



Rolling Hills

Community Services Region

Buena Vista * Calhoun * Carroll * Cherokee * Crawford * Ida * Sac

October 22, 2015

3:00 pm

Sac County West Annex

Advisory Board Meeting Minutes

1. Call to Order – Terry Johnson, Vice-Chair

Add to agenda: Access Standards Data and MCO Discussion under new business.

2. Those Present: Dawn Mentzer, Lisa Bringle, Leisa Mayer, Louise Galbraith, Paul Merten, Deidra Brown, Sandra Pingel, Terry Johnson, Rhonda Mart, Maggie Johnson, Dianna Ossman, Pam Haberl, Pat Laursen, Karla Manternach

3. 5 Star Quality Outcomes

Dawn Mentzer handed out measures and outcomes for 5 Star Quality. This initiative was started late last fall by the Iowa Association for Community Providers in conjunction with the Iowa State Association of Counties. Derrick Dufresne and Mike Mayer are the leading experts on the topic. Polk County has been tracking outcomes several years and this is the model that they have been using successfully. Full integration into the community is the goal of 5 Star Quality. Providers will be tracking outcomes and submitting to MCO with billings. Regions are required to implement Evidence Based Practices that will assist providers with moving toward 5 Star Quality service delivery. Moving from “client hood” into citizenship is the goal of 5 Star Quality. Dawn reviewed the 5 levels and its outcome. One Star – the person is absent from the community. Two Star – the person is “in” the community. Three Star – the person is a “participant with” the community. Four Star – the person is a “member” of their community. Five-Star – the person is “of” the community.

A training for the outcomes reporting portal that providers will be using will be held at Kings Point in Storm Lake on October 30th.

Terry Johnson stated that the handout maps the levels out and each organization will need to look at where they are and what strategically they will do to get to 5 Star. Some services (residential) will be hard to obtain.

Dawn is looking at bringing in training, possibly Derrick Dufresne, not just for management but direct line staff as well. The issue of low salaries for line staff was brought up, and whether the region could possibly help with raising the pay. Dawn stated there is a possibility of increases under value added service funding to assist providers with staff salary and retention. Dawn is concerned with rates by the MCO's, we have an opportunity to work together and work this out.

Rhonda Mart is in favor of the Region helping to affect wages; however, it could take a lot of money. Dawn mentioned that the Region may not be able to fund the total but that Regions are moving toward a Pay for Performance model which could come in the form of an incentive payment to providers on outcomes.

Dawn handed out the criteria for 5 star and would like Lisa Bringle at some point to help providers determine where they are on the scale. Each provider will have different issues and it needs to be individualized yet work together. Dawn requested that agencies review their services to determine their levels and provide the information back to Dawn.

Would the agencies be open to training by Derrick if the Region would cover the cost (possible contribution by the agencies)? Providers present agreed to contribute to the cost of the training. Dawn would like full participation by the agencies including front-line staff. Maggie Johnson believes the training would be very beneficial. Rhonda Mart asked if it would be a day of training or in blocks as shift workers need to have more of a block format. Dawn will explore options including two days of training.

4. FY'15 Financial Review

Dawn Mentzer reviewed the FY15 finances of the Region. Revenue was \$4.8 million, service expenditures \$2,362,065 and ending balance of \$2.5 million.

5. FY'15 Strategic Plan Review – PowerPoint

Dawn delivered a PowerPoint to provide an overview of where we started last year, where we are now and service planning for the future.

The first year started with the 6 counties and grew to 7 when Cherokee came into the Region in January. Stakeholders and providers have been very active in Advisory Boards and the four task force committees as well as Governance Board Meetings.

Strategic Plan Review:

The 1st objective was to establish peer and family support programs within the region. The Den was opened in Denison which is staffed with two certified peer support specialists, there is also a certified specialist in Carroll. Family to Family classes have started, provided by two Calhoun County Public Health Staff.

The 2nd objective was Jail Diversion and Civil Commitment Pre-Screening.

Post booking diversion was rolled out in Crawford County July 1, 2015. Policies and procedures as well as brochure have been developed. By July of 2016 it is anticipated that Jail Diversion will be provided in each county.

The 3rd objective was observation/holding/crisis stabilization established within the Region. The objective is being met with the establishment of the Crisis Home in Sac City run by Plains Area Mental Health. The home should be open by December 2015. The home was purchased and will be deeded to the Region. The home has the capacity to serve 9 people. Ashley Miller has been hired to be the director.

The 4th objective was development of services within Calhoun County. The biggest need was counseling services and psychiatric care. Counseling Services, LLC opened a part-time office in Rockwell City. Tele-psychiatry is also being established.

Additional outcomes: Multi-entity supported employment grant was granted by the Governance Board to hire job developers and promote supported employment and they have made great strides and outcomes. 19 individuals with mental illnesses moved from RCF facilities to Habilitation Homes or apartments of which none have returned to RCF.

Where do we want to go from here as a Region? There is a lot of work to do with enhanced core services and evidenced based practices. We need to look at our needs and decide where to start. Other enhanced core services include: mobile response, 23 hour crisis observation and holding, crisis intervention training, civil commitment pre-screening, positive behavior supports, assertive community treatment, peer self-help drop in centers.

Dawn reviewed other EBPs including Permanent Supported Housing, which is a service that Dawn would like implement. This would help with moving people into the community and providing long term support and stability. Barriers to Supportive Housing: lack of community housing, staff shortages, affordable housing opportunities, lack of income, 24 hour access to support staff or nursing care. This is a service model

not an actual facility. Dawn showed a video of a program in Washington that demonstrated the concept of Permanent Supportive Housing and is interested in what our providers would like to do. Our providers are already doing some of this, we need to expand it. Contact Dawn if interested with any questions or ideas.

Next steps: Terry Johnson asked if a facilitator can come and help with the process. Dawn will work on setting something up. Maggie Johnson, we need to continue to advocate for the ID population and not to exclude them.

Karla Manternach updated the Advisory Board that Counseling Services is working with Manning Region Recovery that would apply to the EBP of co-occurring disorders/services.

6. Access Standards

Dawn received the template for the report that is due December 1st to the State. The template is 15 pages, and Dawn reviewed some of the items that affect providers. Dawn will be sending an email to providers requesting information she will need to complete the report.

MCO discussion: Terry Johnson has questions concerning case management. Dawn stated that it is becoming clear that Amerihealth Caritas will be the only MCO that will not provide in-house case management at this time. Wellcare may do a combination of in-house and contracted case management. Woodbury County is ending services 12/31/15 and the CICS Region may cease services this spring. Decatur County is also ending services.

7. Set Date and Time for Next Meeting – January 21, 2015 3:00

Minutes recorded by Louise Galbraith, Coordinator of Disability Services