007	46,194	65,277	0	111,471
2008	43,333	53,269	0	96,602
2009	65,882	25,410	0	91,292
2010	103,598	12,729	0	116,327

**ICF/MR – dollars**

	#	MR	DD	Total
1999	32	821,897	0	821,897
2000	31	846,543	0	846,543
2001	30	863,919	15,079	878,998
2002	29	874,511	34,675	909,186
2003	32	789,169	5,773	794,942
2004	34	872,094	32,224	904,318
2005	27	917,590	0	917,490
2006	33	1,154,693	31,553	1,186,246
2007	33	1,190,102	39,317	1,229,419
2008	35	1,270,697	0	1,270,697
2009	34	1,079,552	0	1,079,552

2010	33	965,778	0	965,778
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**Mental Health Institutions:**

	#	MI	CMI	Total
1999	7	9,980	160,970	170,950
2000	11	19,996	88,586	108,582
2001	6	17,408	32,288	49,695
2002	11	2,963	64,320	67,283
2003	11	4,223	132,320	136,543
2004	9	21,376	70,258	91,635
2005	6	0	19,296	19,296
2006	7	0	36,458	36,458
2007	8	10,658	87,789	98,447
2008	11	19,755	12,055	31,810
2009	10	0	25,322	25,322
2010 *	15	29,111	114,758	143,869

*2007 note: Individual had TXIX, under the age of 21 , Magellan refused to pay the bill. Prior to Magellan, this would have been paid by TXIX.*

*2010 note: Several very ill people with extended stays at the MHI. Could this be the result of the closing of the local behavioral health unit and change is psychiatrists? There was a drop in the number of commitments after the behavioral health unit closed. Perhaps people were able to maintain for a while, and we saw the results in 2010?*

**Resource Centers:**

	MR	#
1999	276,168	9
2000	302,369	11
2001	301,524	9
2002	290,727	8
2003	307,620	8
2004	278,146	8
2005	277,532	7
2006	209,939	7
2007	218,093	5
2008	222,588	5
2009	231,450	6
2010	209,512	6

**Sheltered Workshops:**

	CMI	MR	DD	Total
1999	59,369	98,827	8,652	166,848
2000	107,261	125,387	6,941	239,589
2001	81,761	138,977	47,635	268,373
2002	40,471	158,795	7,833	207,107
2003	18,623	136,512	6,375	161,510
2004	19,589	84,266	4,602	108,457

2005		16,274	42,521	46,575	65,370
2006		13,753	122,526	16,554	152,834
2007		7,746	122,856	1,239	131,841
2008		20,421	176,067	0	196,487
2009		28,719	195,885	3,261	227,865
2010	36	17,765	95,712	7401	120,877

2006: increase due to Medicaid interpretation of pre-voc and consequently, 100% county services.

**Work Activity (includes prevoc and day habilitation):**

		CMI	MR	DD	Total
1999		1,353	180,339	25,086	206,778
2000		5,414	180,634	22,049	208,096
2001		1,468	220,265	23,912	245,654
2002		21,638	210,308	16,514	248,460
2003		27,002	233,058	0	260,060
2004		35,881	298,292	4,809	338,982
2005		39,575	246,491	3,773	289,837
2006		30,469	205,255	0	235,724
2007		30,203	126,296	0	156,499
2008		11,428	114,159	0	125,587
2009		13,131	144,206	7,329	164,666
2010*	36	10,334	67,037	0	77,371

2010 – lower FMAP due to Stimulus dollars.

**Adult Day Care:**

		CMI	MR	DD	Total
1999		652	59,240	8,128	68,021
2000		812	101,009	5,698	107,518
2001		400	64,512	882	65,794
2002		1,527	51,375	0	52,902
2003		3,981	47,656	0	51,637
2004		4,479	14,994	0	19,473
2005		2,030	25,668	0	27,698
2006		5,161	10,439	0	15,600
2007		3,638	19,286	0	22,924
2008		3,257	25,833	0	29,090
2009		962	25,239	0	26,200
2010	30	991	32,992	0	33,983

**Supported Employment:**

	#	CMI	MR	DD	Total
1999		956	4,402	896	6,254
2000		2,457	9,825	621	12,903
2001		2,181	14,189	1,163	17,533
2002		1,725	11,154	1,979	14,858
2003		8,771	15,585	1,248	25,604
2004		3,535	17,788	1,923	23,246

2005		2,653	12,680	536	15,869
2006		2,932	7,155	65	10,152
2007	24	10,705	12,637	0	23,342
2008	27	29,331	26,051	0	55,382
2009	23	11,145	17,912	0	29,057
2010	22	7,142	9,937	35	17,115

*\*2008—increase in dollars due to providers not accepting the HCBS SE rate. Provided 100% county dollars.*

Enclave:	#	CMI	MR	DD	Total
2005	8	1,370	2,846	0	4,216
2006	16	7,393	12,118	4,391	23,902
2007	16	3,202	11,117	0	14,319
2008	10	232	7,684	0	7,916
2009	14	113	7022	0	7,135
2010	15	225	4,402	0	4,627

**PERFORMANCE IMPROVEMENT PLAN**  
**Case Management Statistics**

**Who do we serve?**

*	<b>FY 10</b>	<b>FY 09</b>	<b>FY '08</b>	<b>FY '07</b>	<b>FY '06</b>	<b>FY '05</b>	<b>FY '04</b>	<b>FY '03</b>
MR/DD Adults	116	118	116	111	116	118	120	101
CMI Adults	59	55	58	51	75	69	82	68
Children (MR/BI Waiver)	21	21	23	27	24	32	26	24
BI Adults	13	15	16	15	14	13	13	10
Children CMI waiver	28	34	34	21	10	0	0	0
<b>Total- Case Management</b>	<b>237</b>	<b>243</b>	<b>247</b>	<b>225</b>	<b>209</b>	<b>232</b>	<b>241</b>	<b>203</b>
County Social Work	60	16	32	38	30	25	24	
<b>Case Management</b>	<b>237</b>	<b>243</b>	<b>247</b>	<b>225</b>	<b>209</b>	<b>207</b>	<b>217</b>	<b>203</b>
<b>Total *</b>	<b>297</b>	<b>259</b>	<b>279</b>	<b>263</b>	<b>239</b>	<b>232</b>	<b>241</b>	

- *Total includes TXIX case management and county social work*
- *2007 - Magellan **denials** of CMI people for case management increased. Also, ACT does not require case management*
- *7/1/2010: State is requiring billing in 15 minute increments. Paperwork requirements continue to dramatically increase each year.*

*Where do people live?*

<b>Residing as of 7/1/... or at the time of acceptance....</b>	<b>09 CM</b>	<b>09 SW</b>	<b>08 CM</b>	<b>08 SW</b>	<b>07 CM</b>	<b>07 SW</b>	<b>06 CM</b>	<b>06 SW</b>	<b>'05 CM</b>	<b>'05 SW</b>	<b>'04 CM</b>	<b>'04 SW</b>
Family Home	112	1	110	2	110	9	96	11	81	11	81	12
Own home<24 hr. supervision	85	36	88	10	87	16	76	20	81	11	82	6
Own home with 24 hr. supervision	28	1	31	0	29	0	29	0	30	0	26	0
RCF	8	0	11	2	15	3	14	2	12	2	16	2
Foster Home	3	0	2	0	3	0	3	0	1	0	0	0
Treatment facility					1	0	0	0	0	0	0	0
Jail or correctional facility			0	2	0	1	0	0	0	0	0	0
Homeless	0	3	0	0	1	1	1	1	2	1	1	0
Nursing Home	0	3	0	0	0	1	0	2	0	5	1	4
ICF/MR	0	16	0	0	1	1	5	2	1	1	0	1
Other (YWCA, D/SAOC)	1	0	0	0			1	0	1	0	0	0
<b>Total</b>	<b>237</b>	<b>60</b>	<b>243</b>	<b>16</b>	<b>247</b>	<b>32</b>	<b>225</b>	<b>38</b>	<b>209</b>	<b>30</b>	<b>207</b>	<b>25</b>

