

Central Iowa Community Services Mental Health and Disability Services FY 2017 Annual Service and Budget Plan



Geographic Area: Serving the Counties of Boone, Franklin, Hamilton, Hardin, Jasper, Madison, Marshall, Poweshiek, Story, and Warren Counties.

Approved by the CICS Governing Board March 24, 2016

Table of Contents

Introduction..... 3

Access Points 4

Targeted Case Management 5

Crisis Services 6

 Basic Crisis Services 6

 Planning for FY 17..... 6

 Prevention, Education and Public Awareness..... 6

 Response..... 7

 Resolution..... 7

Scope of Services and Projection of Need 9

Expenditure Budget 16

Revenues..... 21

Financial Forecasting..... 21

Provider Reimbursement Provisions 21

Provider Network 23

Introduction

Central Iowa Community Services (CICS) was formed under Iowa Code Chapter 28E to create a Mental Health and Disability Service Region in compliance with Iowa Code 331.390.

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

CICS Management Plan is available on CICS Website www.cicsmhd.org and the DHS Website <http://dhs.iowa.gov>.

The Annual Service and Budget Plan has been approved by the CICS governing board and is subject to approval by the Director of the Department of Human Services.

Planning for Fiscal Year 17 centers on expansion of access to services including augmenting service coordination efforts, building provider efficiencies through training and education, and developing additional services to meet the needs of the individual counties of CICS. CICS maintains local offices in each county to provide access to services.

Boone County

900 W. 3rd St.
Boone, Iowa 50036
Phone: (515) 433-0593
Fax: (515) 432-2480
Office Hours: Monday – Friday, 8:00am - 4:30pm

Franklin County

123 1st Ave. SW
Hampton, Iowa 50441
Phone: (641) 456-2128
Fax: (641) 456-2852
Office Hours: Monday – Friday, 8:00am - 4:30pm

Hamilton County

500 Fairmeadow Dr.
Webster City, Iowa 50595
Phone: (515) 832-9550
Fax: (515) 832-9554
Office Hours: Monday – Friday, 8:00am - 4:30pm

Hardin County

1201 14th Ave.
Eldora, Iowa 50627
Phone: (641) 939-8168
Fax: (641) 939-8247
Office Hours: Monday – Friday, 8:00am - 4:30pm

Jasper County

115 N. 2nd Ave. East
Newton, Iowa 50208
Phone: (641) 791-2304
Fax: (641) 787-1302
Office Hours: Monday – Friday, 8:00am - 4:30pm

Madison County

209 E. Madison St.
Winterset, Iowa 50273
Phone: (515) 462-2931
Fax: (515) 462-3076
Office Hours: Monday – Friday, 8:00am - 4:30pm

Marshall County

101 E. Main St.
Marshalltown, Iowa 50158
Phone: (641) 754-6390
Fax: (641) 754-6391
Office Hours: Monday – Friday, 8:00am - 4:30pm

Poweshiek County

200 4th Ave W.
Grinnell, Iowa 50112
Phone: (641) 236-9199
Fax: (641) 236-1349
Office Hours: Monday – Friday, 8:00am - 4:30pm

Story County

126 S. Kellogg Ave. Suite 001
Ames, Iowa 50010
Phone: (515) 663-2930
Fax: (515) 663-2940
Office Hours: Monday – Friday, 8:00am - 4:30pm

Warren County

1007 S. Jefferson Way
Indianola, Iowa 50125
Phone: (515) 961-1068
Fax: (515) 961-1142
Office Hours: Monday – Friday, 8:00am - 4:30pm

Access Points

An access point is a part of the CICS service system that is trained to complete the MH/DS regional applications and refer individuals for service eligibility.

