

# FY19 Annual Report

## EASTERN IOWA MENTAL HEALTH AND DISABILITY SERVICES REGION



**SUBMITTED**

**12/02/2019**

**GEOGRAPHIC AREA:** *Cedar, Clinton, Jackson, Muscatine and Scott*

**APPROVED BY ADVISORY BOARD:** 1/13/2020

**APPROVED BY GOVERNING BOARD:** 12/17/2019

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## Introduction

The Eastern Iowa MHDS Region (EI Region) was formed under Iowa Code Chapter 28E to create a mental health and disability service region in compliance with Iowa Code 331.389. Within this region, a regional management plan was designed to improve health, hope, and successful outcomes for the adults who have mental health disabilities and intellectual/developmental disabilities, including those with multi-occurring issues and other needs. The EI Region provides coordination and financial support for mental health and disability services to individuals located in Cedar, Clinton, Jackson, Muscatine and Scott counties. The population total for the Region is 300,649, according to the 2016 census.

In compliance with IAC 441-25, the EI Regional Management Plan includes three parts: Annual Service and Budget Plan, Policies and Procedures Manual, and the Annual Report. All reports are available on the Region's and the Department of Human Services (DHS) websites:

- <https://easterniowamhds.org>
- <https://dhs.iowa.gov>

The EI Region Governing Board of Directors for FY19:

Cedar County: Dawn Smith
Clinton County: Shawn Hamerlinck/Jim Irwin
Jackson County: Jack Willey
Muscatine County: Nathan Mather
Scott County: Carol Earnhardt/Ken Beck
Ex Officio's: Active Relative/Service Provider Lynne Hilgendorf and Catherine Hahn/Kyle Avis

The EI Regional Advisory Board members for FY 19:

Cedar County: Kyle Avis
Clinton County: Melissa Peterson, Lynne Hilgendorf
Jackson County: Susie Ruchotzke, Holly Parmer
Muscatine County: Catherine Hahn, Luana Gredell
Scott County: Rich Whitaker, Tina Harper
Coordinators of Disability Services: Julie Tischuk, Becky Eskildsen, Lynn Bopes, Kathie Anderson Noel/Jennifer Watkins, Lori Elam
A Director of the Governing Board: Jack Willey

The FY2019 Annual Report for the EI Region covers the period of July 1, 2018 to June 30, 2019. The annual report includes documentation of the services provided, individuals served, documentation of designated intensive mental health services, and the costs associated with regional obligations as well as regional outcomes and /or accomplishments for the year.

This is the fifth year for submitting an Annual Report as a Region. The challenges of operating as a Region continue to be a journey in learning and discovery for all those responsible for successfully implementing the redesign of the county mental health system as envisioned under SF2315.

## A. Services Provided and Individuals Served

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
- Regionally designated Intensive Mental Health Services

**Table A. Number of Individuals Served for Each Service by Diagnostic Category**

Disability Group	Children	Adult	Unduplicated Total	DG
Mental Illness	151	2136	2287	40
Mental Illness, Intellectual Disabilities	0	59	59	40, 42
Mental Illness, Intellectual Disabilities, Other Developmental Disabilities	0	2	2	40, 42, 43
Mental Illness, Intellectual Disabilities, Brain Injury	0	1	1	40, 42, 47
Mental Illness, Other Developmental Disabilities	0	12	12	40, 43
Mental Illness, MH/DD General Administration	0	1	1	40, 44
Mental Illness, Brain Injury	0	1	1	40, 47
Intellectual Disabilities	0	258	258	42
Intellectual Disabilities, Other Developmental Disabilities	0	5	5	42, 43
Intellectual Disabilities, Brain Injury	0	1	1	42, 47
Other Developmental Disabilities	0	12	12	43
Brain Injury	0	5	5	47
<b>Total</b>	<b>151</b>	<b>2493</b>	<b>2644</b>	

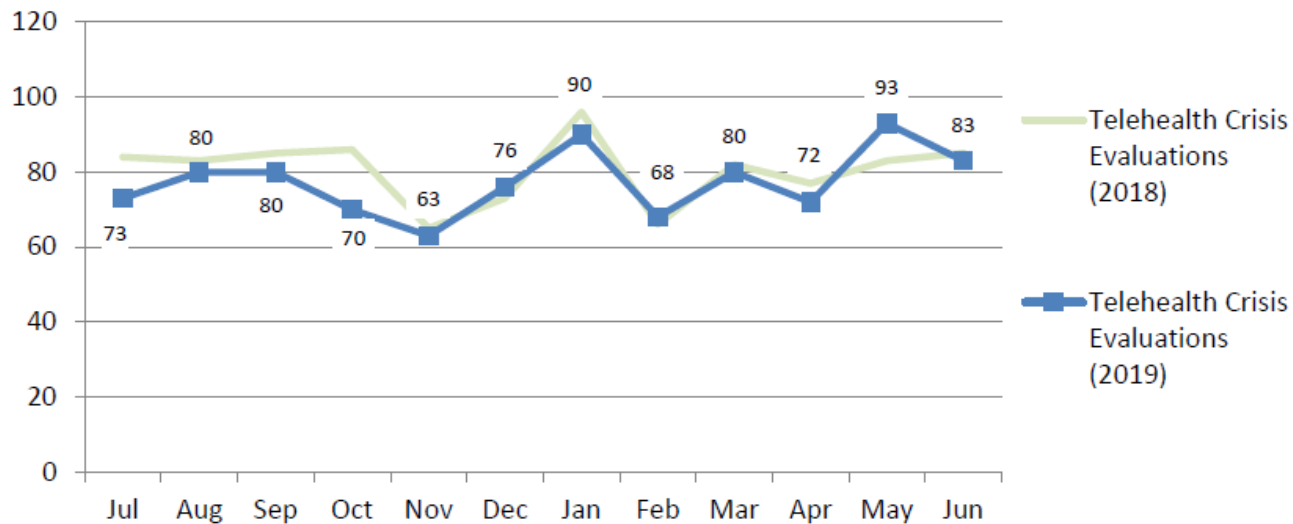
**Table B. Unduplicated Count of Individuals by Age and Diagnostic Category**

FY 2019 Actual GAAP	Eastern Iowa MHDS MHDS Region	MI (40)		ID(42)		DD(43)		BI (47)		Other		Total
		A	C	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	617	9									<b>626</b>
42306	Psychotherapeutic Treatment - Medication Prescribing	52	2	2								<b>56</b>
43301	Evaluation (Non Crisis) - Assessment and Evaluation	12		1								<b>13</b>
71319	State MHI Inpatient - Per diem charges	12										<b>12</b>
73319	Other Priv./Public Hospitals - Inpatient per diem charges	52	5									<b>57</b>
	<b>Basic Crisis Response</b>											





## Eastern Iowa: Telehealth Crisis Evaluations



### B. Regionally Designated Intensive Mental Health Services

The FY2019 EI Region budget, which was approved by the Eastern Iowa Governing Board of Directors on March 26, 2018, has provided expenditures for the following *Regionally Designated Intensive Mental Health Service* as required under 441-25.18 (2) d.(2): Assertive Community Treatment (ACT). The service is available to all five member counties and is provided by Vera French Community Mental Health Center.