<b>Residing as of 6/30/ or at the time of discharge....</b>	<b>10 CM</b>	<b>10 SW</b>	<b>09 CM</b>	<b>09 SW</b>	<b>08 CM</b>	<b>08 SW</b>	<b>07 CM</b>	<b>07 SW</b>	<b>'06 CM</b>	<b>'06 SW</b>	<b>'05 CM</b>	<b>'05 SW</b>
Family Home	108	0	97	4	98	7	92	10	78	13	73	6
Own home<24 hr. supervision	87	37	104	10	92	17	81	19	80	8	80	12
Own home with 24 hr. supervision	28	1	23	0	35	0	30	0	32	0	32	0
RCF	9	1	8	1	12	3	15	3	15	2	13	2
Foster Home	1		3	0	3	0	3	0	0	0	0	6
Jail or correctional facility	0	1	1	0	1	2	0	1	0	0	0	0
Homeless		2	0	0	0	1	0	1	2	0	2	0
Nursing Home	0	1	2	0	2	1	0	2	1	5	5	4

ICF/MR	1	16	2	0	2	1	2	2	1	1	2	1
Other (YWCA, etc.)	3	0	1	0	0	0	2	0	0	1	0	0
Treatment facility	0	1	1	1	2	0	0	0	0	0	0	0
<b>Total</b>	<b>237</b>	<b>60</b>	<b>243</b>	<b>16</b>	<b>247</b>	<b>32</b>	<b>225</b>	<b>38</b>	<b>209</b>	<b>30</b>	<b>207</b>	<b>25</b>

*How many clients celebrated their 18<sup>th</sup> birthday?*

<b>2010</b>	<b>2009</b>	<b>2008</b>	<b>2007</b>	<b>2006</b>	<b>2005</b>	<b>2004</b>	<b>2003</b>
11	6	3	8	2	1	4	6

*What type of funds pay for services?*

	<b>10</b>	<b>10</b>	<b>09</b>	<b>09</b>	<b>08</b>	<b>08</b>	<b>07</b>	<b>07</b>	<b>06</b>	<b>06</b>	<b>'05</b>	<b>'05</b>	<b>'04</b>
	<b>CM</b>	<b>SW</b>											
HCBS	171	0	177	0	182	1	172	0	137	0	139	0	126
*ARO-	0	0	0	0	0	0	29	1	35	1	41	1	59
Habilitation	52	0	46	2	40	0	0	0	0	0	0	0	0
County	25	60	44	12	53	28	46	33	32	19	23	17	47
State	2	0	2	0	4	0	2	0	5	2	3	0	1
None	6	0	1	2	0	3	0	2	0	8	1	7	8
<b>Total</b>	<b>256</b>	<b>60</b>	<b>270</b>	<b>16</b>	<b>279</b>	<b>32</b>	<b>249</b>	<b>36</b>	<b>209</b>	<b>30</b>	<b>207</b>	<b>25</b>	<b>241</b>

\*ARO- no longer exists

*Accessing Mental Health Services:*

<b>Mental Health Services</b>	<b>'10</b>	<b>'09</b>	<b>'08</b>	<b>'07</b>	<b>'06</b>	<b>'05</b>	<b>'04</b>
Medication Monitoring	155	150	168	141	119	95	110
Outpatient Therapy	53	68	69	79	66	53	59
PHP	0	5	7	5	5	3	5
Steps	0	0	0	0	1	1	0
ACT- (ACTION)	2	0	2	2	0	0	0
Group Therapy	2	0	3	1	0	0	0
Circles Class	0	0	1	2	4	3	N/A

\*07- added ACT to this chart

*Day time activities:*

<b>Day Activity beginning of services or fiscal year</b>	<b>CM 10</b>	<b>SW 10</b>	<b>CM 09</b>	<b>SW 09</b>	<b>CM 08</b>	<b>SW 08</b>	<b>CM 07</b>	<b>SW 07</b>	<b>CM 06</b>	<b>SW 06</b>	<b>CM 05</b>	<b>SW 05</b>
Sheltered work	25	2	41	0	37	7	36	6	46	8	52	7
School	58	1	64	1	62	0	59	0	43	0	31	3
Competitive employment	15	6	18	2	17	2	13	3	19	2	10	11
Supported	15	0	19	0	20	0	18	2	29	1	24	1

employment												
Work activity	1	0	5	1	7	4	2	3	8	6	16	1
Friendship Center	12	7	12	2	21	4	17	4	14	2	11	1
Daycare	17	0	13	0	13	1	8	1	5	1	6	0
Pre voc	18	0	16	0	18	0	28	0	25	0	15	0
Skill Development	3	0	1	0	2	0	0	0	0	0	0	0
Skills training	3	0	2	1	3	0	4	0	6	0	0	0
Day habilitation	47	0	34	1	33	1	27	0	22	0	7	0
Emphy related serv	0	0	1	0	1	0	0	0	0	0	0	0
Other/ Volunteer	4	0	6	0	0	0	6	2	7	4	1	0
Enclave	9	0	5	0	3	0	4	1	0	2	0	0
Day Treatment	3	0	4	0	2	0	0	0	0	0	0	0
Substance treatmnt	0	0	0	0	2	0	0	0	0	0	0	0
Homemaker/home	12	10	14	3	19	5	31	5	9	1	15	0

Day Activity end of fiscal year or when ended service	10 CM	10 SW	09 CM	09 SW	08 CM	08 SW	07 CM	07 SW	06 CM	06 SW	05 CM	05 SW
Sheltered work	28	2	29	0	38	7	37	7	39	9	46	7
School	55	0	48	1	65	0	51	0	37	0	32	0
Competitive employment	17	8	19	1	21	1	15	3	18	1	18	3
Supported employment	15	0	17	0	19	0	20	1	26	0	22	0
Work activity	3	0	3	0	6	4	6	1	3	2	4	7
Friendship Center	15	7	10	3	17	4	21	4	15	2	10	2
Daycare	19	0	14	0	13	1	11	1	7	1	5	1
Pre voc	17	0	18	0	17	0	19	0	24	0	24	0
Day habilitation	44	0	46	1	31	1	28	0	23	0	24	0
Skills Training	4	0	2	0	2	1	5	0	6	0	1	0
Skill Dev.	5	0	1	1	2	0						
Day treatment			3	0	6	0	0	0	0	0	0	0
Enclave	9	0	10	0	3	1	3	0	4	1	0	2
Other *	1	3	6	1	2	0	5	1	3	7	3	2
Homemaker/at home	6	7	17	2	12	3	31	5	9		9	1

\*includes volunteer

### Who attends workshops?

Age at Workshops	10	09	08	07	06	05	04	03
< 18	0	0	0	2	2	1	0	0
18-30	5	6	11	8	13	11	15	14
31-44	11	13	15	13	23	18	27	33
45-59	11	18	22	20	20	19	24	17

60-64	2	3	2	3	5	3	5	5
Over 65	1	1	2	3	1	1	2	2

We know if people go to the workshop, they become comfortable and don't want to leave. We need to help people find jobs in the community when they are young, giving them adequate support so they are successful.

10/2010: Prevoc will need prior approval as of 11/1/2010 for all people. Due to this requirement, the obvious result of moving people from prevoc to work activity at 100% county expense is anticipated. There will not be enough county dollars to transition everyone from the Medicaid service to county funding; therefore, people eligible for wavier services will be required to use waiver services.