Access points are educated to respond to the individual's stated and assessed needs by providing linkage to appropriate programs. CICS will provide ongoing training on the referral and application process for all funding streams and comprehensive continuous integrated system of care.

| Primary Access Points | Address | Phone Number |
|---|---|--|
| Boone County Community Services | 900 W 3rd St, Boone IA 50036 | 515-433-0593 |
| Franklin County Community Services | 123 1st Ave SW, Hampton IA 50441 | 641-456-2128 |
| Hamilton County Community Services | 500 Fairmeadow Dr, Webster City IA 50595 | 515-832-9550 |
| Hardin County Community Services | 1201 14th Ave, Eldora IA 50627 | 641-939-8168 |
| Jasper County Community Services | 115 N 2nd Ave E, Newton IA 50208 | 641-791-2304 |
| Madison County Community Services | 209 E Madison St, Winterset IA 50273 | 515-462-2931 |
| Marshall County Community Services | 101 East Main, Marshalltown IA 50158 | 641-754-6390 |
| Poweshiek County Community Services | 200 4 th Ave W, Grinnell IA 50112 | 641-236-9199 |
| Story County Community Services | 126 S Kellogg Ave Suite 001, Ames IA 50010 | 515-663-2930 |
| Warren County Community Services | 1007 S Jefferson Way, Indianola IA 50125 | 515-961-1068 |
| | | |
| Access Points | Address | Phone Number |
| Advanced Therapy Solutions/Optimae LifeServices | 1730 1st Ave E, Newton IA 50208 | 641-787-9133 |
| Berryhill Center for Mental Health | 1610 Collins Street, Webster City IA 50595 | 515-832-6626 |
| Capstone Behavioral Healthcare, Inc | 306 N 3rd Ave E, Newton IA 50208 | 641-792-4012 |
| Center Associates | 9 N 4th Ave, Marshalltown IA 50158 | 641-752-1585 |
| Central Iowa Residential Services Inc. | 111 E Linn St, Marshalltown IA 50158 | 641-752-5762 |
| Christian Opportunity Center | 1602 N 14th St, Indianola IA 50125 | 515-961-3653 |
| Crossroads Mental Health | 1223 E Buchanan Street, Winterset IA 50273 | 515-462-3105 |
| Eyerly Ball Community Mental Health Services | 105 S Marshall, Boone IA 50036 | 515-298-0181 |
| Eyerly Ball Community Mental Health Services | 2521 University Blvd, Suite 121, Ames IA 50010 | 515-598-3300 |
| Eyerly-Ball Mental Health | 1301 Center St, Des Moines IA 50139 | 515-243-5181 |
| Genesis Development | 927 8th Street, Boone IA 50036 | 515-432-7288 |
| Genesis Development | 115 E Washington, Winterset IA 50273 | 515-462-9083 |
| Genesis Development | 1809 W 2nd Ave, Indianola IA 50125 | 515-961-6918 |
| Hansen Family Hospital Behavioral Health Services | 322 ½ College Ave, Iowa Falls IA 50156 | 641-648-6491 |
| Hardin County FIA Friendship Club | 602 South Oak St, PO Box 622, Iowa Falls IA 50156 | 641-648-7500 |
| House of Mercy | 200 N 8th Ave E, Newton IA 50208 | 641-792-0717 |
| House of Mercy | 310 North Buxton St, Indianola IA 50125 | 515-358-7610 |
| Integrated Treatment Services | 303 S 2 nd Ave W, Newton IA 50208 | 641-792-0045 |
| Madison County Memorial Hospital | 300 W Hutchings St, Winterset IA 50273 | 515-462-2373 |
| Mary Greeley Medical Center | 1111 Duff Ave, Ames IA 50010 | Adult Behavioral Unit -515-239-2683 Emergency Room 515-239-2155 TLP - 515-239-6747 |
| MIW, Inc. | 909 S 14th Ave, Marshalltown IA 50158 | 641-752-3697 |
| Midwest Counseling | 821 5 th Ave, Grinnell IA 50112 | 319-668-1217 |
| Orchard Place Guidance | 808 5th Ave, Des Moines IA 50309 | 515-244-2267 |
| Story County Medical Center | 640 S 19th St, Nevada IA 50201 | 515-382-2111 |
| Van Diest Medical Center | 2350 Hospital Dr, Webster City IA 50595 | 515-832-9400 |

Targeted Case Management

CICS offers access to cost effective, evidence based, conflict free Targeted Case Management as described in IAC 441-25.21(1)g.

