

Central Iowa Community Services Regional Advisory Board Meeting
Tuesday, April 12, 2016 @ 1:30 PM
Story County Human Services Center
Multipurpose Room, 126 S. Kellogg Ave., Ames, IA 50010

Attending: Chad Huddleston, Tim Bedford, Al Fagerlund, Pam Herrema, Anne Vance, Terry Johnson, Grace Sivadge, Patti Treibel Leeds, Tom Foster, Sherry Becker, Linda Romero, Wendie Cooper, Bill Vaughn, Jody Eaton, Karla Webb, Doug Bailey, Jim Paprocki, Betsy Stursma, Linn Adams, Kathy Dinges, Tim Rogers, Russ Sivadge

- I. Welcome and Introductions:** Meeting called to order at 1:30 PM by Chad Huddleston, he welcomed everyone and introductions were made.
- II. Approval of 1/26/16 Meeting Minutes:** Motion by Tim Bedford to approve the minutes as written, 2nd by Linda Romero, minutes approved.
- III. Highlights of Regional Governance Board:** Al Fagerlund inquired if everyone is receiving the Governing Board meeting minutes. Jody provided the CICS website www.cicsmhds.org where the minutes can be accessed. Al discussed the January 2016 Governing Board meeting and the general Governing Board meeting structure. Discussed Cost Advisory Cost Report could be used if it becomes determined the region should reimburse counties for indirect costs not currently captured. Hiring policies have been up for discussion and regional employees becoming employees of hiring counties. This has to be taken into account for various positions within the region. FY 17 budget was discussed and approved total budget of \$15,676,000. The levy recommendation for each county was approved at \$22.60/capita. Case management updates were provided. Routine items are discussed and reviewed, one of those items is contracting. In February 2016 meeting an update to the appeals process to the policies and procedures was approved. At the March 2016 Governing Board meeting the 2017 Annual Service and Budget Plan was approved. For the March meeting some members phoned into the meeting and some members attended in person. Generally meetings are handled in person and can occur via call in as needed.
- IV. Election of Provider Representation for Governance Board:** Kathy Dinges with Eyerly Ball Community Mental Health Services provided an introduction of herself and explained her role and the services provided by Eyerly Ball Community Mental Health Services. Tim Bedford with CIR, explained CIR contracts with the region to provide services and currently provide services in each county of the region. Sherry Becker with NIVC Services, discussed their services and commitment to community employment. Al Fagerlund shared that Pam Herrema is going off the Governing Board as the Provider Representative and thanked her for her representation. A paper vote was completed for the Provider Representative with an initial result of 5-5-4. A revote was completed and Sherry Becker, with NIVC Services received the majority votes and was appointed as the Provider Representative to Governing Board. Her term will expire 6/30/17. Discussed Al Fagerlund's appointment to the Governing Board will end 6/30/16. In July the Advisory Board will need to appoint a representative on the Governing Board for the position of an individual who utilizes mental health and disability services or is an actively involved relative of such individual.

- V. Case Management Update:** Betsy Stursma discussed Warren County Case Management officially closed 2/29/16. They are maintaining a few cases due to the need to obtain ROI's in order to transfer the services.

Patti Treibel Leeds shared County Community Services has been transferring clients to United Health Care. They are in the processing of looking at Amerigroup insured clients and if can provide case management services to these clients, thinking this will not be a long term contract. They are planning to contract with AmeriHealth Caritas for County Community Services to provide case management services. Are significantly down TCM staff, staff have worked additional hours and are very conscious that to make sure clients are staying eligible for waiver services. Terry Johnson asked how many TCMs they would have, Patti indicated the supervisor would maintain a case load, possibly 2 staff, staff would be employees of Boone Co. Karla shared that Story is evaluating the possibility of continuing to provide case management services to individuals whom have AmeriHealth Caritas and HIPP insurance. No decision has been made at time.

Linn Adams discussed CICM, has been serving 375-400 clients/mo. Linn discussed staffing changes, initially had 13 case managers and now have 6 case managers. It is planned CICM will end 6/30/16 officially. Have planned to transition United Health Care clients first. About 35-40 clients in Franklin County will transition to CSS region for TCM services.

- VI. Hope Wellness Center:** Betsy discussed CICS Region has contracted for crisis stabilization services with Hope Wellness Center in Woodward. Administrative team is working on protocol for referrals to Hope Wellness Center. Crisis stabilization services are for up to 5 days, service coordination staff will be involved to help the individual transition and reduce likelihood of need for crisis stabilization services in the future. CICS is contracting with CIJD to provide voluntary transportation services for individuals to and from Hope Wellness Center. Admin team has decided if someone is over income/resources will not ask the client to private pay for the crisis stabilization services. Service Coordination staff will be doing a tour 4/14/16 of the HWC and Betsy invited Advisory Board members to attend the tour if desired. Terry Johnson shared their only concern with opening the contract to another region would be what happens if several referrals are received and what happens if the stabilization unit is full. Betsy indicated she would follow up on this.
- VII. Crisis Line Overview/Posters/Cards:** Patti explained CICS is funding a 24 hour crisis phone line for the region and she shared the crisis line flyer and cards. Patti explained the crisis line is confidential and if someone desires additional services the crisis line staff can provide referrals or the individual can contact a local service coordinator for referral assistance. Jody Eaton shared CICS region is receiving a report identifying the subject of a phone call and if a referral was made. The report also identifies demographic information, including county of origin for the phone call. Patti encouraged individuals to contact their local Community Services office for the flyers and crisis line cards.
- VIII. Annual Service and Budget Plan Update:** Jody Eaton shared haven't received approval for ASBP, she checked with DHS and was told if haven't heard anything yet then likely there aren't concerns on the plan and the plan will be sent to DHS Director. Jody reviewed the plan, plan identifies case management areas for the CICS region. With the core and core plus services we are directed by DHS on what services we need to have and develop. We have been providing MHFA training through out

the region and want to continue to offer funding for those trainings. We have collaborated with NAMI Central Iowa and NAMI Iowa for Family to Family Training. We had set up Urgent, Emergent, Routine services. Emergent consider this to be crisis services, i.e. crisis line. We are considering contracting for a warm line which would be run by peers. We are also looking at texting for crisis line services. Funding emergency telehealth services in hospitals and jails. Inpatient units we struggle with meeting access standards, we struggle with this b/c there is a lack of beds available that can serve individuals with difficult needs. We are wanting to look at 23 hour observation service, possibly with provider in Polk Co.