***What type of Support do people receive in their home?***

<i>FISCAL YEAR</i>	<b>10</b>	<b>09</b>	<b>08</b>	<b>07</b>	<b>'06</b>	<b>'05</b>	<b>'04</b>
Supported community living	128	130	154	178	177	180	191
Home based daily	4	2	5	0	0	0	0
Home based hourly	34	37	32	0	0	0	0
Respite	25	26	35	38	31	32	30
Transportation	45	58	49	36	36	35	21
CDAC*	19	15	12	11	9	13	9
Nursing	10	8	10	11	12	12	8
IMMT	0	0	0	1	2	2	2
Home/Vehicle mod.	1	2	4	5	5	3	0
Homemaker Health Aide	10	14	13	11	4	6	5
Emergency Response	10	11	7	4	4	4	2
Consumer choices option	18	11	5	0	0	0	0
In home Therapy (kids)	22	33	30	0	0		0

*Could more people live without 24-hour support and utilize the emergency response option ?*

*\*CDAC – Consumer Directed Attended Care (HCBS-Medicaid service)*

***Psychiatric Hospitalizations:***

	<b>10</b>	<b>09</b>	<b>08</b>	<b>07</b>	<b>06</b>	<b>05</b>	<b>04</b>	<b>03</b>
Number hospitalized	18	21	19	27	29	11	29	31
Number of times	32	43	37	48	56	27	53	67
Number of days	409	471	211	472	339	172	299	639
Gender	10 M 8 F	12 M 9 F	9 M 10 F	13 M 14 F	16 M 13 F	5 M 6 F	16 M 13 F	19M 12F

*Trinity Regional closed the end of FY07.*

<b>Ages hospitalized</b>	<b>10</b>	<b>09</b>	<b>08</b>	<b>07</b>	<b>06</b>	<b>05</b>	<b>04</b>	<b>03</b>
< 18	4		1	5	4	1	1	0
18-30	4	11	4	2	5	2	15	13
31-44	7	6	8	11	13	5	9	11
45-59	3	4	6	7	5	2	4	6
60-64	0	0	0	1	1	1	0	1
Over 65	0	0	0	1	1	0	0	0
Total	18	21	19	27	29	11	29	31

***Incarceration:***

<b>Jail</b>	<b>10</b>	<b>09</b>	<b>08</b>	<b>07</b>	<b>06</b>	<b>05</b>	<b>04</b>	<b>03</b>
Number of people	12	13	6	8	6	2	6	8
Days incarcerated	84	102	195+	245	10	13	32	56
Gender	6 -F 6-M	7-F 6-M	3 - F 3 - M	2 - F 6 - M	4 - F 2 - M	2 F	3 - M 3 - F	3 - M 5 - F
Age	18-30: 4 31-44:4 45-49: 4	18-30:8 31-44:3 45-59:2	18-30: 5 45-59: 1	18-25: 5 26-45: 3	25-42	26-35	18-33	18-30: 7 31-40: 1

2008: Reasons for Case Management discharge:

- Deceased – 1**
- Voluntary – 18**
- Involuntary – 4**
- Completed goals – 4**
- To the ACT program – 2**
- Moved from area – 17**
- No longer qualifies – 2**
- Moved to higher level of care – 9**

2009: Reasons for Case Management discharge:

- Deceased -4**
- Voluntary – 9**
- Involuntary - 7**
- Completed goals: 5**
- To the ACT program – 1**
- Moved form the area – 11**
- No longer qualifies – 5**
- To Black Hawk Co. CM – 3**

2010: Reasons for Case Management discharge:

- ACTION – 1**
- Completed goals-2**
- Deceased- 4**
- Involuntary – 10**
- Moved out of area – 4**
- Higher level of care – 2**
- No longer qualifies – 2**
- Voluntary discharge - 26**

CASE MANAGEMENT: Number of Individual Service Plan Goals

FY 2008:

**# of goals: 655**

**# of goals met: 230**

**# of goals not met: 425**

FY 2009:

**# of goals: 748**

**# of goals met: 233**

**# of goals not met: 515**

FY 2010:

**# of goals: 713**

**Met: 279**

**Unmet: 434**

2009 IDENTIFIED UNMET NEEDS BY CASE MANAGEMENT:

Competitive employment: 25

Decision making skills: 75

Family understanding: 59

Friends: 55

Transportation (nights/weekends): 41

Supported employment: 13

2010 IDENTIFIED UNMET NEEDS BY CASE MANAGEMENT:

Competitive employment: 15

Family understanding: 39

Friends: 30

Transportation (nights/weekends) : 27

## **Webster County Case Management**

Our policies state that we survey consumers, families, and providers every other year. A survey was completed in April 2010. A concern, as Director of our case management unit, is the move from spending time with consumers to spending massive amounts of time on paperwork as a result of IME and the administrative rules they have written. Another concern is the requirement of billing in 15 minute increments which began 7/1/2010, which continues to increase the amount of time spent on paper. How does this affect the consumer/case management relationship? To effectively work with an individual, one needs to develop a trusting relationship. Can this be established working behind a desk pushing paper?

Another issue which is becoming more prominent is the length of time it takes to get someone approved for case management and waiver services. It is this Director's opinion that when an individual is requesting

service they have an immediate need and we need to provide immediate assistance to the person. Instead, we must complete mountains of paper with them before we can even start to begin the process of helping them meet their need. Are people so frustrated with what they encounter when they ask for help that they decide not to follow through with case management because they lose hope in the process? We are having an increase number of individuals who begin the process for case management services, and then choose not to receive this service.

Case Managers are participating in our county co-occurring project through Dr. Minkoff and Dr. Cline. The agency has completed the EZ COMPASS tool and developed goals for the project. Case Managers will be introduced to many of the tools taught by Minkoff & Cline during the next year.

### CASE MANAGEMENT SURVEY 2010

**A=Always**            **E=Excellent**  
**S=Sometimes**    **G=Good**  
**N=Never**            **P=Poor**

**Percentages are calculated based upon the number of responses to each question.**

Consumer Survey	CM Unit Percentage			Year
	A	S	N	
1. Do you feel that WC Case managers treat you with kindness?	80.7	19.3	0	2008
	95.5	6.25	1.25	2010
2. Do you feel that you are able to make your own decision and choose your own goals in staffings?	72.7	25.9	1.3	2008
	69.6	25.3	5	2010
3. Do you feel that case management has assisted you in making your life better?	80.5	15.5	3.9	2008
	86	8.86	5	2010
4. Does your case manager return your phone calls in a timely manner?	80	16	4	2008
	76.3	18.4	5.3	2010
5. Does your case manager listen to you?	88.4	7.7	3.8	2008
	88.6	10.1	1.3	2010
6. Do you feel involved in making decisions about who is invited to your service plan/team meetings?	81.6	15.8	2.6	2008
	83	10	6.5	2010
7. A. Are you happy where you are living and working?	75	24	1	2008
	75	19	5.5	2010
7. B. If yes, has your case	67.2	24.6	8.2	2008

manager helped you get to this point?	78.7	16.6	4.5	2010
7. C. If no, is your case manager taking steps to improve this situation?	33.3	38.8	27.7	2008
	70.3	11	18.5	2010
	E	G	P	
8. Overall, how would you rate your experience with Webster County Case Management?	73.6	22.3	3.9	2008
	71	27	2	2010
Family/Guardian Survey	CM Unit Percentage			Year
	A	S	N	
1. Is it easy to access services from Webster County?	89.3	6.4	4.3	2008
	88.5	11.4	0	2010
2. Are the needs of your family member being met?	87.2	10.6	2.1	2008
	100	0	0	2010
3. Do Webster County workers respect confidentiality?	93.6	4.3	2.1	2008
	100	0	0	2010
4. Do you feel you play a part in the decision making for your family member?	85.7	10.2	4.1	2008
	88.8	8.3	2.7	2010
5. Does the case manager	87.5	10.4	2.1	2008

return your phone calls in a timely manner?	97	2.9	0	2010
6. Do you believe that the case managers understand the consumer's needs, are good advocates and empower your family member to make their own choices?	90.4	4.8	4.8	2008
	91	5.8	2.9	2010
7. Is your family member receiving opportunities to work, learn, and socialize?	89.7	7.7	2.6	2008
	87.8	9	3	2010

Provider Survey	CM Unit Percentage			Year
	A	S	N	
1. Is it easy to access services from Webster County?	70.2	29.8	0	2008
	60	40	0	2010
2. Are your requests/inquiries to case management handled in a timely manner?	71.7	22.2	0	2008
	84	16	0	2010
3. Do Webster County workers respect consumer confidentiality?	91.6	8.3	0	2008
	89.3	10.6	0	2010
4. A. Is there a cooperative effort to meet the needs of mutual consumers?	77	20.8	2.1	2008
	70.4	29.5	0	2010
4. B. If you disagree on services for a consumer, are you able to come to a consensus, focusing on the best interests of the consumer?	48.1	48.1	3.7	2008
	60.7	37.5	1.7	2010
5. Does the case manager understand your role as a service provider?	80.9	17	2.1	2008
	57	40	2.8	2010

This segment of those surveyed showed a general trend toward dissatisfaction with the performance of the case management unit. The level of happiness with the case manager was steady from two years ago but if there was a problem the case manager was seen as an instrumental part of resolving the problem. Any declines in satisfaction were less than 4 percentage points while improvements ranging up to nearly 12%. Most dramatic increases were in the area of the consumers feeling they were treated with kindness and the case manager's involvement in resolving living or working situations. The overall rating of experience with the case manager actually increased to 98% of consumers rating their experience as good to excellent.