Designated Case Management agencies serving CICS are accredited according to the rules of the Department of Human Services. Targeted Case Managers meet the qualifications as defined in IAC 441-24. Targeted Case Management meets the following expectations:

- Performance and outcome measures relating to the safety, work performance, and community residency of the individuals receiving the service.
- Standards including but not limited to social history, assessment, service planning, incident reporting, crisis planning, coordination, and monitoring for individuals receiving the services.
- Methodologies for complying with the requirements of sub rule 441-25.21 g, which may include the use of electronic record keeping and remote or internet based training.

CICS has identified the following providers for case management to offer services to individuals enrolled in the Medicaid program. Case Management is available in each local office in the CICS region.

| Case Management Entity | Address | Phone number |
|---|---|---------------------|
| County Community Services Targeted Case Management | | |
| Boone County | 900 W 3rd St, Boone IA 50036 | 515-433-0593 |
| Madison County | 209 E Madison St, Winterset IA 50273 | 515-462-2931 |
| Story County Case Management | 126 S Kellogg Ave Suite 001, Ames IA 50010 | 515-663-2930 |
| Easter Seals | 2920 30 th St, Des Moines IA 50322 | 515-663-2930 |
| Community Support Advocates | 6000 Aurora Ave Suite B, Des Moines IA 50322 | 515-883-1776 |
| Child Serve | 5406 Merle Hay Road, Johnston IA 50131 | 515-727-1476 |
| DHS Case Management | 400 S W 8 th St, Des Moines IA 50319 | 515-242-6877 |
| Jasper office | | 641-787-0318 |
| Marshall office | | 641-844-1510 |

The local offices of CICS also provide Service Coordination for individuals who do not qualify for case management.

Crisis Services

Crisis Services include crisis prevention, response and resolution strategies.

Basic Crisis Services

Emergency services and basic crisis response are provided through the Community Mental Health Centers and providers listed below.

Emergency Service Providers:

| Area | Provider | Location | Phone |
|-------------|--|--|--------------|
| Boone | Eyerly Ball Community Mental Health Services | 105 S Marshall, Boone, IA 50036 | 515-298-0181 |
| Franklin | Berryhill Center for Mental Health | 1610 Collins Street, Webster City IA 50595 | 515-832-6626 |
| Hamilton | Berryhill Center for Mental Health | 1610 Collins Street, Webster City IA 50595 | 515-832-6626 |
| Hardin | Center Associates | 9 N 4th Ave, Marshalltown IA 50158 | 641-752-1585 |
| Jasper | Capstone Behavioral Healthcare, Inc | 306 N 3 rd Ave E, Newton IA 50208 | 641-792-4012 |
| Madison | Crossroads Mental Health | 1223 E Buchanan Street, Winterset IA 50273 | 515-462-3105 |
| Marshall | Center Associates | 9 N. 4th Ave, Marshalltown IA 50158 | 641-752-1585 |
| Poweshiek | GRMH/ Capstone Behavioral Healthcare, Inc | 200 4 th Ave W, Grinnell IA 50112 | 641-236-2347 |
| Story | Eyerly Ball Community Mental Health Services | 2521 University Blvd, Suite 121, Ames IA 50010 | 515-598-3300 |
| Warren | Eyerly-Ball Community Mental Health Services | 1301 Center St, Des Moines, IA 50139 | 515-243-5181 |

24 hour access to crisis response and evaluation: The Community Mental Health Centers (CMHC's) have trained mental health professionals available by phone 24 hours per day, as well as walk-ins during business hours. The primary goals of these agencies are crisis assessment, resolution, and screening for inpatient hospitalization. CICS provides an on-call stipend to providers to ensure service is available in each county.