Sub-Acute Services, per IAC 441-25.18 (2) d. (4), are being developed in coordination with another Region’s established program. At least one of the five counties within the Region has utilized the Hillcrest Sub-acute facility over this past year and it is anticipated the contractual arrangement will be finalized by FY 2020.

Other *Regionally Designated Intensive Mental Health Services* as required under 441-25.18 (2) d. (1) and 441-25.18 (2) d.(3), Access Centers and Intensive Residential Services Homes, were not available to the EI Region as concerns over the future availability of funding to sustain these services prevented the Region from considering it at the time. The EI Region is anticipating partnering and/or contracting for usage with other Regions that are located within close proximity. It is anticipated these services will be available by 7/1/2021 (FY2022).

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>
To Be Determined	Agency to be determined

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 sub rule 25.6(2), and documentation of each team’s most recent fidelity score.

- Vera French Community Mental health Center has been designated as the ACT team in the EI Region and is available to serve all five counties. The agency’s main headquarters are located in Davenport (Scott County), IA. The EI Region supported the development and ongoing success of the program by providing a “One Time Funding Grant” (see section D for further clarification) in the amount of \$327,600 to implement ACT for persons outside of the geographical service area. Data provided for the year as follows:

	Total	Cedar	Clinton	Jackson	Muscatine	Scott
Number of Individuals Pending Acceptance into ACT Program	3		1		0	2
Number of Individuals Served	32				3	29
Number of Meetings in Each County- Collaboration with Law Enforcement/Hospitals/Stakeholders	4		1	1		2
Number of Staff Hired and Location	7					7
Number of Calls to After Hours ACT Team	65					65
Number of Individuals Discharged from ACT Program	2					2
Number of Individuals Funded by Region, Not Medicaid, for ACT	10					10

	Total	Cedar	Clinton	Jackson	Muscatine	Scott
Number of ACT Members without stable housing prior to ACT	5				2	3
Number of ACT Members without stable housing since joining ACT	0				0	0
Number of ER Visits by ACT Members in 6 months prior to ACT	42				5	37
Number of ER Visits by ACT Members since joining ACT	20				0	20
Number of Inpatient Psychiatric Bed Days in 6 months prior to ACT	254				10	244
Number of Inpatient Psychiatric Bed Days since joining ACT	35				0	35
Number of Incarceration Days 6 months prior to joining ACT	181				0	181
Number of Incarcerations Days since joining ACT	5				1	4



<b>Date Designated</b>	<b>ACT Teams</b>	<b>Fidelity Score</b>
	<i>Enter provider name and general location</i>	
11/2017	Vera French Community Mental Health Center serves all five counties. Main headquarters are located in Davenport (Scott County), IA	N/A

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

<b>Date Designated</b>	<b>Subacute</b>
	<i>Enter provider name and general location</i>
To Be Determined	Hillcrest Subacute is anticipated to serve the needs of all five counties. Physically, it is located in Dubuque (Dubuque County) IA

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, and 365 days a year.
- Maintain staffing ratio of one staff to every two and on-half residents.
- Ensure that all staff has 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.

<b>Date Designated</b>	<b>Intensive Residential Services</b>
To Be Determined	Agency to be determined.

## C. Financials

Table C. Expenditures

FY 2019 Accrual	EASTERN IOWA MHDS Region	MI (40)	ID(42)	DD(43)	BI (47)	Admin (44)	Total
<b>Core Domains</b>							
<b>COA</b>	<b>Treatment</b>						
42305	Mental health outpatient therapy	\$ 290,378					\$ 290,378
42306	Medication prescribing & management	\$ 444,311	\$ 5,488				\$ 449,799
43301	Assessment & evaluation	\$ 6,877	\$ 334				\$ 7,211
71319	Mental health inpatient therapy-MHI	\$ 599,763					\$ 599,763
73319	Mental health inpatient therapy	\$ 166,288					\$ 166,288
<b>Crisis Services</b>							
32322	Personal emergency response system						\$ -
44301	Crisis evaluation	\$ 950,630					\$ 950,630
44302	23 hour crisis observation & holding						\$ -
44305	24 hour access to crisis response	\$ 950,210					\$ 950,210
44307	Mobile response	\$ 100,000					\$ 100,000
44312	Crisis Stabilization community-based services						\$ -
44313	Crisis Stabilization residential services	\$ 11,166					\$ 11,166
44396	Access Centers: start-up / sustainability						\$ -
<b>Support for Community Living</b>							
32320	Home health aide	\$ 58					\$ 58
32325	Respite						\$ -
32328	Home & vehicle modifications						\$ -
32329	Supported community living	\$ 955,336	\$ 38,140	\$ 123,596			\$ 1,117,072
42329	Intensive residential services						\$ -
<b>Support for Employment</b>							
50362	Prevocational services	\$ 1,425	\$ 1,785		\$ 14,079		\$ 17,289
50364	Job development	\$ 529			\$ 463		\$ 992
50367	Day habilitation	\$ 28,707	\$ 8,990		\$ 12,242		\$ 49,938
50368	Supported employment	\$ 170	\$ 684,727	\$ 13,574	\$ 2,996		\$ 701,466
50369	Group Supported employment-enclave						\$ -
<b>Recovery Services</b>							
45323	Family support	\$ 21,965					\$ 21,965
45366	Peer support	\$ 88,385					\$ 88,385
<b>Service Coordination</b>							
21375	Case management						\$ -
24376	Health homes	\$ 10,619					\$ 10,619
<b>Sub-Acute Services</b>							
63309	Subacute services-1-5 beds						\$ -

