

# Rolling Hills Community Services Region

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## FY 2020 Annual Report

Geographic Area: Buena Vista, Calhoun, Carroll, Cherokee, Crawford, Sac, Ida and Woodbury Counties

*Report prepared by Dawn Mentzer, Chief Executive Officer*

*Due to the Iowa Department of Human Services: December 1, 2020*

*Approved by RHCS Governing Board: November 25, 2020*

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## ***Preamble***

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Rolling Hills Community Services (RHCS) provides coordination and financial support for mental health and disability services to individuals located in the eight-county geographical area including Buena Vista, Calhoun, Carroll, Cherokee, Crawford, Ida, Sac Woodbury counties.

In compliance with IAC 441-25, the RHCS Management Plan includes three parts: Annual Service and Budget Plan, Policies and Procedures Manual and the Annual Report.

RHCS Management and Annual Services and Budget Plans are available on the RHCS Website [www.bvcountyiowa.com](http://www.bvcountyiowa.com) and the DHS Website at <http://dhs.iowa.gov>. The Annual Report is due to the Department of Human Services by December 1, 2020.

This Annual Report will reflect the sixth official year of regionalization and the efforts of multiple entities and partners that have joined together to develop services that aim to serve individuals within integrated community-based settings. This report contains information on the availability of core services, additional core services, and the efforts and plans for expansion of services. Also reported are the statistical reports of individuals funded, expenditures, revenues and levy information. In the final section, information will be provided regarding the successful outcomes of our Regional Strategic Plan.

The RHCS Governance Board Members for FY'20 are listed as follows:

Paul Merten - Governance Board Chairman and Buena Vista County Supervisor

Brent Wilhelm - Sac County Supervisor

Scott Jacobs – Calhoun County Supervisor

Neil Bock – Carroll County Supervisor

Cecil Blum – Crawford County Supervisor

Dennis Bush – Governance Board Vice Chairman and Cherokee County Supervisor

Creston Schubert – Ida County Supervisor

Rocky DeWitt – Woodbury County Supervisor

Pat Laursen – Ex-officio Member

Pam Haberl – Ex-officio Member

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## ***Individuals Served in Fiscal Year 2020***

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This section includes:

- the number of individuals in each diagnostic category funded for each service
- unduplicated count of individuals funded by age and diagnostic category

FY 2020 Actual Persons Served by Primary Diagnosis	Rolling Hills Community Services MHDS Region	MI (40)		ID(42)		DD(43)		Other		Total
		A	C	A	C	A	C	A	C	
	<b>Comprehensive Facility and Community Based Treatment</b>									
<b>Core</b>										
	<b>Treatment</b>									
42305	Psychotherapeutic Treatment - Outpatient	6								6
42306	Psychotherapeutic Treatment - Medication Prescribing	2								2
43301	Evaluation (Non Crisis) - Assessment and Evaluation	1								1
71319	State MHI Inpatient - Per diem charges	13								13
	<b>Basic Crisis Response</b>									
44301	Crisis Evaluation	212	77							289
44302	23 Hour Observation and Holding	62	1							63
44307	Mobile Response	1								1
44313	Crisis Stabilization Residential Service (CSRS)	142	1							143
	<b>Sub-Acute Services</b>									
	<b>Support for Community Living</b>									
32329	Support Services - Supported Community Living	33		6		1				40
	<b>Support For Employment</b>									
50364	Voc/Day - Job Development			24	1					25
50367	Day Habilitation	2		1		1				4
50368	Voc/Day - Individual Supported Employment	22	1	23		4				50
50369	Voc/Day - Group Supported Employment			2		2				4
	<b>Recovery Services</b>									
45366	Peer Family Support - Peer Support Services	1								1
	<b>Service Coordination</b>									
	<b>Core Evidence Based Treatment</b>									
	<b>Core Subtotals:</b>	<b>497</b>	<b>80</b>	<b>56</b>	<b>1</b>	<b>8</b>				<b>642</b>

<b>Mandated</b>										
<b>74XXX</b>	CommitmentRelated (except 301)	440	24							<b>464</b>
<b>75XXX</b>	Mental health advocate	822	2							<b>824</b>
	<b>Mandated Subtotals:</b>	<b>1262</b>	<b>26</b>							<b>1288</b>
<b>Core Plus</b>										
	<b>Justice System Involved Services</b>									
<b>25XXX</b>	Coordination services	134	3							<b>137</b>
<b>44346</b>	Crisis Services - Telephone Crisis Service	1								<b>1</b>
<b>46305</b>	Mental Health Services in Jails	25								<b>26</b>
	<b>Additional Core Evidence Based Treatment</b>									
<b>42366</b>	Psychotherapeutic Treatment - Social Support Services	115								<b>115</b>
	<b>Core Plus Subtotals:</b>	<b>276</b>	<b>3</b>							<b>279</b>
<b>Other Informational Services</b>										
<b>04372</b>	Planning and/or Consultation Services (Client Related)	1								<b>1</b>
<b>04429</b>	Planning and Management Consultants (Non-Client Related)	1								<b>1</b>
<b>05373</b>	Public Education Services	1								<b>1</b>
	<b>Other Informational Services Subtotals:</b>	<b>3</b>								<b>3</b>
<b>Community Living Support Services</b>										
<b>06399</b>	Academic Services			9	54					<b>63</b>
<b>22XXX</b>	Services management	472	24	26						<b>522</b>
<b>31XXX</b>	Transportation	5		3		1				<b>8</b>
<b>32327</b>	Support Services - Representative Payee	305	10							<b>315</b>
<b>33340</b>	Basic Needs - Rent Payments	3								<b>3</b>
<b>41306</b>	Physiological Treatment - Prescription Medicine/Vaccines	1								<b>1</b>
<b>42310</b>	Psychotherapeutic Treatment - Transitional Living Program	40								<b>40</b>

<b>42396</b>	Psychotherapeutic Treatment - Community Support Programs	4							<b>4</b>
<b>42399</b>	Psychotherapeutic Treatment - Other	11	67	01					<b>98</b>
<b>63329</b>	Comm Based Settings (1-5 Bed) - Supported Community Living			2					<b>2</b>
	<b>Community Living Support Services Subtotals:</b>	<b>842</b>	<b>101</b>	<b>60</b>	<b>54</b>	<b>1</b>			<b>1058</b>
<b>Congregate Services</b>									
<b>64329</b>	Comm Based Settings (6+ Beds) - Supported Community Living	24							<b>24</b>
<b>64XXX</b>	RCF-6 and over beds	20							<b>20</b>
	<b>Congregate Services Subtotals:</b>	<b>44</b>							<b>44</b>
<b>Administration</b>									
<b>11XXX</b>	Direct Administration							1	<b>1</b>
	<b>Administration Subtotals:</b>							<b>1</b>	<b>1</b>
<b>Regional Totals:</b>		<b>2924</b>	<b>210</b>	<b>116</b>	<b>55</b>	<b>9</b>		<b>1</b>	<b>3315</b>

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*Unduplicated Count of Persons Served by Age Group and Primary Diagnosis*

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Disability Group	Children	Adult	Unduplicated Total	DG
Mental Illness	180	1841	2021	40
Mental Illness, Intellectual Disabilities	0	62	62	40, 42
Mental Illness, Intellectual Disabilities, Other Developmental Disabilities	0	2	2	40, 42, 43
Mental Illness, Intellectual Disabilities, MH/DD General Administration	0	3	3	40, 42, 44
Mental Illness, Other Developmental Disabilities	0	1	1	40, 43
Intellectual Disabilities	55	42	97	42
<b>Total</b>	<b>235</b>	<b>1950</b>	<b>2186</b>	<b>99</b>

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### *Regionally Designated Intensive Mental Health Services*

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The region has designated the following provider(s) as an **Access Center** which has met the following requirements:

- Immediate intake assessment and screening that includes but is not limited to mental and physical conditions, suicide risk, brain injury, and substance use.
- Comprehensive person-centered mental health assessments by appropriately licensed or credentialed professionals.
- Comprehensive person-centered substance use disorder assessments by appropriately licensed or credentialed professional.
- Peer support services.
- Mental health treatment.
- Substance abuse treatment.
- Physical health services.
- Care coordination.
- Service navigation and linkage to needed services.

<u>Date Designated</u>	<u>Access Center</u>
	Anticipating Siouxland Mental Health Center (Physical location) but region has to make sure all requirements met before the actual designation



July 2020	Anticipating Siouxland Mental Health Center/Plains Area Mental Health Center (Virtual model) but region has to make sure all requirements met before the actual designation

The region has designated the following **Assertive Community Treatment (ACT)** teams which have been evaluated for program fidelity, including a peer review as required by subrule 25.6(2), and documentation of each team's most recent fidelity score.

<u>Date Designated</u>	<u>ACT Teams</u>	<u>Fidelity Score</u>
June 2017	Seasons Center for Behavioral Health - Spencer, IA	In progress
May 2020	Plains Area Mental Health Center	To be completed by May 2021

The region has designated the following **Subacute** service providers which meet the criteria and are licensed by the Department of Inspections and Appeals.

<u>Date Designated</u>	<u>Subacute</u>
	Anticipating Siouxland Mental Health Center but region has to make sure all requirements met before the actual designation.

The region has designated the following **Intensive Residential Service** providers which meet the following requirements:

- Enrolled as an HCBS 1915(i) habilitation or an HCBS 1915(c) intellectual disability waiver supported community living provider.
- Provide staffing 24 hours a day, 7 days a week, 365 days a year.
- Maintain staffing ratio of one staff to every two and on-half residents.
- Ensure that all staff have the minimum qualifications required.
- Provider coordination with the individual's clinical mental health and physical health treatment, and other services and support.
- Provide clinical oversight by a mental health professional
- Have a written cooperative agreement with an outpatient provider.
- Be licensed as a substance abuse treatment program or have a written cooperative agreement.
- Accept and service eligible individuals who are court-ordered.

- Provide services to eligible individuals on a no reject, no eject basis.
- Serve no more than five individuals at a site.
- Be located in a neighborhood setting to maximize community integration and natural supports.
- Demonstrate specialization in serving individuals with an SPMI or multi-occurring conditions and serve individuals with similar conditions in the same site.

<u>Date Designated</u>	<u>Intensive Residential Services</u>
	None designated yet as of this report date. Intensive Residential Services are in development however, it has been challenging finding a provider to offer this service.