Crisis Evaluation: CICS initiated funding to the Mental Health Centers to assist with quicker access to crisis appointments. The crisis psychiatric grant was established in order to meet the identified need for psychiatric care on a crisis basis via additional crisis appointments. This service is available to all residents of CICS. CICS funds an administrative fee and guarantees payments for crisis appointments that are not filled and/or not billable through 3rd party payers.

Walk-in Services: During normal business hours of operation. Walk-in services provide face-to-face screening and intervention on an unscheduled basis. Walk-in services are directed at achieving one or more of the following outcomes: immediate relief of distress in crisis situations, referral to or arrangement for additional mental health services or substance abuse services which may be needed, self-directed access to mental health services.

Planning for FY 17

The focus of crisis planning in FY17 will be to develop service and supports to assist individuals at an earlier stage of crisis to avoid the need for more intensive services. Level of service needs in each member county has been established through gathering of information on providers and services in each area.

Prevention, Education and Public Awareness

Prevention begins with community education. CICS provides Mental Health First Aid (MHFA) training. Our initial focus has been on law enforcement, first responders, and schools. MHFA has proven an important tool for prevention and CICS will continue to offer MHFA training by certified trainers during FY 17.

Additionally, CICS allocated funds to Mental Health Centers for community crisis response and public education. CICS also has contracted and is collaborating with NAMI of Central Iowa to expand public education and awareness and family and consumer support to all areas of the region.

Response

Consultation Services: Consultation services to local hospitals, emergency personnel, and law enforcement are available. CICS financially supports access to tele-psychiatry at participating local hospital emergency rooms and county jails for this purpose through Evizzit- Integrated Telehealth Partners (ITP). ITP contracts directly with health care providers specializing in the provision of telehealth psychiatric services who are qualified to provide the clinical services required. The service is available on a 24-hour basis to each hospital. We ran into some delays with hospital credentialing so the availability was less than 24 hours initially. ITP will endeavor to make a psychiatric provider available to patients with a wait of no longer than two hours. ITP also provides access to appointment-based psychiatric services to the inmates of each jail located within the region that contracts for service.

Resolution

Service Coordination: Providers of crisis services make referrals for coordination of services and needed follow-up with the region as appropriate. CICS has added service coordination staff to assist with follow-up.

Individual Support Plans: Resolution of crises are handled through the normal services and supports people receive and are required elements in the treatment and support plans that are prepared by Network Providers, Integrated Health Homes, Targeted Case Management, and Service Coordination. Customized plans are developed to help an individual identify the triggers that lead to crisis and coping mechanisms or natural supports to help them relieve symptoms to avoid crisis situations. Some agencies also develop a Wellness Recovery Action Plan (WRAP) that complements the coordination plan. When these plans are developed, the goal is to figure out an environment and support structure that works for a person to mitigate the triggers that lead to crisis. The CICS Service Coordination unit provides intake, referral and eligibility functions and acts as the case worker for ongoing regionally funded cases.

Additional Planning

Crisis planning includes a continuum of services and supports in order to meet the diverse needs of individuals. We have categorized the services as emergent, urgent and routine in order to provide intervention at the earliest point. Emergent services include: Crisis Line, Early Access to screening in the local Emergency rooms, Inpatient—with a need to determine placement options for those refused by Inpatient units, 23 Hour Observation, Residential Crisis Stabilization and Community Based Stabilization including mobile response. Urgent includes: Transition Homes, Crisis Psychiatric and Therapy appointments through local providers and Jail Diversion. Routine includes: Supported Community Living Services, Vocational services, Outpatient services, Family and Peer support, Service Coordination, Public Education and Transportation.