64309	Subacute services-6 and over beds	\$ 2,400					\$ 2,400
	<b>Core Evidenced Based Treatment</b>						
04422	Education & Training Services - provider competency	\$ 58,680					\$ 58,680
32396	Supported housing						\$ -
42398	Assertive community treatment (ACT)	\$ 471,804					\$ 471,804
45373	Family psychoeducation						\$ -
	<b>Core Domains Total</b>	<b>\$ 5,159,700</b>	<b>\$ 739,464</b>	<b>\$ 137,170</b>	<b>\$ 29,779</b>		<b>\$ 6,066,113</b>
<b>Mandated Services</b>							
46319	Oakdale						\$ -
72319	State resource centers						\$ -
74XXX	Commitment related (except 301)	\$ 250,509					\$ 250,509
75XXX	Mental health advocate	\$ 136,013	\$ 2,868				\$ 138,880
	<b>Mandated Services Total</b>	<b>\$ 386,521</b>	<b>\$ 2,868</b>	<b>\$ -</b>	<b>\$ -</b>		<b>\$ 389,389</b>
<b>Additional Core Domains</b>							
	<b>Justice system-involved services</b>						
25xxx	Coordination services						\$ -
44346	24 hour crisis line**	\$ 350,000					\$ 350,000
44366	Warm line**	\$ 30,000					\$ 30,000
46305	Mental health services in jails	\$ 99,475					\$ 99,475
46399	Justice system-involved services-other	\$ 90,205					\$ 90,205
46422	Crisis prevention training						\$ -
46425	Mental health court related costs	\$ 95,000					\$ 95,000
74301	Civil commitment prescreening evaluation	\$ 90,000					\$ 90,000
	<b>Additional Core Evidenced based treatment</b>						
42366	Peer self-help drop-in centers	\$ 30,000					\$ 30,000
42397	Psychiatric rehabilitation (IPR)	\$ 90					\$ 90
	<b>Additional Core Domains Total</b>	<b>\$ 784,770</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>		<b>\$ 784,770</b>
<b>Other Informational Services</b>							
03371	Information & referral						\$ -
04372	Planning and/or Consultation (client related)	\$ 81,958	\$ 79,957	\$ 9,754			\$ 171,668
04377	Provider Incentive Payment						\$ -
04399	Consultation Other						\$ -
04429	Planning and Management Consultants (non-client related)						\$ -
05373	Public education						\$ -
	<b>Other Informational Services Total</b>	<b>\$ 81,958</b>	<b>\$ 79,957</b>	<b>\$ 9,754</b>	<b>\$ -</b>		<b>\$ 171,668</b>
<b>Community Living Supports</b>							
06399	Academic services						\$ -
22XXX	Services management	\$ 342,751					\$ 342,751
23376	Crisis care coordination	\$ 45,497					\$ 45,497
23399	Crisis care coordination other						\$ -
24399	Health home other						\$ -
31XXX	Transportation	\$ 28,814	\$ 4,964	\$ 5,152			\$ 38,931

32321	Chore services						\$ -
32326	Guardian/conservator	\$ 34,439	\$ 37,347	\$ 3,931			\$ 75,718
32327	Representative payee	\$ 344,825	\$ 39,931	\$ 5,897			\$ 390,653
32335	CDAC						\$ -
32399	Other support						\$ -
33330	Mobile meals						\$ -
33340	Rent payments (time limited)	\$ 155					\$ 155
33345	Ongoing rent subsidy	\$ 73,932					\$ 73,932
33399	Other basic needs	\$ 600					\$ 600
41305	Physiological outpatient treatment	\$ 551					\$ 551
41306	Prescription meds	\$ 63,655					\$ 63,655
41307	In-home nursing						\$ -
41308	Health supplies						\$ -
41399	Other physiological treatment						\$ -
42309	Partial hospitalization						\$ -
42310	Transitional living program						\$ -
42363	Day treatment						\$ -
42396	Community support programs	\$ 275,510	\$ 2,128				\$ 277,638
42399	Other psychotherapeutic treatment	\$ 1,277					\$ 1,277
43399	Other non-crisis evaluation						\$ -
44304	Emergency care						\$ -
44399	Other crisis services						\$ -
45399	Other family & peer support						\$ -
46306	Psychiatric medications in jail	\$ 126,117					\$ 126,117
50361	Vocational skills training						\$ -
50365	Supported education						\$ -
50399	Other vocational & day services						\$ -
63XXX	RCF 1-5 beds (63314, 63315 & 63316)						\$ -
63XXX	ICF 1-5 beds (63317 & 63318)						\$ -
63329	SCL 1-5 beds						\$ -
63399	Other 1-5 beds						\$ -
	<b>Community Living Supports</b>	<b>\$ 1,338,124</b>	<b>\$ 84,370</b>	<b>\$ 14,981</b>	<b>\$ -</b>		<b>\$ 1,437,475</b>
<b>Other Congregate Services</b>							
50360	Work services (work activity/sheltered work)	\$ 202,613	\$ 985,656	\$ 33,012	\$ 15,218		\$ 1,236,499
64XXX	RCF 6 and over beds (64314, 64315 & 64316)	\$ 1,970,947	\$ 20,672				\$ 1,991,620
64XXX	ICF 6 and over beds (64317 & 64318)						\$ -
64329	SCL 6 and over beds						\$ -
64399	Other 6 and over beds						\$ -
	<b>Other Congregate Services Total</b>	<b>\$ 2,173,561</b>	<b>\$ 1,006,328</b>	<b>\$ 33,012</b>	<b>\$ 15,218</b>		<b>\$ 3,228,118</b>
<b>Administration</b>							
11XXX	Direct Administration					805,703	\$ 805,703
12XXX	Purchased Administration					95,552	\$ 95,552
	<b>Administration Total</b>					<b>\$ 901,255</b>	<b>\$ 901,255</b>