A good summary of comments would be the statement that consumers relish the rare times that they can spend one to one with their case manager and see them as very helpful.

**For the family or guardian:**

Every area of evaluation by family members and guardians showed improvement. The only decreases were in the "always category" of service access and opportunity to work, learn, and socialize, and those by less than 2 percentage points. Even those two areas showed an overall improvement with fewer "never" ratings than in 2008.

The main theme of comments by family members and guardians was quality of timely two-way, communication listening and advising, and the quality of the information and advice that was shared. Each seemed to see the case manager as valuable resource when helping their family member manage through the service system.

**For the provider:**

## **PERFORMANCE IMPROVEMENT PLAN – PAST YEAR RESULTS**

**GOAL 1:** At least five people with disabilities will obtain employment in the community by using nontraditional supports by 8/2009. **COMPLETED**

***Situation:** Case Managers are frustrated because people are not finding jobs in the community. Case Managers believe many people are employable but need support to obtain employment and job coaching. Currently in Webster County there is one supported employment provider and referrals are made to that agency. Very few people over the last several years have found employment. Sometimes employment is found because the case manager knows of a job and makes a contact. New alternatives need to be explored.*

- 1. Case Managers will identify people whose goal is to be employed in the community.*
- 2. Case Managers collectively, will discuss various creative ways of providing the support people need.*
- 3. Case Managers will make contacts with people.*
- 4. Case Managers will meet with the consumer and the nontraditional provider to develop a plan.*
- 5. Funding will be obtained*
- 6. Case Managers will monitor the progress and record results.*

**At least nine people have found employment by non-traditional methods. Consumers obtained employment by means of applying and obtaining without supports; transportation was utilized from natural supports and without assistance, assistance with applications was provided from our Social**

**Worker. In 11/2010, LifeWorks, who provides supported employment services in Webster County announced they would no longer provide this service effective January 1, 2011. We will continue to be challenged and will need to continue to think creatively to use non-traditional ways in helping people find jobs.**

Agency goals as a result of the 2008 case management survey:

GOAL 2: Case management responsive time of returning phone calls to consumers, family/guardians and providers and handling their requests in a timely manner will increase to 95% on the next survey.

Problem: The survey reveals that the different entities view case managers as not being responsive to their calls or handling requests promptly.

Case Managers will do the following::

1. Change your voicemail greeting when you are out of the office for a day or more
2. Return calls promptly to let the caller know you received their message—even though you may not have an answer.
3. Schedule time each day just to return calls
4. A survey will be completed in the Spring of 2010 to measure results.

*Case Management responsive time of returning phone calls to consumers/families/guardians and providers and handling their requests in a timely manner will increase to 95% by next survey, - Case Management Supervisor checks email and phone messages if case manager is ill. Case Managers state they are now changing their phone messages and email responses when gone for more than one day.*

**2010 Results:**

**(providers: 84%)—DID NOT MEET GOAL**

**(Consumers: 76%)—DID NOT MEET GOAL**

**(Families/guardian: 97%)-GOAL MET**

GOAL 3: Increase cooperation with providers to meet the needs of the mutual consumer. Increase from 77% to 85% on the next survey. DID NOT MEET GOAL—in fact, provider satisfaction decreased.

Problem: It appears providers don't understand the role of case managers and what is required of the case manager to fulfill their job. Case managers also need to understand the requirements of providers. Due to not understanding the other person's role, friction occurs between the entities. Some of the problem may result from the case managers hearing a message regarding their role from HCBS TA and DHS IME staff and then implementing what they are told. We are not sure the providers hear the same message.

1. The Case Manager Supervisor will contact HCBS Technical Assistants and IME staff and ask if they will attend a meeting in Fort Dodge with case managers and providers to discuss roles and duties.
2. A date for the meeting will be scheduled.
3. The Case Manager Supervisor will solicit questions from the case managers and provider staff to submit to the HCBS and IME staff prior to the meeting.
4. Notices will be sent to provider agencies.

5. The meeting will be held and questions answered.
6. Administrative staff from the agencies will meet with Case Management Administrative Staff quarterly to discuss any issues that have arisen.
7. If issues arise, the CM supervisor will contact the appropriate HCBS person or IME staff to discuss the issue and will pursue a written reply which can be shared with all.
8. Another survey will be completed in the Spring of 2010 and the results of these actions will be measured.

Meetings were held as well as on-going meetings with Lifeworks, no statistics

April 7, 2009 – HCBS/ISAAC TA’s/Providers/Case Management Meeting

May 4, 2009 – Iowa Workforce Development/Case Managers Meeting

Working Together Seminar presentation by Gregg Kraemer

May 11, 2009 – Iowa Vocational Rehabilitation Meeting/Mary Augustus/Case Management

June 15, 2009 - Child Protective/Case Management Meeting (Mr. Bill Pischke)

June 18, 2009 – Northwoods Living/Case Management Meeting to discuss various issues

July 20, 2009 - IM Worker/Case Management Meeting

November 16, 2009 – IM Worker Supervisor/Case Management Supervisor – follow up meeting to discuss issues/concerns

Lifeworks/Case Management – ongoing monthly meetings to address issues/concerns.

## **Case Management Goals 2010- 2012**

### **Effective 7/1/2010 (goal from Advisory Board)**

Goal 1: Case Managers will increase cooperation with providers by 6/30/2012.

- a. Meet at least quarterly with supervisors of provider agencies to discuss issues and concerns.
- b. Address concerns as they arise.
- c. Measure results by using satisfaction survey in 2012.

### **Effective 7/1/2010 (goal from Advisory Board)**

Goal 2. Increase Public Awareness of Case Management Programs.

- a. Case Management information activity will be done or presented at least once each quarter for the following 2 years.

### **Effective 1/1/2011 (goal from case managers)**

Goal 3. Increase the usage of non-traditional providers/services to meet the needs of the individuals in a timely manner that are not being met through traditional methods.

- a. Determine the definition of non-traditional providers/services with case managers.
- b. Determine current baseline by 2/1/2011.
- c. Monthly obtain verbal report from each case manager as to what was used and how it benefits the individual.

### **Effective 1/1/2011**

**Goal 4. To investigate and resolve why people apply for case management and do not follow through with this service.**

- a. The Director will obtain a list from the supervisor each month of people who have discharged from case management within the first three months of application.

- b. The Director will contact the individuals to determine why the individual decided not to pursue case management.
- c. The Director will analyze the data and will make necessary changes.