Emergent:

Crisis Line: Central Iowa Community Services contracts with Foundation 2 to provide a Crisis Line that serves the residents of the counties within the CICS region. Foundation 2 has the ability to geographically restrict the incoming toll free line to residents of the counties included in the region. The Crisis Line is available 24 hours a day and 7 days a week. The purpose is to achieve immediate relief of distress in pre-crisis and crisis situations, reduction of the risk of escalation of a crisis, arrangements for emergency responses when necessary to protect individuals in a crisis, and referral of callers to appropriate services when other or additional intervention is required. Foundation 2's counselors provide crisis counseling and/or linkage to resources in the CICS region as needed. Community resource information is provided to Foundation 2 for appropriate local referrals. CICS will continue contracting for the Central Iowa Crisis Line. We are also considering utilizing a warm line or peer run help line.

Early Access to screening: CICS funds emergency telehealth psychiatric services in the emergency room for participating hospitals through a CICS contracted provider, Evizzit dba Integrated Telehealth Partners (ITP). ITP provides access to a provider of psychiatric services on a 24-hour basis. ITP contracts directly with health care providers specializing in the provision of telehealth psychiatric services who are qualified to provide the clinical services required. ITP will endeavor to make a psychiatric provider available to patients with a wait of no longer

than two hours. CICS is reviewing utilization of tele psychiatry at the local emergency rooms and gathering feedback to improve access to Crisis evaluations.

Inpatient: In the FY 15 Annual Report CICS identified Inpatient services as a problem area in regards to access. We are not alone in our struggle with individuals needing inpatient treatment but are not able to secure placement within the access standard timeframe, even though beds are available. There is a statewide need to find solutions for individuals with complex needs. CICS will work with other regions, other funders and providers to address the issue including development of 23 hour observation alternatives.

Residential Crisis Stabilization: CICS contracts with Mary Greeley Transitional Living Program (TLP) in Ames for crisis stabilization and hospital diversion. CICS also contracts with Hope Wellness Center to provide Residential Based Crisis Stabilization. The purpose of the Hope Wellness Center is to reduce the number of people who, during a mental health crisis, are involuntarily hospitalized, or inappropriately incarcerated. Individuals receive professional, short-term intervention and are linked to ongoing support, services and community resources.

Mobile response: Eyerly Ball staff serves as a liaison for police and dispatch as follow up to mental health related calls. Staff assess individual needs, identify interventions, and refer for ongoing supports.

Community Based Stabilization: CICS has earmarked funds to develop community based stabilization with local county providers.

Urgent:

Transition homes: A pilot project for transitional beds was initiated in 2016. Similar projects will be created in other areas of the region. The transition home provides services to individuals in the community that struggle with the ongoing management of their mental illness (i.e., follow doctor orders, taking/obtaining medications, attending scheduled therapy/psychiatric appointments, following parole/probation guidelines). Individuals receive services and supports while residing in the transition home. Stable and safe housing aids individuals in achieving identified goals and managing their ongoing mental health while decreasing the likelihood of hospitalization and/or legal involvement. The individuals residing in the transition home develop a 30, 60, 90 day transition plan with the goal of obtaining the necessary resources and supports to live independently in the community and/or are referred to a program that can continue to provide the level of services needed over an extended period of time.

Crisis Psychiatric and Crisis Therapy appointments through local providers: CICS will continue to provide access to crisis psychiatric appointments and will add access to therapy appointments through the Community Mental Health Centers.

Jail Diversion: CICS has made tele psych available to inmates located in the jails in the region at the discretion of local law enforcement. ITP provides appointment-based psychiatric services to the inmates of each jail located within the region that contracts for service. ITP facilitates services for the contracted hours upon a schedule arranged between the jail and available provider. Therapy services are also available through various providers. Intensive Case Management is available in Story and Jasper Counties and expansion to other areas is being planned. Jail Diversion services are a collaboration of regionally funded services and local planning efforts to fit the needs of the individual county. CICS has budgeted additional funds for law enforcement training in Mental Health First Aid, and Crisis training.