Kathy Dinges shared Eyerly Ball is not providing mobile crisis in Story Co but the position they have hired for will be mirrored to the mental health liaison Ames Police Department employs. Goals are the same to reduce crisis calls that come into the police department. Mental health liaison with Eyerly Ball will work closely with the mental health liaison with Ames PD. Eyerly Ball has hired a staff person for the position and has 6 referrals.

Jody discussed community based stabilization, this would be providing stabilization services to where the person is at, where the person lives. This will take a planning team approach. A provider of this service will need to meet the crisis rules criteria.

Urgent care, have transition homes, have a pilot project in Story Co and working on a RFP to expand this service to other counties within the region. In the transition home will have a 30/60/90 day plan. Crisis psychiatric and crisis therapy appointments, we have been contracting with providers to hold available crisis psychiatric appointments, we want to build into this crisis therapy appointments during this next year. Jail diversion services are being developed/implemented in the region.

Routine services, are working to monitor access standards throughout the region and assisting with development to meet those access standards. Family and Peer support training, please let us know if you or someone you know would be interested in this training. Service coordination staff, have 1 service coordinator in each county and 2 service coordinators in Story County. In the ASBP will see the actual budget, what we are spending in certain areas, and what we plan to spend in each area to increase services identified. Patti identified transportation services is an issue and meeting transportation needs after hours is necessary.

Jim Paprocki asked a couple of questions, regarding if providers are reluctant to take people with difficult behaviors. Jody clarified she was referring to inpatient Behavioral Health Units (BHU) and identified there could be staffing needs that can't be met in the inpatient setting. She discussed sometimes providers are reluctant to take an individual in a community setting because there is not a safety net for that individual whom may have behaviors. Jim asked if there are statistics or information on what happens if a client is not accepted. Jody shared DHS is gathering this information so can have a better picture of why a person is refused and what happens to them. Linda Romero shared her experience of working in the ER and BHU only have a limited number of high acuity beds or quiet rooms. A person sometimes may stay in the ER for up to 24 hours and improvement is seen for the client and other times work continues to find care for them. Jim

expressed he would be interested in the development of information. Jody shared working to build all the services is hoped to then help capacity for inpatient care. Jim expressed he would like for the region in the future to look at alternative services such as drop in center and peer respite. Jody shared that do want to get peer certification so can build the workforce. Jody shared will be funding a drop in center in Franklin County in the next couple of months. Wendy asked about how to address situations in a county where there are limited beds at a hospital to deal with acuity. Discussed the difficulty in this, various members expressed thoughts in regards to this. Chad expressed he thinks peer support could be helpful.

- IX. Agency Updates:** Tim Bedford shared CIR is doing their IPR graduation. IPR program takes about 2 years to complete, the graduation program takes place next Thursday. This year's guest speaker is Dr. Stern, expecting 200 + people to attend, 47 are graduating, and about 43 are from CICS region. Al Fagerlund shared in the supported employment area different studies taking place regarding funding, and asked people to tread lightly and full consideration be made in evaluating this. Anne Vance with Central Iowa Residential Services, discussed spending a lot of time on making sure billing and claims will go smoothly with the MCO transition, they will be doing test runs later this month. Bill Vaughn indicated United Health Care does have a contract with HIRTA. Patti shared a client story of an individual being served by NIVC Services whom has obtained employment. Kathy Dinges with EB indicated they have signed with all 3 MCO's. It has been a challenge for their accounting dept. to get everything on line. Kathy shared they will be expanding hours in Story and Boone Co clinics. Have a new medical provider starting 5/1/16, are working out plans to share nursing staff. Boone Clinic will be open 8-8 on Tuesdays and 8-8 on Thursdays, expanding to have 2 hours walk-in service for therapy and psychiatry services. Sherry Becker with NIVC Services shared Joblink is working very hard to ensure their sustainability. Are struggling with fee structure change by Iowa DVRS. Are experiencing a lot of underpaid development time, are looking at this. Linda Romero, with Grinnell Regional Medical Center shared the hospital will not be contracting with United Health Care. Recently the county community needs assessment was completed and MH services were identified as high need area. Linda asked if anyone knows how to get basic community support like case management for Medicare primary clients please let her know. Tim Rogers shared May is MH Awareness Month and are having their 17th annual MH Awareness seminar on 5/25/16 at Methodist Church with a speaker. Are hoping ID Action will hold a change day at the Capitol. Friendship Club has a meal on Wednesdays, discussed upcoming activities, the club is experiencing healthy growth. Chad Huddleston commented about Friends Forever activities. Patti noted Friends Forever just received 3 year accreditation.
- X. Next Meeting Date:** Next meeting will be held July 12th @ 1:30 PM at Story County Human Services Center, multipurpose room.
- XI. Adjournment:** Sherri Becker motioned to adjourn meeting and Anne Vance Seconded, all voted aye.