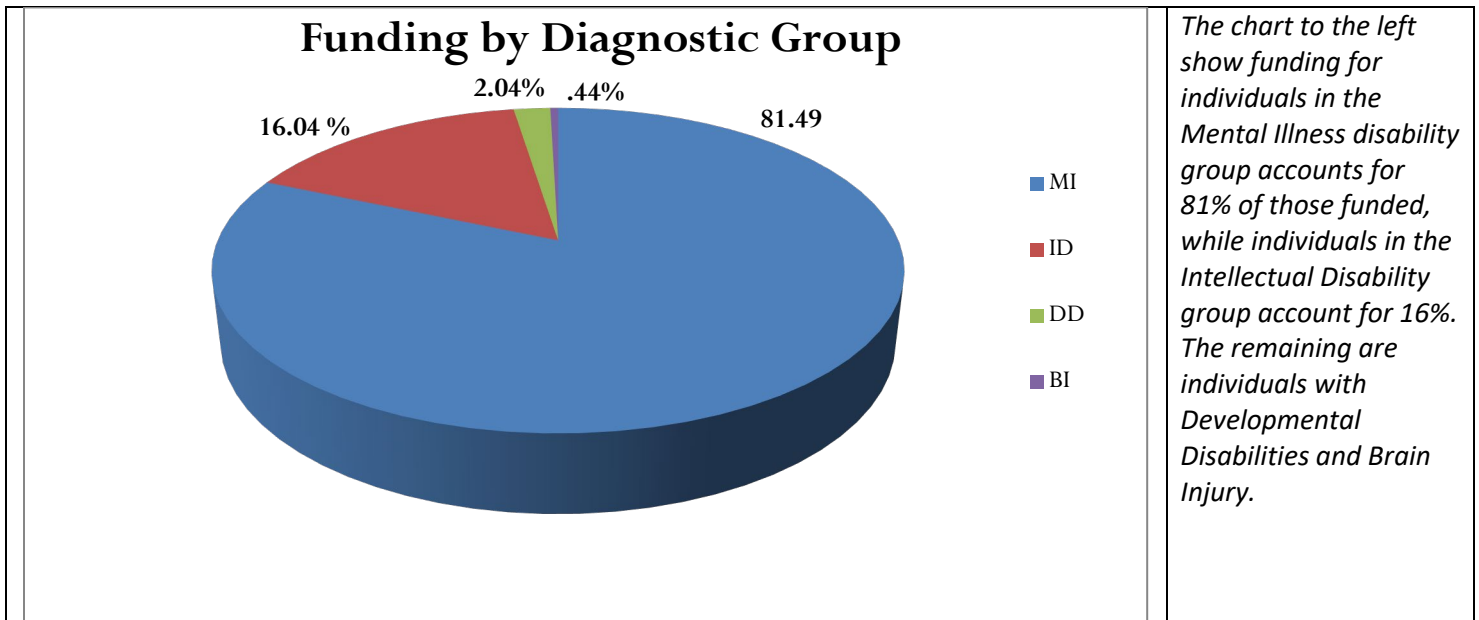
	<b>Regional Totals</b>	\$ 9,924,634	\$ 1,912,986	\$ 194,916	\$ 44,997	\$ 901,255	\$ 12,978,788
<b>(45XX-XXX)County Provided Case Management</b>							
							\$ -
<b>(46XX-XXX)County Provided Services</b>							
							\$ -
<b>Regional Grand Total</b>							
							\$ 12,978,787.57

Transfer Numbers (Expenditures should only be counted when final expenditure is made for services/administration. Transfers are eliminated from budget to show true regional finances)

<b>13951</b>	<b>Distribution to MHDS regional fiscal agent from member county</b>	\$ -
<b>14951</b>	<b>MHDS fiscal agent reimbursement to MHDS regional member county</b>	\$ 2,545,957

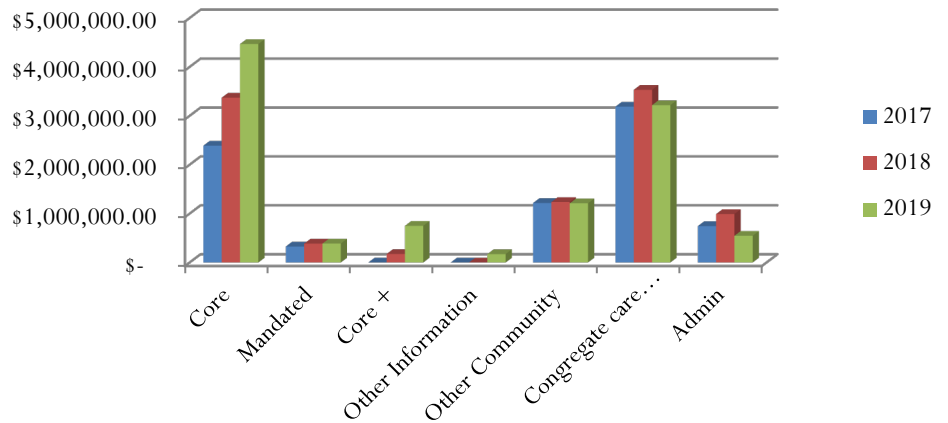
\*\* 24 hour crisis line and warm line are transitioning from additional core to state wide core services with state funding.

The two charts located below are visual illustrations of data with pronounced trends in expenditures by the EI Region for FY 2019.



*FY17-FY19 Expenditure Comparison Chart to the right shows a significant increase in expenditures on behalf of the EI Region for Core and Core + services. FY 19 does show a decrease in congregate services from previous fiscal year and the EI Region is anticipating further decreases to dollars spent on congregate care (sheltered work) due to the \*One Time Funding Grant applications. See section D.*

**FY17-19 Expenditure Comparison**



**Table D. Revenues**

FY 2019 Accrual	Eastern Iowa MHDS Region		
<b>Revenues</b>			
	<b>FY18 Annual Report Ending Fund Balance</b>		<b>\$ 12,076,245</b>
	<b>Adjustment to 6/30/18 Fund Balance</b>		<b>\$ 2,543</b>
	<b>Audited Ending Fund Balance as of 6/30/18 (Beginning FY19)</b>		<b>\$ 12,078,788</b>
	<b>Local/Regional Funds</b>		<b>\$ 4,391,897</b>
10XX	Property Tax Levied	3,784,581	
12XX	Other County Taxes	143,877	
16XX	Utility Tax Replacement Excise Taxes	-	
25XX	Other Governmental Revenues	18,441	
4XXX-5XXX	Charges for Services	222,118	
5310	Client Fees	-	
60XX	Interest	111,100	
6XXX	Use of Money & Property	-	
8XXX	Miscellaneous	111,780	
9040	Other Budgetary Funds (Polk Only)	-	
		-	
	<b>State Funds</b>		<b>\$ 305,843.00</b>
21XX	State Tax Credits	105,265	
22XX	Other State Replacement Credits	200,578	
2250	MHDS Equalization	-	