Routine Services:

Community Based Services: CICS allows for expansion of the service network as needs arise. Providers are encouraged to expand services to meet the needs of clients in all Community Based Services. FY 17 will mark the 3rd year for the vocational services expansion RFP. CICS will be adding outcomes measures and methodology to encourage providers to focus on community based employment.

Outpatient Services: The need continues for development and expansion of outpatient services. We continue to work on increasing the provider network, and collaborating with providers on recruitment and retention of professional staff. We have earmarked funds for financial assistance through startup or other grant options. To address the statewide shortage of Psychiatric Services, CICS has turned to telemedicine to increase access to underserved areas. The use of Tele psychiatry will improve timely access and reduce hospital admissions.

Family and Peer Support: Recovery services through peer and family support is an identified need. Recruitment of peers and family members to attend training opportunities is underway. CICS is also being assisted by NAMI of Central Iowa for Peer to Peer and Family to Family trainings, and developing local support groups.

Service Coordination: CICS is increasing the FTE status for our Service Coordination Unit to meet identified needs in each community. Utilizing Service Coordinators allows us to manage services at a local level through use of a continuum of care. CICS Service Coordinators are trained in options counseling and other specialized training such as SSI/SSDI Outreach, Access and Recovery (SOAR). CICS has added two additional Service Coordination Specialists to assist with transitioning individuals in congregate care and transitional care settings into suitable community based services.

Public Education: CICS will continue to offer Mental Health First Aid training to local communities. We are also offering other specialized training and educational opportunities provided by Community Mental Health Centers. CICS will be providing training in Evidence Based Practiced and Trauma Informed Care for providers of service in our area.

Transportation: Although transportation is not identified as a core service, it has been identified as one of the major barriers to receiving services. We have added additional providers to our network and plan to utilize Central Iowa Juvenile Detention for transportation to crisis stabilization units.

Scope of Services and Projection of Need

The FY 17 budget was developed by the Finance team, based on utilization for the current year. The budget was reviewed by the CICS Finance Committee made up of appointed Governing Board members, appointed auditors and treasurers and the finance team. The final step of the budget process is approval by the CICS Governing Board.

Utilization data from the Community Services Network and an inventory of available services and providers in the CICS communities is reviewed annually. Throughout the year CICS staff, the regional advisory board, and local stakeholders identified unmet needs and areas for service development. Additional information from state agencies, consumers, and providers is gathered through needs assessments and quality reviews, and analyzed to determine if there are gaps in services or if barriers exist due to service offered, adequate provider network, restrictions on eligibility, restrictions on availability, or location. CICS attempts to develop plans to meet the needs and allocate funds accordingly.

As stated in Iowa Code 331.397 (2) *Within funds available the region shall pay for such services for eligible persons when payment through the medical assistance program or another third party payment is not available unless the person is on a waiting list for such payment or it has been determined that the person does not meet the eligibility criteria for any such service.* As the funder of non-Medicaid services, CICS is filling the gap for funding for services and support for individuals who are ineligible for Medicaid, prior to eligibility determination for Medicaid and for services not covered. CICS assists individuals in applying for all funding available to them and will collaborate on individualized planning for services and supports incorporating all funding streams available through regional Service Coordinators.

In FY17, pooled funds will pay for all services claims. Administrative claims will be paid through locally held funds retained in the counties.