The following section includes: Funds expended for each service, Revenues and County Levies

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### ***Fiscal Year 2020 Expenditures***

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<b>Fiscal Year 2020</b>	<b>Rolling Hills Community Services MHDS Region</b>	<b>MI (40)</b>	<b>ID (42)</b>	<b>DD (43)</b>	<b>Admin (44)</b>	<b>Total</b>
<b>Core</b>						
	<b>Treatment</b>					
42305	Psychotherapeutic Treatment - Outpatient	\$ 908				\$ 908
42306	Psychotherapeutic Treatment - Medication Prescribing	\$ 287,874				\$ 287,874
43301	Evaluation (Non Crisis) - Assessment and Evaluation	\$ 60,000				\$ 60,000
71319	State MHI Inpatient - Per diem charges	\$ 101,167				\$ 101,167
73319	Other Priv./Public Hospitals - Inpatient per diem charges					\$ -
	<b>Basic Crisis Response</b>					
32322	Support Services - Personal Emergency Response System					\$ -

44301	Crisis Evaluation	\$ 329,850				\$ 329,850
44302	23 Hour Observation and Holding	\$ 135,859				\$ 135,859
44305	24 Hour Crisis Response					
44307	Mobile Response	\$ 461,486				\$ 461,486
44312	Crisis Stabilization Community Based Services (CSCBS)					
44313	Crisis Stabilization Residential Service (CSRS)	\$ 1,013,622				\$ 1,013,622
44396	Access Center start-up/sustainability/coordination					\$ -
	<b>Sub-Acute Services</b>					
63309	Sub Acute Services (1-5 Beds)					\$ -
64309	Sub Acute Services (6+ Beds)					\$ -
	<b>Support for Community Living</b>					
32320	Support Services - Home Health Aides					\$ -
32325	Support Services - Respite Services					\$ -
32328	Support Services - Home/Vehicle Modification					\$ -
32329	Support Services - Supported Community Living	\$ 40,327	\$ 10,160	\$ 7,961		\$ 58,448
42329	Psychotherapeutic Treatment - Intensive Residential Services					\$ -
	<b>Support For Employment</b>					
50362	Voc/Day - Prevocational Services					\$ -
50364	Voc/Day - Job Development		\$ 6,500			\$ 6,500
50367	Day Habilitation	\$ 603	\$ 7,700	\$ 17,896		\$ 26,200
50368	Voc/Day - Individual Supported Employment	\$ 98,513	\$ 53,867	\$ 6,683		\$ 159,062
50369	Voc/Day - Group Supported Employment		\$ 9,573	\$ 1,636		\$ 11,209
	<b>Recovery Services</b>					
45323	Peer Family Support - Family Support	\$ 5,467				\$ 5,467
45366	Peer Family Support - Peer Support Services	\$ 6,951				\$ 6,951
	<b>Service Coordination</b>					

21375	Case Management - 100% County					\$ -
24376	Health Homes Coordination - Coordination Services					\$ -
	<b>Core Evidence Based Treatment</b>					
04422	Consultation - Educational and Training Services					\$ -
32396	Supported Housing					\$ -
42398	Assertive Community Treatment (ACT)					\$ -
45373	Peer Family Support - Family Psycho-Education					\$ -
	<b>Core Subtotals:</b>	<b>\$ 2,542,628</b>	<b>\$ 87,800</b>	<b>\$ 34,175</b>		<b>\$ 2,664,603.38</b>
<b>Mandated</b>						
46319	Iowa Medical and Classification Center (Oakdale)					\$ -
72319	State Hospital Schools - Inpatient per diem charges					\$ -
74XXX	CommitmentRelated (except 301)	\$ 135,982				\$ 135,982.01
75XXX	Mental health advocate	\$ 232,090				\$ 232,089.72
	<b>Mandated Subtotals:</b>	<b>\$ 368,072</b>				<b>\$368,072</b>
<b>Core Plus</b>						
	<b>Justice System Involved Services</b>					
25XXX	Coordination services	\$249,577				\$249,577
44346	Crisis Services - Telephone Crisis Service	\$420,830				\$420,830
44366	Warm-Line					\$ -
46305	Mental Health Services in Jails	\$11,440				\$11,440
46399	Justice System - Involved Services - Other					\$ -
46422	Crisis Prevention Training					\$ -

46425	Mental Health Court related expenses					\$ -
74301	Civil Commitment Prescreening					\$ -
	<b>Additional Core Evidence Based Treatment</b>					
42366	Psychotherapeutic Treatment - Social Support Services	\$ 275,564				\$275,564
42397	Psychotherapeutic Treatment - Psychiatric Rehabilitation					\$ -
	<b>Core Plus Subtotals:</b>	<b>\$ 957,411</b>				<b>\$957,411</b>
<b>Other Informational Services</b>						
03371	Information and Referral Services					\$ -
04372	Planning and/or Consultation Services (Client Related)	\$23,471				\$23,471
04377	MHDS Contract Provider Incentive Payment					\$ -
04399	Consultation					\$ -
04429	Planning and Management Consultants (Non-Client Related)	\$36,541				\$36,541
05373	Public Education Services	\$36,977				\$36,977
	<b>Other Informational Services Subtotals:</b>	<b>\$ 96,989</b>				<b>\$96,989</b>
<b>Community Living Support Services</b>						
06399	Academic Services		\$34,035			\$34,035
22XXX	Services management	\$ 454,978	\$7,879			\$462,856
23100	Crisis Care Coordination - Salary of Regular Employees					\$ -
23376	Crisis Care Coordination - Coordination Services					\$ -

31XXX	Transportation	\$ 2,589	\$1,382	\$ 2,443		<b>\$6,415</b>
32321	Support Services - Chore Services					\$ -
32326	Support Services - Guardian/Conservator					\$ -
32327	Support Services - Representative Payee	\$ 25,000				<b>\$25,000</b>
32335	Consumer-Directed Attendant Care					\$ -
32399	Support Services - Other					\$ -
33330	Mobile Meals					\$ -
33340	Basic Needs - Rent Payments	\$ 3,110				<b>\$3,110</b>
33345	Basic Needs - Ongoing Rent Subsidy					\$ -
33399	Basic Needs - Other					\$ -
41305	Physiological Treatment - Outpatient					\$ -
41306	Physiological Treatment - Prescription Medicine/Vaccines	-				\$ -
41307	Physiological Treatment - In-Home Nursing					\$ -
41308	Physiological Treatment - Health Supplies and Equipment					\$ -
41399	Physiological Treatment - Other					\$ -
42309	Psychotherapeutic Treatment - Partial Hospitalization					\$ -
42310	Psychotherapeutic Treatment - Transitional Living Program	\$ 58,704				<b>\$58,704</b>
42363	Psychotherapeutic Treatment - Day Treatment Services					\$ -

42396	Psychotherapeutic Treatment - Community Support Programs	\$ 11,004				\$11,004
42399	Psychotherapeutic Treatment - Other	\$ 270,162	\$ 138,400.00			\$408,562
44304	Crisis Services - Emergency Care					\$ -
44399	Other Crisis Services					\$ -
46306	Prescription Medication (Psychiatric Medications in Jail)					\$ -
50361	Vocational Skills Training					\$ -
50365	Supported Education					\$ -
50399	Voc/Day - Day Habilitation					\$ -
63310	Comm Based Settings (1-5 Bed) - Assisted Living					\$ -
63329	Comm Based Settings (1-5 Bed) - Supported Community Living					\$ -
63399	Comm Based Settings (1-5 Bed) - Other					\$ -
63XXX	ICF 1-5 beds					\$ -
63XXX	RCF 1-5 beds					\$ -
	<b>Community Living Support Services Subtotals:</b>	\$ 825,548	\$ 181,696.09	\$ 2,443.27		\$ 1,009,687
<b>Congregate Services</b>						
50360	Voc/Day - Sheltered Workshop Services					\$ -

64310	Comm Based Settings (6+ Beds) - Assisted Living					\$ -
64329	Comm Based Settings (6+ Beds) - Supported Community Living	\$ 497,128				\$ 497,128
64399	Comm Based Settings (6+ Beds) - Other					
64XXX	ICF-6 and over beds					
64XXX	RCF-6 and over beds	\$ 249,686				\$ 249,686
	<b>Congregate Services Subtotals:</b>	\$ 746,814				\$ 746,814
<b>Administration</b>						
11XXX	Direct Administration				\$ 319,842	\$ 319,842
12XXX	Purchased Administration				\$ 190,919	\$ 190,919
	<b>Administration Subtotals:</b>				\$ 510,761	\$ 510,761
<b>Uncategorized</b>						
(45XX-XXX)	County Provided Case Management					
(45XX-XXX)	County Provided Services					
	<b>Uncategorized Subtotals:</b>					
	<b>Regional Grand Total:</b>	\$ 5,537,461	\$ 269,496	\$36,619	\$510,761	\$6,354,337
13951	Distribution to MHDS regional fiscal agent from member county					\$7,191,631
14951	MHDS fiscal agent reimbursement to MHDS regional member county					\$929,922



## FY'20 Revenues

<b>FY 2020 Accrual</b>	<b>Rolling Hills MHDS Region</b>		
	<b>FY19 Annual Report Ending Fund Balance</b>		\$ 3,394,570
	<b>Adjustment to 6/30/19 Fund Balance</b>		170,092
	<b>Audited Fund Balance as of 6/30/19</b>		\$ 3,564,662
	<b>Local/Regional Funds</b>		\$ 5,107,855
10XX	Property Tax Levied	\$ 4,539,320	
12XX	Other County Taxes	\$5,588	
16XX	Utility Tax Replacement Excise Taxes	\$313,976	
4XXX-5XXX	Charges for Services		
60XX	Interest	\$26,420	
6XXX	Use of Money & Property	0	
25XX	Other Governmental Revenues		
8XXX	Miscellaneous	\$222,551	
92XX	Proceeds /Gen Fixed asset sales		
	<b>State Funds</b>		\$ 371,699
21XX	State Tax Credits	\$259,742	
22XX	Other State Replacement Credits	\$111,957	
2250	MHDS Equalization		
24XX	State/Federal pass thru Revenue		
2644	MHDS Allowed Growth // State Gen. Funds		
2645	State Payment Program		
29XX	Payment in Lieu of taxes		
	<b>Federal Funds</b>		\$ -
2344	Social services block grant		
2345	Medicaid		
	<b>Total Revenues</b>		\$ 5,479,554

<b>Total Funds Available for FY19</b>	\$ 9,044,216
<b>FY19 Accrual Regional Expenditures</b>	\$ 6,354,337
<b>Accrual Fund Balance as of 6/30/19</b>	\$ 2,689,879

\* Please note that the fund balance varies from the actual audited Regional balance due to the additional Per Capita above the levy contributions. This amount is not reflected in this revenue total.

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## ***FY'20 County Levies***

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County	2017 Est. Pop.	Regional Per Capita	FY20 Max Levy	FY20 Actual Levy	Actual Levy Per Capita
Buena Vista	20,110	42.79	\$ 860,507.00	\$ 366,197	18.21
Calhoun	9,746	42.79	\$ 417,031.00	\$ 200,000	20.52
Carroll	20,320	42.79	\$ 869,493.00	\$ 494,000	24.31
Cherokee	11,316	42.79	\$ 484,212.00	\$ 250,070	22.10
Crawford	17,056	42.79	\$ 729,826.00	\$ 513,922	30.13
Ida	6,865	42.79	\$ 293,753.00	\$ 179,570	26.16
Sac	9,817	42.79	\$ 420,069.00	\$ 216,000	22.00
Woodbury	102,429	42.79	\$ 4,382,937.00	\$ 2,916,687	28.48
<b>Total RHCS Region</b>	<b>197,659</b>		<b>\$ 8,457,828.00</b>	<b>5,136,446</b>	<b>25.99</b>

For Fiscal Year 2020, all counties within Rolling Hills with the exception of Woodbury County contributed an equal \$30.75 per capita to the Regional Fiscal Agent for service expenditures. Woodbury County contributed a per capita in the amount of \$33.63.

