



Rolling Hills

Community Services Region

Buena Vista * Calhoun * Carroll * Cherokee * Crawford * Humboldt * Ida *
Pocahontas * Sac * Woodbury

Regional Adult / Children Advisory Board Minutes

Meeting will be held via Zoom

August 22, 2022

1:00 p.m.

1. Call to Order / Welcome and Introductions– Kim Keleher, Chair

Dawn Mentzer, CEO; Kelsey Allen, Administrative Assistant; Lisa Bringle, Caylyn McCormick, Theresa Jochum, Alison Hauser, Coordinators; Theresa Magnussen, Anita Schlender Imagine the Possibilities; Jean Heiden, Crawford County Supervisor; Joleen Schmit, Calhoun County Public Health; Stacey Warner, Trivium; Brian Flikeid, Aurelia/Marcus Police Chief; Kathy Erickson, MH Advocate; Mindi Rotert, St. Anthony's Hospital; Karen Rosengreen, Seasons Center; Steve Kremer, Juvenile Courts; Deidra Brown, Stepping Stones – Wesco; Nicolle Eaton, SMHC; Karla Manternach, Counseling Services, LLC; Kim Keleher, Plains Area Mental Health; Kerri Hall, SHIP; Kate Cardenas, NW Fort Dodge; Tracy Lepsen, Parent; Taylor Wadsworth, ITP.

2. Core Services Development- Update

- **Access Center/Subacute/Community Based Crisis Stabilization Update–Nicolle Eaton, Melissa Drey**

Nicolle Eaton states they have officially OPENED subacute services as of today. They have been licensed earlier this month but had a couple things to work through. They have put together a Referral Policy, similar to others they have, which will be sent to all providers. They would like to document referrals from law enforcement, HAB homes, RTF, etc, to let office know they may show up with a new client; but will still take walk-ins. Requirements for admission are as follows: must be 18+, suffering a mental health crisis, must be in the Rolling Hills, Care Connection or Sioux Rivers Regions, they cannot come just for

substance abuse. Dawn Mentzer asked how substance abuse clients will be handled. Nicolle Eaton responded they have an MOU with inpatient provider (Rosencrance or Manning Recovery) if they need to refer to them, otherwise they have a provider from subacute for treatment whom also does substance abuse. They are looking to qualify as a substance abuse provider from an outpatient perspective. If determined a patient is denied, they document all and refer them to appropriate resources. They would like referrals from mobile-crisis, allowing them to do an assessment/evaluation and determine the best treatment for clients and if they need to refer them elsewhere. Crisis-based services has seen two individuals with both positive outcomes, first individual came from mobile crisis and then further stabilization with daily intervention with therapist. They would like to wait to issue a press release on subacute; however, tv and radio commercials are on air currently for the next year.

Kim Keleher addressed that denials are a hot topic lately, they have instituted a peer-review for all denials so all denials are reviewed and making sure all referrals are being made. Census has increased dramatically the past two months and they cannot just arbitrarily deny. Dawn Mentzer asked how soon a review takes place after a denial. Kim Keleher states it is currently a month in arrears; however, the one's being personally denied by them will be immediate. Nicolle Eaton states that most denials are appropriate, although they have seen a couple that should have gone a different way. They currently have 20-25 employees compared to 15 staff before the opening. They currently have one client admitted and one waiting. The intake form will be on their website.

3. IRSH Update – Stacey Warner, Trivium

Stacey Warner will be hosting a meeting with both regions to discuss referrals. They have four beds for the first home, with the referral process for the initial individuals identified as high priority. They have been meeting with Rolling Hills and Southwest Iowa Regions and have several potential first individuals. They are creating a new page within their website with new email address to allow outsiders to ask questions or submit referral forms when beds open, also creating a virtual tour online.

Habilitation waiver, the year assessment will stand (up to one year). Home and community-based services review will be done later this week. They have tried to be upfront of the high qualifications to be accepted into the program.

Dawn Mentzer asked if the review includes habilitation services as well. Stacey Warner responded yes, the review will include anybody going into the supported living.

Dawn Mentzer – minimum of 5 referrals from both, how many did you receive? Stacey Warner states that at the end of last week there were six total referrals, three male and three female.

Dawn Mentzer would like to know the anticipated opening date. Stacey Warner hopes to know after HCBS visit Wednesday as that is the final piece of the puzzle. All staff have been hired and trained, all contracts and agreements signed, everything is ready. The home is in a residential neighborhood and there will be no signs to validate what kind of home this is, referring to this as a “soft opening”.

4. Crisis Service Survey Results

Dawn Mentzer states the survey was put in place to assess the satisfaction to all services provided after seeing all the denials, wanted to see more people served. The survey went out in June but waiting to speak with Nicolle Eaton before releasing results to everyone.

The rating scale is numbered 1-5 with 41 responses across the ten counties, some of the results are as follows:

Ease of referral - 2.6

Outcomes - 14 accepted

Reasons for denial - frustrated, homeless, aggression, behaviors, voluntary services, not eligible. (Law enforcement can sometimes expect everyone to be served and that is not how it works.)

OVERALL RATING - 2.8.

We anticipate being more favorable after 6-12 months. There is concern about paying what we do but not seeing people served. Now that the region is being paid by the state, how the services will be impacted is a question to keep in mind.

The budget is currently \$1,300,000.00 over the money given by the state, the fund balance is very high right now but won't be following this fiscal year.

5. Children's System Updates – Children's Provider Reps/AEA

Dawn Mentzer received an email from Kim Scorza, they are looking to expand services for adolescences in Sioux City and would like funding from Region. Kim Keleher believes it would be nice to have Rosencrance Jackson at the table. There is a need for kids services but census is really low and questioning why.

Steve Kremer states in the past, kids have been evening and/or weekend referrals. Also, a lot of hospitals have lost the ability to do a referral to get someone into our services. Kim Keleher will reach out to get someone involved more on this board, possibly Rachel Wurth.

6. Provider Updates?

N/A

7. Next Meeting: September 26, 2022 1:00pm