The chart below identifies and defines specific services and projects funds needed, based on current utilization and available services. Additional funds are budgeted to improve service access and the development of additional services including crisis and justice involved services.

| Scope of Services/Projection of Funds Needed | | | | | |
|--|---|--|--|--------------------|--|
| Other Funding Sources | Domains and Services | | | | |
| | Treatment | | | Projection of need | Development & Expansion Cost |
| Medicaid and private insurance | Assessment & evaluation | The clinical review by a mental health professional of the current functioning of the individual using the service in regard to the individual's situation, needs, strengths, abilities, desires and goals to determine the appropriate level of care. | | \$40,000 | \$60,000 Standardized assessment |
| Medicaid and private insurance | Mental health outpatient therapy | Includes medication prescribing and management, therapy. Access standards: emergency within 15 minutes of contact, urgent within one hour of contact or 24 hours of phone contact, routine within 4 weeks of request for appointment (within 45 miles). | | \$80,000 | \$275,000 Expansion |
| Medicaid and private insurance | Mental health inpatient therapy (private) | 24-hour settings that provide services to treat acute psychiatric conditions. Primary goal is to provide a comprehensive evaluation, rapidly stabilize symptoms, address health and safety needs and develop a comprehensive and appropriate discharge plan. Access within 24 hours and close proximity. | | \$50,000 | |
| | MHI | | | \$350,000 | |
| Basic Crisis Response | | | | | |
| Medicaid | Personal emergency response system | An electronic device connected to a 24-hour staffed system which allows the individual to access assistance in the event of an emergency. | | \$6,000 | |
| Medicaid and private insurance | Crisis evaluation | The process used with an individual to collect information related to the individual's history and needs, strengths, and abilities in order to determine appropriate services or referral during an acute episode. Access within 24 hours. | | \$200,000 | \$300,000 Expansion |
| Medicaid | 24 hour access to crisis response | Outpatient--(24 Hour Crisis Response Services)-short term individualized mental health services following a crisis screening or assessment, which are designed to restore the individual to prior functional level. | | \$100,000 | |

| Support for Community Living | | | | |
|--------------------------------|------------------------------------|---|-------------|---|
| Medicaid and private insurance | Home health aide | Unskilled medical services which provide direct personal care. This service may include assistance with activities of daily living, such as helping the recipient to bathe, get in and out of bed, care for hair and teeth, exercise, and take medications specifically ordered by the physician. | \$60,000 | |
| Medicaid | Respite | A temporary period of relief and support for individuals and their families provided in a variety of settings. The intent is to provide a safe environment with staff assistance for individuals who lack an adequate support system to address current issues related to a disability. Respite may be provided for a defined period of time; respite is either planned or provided in response to a crisis. | \$10,000 | |
| Medicaid | Home & vehicle modifications | A service that provides physical modifications to the home or vehicle that directly address the medical health or remedial needs of the individual that are necessary to provide for the health, welfare, and safety of the member and to increase or maintain independence. | - | |
| Medicaid | Supported community living | Services provided in a non-institutional setting to adult persons with mental illness, intellectual, or developmental disabilities to meet the persons' daily living needs Access standard within 4 weeks of request. | \$1,350,000 | |
| Support for Employment | | | | |
| Medicaid Voc Rehab | Prevocational services | Prevocational services- services that focus on developing generalized skills that prepare an individual for paid or unpaid employment. Skill development includes but is not limited to following directions, attending to tasks, task completion, problem solving, and safety and mobility training. Prevocational services can be provided in a variety of settings. | \$275,000 | |
| Medicaid | Day habilitation | Services that assist or support the individual in developing or maintaining life skills and community integration. Services shall enable or enhance the individual's functioning, physical and emotional health and development, language and communication development, cognitive functioning, socialization and community integration, functional skill development, behavior management, responsibility and self-direction, daily living activities, self-advocacy skills, or mobility. | \$250,000 | |
| Medicaid Voc Rehab | Job development | An approach to helping individuals participate as much as possible in competitive work in integrated work settings that are consistent with the strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice of the individuals. Services are targeted for individuals with significant disabilities for whom competitive employment has not traditionally occurred; or for whom competitive employment has been interrupted or intermittent as a result of a significant disability including either individual or group supported employment, or both, consistent with evidence-based practice standards published by the Substance Abuse and Mental Health Services Administration. Access standards within 60 days of request. | | |
| Medicaid Voc Rehab | Supported employment | | \$450,000 | \$750,000 Supported Employment grant |
| Medicaid | Group Supported employment-enclave | Group Supported Employment - the job and training activities in business and industry settings for groups of no more than eight workers with disabilities. Group settings include enclaves, mobile crews, and other business based workgroups employing small groups of workers with disabilities in integrated, sustained, paid employment. | \$16,000 | |
| Recovery Services | | | | |
| Medicaid | Family support | Family support peer specialist and peer support specialist that assist the family of an individual to live successfully including, but not limited to, education and information, individual advocacy, family support groups, and crisis response. | \$30,000 | \$30,000 Training and enhancement |
| Medicaid | Peer support | | \$20,000 | \$40,000 Training and development |