24XX	State/Federal pass thru Revenue	-	
2644	MHDS Allowed Growth // State Gen. Funds	-	
29XX	Payment in Lieu of taxes	-	
		-	
	<b>Federal Funds</b>		\$ -
2344	Social services block grant	-	
2345	Medicaid	-	
	Other	-	
	<b>Total Revenues</b>		\$ 4,697,740

<b>Total Funds Available for FY19</b>	\$ 16,776,528
<b>FY19 Actual Regional Expenditures</b>	\$ 12,978,788
<b>Accrual Fund Balance as of 6/30/19</b>	\$ 3,797,740

**Table E. County Levies**

County	2016 Est. Pop.	Regional Per Capita	FY19 Max Levy	FY19 Actual Levy	Actual Levy Per Capita
Cedar	18,454	30.78	568,014	\$ -	0.00
Clinton	47,309	30.78	1,456,171	\$ -	0.00
Jackson	19,472	30.78	599,348	\$ -	0.00
Muscatine	42,940	30.78	1,321,693	\$ -	0.00
Scott	172,474	30.78	5,308,750	\$ 4,112,052	23.84
<b>Total Eastern Iowa Region</b>	<b>300,649</b>		<b>9,253,976</b>	<b>\$ 4,112,052</b>	<b>13.68</b>

## D. Outcomes/Regional Accomplishments in FY2019

This section varies greatly from region to region and there is no consistent manner of reporting. The following are suggestions based on what has been included in past reports:

- Core Services Access Standards (should reflect status as of 6/30/19 and be consistent to what was reported to DHS on 4th quarterly report).
- Additional Core Services (should reflect status as of 6/30/19 and be consistent to what was reported to DHS on 4th quarterly report).
  - Service Coordination
  - Crisis Line/Warm Line
  - Justice System/Jail Diversion
  - Others
- Evidence Based Practices (EBP) (should reflect status as of 6/30/19 and be consistent to what was reported to DHS on 4<sup>th</sup> quarterly report)
- Region Program Outcomes
  - Supported Employment
  - Block Grant outcomes (Crisis line, MHCs)
  - Special initiatives

- *Statewide Outcomes*
  - *QSDA*
- *Regional Collaboration with Providers, Stakeholders, and Regions*
- *Provider Network*

## **1. Crisis System Development within the EI Region**

The EI Region signed an Agreement for Crisis Services with the Robert Young Center on January 14, 2016 to develop a full continuum of Mental Health Crisis Services across the Region that are locally delivered and regionally managed with state wide standards. A quick overview of the continuum of services is as follows:

- 24/7 Crisis Line
- Warm Line
- 24/7 Emergency Department Tele-Health Services embedded in seven hospitals within the Region. Assessments are performed by a Licensed Mental Health Professional and are able to make recommendations to hospitals concerning the need for inpatient admission.
- Care Coordination
  - Emergency Department Care Coordinator's, known as "pitchers" are staff physically located in, or are available to, each of the 7 Emergency Departments within the Region.
  - Community Based Care Coordinator's, known as "catchers" are staff physically located in each of the mental health centers within the Region.
  - A Justice Involved, Relationship Based, Jack of All Trades staff position known as a "JRJ" was added to the Year 4 contract. This position will be a support during civil commitment prescreen assessments, be able to provide transportation and assist with covering for staff absences, excluding licensed clinical mental health professional.
- Mobile Crisis expansion to all five (5) counties
- Civil Commitment Pre-Screens and Assessments
  - Justice Involved Care Coordinators, known as the "ACQ" position are Licensed Clinical Mental Health professionals. They work directly with the Clerk of Courts to offer a civil commitment pre-screen assessment. They are also able to complete a mental health assessment in County Jails and work on diverting individuals to a community based care coordinator, the "catcher".
  - Co-Occurring Care Coordinators meet minimum requirements to provide a Substance Abuse Evaluation. These staff positions are embedded in substance abuse treatment providers within the Region. They may also be available to assist with civil commitment pre-screen assessments along with jail based assessments.
- Sequential Intercept Mapping
- Fidelity and Evidenced Based Practice Review
- Prescriber Bridge Appointments
- Workforce Development and Training Strategies
  - CIT Training for Sheriff and Local Police Departments
  - Trauma Informed Care Competency
  - Mental Health First Aid
- Peer Drop-In Centers including Peer Support Specialists
- Peer Law Enforcement Liaison
- Crisis Stabilization Residential Program

## **2. Continued Expansion of a Crisis System in FY 19**



On June 20, 2018, the Regional Governing Board entered into a fourth Amendment of the Regional Crisis Services Agreement with the Robert Young Center (RYC). This Amendment provides additional and complementary services to the organized mental health crisis system in Eastern Iowa.

The Amendment is a component to Eastern Iowa (EI) Crisis System designed to increase Access, decrease Cost, and increase Quality. The concept of “ACQ” was gleaned from the original 180 stakeholder meetings held throughout the five (5) counties and included behavioral health service providers, emergency medical service staff, justice system staff, law enforcement staff and local agencies.

All aspects of the EI Region Crisis System are anticipated to decrease overall cost while increasing the quality of care and the dignity provided to those with mental illness and their families. The fourth Amendment of the EI Region Crisis System focuses on: a) Standardization of the Crisis System across the Region with tailoring to meet the unique needs of individual counties b) Workforce development and training strategies; c) addressing barriers to services with Bridge Appointments and transportation; d) and strengthening community based services for the continuum of services.

Specifically, Year 3 crisis services (fourth Amendment) included:

- Peer Drop-In Centers;
- Bridge Appointment Expansion for more “slots” and 3 sites;
- Warm Line;
- Workforce Development to include Mental Health First Aid Training, CIT Law Enforcement Training, Trauma Informed Care Training;
- Mobile Crisis 24/7 Expansion to all 5 (five) counties;
- Crisis Stabilization Residential Services;
- Supported Employment Provider and Service Mapping.

Year 3 (fourth Amendment) also provided all previous components from Year 1 and Year 2 Amendments such as managing the Emergency Department Telehealth system/crisis linkages and reconnection with community services as they are vital to the success and outcomes of the EI Crisis Services System.