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## ***Rolling Hills Regional Outcomes***

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The Rolling Hills Community Services Region is in a solid financial position to strategize the development of the new core services as required in House File 2456 that was passed during the 2018 legislative session. All service investment decisions will need to be made based on long-term sustainability, which unfortunately is uncertain at this time. Coupled with the HF691 requirement that the Regions needs to spend fund balances down to 40% by July 2022, we are approaching the additional core services with prudence. This section contains multiple outcomes that have been achieved in alignment with our Region's vision and core service requirements.

Many stakeholders across the region have attended multiple meetings, focus groups and advisory meetings during year five to move our region in the direction of community-based service provision and development of additional services. Three task forces were designated in late FY'19 that continued to meet until early 2020: Access Center, Mobile Crisis and IRSH Task Forces met monthly to begin the planning for these additional services to be available within Rolling Hills. Mobile Crisis was implemented in November of 2019 with more statistics to follow later in this report. Implementation of IRSH will be contingent on availability of funding and qualified staff to deliver high quality services. We are also in the process of Access Center development within the Sioux Rivers Assessment and Stabilization Center with a virtual Access Center network that would cover all counties as well. We have continued the process of collaborating with neighboring regions to identify priority services and make decisions based on provider and individual input as well as assessment of our region's needs.

Rolling Hills also designated a Collaborative of multiple children's services providers to assist us with the development of our Children's Implementation plan that was due to the state by May 1, 2020. The plan as follows was approved by the Governance Board in April 2020:

## **ROLLING HILLS COMMUNITY SERVICES REGION**

### **FY21 CHILDREN'S BEHAVIORAL HEALTH SERVICES IMPLEMENTATION PLAN**

**PREPARED BY:**

**ROLLING HILLS COMMUNITY SERVICES REGION**

**SUBMITTED**

**4/23/20**

**GEOGRAPHIC AREA: BUENA VISTA, CALHOUN, CARROLL, CHEROKEE, CRAWFORD, IDA, SAC & WOODBURY COUNTIES**

**APPROVED BY GOVERNING BOARD: 4/22/20**

**CHILDREN'S BEHAVIORAL HEALTH SERVICES IMPLEMENTATION  
PLAN FOR FY19/20**

Each mental health and disability services region shall submit to the department of human services an implementation plan to implement the children's behavioral health services described under section 331.397A, as enacted in HF690, no later than April 1, 2020. This plan covers the period from July 1, 2019 through June 30, 2020.

**A. Creating A Regional Children's Advisory Committee**

The Region values community stakeholder input and is in the planning stages of developing a plan to establish a Regional Children's Behavioral Health Services Advisory Committee.

**1. Process and Time Frames**

<b><u>Targeted Completion Date</u></b>	<b><u>Activity</u></b>
	The regional children's behavioral health services advisory committee designate Governing Board representation for: (a) a parent/actively involved relative of a child who utilizes children's behavioral health services; (b) the educational system; and (c) a regional children's behavioral health services provider.

August 2019	Designate Children's Collaborative Group that consists of Early Childhood Advocates, AEA Representatives, Juvenile Court Services, Hospitals, Integrated Health Homes, Mental Health Providers, Siouxland Human Investment Programs, Outreach Services, Emergency Service Personnel, Public Health, Governance Board Members, Rolling Hills Regional Personnel, Community Provider and Substance Abuse Providers.
October 2019	Children's Collaborative Group will designate following workgroups: Administrative, Core Services Treatment, Comprehensive Facility and Community Based Crisis Services, Core Plus Services.
February 2020	Workgroups will meet at least quarterly to develop assigned components of the Implementation Plan that will be submitted to DHS by April 1, 2020.
June 2020	Children's Collaborative Group will meet on a regular basis to monitor progress of Plan Development.
December 2019	Administrative Workgroup determines membership for newly forming Children's Advisory Committee. Seek Representation from identified members according to IAC 331.390(2).
February 2020	Prospective Children's Advisory Committee Members submit biographies to the Rolling Hills Region CEO.
March 2020	Rolling Hills Regional Governance Board shall appoint representation to the Children's Advisory Committee based on submitted Bios.
March 2020	Rolling Hills Regional Governance Board shall consider a mileage stipend for Children's Advisory Committee representatives who are not affiliated with an agency.
April 2020	Establish Rules of Operation for Children's Advisory Committee – CEO et al.
May 2020	Children's Advisory Committee convenes first organizational meeting.
June 2020	Children's Advisory Committee designates the following members to the Rolling Hills Region Governance Board: Children's Behavioral Service Provider (ex officio); Area Education Agency Administrator (voting member); Parent of a child who uses services or actively involved relative (voting member).
July 2020	Designated members of the Children's Advisory Committee become official members of the Rolling Hills Governance Board.

## 2. Regional Children's Advisory Committee

<u>Prospective Members</u>	<u>Representing</u>
Jamaine Wamburg, Woodbury County	Parents/Actively Involved Relatives of a Child who Utilizes Children's Behavioral Health Services
Jennifer Collins, Northwest Iowa AEA or Joan Hansen, School Social Worker/Prairie Lakes AEA	The Education System
Kerri Hall, Early Childhood Iowa Director/Siouxland Human Investment Partnership (SHIP)/ Woodbury County	Early Childhood Advocates
Kathy Fritz, Buena Vista County Court Appointed Special Advocates	Child Welfare Advocates
Shannon Williams, Plains Area Mental Health Center/Buena Vista County	Children's Behavioral Health Service Providers
Steve Kremer, Cherokee County Juvenile Court Services	The Juvenile Court System
None designated however, will continue to pursue	Pediatricians
Deb Gimer, Child Care Nurse Consultant/Calhoun County Public Health	Child Care Providers
Kevin Heineman, Sioux City Police Department/Woodbury County	Local Law Enforcement
TBD	Regional Governing Board

## B. Regional Governance Board Changes

The Regional Governing Board is ultimately responsible for: (a) the advancement of a regional management plan; (b) the development of access to a regional service system for adults with mental illness, intellectual disabilities, brain

injuries and developmental disabilities to children with serious emotional disturbances; and (c) the administration of the non-Medicaid funded Mental Health Disability Services (MHDS) and children's behavioral health services as outlined in Iowa Code. The Region is in the planning stages of identifying the timeframes to change the Regional Governance Board composition.

## 1. Process and Time Frames

<u>Targeted Completion Date</u>	<u>Activity</u>
October 2019	Children's Collaborative Group designates an administrative workgroup to address Governance Board Composition Needs.
June 2020	Children's Advisory Committee designates the following members to the Rolling Hills Region Governance Board: Children's Behavioral Service Provider (ex officio); Area Education Agency Administrator (voting member); Parent of a child who uses services or actively involved relative (voting member).
July 2020	Designated members of the Children's Advisory Committee become official members of the Rolling Hills Governance Board.

## 2. Regional Governing Board

<u>Member</u>	<u>Representing</u>	<u>Voting Member</u>
Paul Merten	Buena Vista County Board of Supervisors	Yes
Scott Jacobs	Calhoun County Board of Supervisors	Yes
Neil Bock	Carroll County Board of Supervisors	Yes
Dennis Bush	Cherokee County Board of Supervisors	Yes
Cecil Blum	Crawford County Board of Supervisors	Yes
Creston Schubert	Ida County Board of Supervisors	Yes
Brent Wilhelm	Sac County Board of Supervisors	Yes
Rocky De Witt	Woodbury County Board of Supervisors	Yes
To be designated by the Adult Advisory Committee	Adults/Actively Involved Relatives of an Adult who Utilizes Mental Health and Disability Services	Yes
To be designated by the Children's Advisory Committee	Parents/Actively Involved Relatives of a Child who Utilizes Children's Behavioral Health Services	Yes

To be designated by the Children's Advisory Committee	The Regional Education System	Yes
To be designated by the Adult Advisory Committee	Regional MHDS Adult Service Providers	No
To be designated by the Children's Advisory Committee	Regional Children's Behavioral Health Service Providers	No

## C. Regional 28E Agreement Amendment

There is an existing regional 28E agreement between the counties in The Region. The Region is in the planning stages of identifying the timeframes to amend and file the regional 28E agreement.

### 1. Process and Time Frames

<u>Targeted Completion Date</u>	<u>Activity</u>
October 2019	Children's Collaborative Group designates an administrative workgroup to address Governance Board Composition Needs.
February 2020	Children's Administrative Workgroup reviews existing 28E Agreement and identifies needed amendments per IAC Chapter 25.
March 2020	Upon enactment of the Chapter 25 Administrative Rules, 28E Agreement shall be presented to the Rolling Hills Governance Board for full review.
March 2020	28E will include new designations for Children's representatives on the Governing Board and the Children's Advisory Committee.
April/May 2020	CEO presents 28E Agreement to the member County Boards of Supervisors for their review and signatures.
June 2020	CEO files the Regional 28E agreement with the Iowa Secretary of State's Office.

## D. Regional Staff Changes

The Region is in the planning stages of identifying staffing needs by the Region to implement the new children's behavioral health services coordinator requirements and other anticipated staffing needs, including timeframes.



## 1. Process and Time Frames

<u>Targeted Completion Date</u>	<u>Activity</u>
October 2019	Children's Collaborative Group designates an administrative workgroup to address Regional Staffing Needs for a Children's Coordinator of Disability Services.
December 2019	Children's Administrative Workgroup assesses the current staffing patterns and determines whether any additional Regional Coordinators need to be hired.
July 2020	Any necessary additional Regional Coordinators will be contingent on funding from the State.
July 2020	Current Rolling Hills Adult Regional Coordinators will provide Service Coordination for Children who meet the definition of having a Serious Emotional Disturbance.

## E. Regional Management Plan Changes

The Region is in the planning stages of identifying the timelines and integration of the new children's behavioral health services requirements into the Regional Policies and Procedures Manual and the Regional Annual Service and Budget Plan.

### 1. Process and Time Frames – Regional Policies and Procedures Manual

<u>Targeted Completion Date</u>	<u>Activity</u>
June 2020	Governance Board will take action to direct the CEO to follow the requirements for Children's services as outlined in Iowa Code and Administrative Rules while working to incorporate these additions into the Regional Management Plan.
October 2020	Amend the Regional Policies and Procedures Manual to incorporate the eligibility requirements and services for the Children's Behavioral Health System.
November 2020	Submit Amended Regional Policies and Procedures to Advisory Boards for approval.
November 2020	Submit Amended Regional Policies and Procedures to Governing Board for approval.