### **Stakeholder Involvement:**

#### **MH/DD/BI Planning Committee**

Diana Johnson, community member  
 Brian Schmidt, community member  
 Jim Burr, CEO, North Central Iowa Mental Health Center  
 Martha Miller, Therapist, Genesis Mental Health Associates  
 Linda Smith, CEO, Northwoods Living  
 ‘Lis Ristua, Fort Dodge Public Schools  
 Mary Augustus, IVRS  
 Teresa Naughton. CEO, Iowa Central Industries  
 KimMotl, Webster County Board of Supervisors  
 Deb Delp, Team Leader- ACT program  
 Joyce Hay, Mental Health Advocate  
 Richard Scisco, community member  
 Gregg Kraemer, Workforce Development  
 Beth Stuhr, community member

#### **Education Committee:**

Jennifer Ellis, PHN  
 Carol Etzel, community member  
 Mary Augustus, DVRS  
 Ken Hays, Webster Co. Disabilities Alliance  
 Kris Hillmer-Pierson, Northwoods Living staff  
 Peggy Gimer, community member  
 Judy Warrick, community member  
 Gregg Kreamer, Iowa Workforce Development

#### **Acute Care Committee:**

Martha Miller, Psychiatry, Lee & Associates  
 Susan Rohden, Catholic Social Services  
 Daphne Willwerth, Trinity Regional Medical Center- ER  
 Deb O’Tool, DSAOC  
 Brian Mickelson, Webster County Sheriff  
 Kevin Doty, Fort Dodge Assistant Police Chief  
 Ken Hays, Disabilities Alliance  
 Jim Burr, Berryhill Center for Mental Health  
 Deb Delp, ACTION team leader, Berryhill Center for Mental Health  
 Deb Albrecht, Berryhill Center for Mental Health  
 Jannette Miller, Children & Families of Iowa  
 Aaron Hudson , Community & Family Resources

#### **Co-occurring Committee:**

Alisa Schlieff, UDMO

Brad Klug, Rabiner  
Brandi Dunn, UDMO  
Brenda Steenhard, Rabiner  
Brienne Lundberg, LifeWorks  
Carolyn Friesth, CFR  
Aaron Hudson, CFR  
Connie Harris, DSAOC  
Dawn Gehlhausen, PHN  
Deb Delp, Berryhill MHC  
Deb O'Toole, DSAOC  
Dennis Baugh, Shelter Care  
Elaine Winchell, LifeWorks  
Jennifer Pullen, Rabiner  
Jim Burr, Berryhill MHC  
Joy Thoma, CFI  
Julie Miller, LifeWorks  
Katie Deal, Shelter Care  
Ken Hays, Community Services  
Peg Naylor, CFR  
Peggy Sells, Shelter Care  
Sue Lauferweiler, Case Manager  
Susan Rohden, Catholic Social Services  
Teresa Larsen-White, CFI  
Tricia Nichols, PHN

**Employment Committee:**

Curt Duffield, ICI  
Gregg Kraemer, IVRS  
Dave Anderson, Case Manager  
Mary Augustus, IVRS  
Linda Hoover, parent  
June Herrington, ICI  
Joan Lara, CM

**Case Management Advisory Board:**

Mary Jo Anderson  
Marge Flannery  
Phyllis Hutchinson  
Judy Jones  
Marvin Leffingwell, Jr.  
Kristie Miller  
Teresa Naughton  
Beth Plautz  
Joan Portz  
Lis Ristau  
Dave Stone  
David Thoma  
Bonnie Wertz

Linda West  
 Darrin Koehler  
 Charlene Kelly  
 Angie Gibbs

## *Provider Network by*

<i>Provider Name</i>	<i>SERVICE</i>	<i>Phone</i>
ABBE CENTER FOR COMMUNITY CARE	RCF (Comm. 16+ beds)	
ALEAGENT HEALTH PSYCHIATRIC ASSOCIATES	Psychotherapeutic Tmt.-Outpatient & Med Check	(712) 328-2609
AMES, STEVE	Ongoing Rent Subsidy	(641) 753-9034
	Other Basic Needs (deposits, utilities)	(641) 753-9034
ANDERSON, DAVID J.	Mileage & Subsistence	(515) 955-2213
ANDREWS, APRIL	Other Vocational Services - (Friendship Center)	(515) 955-5407
BERRYHILL CENTER FOR MENTAL HEALTH	Evaluations	(515) 955-7171
	Psychotherapeutic Treatment - Outpatient	(515) 955-7171
	Psychotherapeutic Treatment - Emergency Services	(515) 955-7171
	Psychotherapeutic Tmt.-Outpatient & Med Check	(515) 955-7171
	Physiological Treatment - Other (Lab work)	(515) 955-7171
	D&E Related to Commitment	(515) 955-7171
	Community Support Programs	(515) 955-7171
	Psychiatric Rehabilitation (ACT)	(515) 955-7171
BILTWELL APTS -	Ongoing Rent Subsidy	
	Other Basic Needs (deposits, utilities)	
BLACK HAWK-GRUNDY MENTAL HEALTH	Psychotherapeutic Tmt.-Outpatient & Med Check	
BLAIR, IRENE	School of Instruction (conferences)	(515) 573-1483
	Official Publication & Legal Notice	(515) 573-1483
	Mileage & subsistence (CPC)	(515) 573-1483
	Legal Representation	(515) 955-2193
BLAKE PARKER - ATTORNEY AT LAW	School of Instruction (conferences, etc.)	
BRAIN INJURY ASSOCIATION OF IOWA	Case Management - 100% County	(515) 282-2200
BROADLAWN MEDICAL CENTER	Ongoing Rent Subsidy	
BUDGET TRAVELERS INN	Child Waiver - Office & Data Processing Equipment	(641) 424-1935
BUSINESS SYSTEMS INC.	Child Waiver - Office Supplies	(641) 424-1935
	Office & Data Processing Equipment	(641) 424-1935
	Office Supplies	(641) 424-1935
CALHOUN COUNTY DEPT OF HEALTH	Respite	
	Supported Community Living (SCL)	
CENTER ASSOCIATES	Psychotherapeutic Treatment - Outpatient	
CHEROKEE COUNTY COMMUNITY SERVICES DEPARTMENT	Child Waiver - School of Instruction (conferences)	(712) 225-6700
	School of Instruction - (Conferences, etc.)	(712) 225-6700
	School of Instruction (conferences)	(712) 225-6700
	School of Instruction (conferences, etc.)	(712) 225-6700
CHEROKEE MENTAL HEALTH INSTITUTE	School of Instruction (conferences)	
CHILDREN & FAMILIES OF IOWA - FORT DODGE	Psychotherapeutic Tmt.-Outpatient & Med Check	(515) 573-2193
	Psychotherapeutic Treatment - Outpatient	(515) 573-2193
CHILDREN&FAMILY OF IA	Payee Services	(515) 288-1981

CHRISTENSEN, JUDY	Supported Community Living (SCL)	(515) 288-1981
CHRISTIAN OPPORTUNITY CENTER	Psychotherapeutic Tmt.-Outpatient & Med Check	
COLBY, DON	Sheltered Workshop Services - County	
COMMUNITY & FAMILY RESOURCES	Ongoing Rent Subsidy	(515) 542-3424
COMMUNITY MHC OF MID-EASTERN IA	Trinity/CFR Detox	(515) 576-7261
COUNTY CASE MANAGEMENT SERVICES	Psychotherapeutic Tmt.-Outpatient & Med Check	(319) 338-7884
	School of Instruction - (Conferences, etc.)	
	School of Instruction (conferences)	
	Child Waiver - School of Instruction (conferences)	
	CCMS Technical Services	
	School of Instruction (conferences, etc.)	
COUNTY RATE INFORMATION SYSTEM	Dues & Memberships	
CPC PETTY CASH	Postage	
CRIMMINS, MARK	Legal Representation	
DANIEL PHARMACY	Physiological Treatment - medication	
DELL MARKETING L.P.	Child Waiver - Office & Data	(800) 981-3355
DENCKLAU INSURANCE	Processing Equipment	
DEREK JOHNSON LAW OFFICE	Insurance Premiums	
DICKINSON COUNTY CPC	Legal Representation	
DISCO DRUG	Legal Representation	(712) 336-0775
DMACC CONTINUING EDUCATION, BLDG. 18 - RM. 55	Physiological Treatment - medication	
DOROTHY, ROBIN	School of Instruction (conferences, etc.)	
	Other Rehabilitative Treatment	
	Other Vocational Services - (Friendship Center)	
DUNCAN HEIGHTS, INC.	RCF (Comm. 6-15 beds)	(641) 923-3337
	RCF/PMI (16+ beds)	(641) 923-3337
EASTER SEALS IOWA	Supported Community Living (SCL)	(515) 289-1933
ECHO, INC.	Supported Employment Services	
	Work Activity-PreVoc, Day Hab, Empl. Related Services	
EHRHARDT, MARK A.	Other Rehabilitative Treatment	(515) 576-1075
	Other Vocational Services - (Friendship Center)	(515) 576-1075
	Mileage & Subsistence	
EHRICH, CHERRICE	Inpatient (Other Private/Public Hospitals)	
ELLSWORTH MUNICIPAL HOSPITAL	Psychotherapeutic Tmt.-Outpatient & Med Check	
EYERLY BALL COMMUNITY MH SERVICES	Psychotherapeutic Treatment - Outpatient	
	Legal Representation	
FITZGERALD, JAMES E	Car Expenses - New cars - maintenance	
FORT DODGE FORD	Other Basic Needs (deposits, utilities)	(515) 573-7156
FORT DODGE WATER DEPARTMENT	Other Vocational Services - (Friendship Center)	(515) 573-4687
FRIENDSHIP CENTER	Telephone & Fax	(515) 955-6262
FRONTIER COMMUNICATIONS	Other Vocational Services - (Friendship Center)	(515) 955-6262
	Child Waiver - Phone/fax	(515) 955-6262
	Mileage & Subsistence	
GADBURY, JANET	Other Basic Needs (deposits, utilities)	(515) 576-5892
GARDEN VILLAGE APARTMENTS	Office & Data Processing Equipment	(888) 652-2269
GE CAPITAL	Homemaker/Health Aide	(515) 288-3334
GENERATIONS INC.	Work Activity-PreVoc, Day Hab	(712) 732-5038
GENESIS DEVELOPMENT	Office & Data Processing Equipment	(888) 237-6696
GLOBAL GOV'T/ED	Legal Representation	(515) 268-5601
GONNERMAN, OWEN, & STONEHOCKER, LLP		
GOOD CONNECTIONS, INC.	Sheltered Workshop - County	
GOODWILL INDST. OF NE IOWA	Enclave (Work Crew)	