### **3. Crisis Expansion to Mobile Crisis Outreach**

Within the five county Region, Cedar County is the only county that does not have a hospital. In Year One development of the Crisis system, we began the Eastern Iowa Crisis Line that was operated by Foundation 2. Therefore, if needed, Foundation 2 deployed a Mobile Crisis Outreach (MCO) team to screen an individual residing in Cedar County. This officially started on July 5, 2016 and as of June 30, 2019, 27 calls had been dispatched to individuals in crisis in Cedar County. Data is collected and tracked regarding:

- The date of the call,
- The age range of the individual,
- The response time, the disposition of the call,
- If a transfer was needed and lastly,
- If they were connected (hand off) to a member of the EI Region Crisis Team.

Scott County went “live with Mobile Crisis Outreach (MCO) on 6/25/2019. Data for the month of June of 2019 showed MCO was deployed 16 times to individuals in crisis within Scott County. Clinton, Muscatine and Jackson are to begin the service in FY 2020 as the roll out was paused in the remaining three counties to give time for trainings and educational opportunities.

### **4. FY 19 Crisis Expansion to Include Justice Involved Services:**

Under the RYC contract, the EI Region is at varying stages of collaboration in developing partnership with the 5 jail systems of the Region. Care Coordinators assigned to work within the jail system are actively working to develop post booking discharge plans (warm handoffs) in each of those jail systems by:

- Identifying inmates classified as having possible mental health complications at booking and/or who present with mental health symptoms while detained;
- Connecting inmates, who have voluntarily agreed to participate in EI Region Crisis Service System, to a community based care coordinator or “catcher”;
- Working with inmates on post detainment needs such as reconnecting with appointments, housing, food assistance, benefit acquisition and/or employment, and supported community living services are in place.

The EI Region is moving forward to collect and analyze utilization rates, recidivism rates, and overall jail population percentages for individuals with behavioral health needs. Currently, four of the five county jails in the EI Region contract with service providers within the jails. Any data collected by those providers are not included in the data below. The data below is gathered from the metrics reported by the Region’s crisis system staff, referred to as the Justice Involved Care Coordinator’s who are embedded within the EI Region Crisis System, whom have identified, connected and worked with inmates post discharge under the EI Region Crisis System for FY 2019:

<b>Jail Based “ACQ” or Justice Involved Care Coordinator</b>	
<b>County</b>	<b># of clients seen in jail YTD</b>
Scott	14
Clinton	272
Jackson	3
Cedar/Muscatine	0

Although the Justice Involved Care Coordinators, known as the “ACQ” are Licensed Clinical Mental Health professionals, and may spend time in a county jail, their primary role and reason for the licensure of the position is to provide a civil commitment mobile pre-screen. This individual is equipped to:

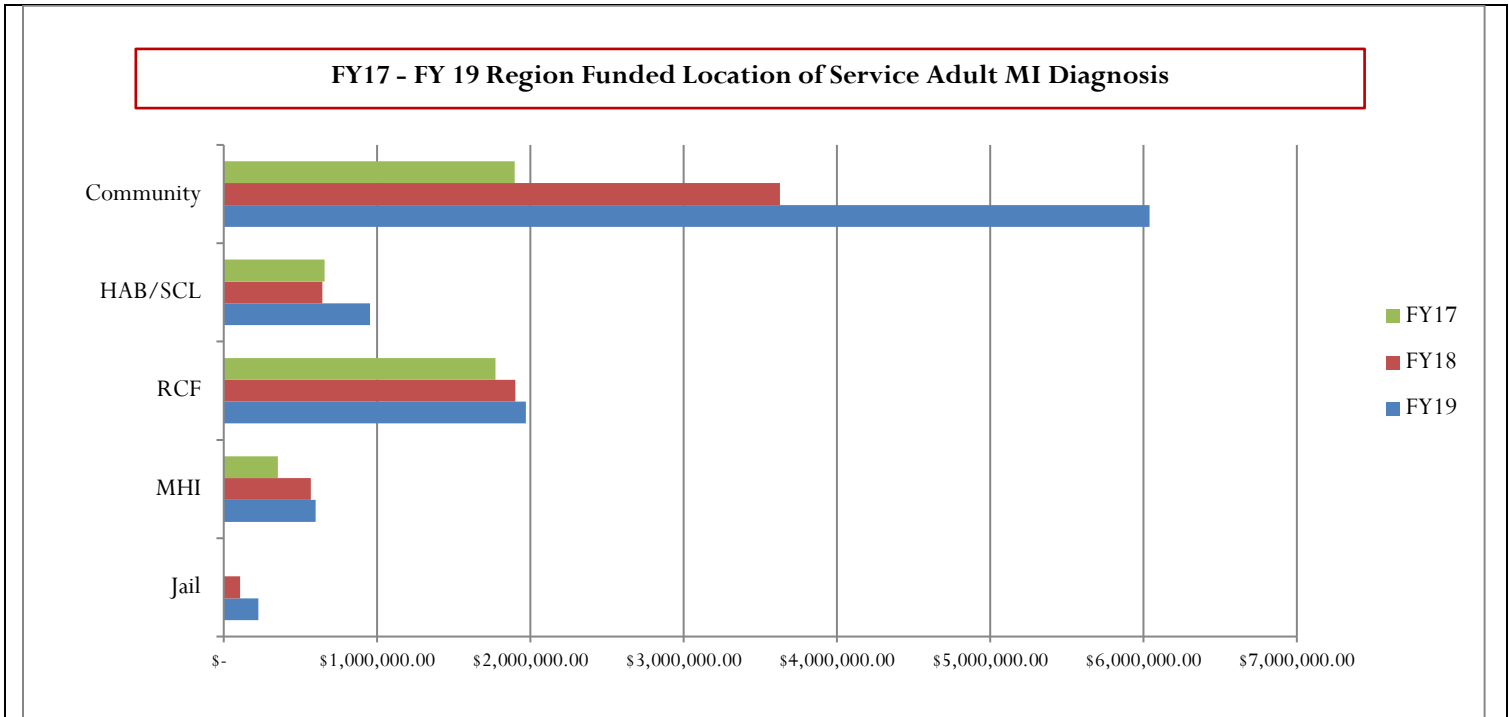
- Complete a screening;
- Make recommendations for treatment; and/or
- Provide the individual and family with resources and community connections for treatment.