December 2020	Submit Amended Regional Policies and Procedures to DHS for approval. (Rules require Regions to submit the amendments to DHS 45 days prior to implementation.)
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## 2. Process and Time Frames – Annual Service and Budget Plan

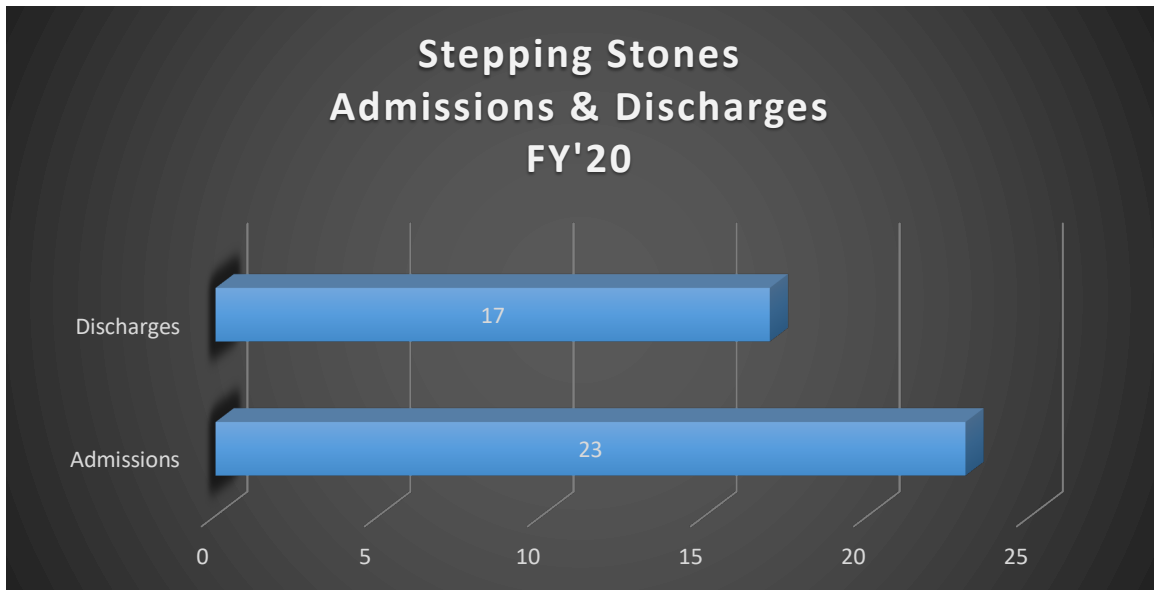
<u>Targeted Completion Date</u>	<u>Activity</u>	<u>Resources (Low-Medium-High Staff Time, Funding, Etc.)</u>
March 2020	Identify the local access points for the children's behavioral health services.	
March 2020	Identify service coordination entities for the children seeking services regardless of funding source.	
March 2020	Identify and budget for required core children's behavioral health services	
March 2020	Identify the children's behavioral health services provider network.	
July 2021	Expand Prevention Activities across all school districts:  *Adverse Childhood Experiences (ACES)  *Handle with Care  *Student Empowerment Teams	
April 1, 2020	The Region's FY21 Annual Service and Budget Plan shall be completed and submitted to DHS.	April 1, 2020

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## *STEPPING STONES TRANSITIONAL SERVICES*

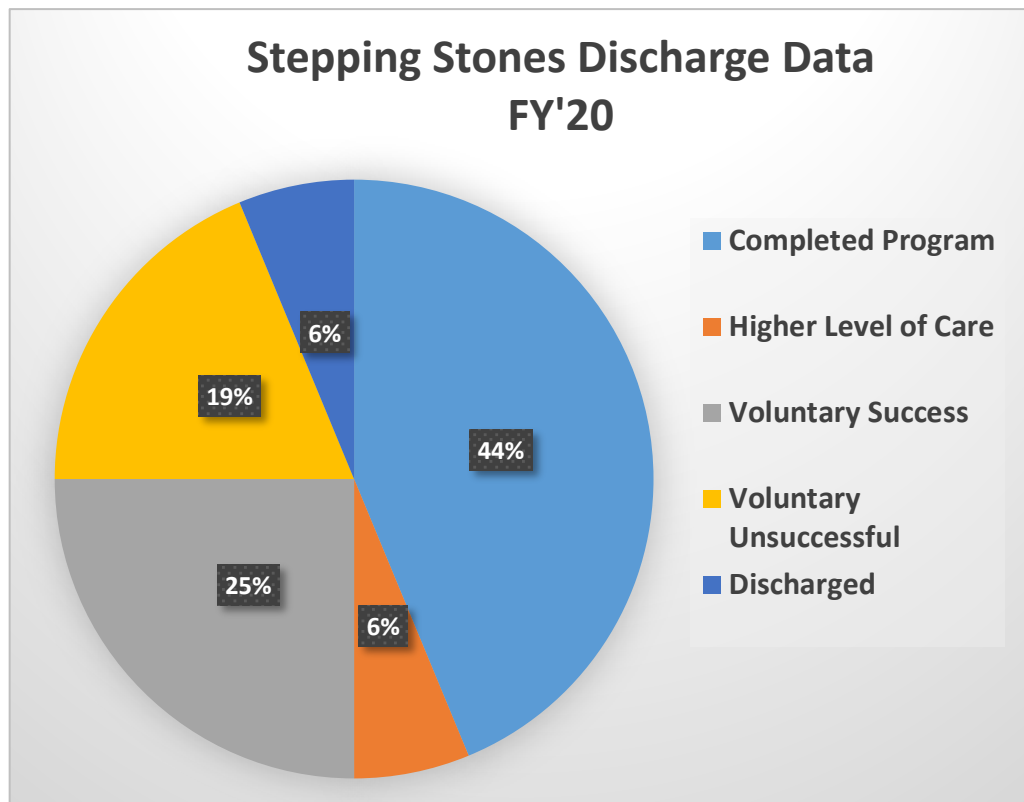
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Wesco continues to provide Transition Services for the Rolling Hills Region and the need has led to expansion of this service by adding a second transition home in Vail that was approved in May 2020. Following is the report on outcomes as submitted by Jessica Stangl of Wesco:



#### **Admission Data**

This year at Stepping Stones, our agency admitted 23 individuals into the program during the fiscal year 2019-2020. At the end of the fiscal year 2019-2020, there were 5 individuals still admitted into the program out of the 23.



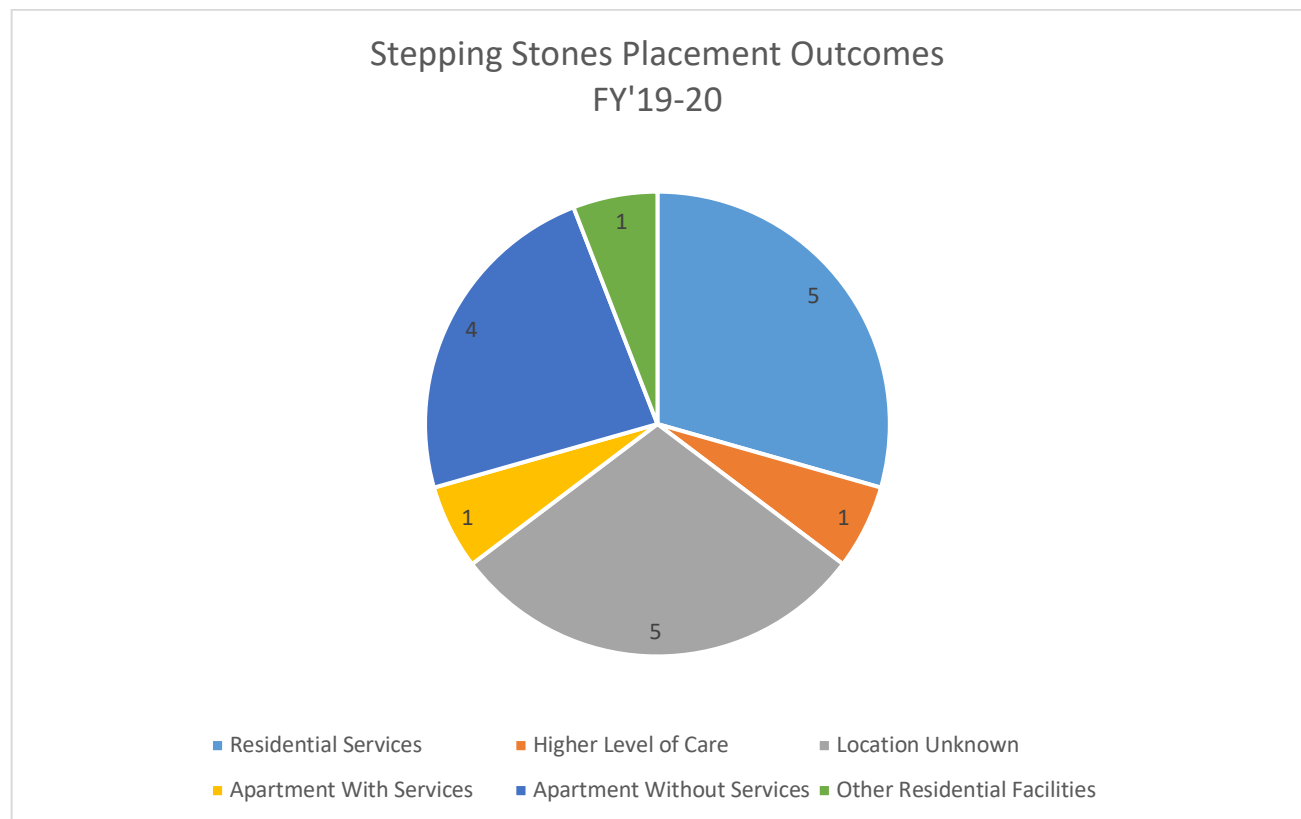
## Discharge Data

From the 23 individuals that were admitted during the 2019-2020 fiscal year, 17 discharged from the Stepping Stones program. From the 17 that were discharged from the program, 11 successfully discharged from the program and of those 11 that successfully discharged 5 moved on to residential services within Wesco Industries. 1 choose another path for residential services and moved to the care of another provider in Des Moines. 4 voluntarily discharged from program successfully without Wesco Services. 1 completed the program, discharged successfully with on-going services in place.

The 7 that completed the program stayed for the recommended time, worked their program, and left with services and housing established in the community of their choice. The 4 voluntarily left the program, were considered a voluntary success, as they voluntarily left earlier than recommended, but they had their services and housing established upon their discharge.

There was 1 that was placed in a higher level of care. This is due to needed services from an inpatient setting or hospitalization.

Out of the 17 that discharged, 3 left voluntary unsuccessful. This means that they voluntarily left the program against out advice, without services or housing in place. We also had 2 that were discharged from the program. This was due to the program rules and regulations not being followed.