GOODWILL INDUSTRIES, INC.	Supported Community Living (SCL)	(712) 258-4511
	Work Activity-PreVoc, Day Hab	(712) 258-4511
GROSSNICKLE, KAY M., ARNP	Psychotherapeutic Tmt.-Outpatient & Med Check	
GUTKNECHT, DONNA L.	Ongoing Rent Subsidy	(515) 576-2618
	Other Basic Needs (deposits, utilities)	(515) 576-2618
HAMMER PHARMACY	Physiological Treatment - medication	(515) 243-4177
HANCOCK CO. HOME CARE AIDE SERVICES	Homemaker/Health Aide	(641) 923-2539
HARDIN COUNTY MENTAL HEALTH SERVICE	School of Instruction (conferences, etc.)	
HARVEY, PAT	Other Basic Needs (deposits, utilities)	(515) 955-4696
HAY, JOYCE	Mental Health Advocate	(515) 573-3037
	MH Advocate - mileage & subsistence	(515) 573-3037
	MH Advocate - office supplies	(515) 573-3037
	MH Advocate - phone	(515) 573-3037
	MH Advocate - postage	(515) 573-3037
	MH Advocate - telephone	(515) 573-3037
HEARTLAND INN - ALTOONA	School of Instruction - (Conferences, etc.)	(800) 334-3277
HEARTLAND INN - ANKENY	School of Instruction - (Conferences, etc.)	(515) 964-8202
HEILMAN, MARY	Other Vocational Services - (Friendship Center)	
HIGGINS, RACHEL	Mileage & Subsistence	(515) 955-5874
HILTON GARDEN INN	School of Instruction (conferences)	(515) 270-8890
	School of Instruction (conferences, etc.)	(515) 270-8890
HOLIDAY INN - AIRPORT & CONFERENCE CENTER	School of Instruction (conferences, etc.)	(515) 287-2400
HOWARD CENTER	Other Support Services - CDAC, Comm. Living Skills	(712) 662-7844
	Supported Community Living (SCL)	(712) 662-7844
HSBC BUSINESS SOLUTIONS	Other Rehabilitative Treatment	(800) 365-2713
	Other Vocational Services - (Friendship Center)	(800) 365-2713
	Child Waiver - Office Supplies	(800) 365-2713
	Office Supplies	(800) 365-2713
HUMBOLDT WORKSHOP	RCF/MR (6-15 beds)	(515) 332-2841
	Sheltered Workshop Services - County	(515) 332-2841
	Supported Community Living (SCL)	(515) 332-2841
	Work Activity-PreVoc, Day Hab	(515) 332-2841
HY-VEE DRUG STORE	Physiological Treatment - medication	
HY-VEE PHARMACY	Physiological Treatment - medication	
IOWA CENTRAL COMMUNITY COLLEGE	School of Instruction (conferences, etc.)	
	School of Instruction (conferences)	
	Child Waiver - School of Instruction (conferences)	
	School of Instruction - (Conferences, etc.)	
IOWA CENTRAL INDUSTRIES	Sheltered Workshop	
	Supported Employment Services	
IOWA CENTRAL INDUSTRIES	Supported Community Living (SCL)	
	Work Activity-PreVoc, Day Hab	
	Sheltered Workshop - County	
	RCF (Comm. 6-15 beds)	
	Ongoing Rent Subsidy	
	Enclave (Work Crew)	
	Adult Day Care, Day Program Skills Training	
	Adult Day Care	
	Sheltered Workshop Services - County	
	RCF/MR (6-15 beds)	
IOWA DEPARTMENT OF HUMAN SERVICES	Inpatient (State Hospital School)	

IOWA DHS - CASHIER (ICF/MR)	Inpatient (State MHI)	
	MHI - Mt. Pleasant	
	ICF/MR (16+ beds)	
	ICF/MR (6-15 beds)	
IOWA DHS -CASHIER (ARO)	Other SCL - ARO & CDAC	
	Work Activity-PreVoc, Day Hab, Empl. Related Services	
	Adult Day Care, Day Program Skills Training	
IOWA DHS- CASHIER (CASE MANAGEMENT)	Case Management - T19 Match	
	Day Treatment Services	
	Psychotherapeutic Trmt. PHP	
IOWA DHS -CASHIER (HCBS/WAIVER)	Homemaker Health Aide	
	Adult Day Care	
	Case Management - T19 Match	
	Enclave (Work Crew)	
	Home Management Services (Emergency Services)	
	Other Support Services - CDAC, Comm. Living Skills	
	Respite	
	Supported Community Living (SCL)	
	Supported Communtiy Living (SCL - HCBS)	
	Supported Employment Services	
	Work Activity-PreVoc, Day Hab	
	Home/Vehicle Modification	
IOWA DIVISION OF CRIMINAL INVESTIGATION	Official Publication & Legal Notice	(515) 281-5138
	Official Publications & Legal Notices	(515) 281-5138
IOWA FEDERATION OF FAMILIES FOR CHILDREN'S MH	Child Waiver - School of Instruction (conferences)	(319) 462-2187
IOWA PRISON INDUSTRIES	Child Waiver - Office Supplies	
	Office Supplies	
	Printing & Forms	
IOWA STATE ASSOCIATION OF COUNTIES	School of Instruction - (Conferences, etc.)	
JIM'S SERVICE INC.	Car Expenses - New cars - maintenance	(515) 576-4241
JOHNSON, BRUCE R.	Other Rehabilitative Treatment	(515) 576-4219
	Other Vocational Services - (Friendship Center)	(515) 576-4219
JOHNSON, ERB, BICE, KRAMER, GOOD & MULHOLLAND, P.C	Guardian/Conservator	