The chart below identifies the number of mobile prescreens that were offered throughout the five counties within the Region along with the number of educational opportunities provided:

<b>Community Based ACQ</b>			
<b>County YTD</b>	<b># of individuals educated on committal process</b>	<b># of Civil Commitment Mobile Prescreens</b>	<b># of mobile pre-screens that result in recommendation to commit to Inpatient or Outpatient MH/SA</b>
Scott	195	27	55
Clinton	11	1	6
Jackson	2	0	0

Cedar/Muscatine	0	0	0
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This last chart visually illustrates expenditures on behalf of locations of services for adults with an MI Diagnosis. Eastern Iowa Region, in alignment with Olmstead, has made efforts in its Crisis System to serve individuals in least restrictive levels of care. The Region has compiled claims data by diagnostic category of Mental Illness to draw a comparison between total and specified living environments.



### 5. Collaboration with Community Organizations/Hospitals and MCOs

The EI Region is proactive in collaborating with other entities within the state of Iowa. Listed below are several ways in which our Region strives to be a strong team member within the MHDS service system.

Regional collaboration with Providers, stakeholders, and Regions:

- CEO has meetings with Providers around system and contract issues.
- EI Region supports a website and Face Book page that keep stakeholders informed.
- CEO meets every other month with Department MHDS Leadership.
- EI Region coordinates interventions to prevent or alleviate dependent adult abuse situations by providing representative payee and guardianship services to adults deemed susceptible to financial exploitation and impaired decision-making with no natural supports.
- Two of our local offices co-locate with the Department of Human Services.
- Trainings are held and sponsored by the EI Region for CIT/Mental Health and First Aid and Trauma Informed Care:
  - Clinton County held a Crisis Intervention Training (CIT) event offered at no cost to participants during April 1-5 of 2019. Attending were officers from Clinton Police Department, the Clinton County Sheriff's

Department, and officers from the Scott County Sheriff's Department along with staff from various agencies. In total, 31 individuals attended the training.

- Cedar, Jackson and Scott Counties all sponsored a Mental Health and First Aid training event. On March 27, 2019, Cedar County held training with 17 individuals attended. In Jackson, 18 individuals attended a training held on March 28, 2019. And lastly in Scott County, 15 individuals attended the training that was held on April 3, 2019.
- A Trauma Informed Care training, entitled *Incorporating Trauma Informed Care into Crisis Intervention Services*, sponsored by the EI Region, was held in various locations throughout the Region on May 30<sup>th</sup>, May 31<sup>st</sup>, June 1<sup>st</sup> and June 2<sup>nd</sup> of 2019. Guest speaker was Frank Grijalva, MSPH, MSCC. The intended audience were hospital ED nursing and behavioral health personnel, police, ambulance and medic professional along with other behavioral health emergency service workers in the five county Region. 69 participants were registered.
- In FY 20, EI Region anticipates the continuation of regional expansion of mobile crisis outreach that will enable individuals to access service that is least restrictive and minimally invasive or traumatic to meet a person's needs. It is currently available in Cedar County and in the early phases of implementation in Scott County.
- EI Region continues to work with our 7 hospitals to expedite access to inpatient services when needed as opposed to lingering in Emergency Departments while a suitable placement can be secured.

## **6. History of the One Time Funding Grants**

In FY 2018, after several agencies had approached the Region requesting funding to address programmatic needs, the Eastern Iowa Region responded by agreeing to provide a one-time funding source for local providers and organizations, anticipated to be awarded for FY 19. An application was drafted and posted to the website to solicit proposals for Regional Investment Funds (RIF) to reduce the Regional fund balance. Criteria of the RIF application stated providers and organizations must show alignment with the Eastern Iowa MHDS Region's Management Plan to address Core Service Domains referenced in IC 331.397(4) or Additional Core Service Domains referenced in IC 331.397(6) or Evidence Based Practice IC 331.397(7) as mandated by Senate File 2315 for mental health re-design.

The RIF also requested providers and organizations submit written proposals identifying the Scope of Services in which they needed to: describe their proposed request and the community need; how the request aligned with the vision of the Region; to name the specific population the project will serve; whether the request included collaboration with any other entity; and the timeframe of the proposed request.

Lastly, the providers and organizations would be required to report on mutually agreed upon outcome data on a quarterly basis.

By the application end date of 1/31/2018, thirty-one proposals had been received requesting over \$8 million dollars. Once all bids were screened for criteria, the amount awarded to providers and organizations for FY 19 was \$1,362,748.60. At the Governing Board meeting held on March 26, 2018, discussion on the fiscal impact of pending legislation and the uncertain projected ending fund balances from the individual counties prohibited the board from taking formal action. After further discussion with the fiscal agent and the management team, the Governing Board took official action and on June 18, 2018, the Regional Governing Board approved one (1) time funding to 13 local providers and agencies.

### **➤ One Time Funding Applications/Grant Outcomes to decrease Congregate Work Service Expenditures:**

In Fiscal Year 2019, the EI Region extended "grant" funds to four vocational providers that are located within the five counties of our Region, to enhance employment opportunities for individuals with disabilities. The four agencies included in the grant were Handicapped Development Center, Skyline Center, Imagine the Possibilities and Crossroads and in total, were awarded \$586,782 for Job Placement, Employer Development and expansion of community based programs. A brief overview is as follows:

- Handicapped Development Center in Scott County proposed a service referred to as HDC Enterprise to provide work areas away from the traditional sheltered workshop that offers competitively paid jobs and more opportunities to be integrated into

the workforce. Additionally, HDC Enterprise focused on a regular work schedule and a consistent income. Regional funding was provided in the amount of \$174,553.60 to HDC Enterprise. Data showed that 14 individuals were hired to work in HDC Enterprise and involved in jobs such as packaging, kitting and small part assembly along with painting however, the number of individuals who moved from sheltered workshop services to the Enterprise and maintained employment were 11. Average worker wage was \$7.25/per hour.