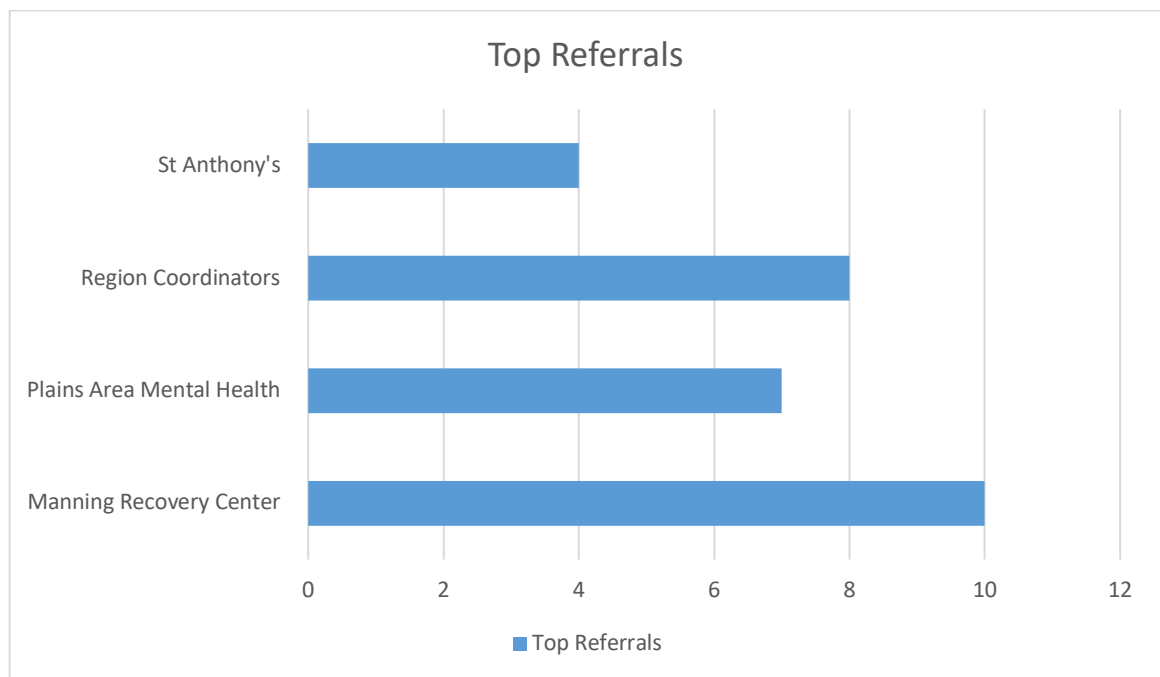


The chart above gives you a better idea of where individuals were placed after discharge. Of the 17 individuals that discharged from the program, 5 of them went to a waiver home with provider services. We had one discharge from the program who went to a waiver home outside the region. These individuals left with housing, supported employment, day habilitation services in place. We had 4 individuals leave with

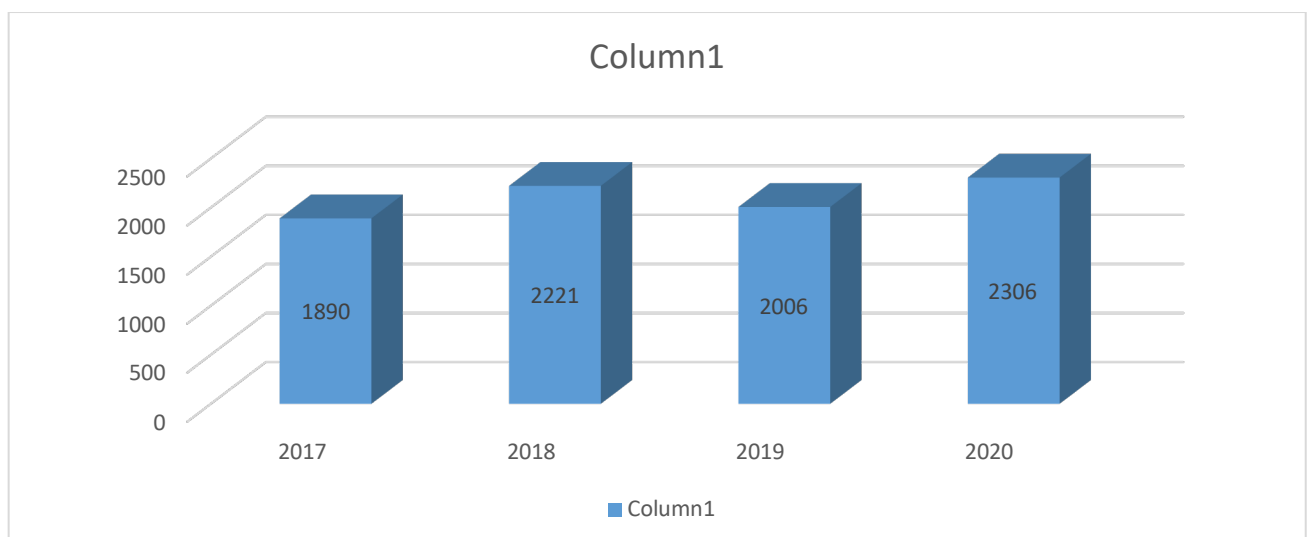
housing in place receiving services from a provider and/or had employment in place. We had 1 individual leave with housing, employment, services from a provider, and on-going supported-community living services in place. We had 1 individual that went to a higher level of care either receiving inpatient treatment or being hospitalized. We had 5 either voluntarily discharge or were discharged from the program with limited services in place, leaving their location unknown after discharge.

### Referrals

With all the information gathered for the FY'19-20, Stepping Stones received 46 referrals in the past year. The below provides a better idea of where the majority of Stepping Stones referrals are coming from.



### Bed Days



During FY'17 we provided 1,890 bed days, FY'18 we provided 2,221 bed days, and FY'19 we provided 2,006 bed days. This is an increase from the past years for bed days. Outcomes have increased significantly for the Stepping Stones program and has become more efficient in setting up and establishing services for the individuals in the program. The average length of stay was for the past year was around 190 days.

### Stepping Stones Update

Over the past year Stepping Stones has had many successful stories to tell. We have had many individuals who have been homeless or struggled to maintain their mental health and sobriety become successful in their new ventures in life.

We had a gentleman that was in his mid to late 50's come from being homeless and struggling to maintain his mental health to Stepping Stones and was able to establish services with providers in the community of his choice. He was able to move on to a waiver home facility and has been doing extremely well and living his best life as he continues to participate in the services established for him.

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### *I-START Services*

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Rolling Hills continued contracting with County Social Services for I-Start Services in Fiscal Year 2020. Data and outcomes provided by Felicia Bates, Clinical Team Lead are listed below:

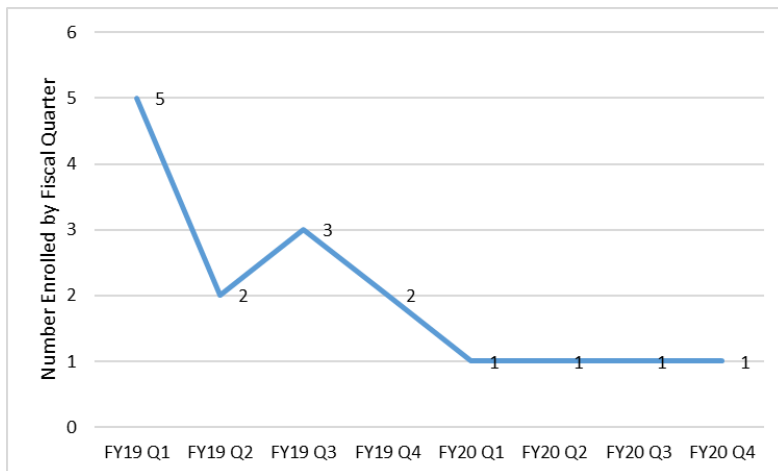
#### FY20 DATA Summary: Rolling Hills

##### Section 1: Census Summary

This report reflects activity for FY20 (July 1, 2019-June 30, 2020). All individuals had activity in FY20.

Rolling Hills	
<i>Total Served during reporting period</i>	<b>16</b>
Individuals inactivated	<b>3</b>
Stable functioning	<b>1</b>
Moved out of START region	<b>1</b>
Deceased	<b>1</b>
<i>Active Caseload at the end of reporting period</i>	<b>13</b>

**Figure 1: Enrollment by Fiscal Quarter (n=16)**



**Table 1: Current Caseload by County**

Rolling Hills	
Buena Vista	2
Carroll	6
Crawford	4
Sad	1
<b>Total Active Caseload</b>	<b>13</b>

**Table 2: Referral Source**

Rolling Hills (n=16)	
<i>Referral Source (%)</i>	
Case Manager/Service Coordinator	38%
Provider (residential)	62%

**Table 3: Presenting Problems at Enrollment** (can have more than one)

Rolling Hills (n=16)	
<i>Most Common Reasons for Enrollment (%)</i>	
Aggression	94%
Risk of losing placement	31%
Decreased functioning	56%

Dx & treatment planning	50%
Family needs assistance	6%
Leaving unexpectedly	0%
Mental health symptoms	69%
Self-Injurious Behavior	44%
Sexualized behavior	19%
Suicidality	19%
Transition from hospital	6%

## Section 2: Enrollee Characteristics

**Table 4: Demographics**

Rolling Hills (n=16)	
<i>Mean Age (Range)</i>	37 (21-61)
<i>Gender (% male)</i>	50%
<i>Level of Intellectual Disability (%)</i>	
No ID/Borderline	19%
Mild	63%
Moderate	19%
Severe/profound	0%

<i>Living Situation (%)</i>	
Family	19%
Alternative family home	19%
Group Home	6%
Supported/Independent living	25%
Hospital/IDD facility	6%
Other (CSU, Jail)	6%
Unreported	19%

**Table 5: Mental Health characteristics of enrolled individuals**

Rolling Hills (n=16)
----------------------



<i>Mental Health Conditions (%) At</i>	
least 1 diagnosis	88%
Mean Diagnoses	2.2
<i>Most Common MH Conditions (%)</i>	
Anxiety Disorders	19%
ADHD	31%
ASD	31%
Bipolar Disorders	25%
Depressive Disorders	31%
Disruptive Disorders	19%
OCD	0%
Personality Disorders	6%
Schizophrenia Spectrum Disorders	19%
Trauma/Stressor Disorders	6%

**Table 6: Medical characteristics of enrolled individuals**

Rolling Hills (n=16)	
<i>Medical Diagnosis (%)</i>	
At least 1 diagnosis	88%
Mean Diagnoses	3.1
<i>Most Common Medical Conditions (%)</i>	
Cardiovascular	31%
Endocrine	38%
Gastro/Intestinal	38%
Immunology/Allergy	13%
Musculoskeletal disorders	6%
Neurologic	25%
Obesity	25%
Pulmonary disorders	6%
Sleep Disorder	19%

**Table 7: Emergency Psychiatric Service Use**

Rolling Hills (n=16)
----------------------

	<i>Psychiatric Hospitalization</i>	
	<b>Prior to enrollment, N (%)</b>	2 (13%)
	Mean Admissions (range)	1.0 (1)
<b>During START, N (%)</b>		5 (31%)
Mean (range)		2.2 (1-5)
	<i>Emergency Department Visits</i>	
	<b>Prior to enrollment, N (%)</b>	4 (25%)
	Mean Visits (range)	2.0 (1-3)
<b>During START, N (%)</b>		7 (44%)
Mean (range)		2.4 (1-8)

### Section 3: START Clinical Services

**Table 8: Provision of Planned START Clinical (Coordination) Services in report period**

Rolling Hills (n=16)	
<i>Utilization of Planned Services (% of Individuals)</i>	
Outreach	100%
Intake/Assessment	100%
CSCPIP	100%
Clinical Consultation	100%
Medical Consultation	75%
Crisis Follow-Up	50%

**Table 9: Completion of START Clinical Tools (active individuals only)**

Rolling Hills (n=13)	Tool is Complete	Tool is Up-to-date
ABC Assessments	100%	100%
RSQ Assessments	100%	N/A
START Action Plans	100%	100%
CSCPIP	100%	100%

**Table 11: Provision of Emergency/Crisis Intervention Services**

Rolling Hills	
<i>Crisis Contacts</i>	
Number of Individuals	4
Number of Crisis Contacts	15
Range of Contacts	(2-6)
<i>Type of Intervention</i>	
In-Person	-
Phone Consultation/virtual	15 (100%)
<i>Average Length of In-Person Intervention</i>	N/A

<i>Crisis Disposition</i>	
Maintain Setting	12 (80%)
Psychiatric Hospital Admission	1 (7%)
Emergency Department (released)	-
ED (held over 24 hours)	2 (13%)
Crisis Stabilization Bed	-
Other (Incarcerated, Referral to services, "Other")	-
Missing	-

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## ***SUPPORTED EMPLOYMENT GRANT OUTCOMES:***

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In Fiscal Year 2020, the Rolling Hills Region extended grant funds for the fifth year to seven vocational providers within our Region who work collectively to provide employment opportunities for individuals with disabilities. The six agencies included in the grant are Howard Center, Genesis Development, Crossroads of Western Iowa, Ida Services, Inc., New Perspectives, Mid-Step Services and Goodwill. In total, they were awarded \$174,122 for Job Placement, Employer Development and Adult Career Exploration Programs. We also added incentive payments for placement internals and have discontinued the grant funding for the incentives in FY20.