<i><b>Provider Name</b></i>	<i><b>SERVICE</b></i>	<i><b>Phone</b></i>
JOHNSON, ERB, BICE, KRAMER, GOOD & MULHOLLAND, P.C JOHNSON, RONALD	Legal Representation	
JOSELYN OFFICE SUPPLIES	Ongoing Rent Subsidy Other Basic Needs (deposits, utilities) Child Waiver - Office Supplies New Office Equipment & Furniture Office Supplies Other Rehabilitative Treatment Other Vocational Services - (Friendship Center) Child Waiver - Office Supplies Office Supplies Printing & Forms	(515) 573-5053 (515) 573-5053
JOSELYN PRESS PRINTING	RCF (Comm. 6-15 beds) Legal Representation Physiological Treatment - medication Ongoing Rent Subsidy Other Basic Needs (deposits, utilities) Other Rehabilitative Treatment Other Vocational Services - (Friendship Center)	
JULIEN CARE FACILITY KERSTEN, BROWNLEE & HENDRICKS KIMBALL AVENUE DRUG KRAFT, LYLE	Mileage & Subsistence Child Waiver - Mileage & Subsistence Other Vocational Services - (Friendship Center) Other Rehabilitative Treatment Legal Representation Sheriff Transportation Other Basic Needs (deposits, utilities) Medicaid Overpayment Sheriff Transportation Inpatient (Other Private/Public Hospitals) Legal Representation Other Vocational Services - (Friendship Center) Physiological Treatment - Other (Lab work) Physiological Treatment - medication Physiological Treatment - medication Other Vocational Services - (Friendship Center) Child Waiver - Office Equipment & furniture Child Waiver - Office Supplies New Office Equipment & Furniture Office Supplies Other Vocational Services - (Friendship Center) Official Publications & Legal Notices Official Publication & Legal Notice Other Basic Needs (deposits, utilities) Other Rehabilitative Treatment Other Vocational Services - (Friendship Center)	(515) 573-4557 (515) 576-0125
KUHN, BRADLEY		
LARA, JOAN LAUFERSWEILER, SUSAN LEFFINGWELL, MARVIN JR.		
LINDEMAN LAW LINN COUNTY SHERIFF LURSEN, THERESA MAGELLAN BEHAVIORAL HEALTH MARSHALL COUNTY SHERIFF MARY GREELEY MEDICAL CENTER		
MCCARTHY, JAMES MEDIACOM		
MEDICAP PHARMACY - CARROLL MEDICAP PHARMACY - MARSHALLTOWN MENARDS		(712) 792-2402
MESSENGER		
MID AMERICAN ENERGY MIDAS/DART COUNCIL OF GOVERNMENTS		

<i>Provider Name</i>	<i>COACODE</i>	<i>SERVICE</i>	<i>Phone</i>
MINOLTA - DIV KMBS USA		Child Waiver - Office & Data Processing Equipment	(800) 622-2565
MUMM, LYLE		Office & Data Processing Equipment	(800) 622-2565
NASW, IOWA CHAPTER		Other Basic Needs (deposits, utilities)	(515) 576-6996
NEW HOPE VILLAGE		School of Instruction - (Conferences, etc.)	(515) 277-1117
NORTH IOWA VOCATIONAL CENTER		Work Activity-PreVoc, Day Hab	(712) 792-5500
		Sheltered Workshop - County	
		Supported Employment Services	
		Adult Day Care, Day Program Skills Training	
NORTH STAR COMMUNITY SERVICES		Sheltered Workshop	(319) 236-0901
		Supported Community Living (SCL)	(319) 236-0901
NORTHERN LIGHTS DISTRIBUTING, INC.		Other Vocational Services - (Friendship Center)	(515) 576-2181
NORTHWOODS LIVING		Supported Community Living (SCL)	(515) 573-8243
		Work Activity-PreVoc, Day Hab	(515) 573-8243
OFFICE MAX		Office Supplies	
		Other Vocational Services - (Friendship Center)	
OPPORTUNITY VILLAGE		RCF/MR (16+ beds)	
		Supported Community Living (SCL)	
		Work Activity-PreVoc, Day Hab	
OSTRANDER, ANGELA		Legal Representation	
PER MAR SECURITY SERVICES		Building & Equipment Repairs	
PLYMOUTH COUNTY AUDITOR		Sheriff Transportation	
POSTMASTER		Other Vocational Services - (Friendship Center)	
		Postage	
		Child Waiver - Postage	
PRABHAKAR PISIPATI, M.D.		Psychotherapeutic Tmt.-Outpatient & Med Check	(563) 243-4490
PSYCHIATRIC ASSOC. OF NE IOWA, PC		Psychotherapeutic Treatment - Outpatient	
PSYCHIATRY, LEE & ASSOCIATES		D&E Related to Commitment	(515) 574-6120
		Evaluations	(515) 574-6120
		Other Rehabilitative Treatment	(515) 574-6120
		Psychotherapeutic Tmt.-Outpatient & Med Check	(515) 574-6120
		Psychotherapeutic Treatment - Outpatient	(515) 574-6120
RICHMOND CENTER		Psychotherapeutic Treatment - Outpatient	(515) 232-5811
		Psychotherapeutic Tmt.-Outpatient & Med Check	(515) 232-5811
RON'S CAR WASH		Car Expenses - New cars - maintenance	(515) 573-5821
ROSALEZ LOCK & KEY		Other Rehabilitative Treatment	
		Other Vocational Services - (Friendship Center)	
SAMUELSON LAW OFFICE		Legal Representation	
SCANTRON SERVICE GROUP		Child Waiver - Office & Data Processing Equipment	(800) 228-3628
		Office & Data Processing Equipment	(800) 228-3628
SCHMIDT, BRIAN D.		Other Rehabilitative Treatment	(515) 576-1364
		Other Vocational Services - (Friendship Center)	(515) 576-1364
SCHUH INVESTMENTS, INC.		Other Basic Needs (deposits, utilities)	(515) 576-5809
		Ongoing Rent Subsidy	(515) 576-5809
SEASONS CENTER FOR COMMUNITY MENTAL HEALTH		Psychotherapeutic Tmt.-Outpatient & Med Check	(712) 262-2922

<i><b>Provider Name</b></i>	<i><b>COACODE</b></i>	<i><b>SERVICE</b></i>	<i><b>Phone</b></i>
SHINEFLEW, KIM		Other Vocational Services - (Friendship Center)	(515) 573-3770
SIOUXLAND MHC		Other Rehabilitative Treatment	(515) 573-3770
		Community Support Programs	(712) 252-3871
		Physiological Treatment - Outpatient	(712) 252-3871
		Psychotherapeutic Treatment - Outpatient	(712) 252-3871
SPECTRA HEALTH CARE		RCF (16+ beds)	(712) 732-4118
		RCF (Comm. 16+ beds)	(712) 732-4118
		RCF (Comm. 6-15 beds)	(712) 732-4118
ST. ANTHONY MENTAL HEALTH SERVICES		Psychotherapeutic Tmt.-Outpatient & Med Check	(712) 792-8435
STORY COUNTY COMMUNITY LIFE PROGRAM		Supported Community Living (SCL)	(515) 956-2600
		Adult Day Care, Day Program Skills Training	(515) 956-2600
STORY COUNTY SHERIFF		Sheriff Transportation	
SUPER 8 MOTEL - WILLIAMSBURG		School of Instruction - (Conferences, etc.)	(319) 668-2800
THE PRIDE GROUP		RCF/PMI (16+ beds)	
		Supported Community Living (SCL)	
TORGERSON, BEULAH		Other Rehabilitative Treatment	(515) 573-3079
		Other Vocational Services - (Friendship Center)	(515) 573-3079
TREASURER, STATE OF IOWA		Inpatient (State Hospital School)	(515) 281-6854
		Inpatient (State MHI)	(515) 281-6854
		MHI - Mt. Pleasant	(515) 281-6854
TRINITY REGIONAL HOSPITAL		Trinity/CFR Detox	(515) 362-5111
		D&E Related to Commitment	(515) 362-5111
		Day Treatment Services	(515) 362-5111
		Evaluations	(515) 362-5111
		Inpatient (Other Private/Public Hospitals)	(515) 362-5111
		Other Rehabilitative Treatment	(515) 362-5111
		Physiological Treatment - Other (Lab work)	(515) 362-5111
		Psychotherapeutic Treatment - Emergency Services	(515) 362-5111
U.S. CELLULAR		Telephone & Fax	
ULSTAD, RON		Other Basic Needs (deposits, utilities)	
VACUUM STORE		Ongoing Rent Subsidy	
		Other Basic Needs (deposits, utilities)	
WAHKONSA MANOR		Ongoing Rent Subsidy	
WALMART COMMUNITY		Car Expenses - New cars - maintenance	
		Office Supplies	
		Other Rehabilitative Treatment	
WALMART PHARMACY		Physiological Treatment - medication	
WARRICK, JUDY		Other Rehabilitative Treatment	(515) 352-3749
		Other Vocational Services - (Friendship Center)	(515) 352-3749
WEBSTER CO. PUBLIC HEALTH		Physiological Treatment - outpatient	
WEBSTER COUNTY AUDITOR		Medicaid Overpayment	
WEBSTER COUNTY CLERK OF COURT		Guardian/Conservator	
WEBSTER COUNTY SHERIFF		Sheriff Transportation	
WERTZ, BONNIE		Other Vocational Services - (Friendship Center)	(515) 573-4267

<i><b>Provider Name</b></i>	<i><b>COACODE</b></i>	<i><b>SERVICE</b></i>	<i><b>Phone</b></i>
WESCO INDUSTRIES		Sheltered Workshop Services - County	(712) 263-4886
WOOD, ROBERT W		Ongoing Rent Subsidy	(515) 576-8378
		Other Basic Needs (deposits, utilities)	(515) 576-8378
Y.M.C.A		Other Vocational Services - (Friendship Center)	(515) 573-7107

APPEALS: There were no appeals.  
 Waiting list: There is no waiting list.