- Skyline Center, Inc. in Clinton County also applied for funding for opportunities to expand their Supported Employment and provide integrated work opportunities for individuals. They requested and received \$14,800 to expand the Cotton Patch Retail Store. These funds were to assist with hiring staff and marketing expenses. After a slow start, the third quarter had one part time employee working in the CPRS along with exploring the option of internship with MercyOne, a local hospital in Clinton.
- Skyline Center, Inc. in Clinton County also applied for funding for opportunities to expand their Supported Employment by expanding their Greenhouse Project, again with the goal to provide more community and integrated employment opportunities. \$75,000 was awarded and reports indicate 3 part time individuals were employed with the Greenhouse at an average wage of \$7.25.
- Imagine the Possibilities, Inc. (ITP) in Jackson County requested and received \$100,000 to support the purchase of industrial sewing machines, cutting tables and other ancillary equipment needed for a "sewing shop" that will increase employment opportunities for individuals with disabilities. As a large provider in the EI Region, they were aware of the lack of opportunities for employment settings, especially, to individuals with a disability and in particular to rural counties within our Region such as Jackson County. Additionally, they felt that many jobs available for this population are paid at a lower rate than minimum wage. With this in mind, they committed to fostering a new model to meet these emerging needs. Through the acquisition of equipment needed to run a "sewing shop," they aimed to provide competitively paid jobs to individuals with and without disabilities along the lines of production sewing, packaging, light assembly and delivery. ITP reports they hired a part time staff to oversee sewing operations and to support the individuals trained on the sewing production floor. They began to train individuals in the sewing room the week of June 3rd, completing tasks such as sewing and packing completed product. 8 individuals in FY 19 were trained and very interested in working in the sewing production.
- Crossroads in Muscatine County and Cedar County had also applied for funding to expand their Supported Employment services. They were awarded \$222,379 to hire job developers, job coaches and provide training for staff.

➤ **One Time Funding Applications/Grant Outcomes to increase crisis services and decrease homelessness:**

In Fiscal Year 19, two agencies were also awarded monies to assist with crisis services expansion along with decreasing homelessness.

- Humility Home and Services, formerly known as Humility of Mary, applied for and received \$130,386 to provide Housing First Emergency Shelter Services in order to increase access to critical services such as food and shelter:

Dates Housing Specialists Are Hired (Target date 12/31/18)	11/6/2018	9/28/2018	10/3/2018			
Dates Housing Specialists Started with Own Caseload:	12/11/2018	10/29/2018	10/29/2018			
Number of Individuals On Each Caseload	approx 25					
Number of Individuals with Mental Health Diagnosis	308					
Number of Individuals with Substance Use Diagnosis	166					
Emergency Placements/Location Prior to referral:	Genesis Hospital	Davenport PD	Scott Co. Sheriff	Other		
Number of Individuals referred:	59	43	0	9		
Total Number of Individuals Served:	528					
Number of Individuals Who Had A Housing Plan When Arriving at Shelter:	113					

Location of referrals from the 5 counties within the EI Region	Cedar	Clinton	Jackson	Muscatine	Scott	Total
Number of Individuals with Last Permanent Address within Region	5	10	3	3	350	371
Number of Individuals with Last Permanent Address from Other Iowa Counties						32
Number of Individuals with Last Permanent Address from Out of State						125
If Out of State, Number of Individuals with Last Permanent Address from Rock Island County						67

Number of Individuals who Maintained Stable Housing for 6 months thus Reducing Contacts with Multiple Systems						43
*Note - all individuals served are literally homeless. Last permanent address was at least 90 days prior to presentation at the Shelter						

- Rhonda's House, Iowa's first Peer Run Respite Home also applied for and received \$88,385 to provide alternative support and options for treatment. The goal of the program is to provide peer delivered wellness and recovery services for individuals struggling with emotional distress, psychiatric and substance abuse, trauma and/or a variety of other life interruption challenges. The services offered at Rhonda's House are an alternative to more traditional crisis services and hospitalizations.

Opening Date 10/22/2018	
Number of Staff Employed:	
3FT 4PT	Total 7
Number of Individuals Referred	36
Number of individuals who had called or been referred but not accepted because of being homeless and were given support for other options	9
Number of Individuals Served	27
Average Length of Stay	7 days

<i>Referral Sources</i>	
Genesis East	1
Genesis West	3
Self and/or Family Referral	7
Clinton Police Dept Dept, Self Referral	1
Johnson Co crisis	2
Pathway Living Center, Inc. Clinton	2
Robert Young Center	1
Clinton County Community Services	2
Returned guest	3

Cedar County Community Services	1
Waypoint Services of Linn County	1
University of Iowa Hospital Schools and Clinics	3
Number of Individuals transitioned back to home environment	27

➤ **One Time Funding Applications/Grant Outcomes to provide Educational Opportunities including offering Family to Family Educations programs:**

- NAMI of the Great Mississippi Valley also applied for and received one time funding in the amount of \$21,965 to provide five Family to Family educational programs, teaching family members and care givers how to effectively support an adult living with a mental illness. NAMI's Family to Family Education Program is a nationally developed, evidenced based program for families and care givers of individuals dealing with major depression, bi-polar disorder, schizophrenia, OCD, Panic Disorder, PTSD, Co-Occurring, Borderline Personality Disorder. The course is taught by trained family member who have the same lived experience and have been empowered to become instructors.

Table 1	Class #1	Class #2	Class #3	Class #4	Class #5	Total
Dates of Classes Held/Locations (12 classes @ 2.5 hours each)	August 29 - Nov. 14, 2018	Sept. 4 – Nov. 20, 2018	Jan. 17 - April 4, 2019	March 4 - May 20, 2019	April 23- July 9, 2019	
	Bettendorf Library (Scott)	UnityPoint Trinity Hospital (Muscatine)	Heritage Church Bettendorf (Scott)	Clinton Community College (Clinton)	St Paul Lutheran Church (Scott)	
Number of Individuals Enrolled	11	6	20	7	22	66
Number of Individuals Graduated	4	5	10	3	21	43
Actual Cost of Program						\$20,713.12

Table 2						
Diagnosis reported (these are tracked during class 3, some have more than 1 diagnosis)	3 Unknown, 2 Bipolar Schizophrenia, 4 Depression/ Anxiety , 1 OCD, 1Borderline, 1PTSD	2 Unknown, 3 Depression/ Anxiety, 1Bipolar, 1 Schizophrenia 1 OCD	6 Bipolar, 2 Depression/ Anxiety, 2 OCD, 2 Depression	1 Depression, 1 Depression/ Anxiety, 1 Bipolar, 1 Undiagnosed		

Table 3						
County of residency	Clinton	Scott	Muscatine	Jackson	Cedar	
Number of individuals enrolled	11	42	5	1	1	

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