### **Outcome data by agency:**

- **Howard Center** placed 2 individuals this last year.

The first began working at a community job on 5/15/2020, and receives 9-16 hours of Supported Employment Long Term Job Coaching through HCBS H2025:U5.

He qualified for the first payment after 2 weeks of employment (prior to the incentive date change), and the second payment on 9/15/2020, after 4 months of employment. This individual will be eligible for the third payment on 11/15/2020, before the incentive is discontinued. He works approximately 12 hours per week.

The second individual began working at a community job on 7/23/2020. He received supported employment job coaching through IVRS. He was fired from his job on 9/7/2020, and did not qualify for any incentives. He was working approximately 20 hours per week.

- **Crossroads of Western Iowa** grant data for FY20 is as follows: From July 2019- June 2020 Crossroads placed 2 clients

Client #1 reached the 2-week and the 3-month incentive for a total of \$2500

Client #2 reached the 2-week, 3-month and 6-month for a total \$4500

- **New Perspectives** grant data for FY20:

Date of Hire	Employer	Rate of Pay/Per/Hr	Hours Per/2/Weeks	Date worked 6 Mo's
8/26/19	Empirical	\$10.00 p/hr	40 hours/per/2weeks	2/26/2020
8/26/19	Hy-Vee Gordon	\$11/00 p/hr	42 hours/per/2weeks	N/A
9/4/2019	Jumpy Monkey	\$7.50 p/hr	24 hours/per/2weeks	3/4/2020
10/29/19	Skyline Bar	\$9.10 per/hr	12 hours/per/2weeks	4/29/2020
10/14/19	Unity Point	\$11.88 p/hr \$12.12 1/27	40 hours/per/2weeks	4/14/2020
10/30/19	Sodexo	\$9.00 p/hr	12 hours/per/2weeks	4/30/2020
10/30/19	Sodexo	\$9.00 p/hr	45 hours/per/2weeks	
10/30/19	Sodexo	\$9.00 p/hr	24 hours/per/2weeks	4/30/2020
11/13/19	Love's	\$11.00 p/hr	40 hours/per/2weeks	5/27/2020
10/15/19	Jumpy Monkey	\$7.25 p/hr	10 hours/per/2weeks	4/15/2020
12/9/19	MCI	\$10.10 p/hr	60 hours/per/2weeks	
1/1/2020	Culvers	\$7.72 p/hr	19 hours/per2weeks	7/1/2020

- **Goodwill** grant data for FY20:

For the FY July 2019 to June 2020-

25 individuals were placed in employment in the community, of these 25 individuals 12 are still currently employed in the community.

10 of the 25 have completed the 2 weeks, 3 months, and 6 months of employment in the community.

**Testimonials:**

EJ- (Works at Sam's Club) Has been employed since Oct 2019. EJ says he loves his job at Sam's Club and he also loves working with his co-workers. EJ says that he was happy to stay employed during the Covid 19 shut down. EJ says that he was given a raise and makes \$15.00 an hour.

PS- (Works at Microfilm) Has been employed since Oct 2019. PS really likes his job scanning documents and filing his documents. PS says that he likes his co-workers and he also likes the days he works. PS says that he was okay being laid off during Covid 19 for a time as he got to spend time with his dad.

CK- (Works at Jackson Recovery) Has been employed since April 2020. CK says that he likes to come to work and make money. CK says that he was okay working during Covid 19 shut down as he still go to make money.

AR- (Sam's Club) Has been employed since May 2020. AR says he loves his job of pushing carts and he really like his co-workers. AR says that he likes the days he works as he can attend day-hab on his days off. AR was very happy that he know makes \$15.00 an hour.

- **Genesis Development** grant data for FY20:

Genesis Development was able to assist six individuals with obtaining employment in the community with average hours ranging from 8-25.

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## ***MEDICATION MANAGEMENT/CONSULTATION PUBLIC EDUCATION SERVICES***

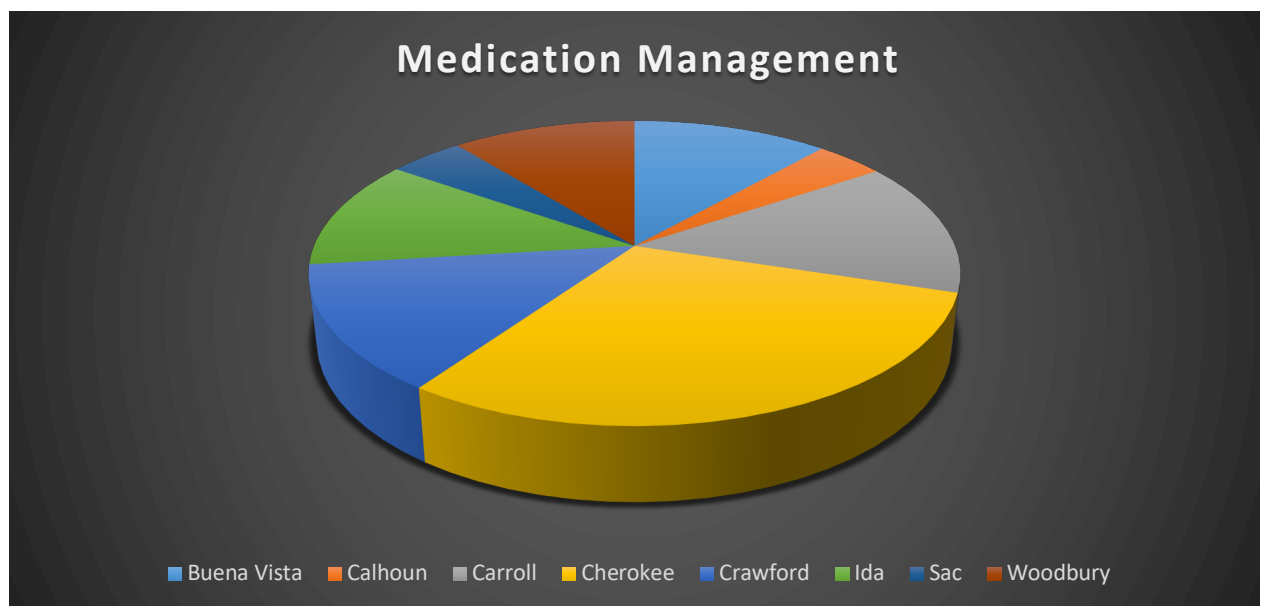
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Plains Area Mental Health Center provides services to residents of the Rolling Hills Region under a block grant for Crisis Services, Medication Management, Consultation and Public Education.

The block grant for Medication Management was billed on a Fee For Service basis up to \$80,000 for FY'19 and a summary of services provided is listed in the following chart:

COUNTY	NUMBER OF SERVICES	UNDUPLICATED PATIENTS SERVED
Buena Vista	321	98

Calhoun	113	27
Carroll	396	107
Cherokee	830	303
Crawford	371	119
Ida	324	89
Sac	123	42
Woodbury	302	80
<b>TOTAL:</b>	<b>2780</b>	<b>865</b>



Plains Area Mental Health Center also provided two Critical Incident Stress Management Debriefings during FY'20, one in Buena Vista County and one in Carroll County.

The block grant for Consultation/Public Education was \$92,000 for FY'20 and a summary of services provided is listed in the following chart:

Educational Presentations to business, agencies and general public	<b>33</b>
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Therapeutic consultations with Family Member/Friend of an individual with mental health needs	610
Outside Agency Consultations	522

The block grant for Emergency Services provided by staff and Foundation II and a summary of services provided is listed below:

Buena Vista: 72

Calhoun: 6

Carroll: 42

Cherokee: 32

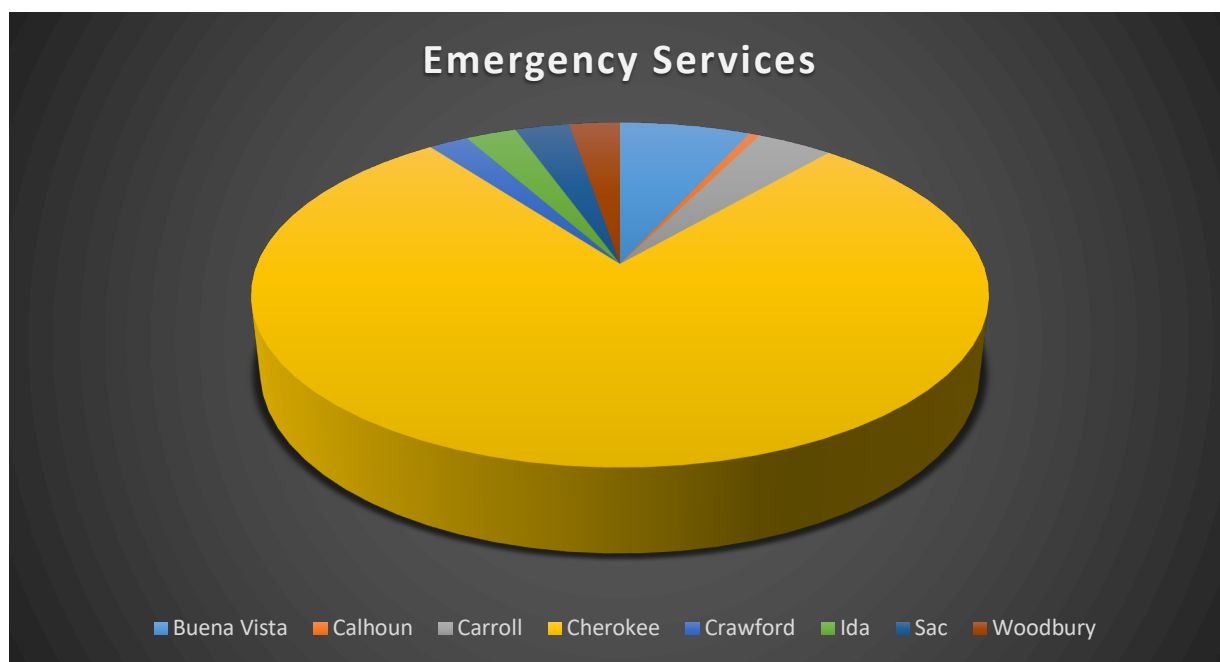
Crawford: 22

Ida: 28

Sac: 30

Woodbury: 28

TOTAL: 271



Siouxland Mental Health Center also provided 371 events introducing or educating 250,724 people about mental health issues.