40522	2010							
COACODE	Field59	40	41	42	43	Other	Field51	
3319	MHI-Mt. Pleasant	\$3,101.00						3101
3399	Trinity/CFR/Private Hosp.- Detox	\$19,032.00	\$1,629.00					20661
4300	Evaluations	\$1,172.24						1172.24
4353	Sheriff Transportation	\$505.73						505.73
4393	Legal Representation	\$797.50	\$82.50					880
5000	Education Services		\$90.00	\$30.00		\$1,527.92		1647.92
10000	Salary - Office Support					\$9,600.00		9600
11100	Salary-Reg Employ					\$167,565.63		167565.63
11110	General Admin/FICA/					\$12,558.09		12558.09
11111	General Admin/IPERS/					\$11,143.02		11143.02
11113	Employee G. Ins-Co Contrib					\$24,035.00		24035
11260	STATIONARY, FORMS & OFFICE SUPPLIES					\$1,626.32		1626.32
11400	Official Publications & Legal Notices					\$40.05		40.05
11402	TYPING, PRINTING & BINDING SERVICE					\$78.44		78.44
11412	POSTAGE & MAILING					\$895.00		895
11413	Emp Mileage & Subs Taxable Meals					\$47.48		47.48
11414	TELEPHONE SERVICES					\$2,870.63		2870.63
11422	EDUCATIONAL & TRAINING SERVICES					\$542.80		542.8
11441	REPAIR & MAINTENANCE BUILDING					\$970.00		970
11444	REPAIR & MAINTENANCE OFFICE/DATA EQUIP					\$3,699.89		3699.89
11463	Insurance Premiums					\$70.06		70.06
11480	DUES & MEMBERSHIPS					\$50.00		50
11610	Building - Capital Outlay					\$1,540.00		1540
11635	Car Expenses - New Cars - Maintenance					\$499.08		499.08
12000	Purchased Administration					\$6,297.00		6297
21100	Salary -					\$348,626.70		348626.7
21110	FICA					\$25,670.04		25670.04
21111	IPERS					\$23,167.59		23167.59
21113	Emplyee G Ins.-					\$78,411.00		78411
21260	General Office Supplies					\$3,175.29		3175.29
21374	Case Mgt-Medicaid Mtch		\$15,465.21	\$39,300.89	\$2,158.61			56924.71
21375	Case Mgt-100% Co.		\$214.72		\$1,737.50			1952.22

21399	Other ISAC Tech Assist					\$3,766.84	3766.84
21402	Printing & Forms					\$450.45	450.45
21412	Postage & Mailing					\$1,435.00	1435
21413	Employee Mileage & Subs-Taxable					\$798.93	798.93
21414	Telephone					\$4,130.10	4130.1
21422	Educational & Training Serv Mtg/Mlg					\$1,120.80	1120.8
21429	Plng & Mgmt. Consult (ISAC TECH.)					\$9,890.00	9890
21444	Office Equip/Repair					\$6,112.61	6112.61
21463	Insurance Premiums					\$513.83	513.83
21635	Car Expenses - New Cars - Maintenance					\$1,455.24	1455.24
22000	Service Management				\$993.90		993.9
22100	Salary Reg Employ Shanda Forse					\$32,335.63	32335.63
22110	FICA					\$2,426.19	2426.19
22111	IPERS					\$2,150.25	2150.25
22113	Co. Share Blue Cross					\$4,311.00	4311
22260	Ser Mgmt - Office Supplies					\$153.45	153.45
22412	Postage & Mailing					\$176.00	176
22413	Employee Mileage & Subs Taxable					\$97.84	97.84
22414	Telephone & Telegr Serv					\$405.70	405.7
22422	Educational & Training Serv					\$75.00	75
22444	Office Equip-Main					\$1,524.90	1524.9
31000	Transp-Other	\$624.00	\$3,164.27	\$24,733.05			28521.32
32320	Homemaker-Home Health Aid		\$1,632.17		\$817.16		2449.33
32322	Home Management Services/PERS		\$258.00	\$303.82			561.82
32325	Respite/1301			\$5,588.41			5588.41
32327	Representative Payee		\$457.88				457.88
32328	Home/Vehicle Modification		\$23.63	\$1,364.82			1388.45
32329	Supp Comm Living (ARO)		\$27,740.92	\$54,932.45	\$7,414.48		90087.85
32399	Other Model Waiver (ACT)		\$1,051.54	\$146,233.77			147285.31
33345	Ongoing Rent Subsidy	\$3,628.26	\$16,038.04		\$147.00		19813.3
33399	Personal & Emergency Needs	\$350.00	\$2,542.53	\$1,897.50	\$50.00	\$300.00	5140.03
41305	Physiological Treatmnt Outpatient		\$17.05				17.05
41306	Prescriptions & Medicine	\$64,855.35	\$23,504.79	\$1,961.85			90321.99
41307	In-Home Nursing	\$396.40	\$332.70				729.1
41399	Other Dental/Eye Doctor	\$1,013.36	\$1,497.49				2510.85

42305	Psycho Therap. Trtm - outpt	\$100,913.67	\$16,297.87	\$308.00		117519.54
42399	Other	\$290.00	\$362.50		\$3,848.50	4501
43000	Evaluations - Non-Commitment	\$28,217.54	\$3,812.73	\$320.00		32350.27
44110	CSP-Clubhouse-FICA				\$5,639.06	5639.06
44111	CSP-Clubhouse-IPERS				\$4,901.88	4901.88
44396	Community Support Programs		\$5,245.00			5245
44397	Psych Rehab	\$4,400.00	\$52,800.00			57200
44399	Other		\$720.29		\$93,080.32	93800.61
50360	Shelt Wksp Serv		\$19,483.29	\$104,335.28	\$8,082.54	131901.11
50362	Work Activity Services		\$10,333.81	\$67,036.84		77370.65
50367	Adult Day Care		\$991.29	\$34,334.43		35325.72
50368	Supp Employ		\$7,142.19	\$9,937.36	\$34.98	17114.53
50369	Enclave		\$225.22	\$4,401.97		4627.19
50399	Other		\$4,757.54	\$71,840.92		76598.46
63329	Supp Comm Livng HCBS/1300		\$83,114.02	\$466,380.90		549494.92
64314	RCF 6-15 beds		\$67,410.64	\$3,256.80		70667.44
64315	RCF/MR 6-15 beds			\$12,739.32		12739.32
64316	Res Care Fac - PMI 6-15 beds		\$41,834.92			41834.92
64318	ICF/MR 6-15 beds			\$965,773.76		965773.76
64399	Other	\$1,848.00	\$2,156.00			4004
71319	State MHI Inpt/Hospital	\$29,110.62	\$120,112.47			149223.09
72319	Inpt/Hospital Woodward			\$209,511.78		209511.78
73319	Other pub/prv hosp inpt/hospital	\$42,560.20	\$23,497.80			66058
74110	FICA-County Contr				\$852.00	852
74111	IPERS-County Contr				\$740.74	740.74
74300	Commit-Diag Eval	\$1,620.36	\$1,063.00			2683.36
74353	Sheriff Trans Chrgs	\$2,648.08	\$3,888.06	\$436.82		6972.96
74393	Legal Rep - Commit	\$1,604.00	\$2,085.50	\$225.00		3914.5
74395	Mental Health Advocates				\$6,755.98	6755.98
74399	Other - Ambulance		\$277.00			277
		\$308,688.31	\$563,353.58	\$2,227,185.74	\$21,436.17	\$914,155.27