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## ***DROP IN CENTER SERVICES:***

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The Rolling Hills Community Services Region provided block grant dollars to Plains Area Mental Health Center in the amount of \$65,000 in FY'19-20 for the operational expenses of two Peer-Run Drop-In Centers. One of the Drop-in Centers is located in Carroll and total of 860 client visits to the center for the year were with a monthly average of 72. There were also 2 new members during the year.

At the Den in Denison, there was a total of 550 attendees from July 2019-June 2020. The average was 46 per month. There were no new attendees to the program.

Testimonials:

Corrine-"I feel accepted and that others can relate with my mental illness and don't feel alone, it gives me purpose"

Barb-" The drop in center is a calm atmosphere, and I get the opportunity to socialize with others. It is free to attend."

Mike-"It gives me the opportunities to participate in a variety of activities that I normally would not do. I like going on outings. I can use the computer while I am there. I learn new skills."

David-" It is a safe zone and things are kept confidential. I meet new people, build friendships and help others."

Rolling Hills also provided block grant dollars in the amount of \$214,131 to Siouxland Mental Health Center to offer Drop-In Center services at the Friendship House in Sioux City. There were 2,659 social club visits provided with 115 unduplicated clients. Rolling Hills also funded the much-needed renovation of the Friendship House that occurred during FY'20 in the form of a block grant of \$100,000.

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## ***CRISIS SERVICE ACCESS:***

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The Rolling Hills Community Services Region provided block grant dollars to Plains Area Mental Health Center in the amount of \$268,830 in FY'20 for crisis services to be provided throughout the region. This fee covers the following:

1. 24 hour Crisis Response
2. Emergency Service Access
  - a. Same day walk-in emergency/crisis prevention
  - b. Crisis Coordination/hospitalization assistance when appropriate



- c. Crisis diversion/management
  - d. Crisis Evaluation
3. 24 Hour Crisis Hotline
4. Crisis Services Coordinator
- a. Responsible for coordinating and assisting with the implementation of all core services by July 2021.

**MOBILE CRISIS ASSESSMENT TEAM SERVICES:**

41 served from November 2019-present  
 70% stayed home, Turning Point, open access services  
 29% hospitalized

Rolling Hills also provided a block grant to Siouxland Mental Health Center in the amount of \$1,383,351 in FY'20 for crisis services to be provided in Woodbury County. This fee funded 24 hour Crisis Response, Crisis Evaluations, 23 Hour Observation Services Crisis Stabilization Residential Services, Mobile Crisis and 24 Hour Assessments. The following number of crisis services were provided by Siouxland Mental Health Center:

Crisis Service – Walk-ins	149 walk-in appointment consisting of 105.4 hours of crisis services
After Hour phone calls	218 after hours phone calls consisting of 42.02 hours of crisis services
Same Day Access:	1,378 Same Day Access services provided to new unduplicated clients
23 Hour Observation	observation services provided to 168 unduplicated clients
Crisis Stabilization Residential Services	474 stabilization days provided to 149 unduplicated clients
Mobile Crisis Response	57 unduplicated clients were provided services since November 2019

**TESTIMONIALS:**

<b>Assessment and Stabilization Center Services</b>
1. “At first I was apprehensive to come, but this place and all of the amazing staff is caring and very accommodating. I can honestly say this place definitely helps people and has my best interest at heart.”
2. “Thank you for your exemplary assistance with my head, body and soul. I slept well and good for my mental well-being. Thank you.”
3. “I was totally relieved when (staff) and I had a common belief about spiritual issues. Also (staff) was very sweet and understanding. (Therapist) was a great support and had a lot of tools and is a terrific counselor.”
4. “The staff is very friendly and approachable. A nice quiet atmosphere and very understanding and knowledgeable.”

<b>Mobile Crisis Assessment Team:</b>
"We really embrace the idea of partnering with mental health experts and those who deal with addiction and working with them for the same goals," said Sioux City Police Chief Rex Mueller. "When our officers get there and stabilize the situation, they then are able to call somebody from the MCAT where we can get them professional intervention get them on a path to wellness, get them referrals that we would not have been able to make."
Officer Andrew Dutler said the department used to send about three in every four people to the emergency room. Those people now are paired up with MCAT mental health workers.
"Of course, that alleviates our nursing staff and our doctors at the ER. It also saves the police department and its members a little bit of time so we can respond to criminal matters. Most importantly, it gets those individuals who are experiencing those mental health issues to the mental health professionals," Dutler added.

Siouxland Mental Health also provided the following services through a Rolling Hills block grant in the amount of \$431,156 for the following services:

<b>Med Management</b>  Services with the individual present provided by an appropriately licensed professional as authorized by Iowa law including, but not limited to, determining how the medication is affecting the individual; determining any drug interactions or adverse drug effects on the individual; determining the proper dosage level; and prescribing medication for the individual for the period of time before the individual is seen again. AND Medication management - services provided directly to or on behalf of the individual by a licensed professional as authorized by Iowa law including, but not limited to, monitoring effectiveness of and compliance with a medication regimen; coordination with care providers; investigating potentially negative or unintended psychopharmacologic or medical interactions; reviewing laboratory reports; and activities pursuant to licensed prescriber orders. Includes Nurse Care Management.	7,434 appointments with 2,564 unduplicated clients
<b>Project Compass</b>	753 appointments with 50 unduplicated clients

Case Management Services to individuals incarcerated within the Woodbury County Jail identified as having a Serious Mental Health Disorder in conjunction with the Woodbury County Sheriff's Office and the Third Judicial District of Iowa.	
<b>School Based Therapeutic Services</b>  Services provided in a school setting that are designed to prevent, halt, control, relieve or reverse symptoms or condition which interfere with the normal physiological functioning of the human body.	2,296 individual appointments to 170 unduplicated school aged children in 11 different schools and and hours of mental health support and education provided to school staff

Plains Area Mental Health Center also provides Crisis Stabilization Residential Services in a home-like setting in Sac City, IA. The following table lists the statistics, outcomes and a client testimonial regarding the effectiveness of the program.

Crisis Home Stats Fiscal Year 19-20	Total
Clients Served <ul style="list-style-type: none"> <li>• Male</li> <li>• Female</li> </ul>	80 <ul style="list-style-type: none"> <li>• 25</li> <li>• 55</li> </ul>
Average Length of Stay	4.6 days
Diagnosis Served	<ul style="list-style-type: none"> <li>• Major Depressive Disorder</li> <li>• Generalized Anxiety Disorder</li> <li>• Posttraumatic Stress Disorder</li> <li>• Schizophrenia/Schizoaffective</li> <li>• Adjustment Disorder</li> <li>• Bipolar I</li> </ul>
Substance Use	35
Established Psychiatric Services on Admit	61
Referral Requested for Psychiatric Services on Discharge	32
Established Primary Care Physician on Admit	72
Referral for Primary Care Physician on Discharge	1
Completed the program successfully	70

Client testimonial:

*"I want to thank all the staff here at Turning Point. During my stay I got off to a rougher start than anybody planned, and your staff quickly got into action and retrieved all the meds I was supposed to be taking...I was given time to quietly recuperate and rest. I then read my bible and spent with the Lord meditating His word. With the upcoming placement tomorrow, it was much needed. I also ate well, kept my vitamins up along with finally getting a good night's sleep after talking to Staff...which is unheard of for me. Staff and the tele-appointments were a very good source of encouragement and grounding for me. Without coming here, I couldn't stop drinking and suicidal thoughts were everywhere. Thank you sincerely for helping me transfer safely from this point in my life to the next."*

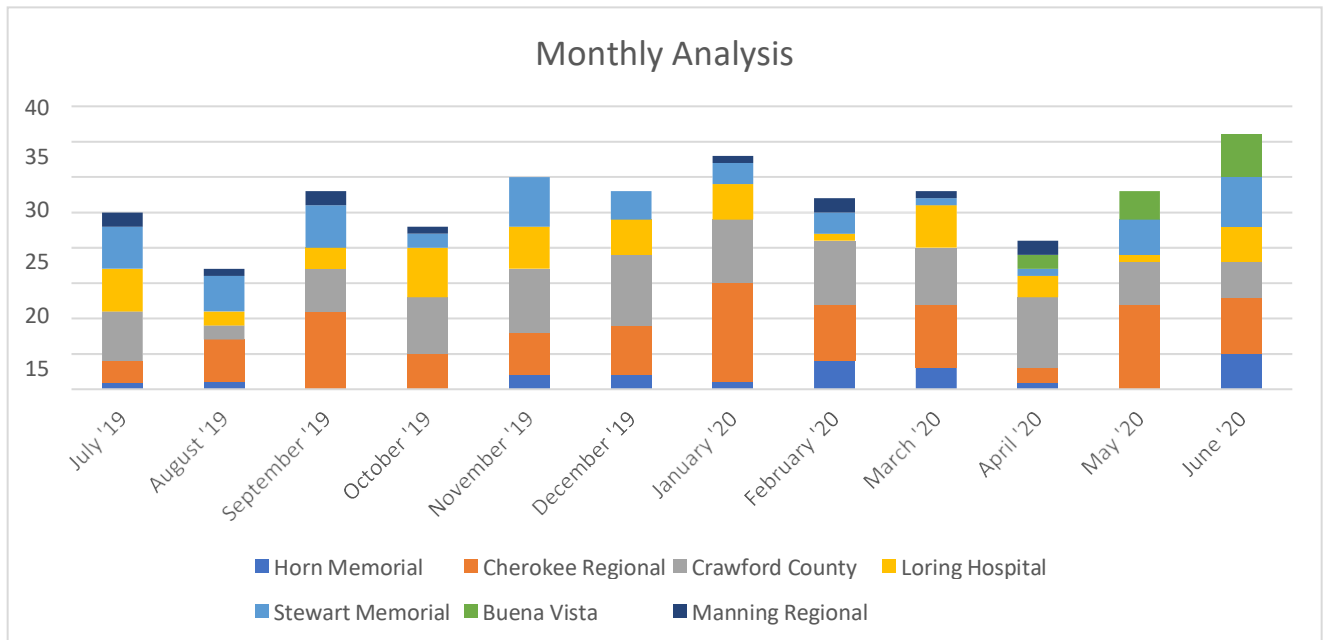
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## TELEHEALTH SERVICES

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In October 2017, the Rolling Hills Region contracted with Integrated Telehealth Partners (ITP) to provide psychiatric evaluations within our Emergency Departments and Jails. Data provided by ITP for Fiscal Year 2020:

County	Hospital Emergency Department	Updates
Ida	Horn Memorial Hospital	Live
Cherokee	Cherokee Regional Medical Center	Live
Buena Vista	Buena Vista Regional Medical Center	Live
Carroll	St. Anthony's Regional Hospital	Not Participating
Carroll	Manning Regional Healthcare Center	Live
Sac	Loring Hospital	Live
Crawford	Crawford County Memorial Hospital	Live
Calhoun	Stewart Memorial County Hospital	Live



Hospital	Affiliation	Region	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
Horn Memorial Hospital		Rolling Hills	1	1	0	0	2	2	1	4	3	1	0	5
Cherokee Regional Medical Center	UnityPoint	Rolling Hills	3	6	11	5	6	7	14	8	9	2	12	8
Crawford County Memorial Hospital	Mercy	Rolling Hills	7	2	6	8	9	10	9	9	8	10	6	5
Loring Hospital	UnityPoint	Rolling Hills	6	2	3	7	6	5	5	1	6	3	1	5
Stewart Memorial Community Hospital	UnityPoint	Rolling Hills	6	5	6	2	7	4	3	3	1	1	5	7
Buena Vista Regional Medical Center	UnityPoint	Rolling Hills										2	4	6
Manning Regional Healthcare Center	Mercy	Rolling Hills	2	1	2	1	0	0	1	2	1	2	0	0

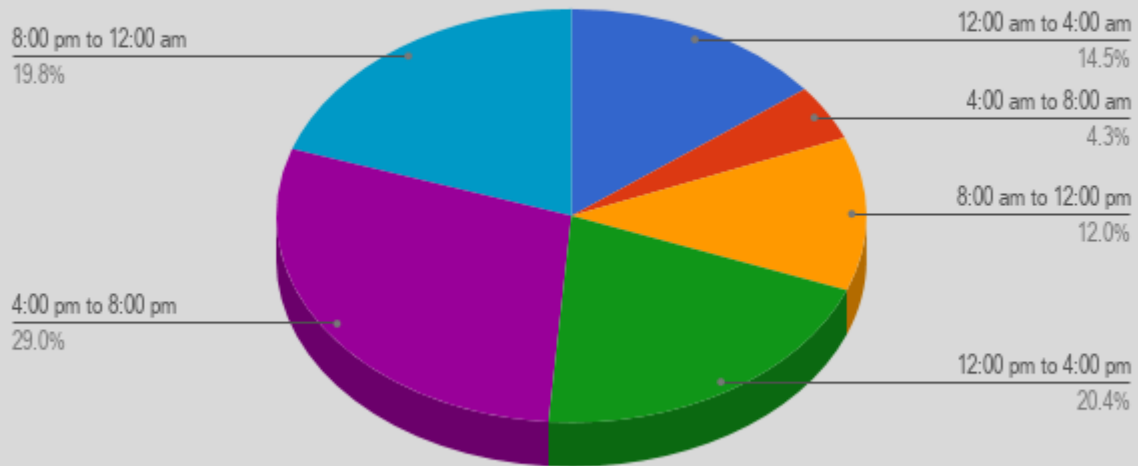
**TOTAL CASES = 324**

Total Cases	324	Percentage
Mental Health Inpatient	157	<b>48.46%</b>
Mental Health Outpatient	129	<b>39.81%</b>
Substance Abuse Residential	4	<b>1.23%</b>
Discharged Home	5	<b>1.54%</b>
Sent Back to Facility	2	<b>0.62%</b>
Substance Abuse Outpatient	12	<b>3.70%</b>
Discharged Nursing Home	1	<b>0.31%</b>
Discharged-Other	3	<b>0.93%</b>
Crisis Stabilization	3	<b>0.93%</b>
Court Discharged	0	<b>0.00%</b>
Left AMA	4	<b>1.23%</b>

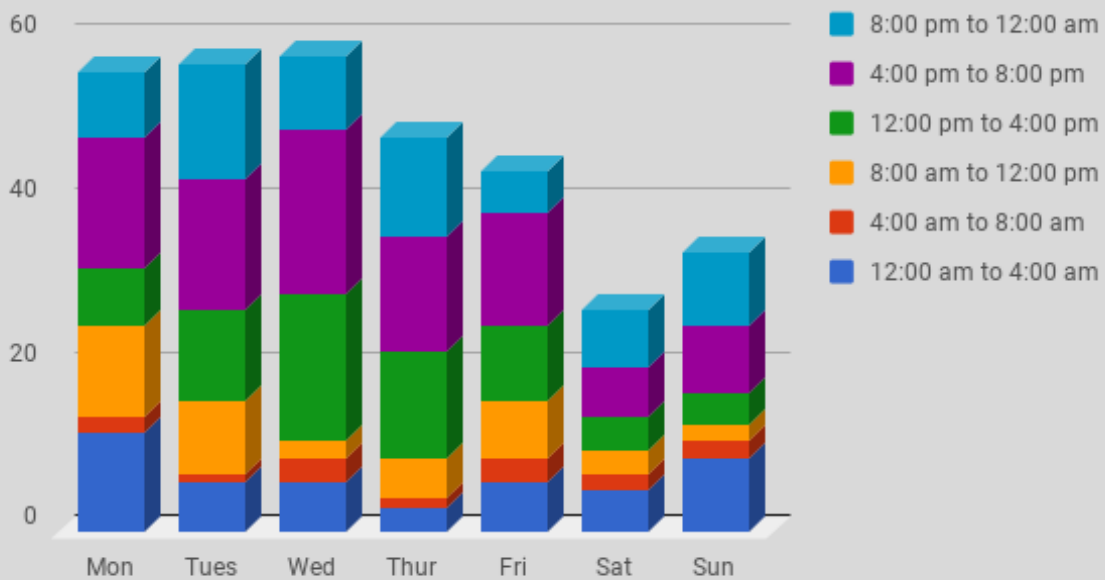
Transfer to Medical Facility	1	<b>0.31%</b>
Phone Consult	1	<b>0.31%</b>
Discharged Jail	2	<b>0.62%</b>

<b>Median Placement</b>	4.65	Hours
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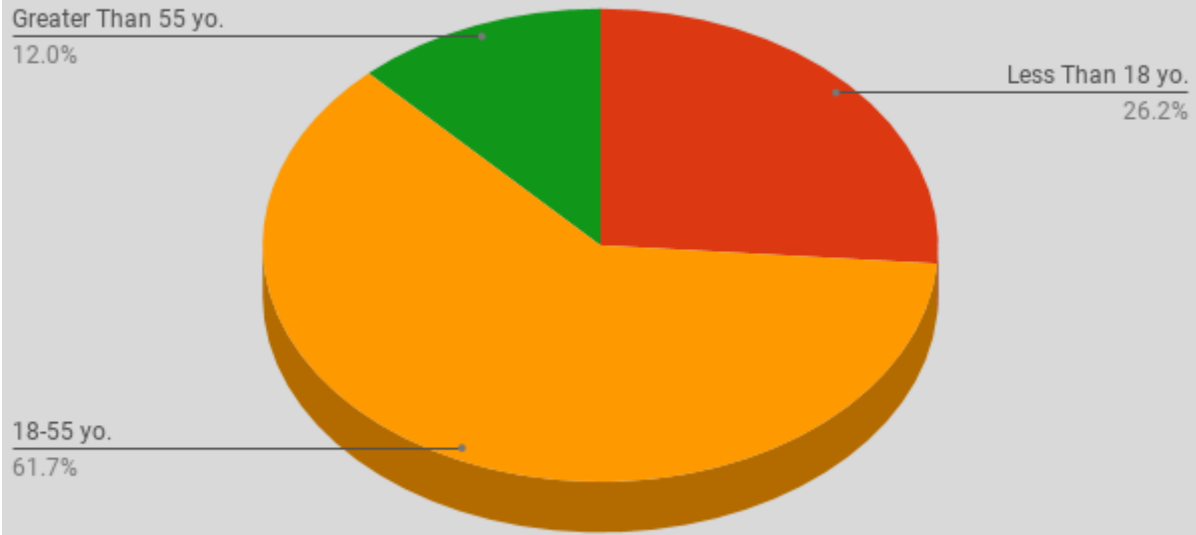
## Initial Call to ITP



## Day and Time Called



## Age Range



## County Jail Services:

### Jail Usage:

		Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
Rolling Hills-	Carroll	3	1	1	0	0	1	1	0	1	0	0	0
	Cherokee	0	0	0	0	1	0	0	0	0	0	0	0
	Buena Vista	0	0	0	0	0	0	0	0	0	0	0	0
	Sac	1	1	2	2	0	0	0	2	3	0	2	2
	Ida	0	0	1	2	2	2	2	0	0	1	0	0
		4	2	4	4	3	3	3	2	4	1	2	2

Integrated Telehealth Partners provided 324 evaluations within the hospitals in Rolling Hills during Fiscal Year 2019. Rolling Hills provided total funding of \$125,800 for the services that were provided. All of the hospitals are contracted with Rolling Hills to assist with funding ITP at a 50% cost share.



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## ***JAIL DIVERSION DATA / JUSTICE SYSTEM INVOLVED SERVICES***

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The Coordinators of Disability Services have been providing Justice Involved Service Coordination in the six county jails since July 2016 and now have expanded this service into the Woodbury County jail as well. While the program began with the intention of providing post booking Jail Diversion, it has become evident that in many cases the Coordinators are providing Jail based Social Services whereby assessing an individual's needs for additional services, supports, mental health and substance abuse treatment services. There have been cases where individuals have not been diverted from prison, however overall ongoing communication and service coordination upon an individual's release from Jail has been a vital link to needed services that may not have been accessed without it.

### **Woodbury Jail Coordination Statistics:**

- 1) Jail referrals **before** Covid19 (3/17/20) – 25
  - a. Visited and/or referred to services – 19
  - b. Released before being seen and/or referred to services – 6
  - c. Refused jail coordination services – 3
- 2) Jail referrals **after** Covid19 (3/17/20) and could not visit – 18
  - d. Referred to services – 10
  - e. Released before referred to services – 7
  - f. Refused jail coordination services – 1

Total jail referrals – 43

Total visited and/or referred to services - 29

Total released before being seen and/or referred to services – 14

Total refused jail coordination services – 4

### **Sac/Calhoun Jail Coordination Statistics:**

Total referrals 76

Total seen 48

Released Prior to Being Seen 20

Total Refused 8

### **Carroll/Crawford/Ida Jail Coordination Statistics:**

# of referrals                      61

Prison	5 (Coordinator worked with individuals while in the jails however, they went to prison based on their charges)
Out of Prison	3
Release before visit	12
Turning Point	2
Stepping Stones	2
RTF	2
Transfers to other jails	4
Nursing homes	0
Homeless Shelters	8

Carroll/Buena Vista Jail Coordination Statistics:

Total referrals – 46

Total visits – 22

Released before being seen 24

Not interested in the program or didn't follow through after released – 12

Positive Outcomes per Coordinator's report:

1. *Female referral – Helped get her connected to substance abuse services, meds with Plains Area, a stay at Turning Point and and she continues to be stable.*
2. *Male referral- Had been in prison and was arrested again. I had met with him a few years ago. He wanted to get out of the area and start fresh and did well in Sioux City when he was at RTF so wanted to go back. Helped arrange for him to go to Gospel Mission and he got a job with a temp agency right away. Last I knew, he was renting a room from an older lady and helping her with projects around the house.*
3. *Female Referral – previously been in jail and went to prison. August of 2019, worked with Stepping Stones to transition her into their program directly from Mitchellville. She left Stepping Stones in November and was jailed again in February 2020. She went back to Stepping Stones again with the support of her Parole Officer and Stepping Stones otherwise would have likely been sent back to prison. Currently living in Carroll County.*