| Service Coordination | | | | |
|--------------------------------|---|---|-----------|-----------|
| Medicaid | Case management | Service provided by a case manager, service coordinator or Health Home through an interdisciplinary array of medical care, behavioral health care, and community-based social services and supports. Assists individuals in gaining access to needed medical, social, educational, and other services through assessment, development of a care plan, referral, monitoring and follow-up using a strengths-based service approach that helps individuals achieve specific desired outcomes leading to a healthy self-reliance and interdependence with their community. Access within 10 days of request. | \$10,000 | |
| Medicaid | Health homes | | | |
| Core Evidenced Based Treatment | | | | |
| Social Services Block Grant | Education & Training Services - provider competency | Educational and Training Services means training related to provider competency in delivering co-occurring integrated services, trauma-informed services and evidenced-based practices. | \$100,000 | |
| | Supported housing | Supportive housing means a combination of housing and services intended as a cost-effective way to help people live more stable, productive lives; tenancy not predicted on services. | | \$125,000 |
| Medicaid | Assertive community treatment (ACT) | An intensive and highly integrated approach for community mental health service delivery. ACT programs serve outpatients whose symptoms of mental illness result in serious functioning difficulties in several major areas of life, often including work, social relationships, residential independence, money management, and physical health and wellness. | | \$125,000 |
| | Family psychoeducation | Family psychoeducation- services including the provision of emotional support, education, resources during periods of crisis, and problem-solving skills consistent with evidence-based practice standards published by the Substance Abuse and Mental Health Services Administration. | | \$60,000 |
| Mandated Services | | | | |
| State | Oakdale | Hospital Services provided at Iowa Medical & Classification Center Code of Iowa Chapter 812 | \$200,000 | |
| | Commitment related (except 301) | Diagnostic Evaluations/Sherriff transportation/ Legal representation | \$591,000 | |
| | Mental health advocate | | \$250,000 | |

Additional Core Domains

| Comprehensive Facility & Community Based Crisis Services | | | | |
|--|---|--|-----------|--|
| | 24 hour crisis line | Crisis Hotline (fee paid to vendor) (24 Hour Crisis Line) Telephone crisis service- program that operates a crisis hotline either directly or through a contract. The service shall be available 24 hours a day and seven days a week including, but not limited to, relief of distress in pre-crisis and crisis situations, reduction of the risk of escalation, arrangements for emergency on-site responses when necessary, and referral of callers to appropriate services. | \$150,000 | \$50,000 |
| | Warm line | Social Support (Warm Line) A line staffed by peer counselors, who provide nonjudgmental, nondirective support to an individual who is experiencing a personal crisis. | \$- | \$100,000 |
| Medicaid | Mobile response | A mental health services which provides on-site, face-to-face mental health crisis services for individuals experiencing a mental health crisis. Mobile crisis staff have the capacity to intervene, wherever the crisis is occurring, including but not limited to the individual's place of residence, emergency rooms, police stations, outpatient mental health settings, schools, recovery centers or any other location where the individual lives, works, attends school or socializes. | \$100,000 | \$ 650,000 Development in rural areas |
| Medicaid and private insurance | 23 hour crisis observation & holding | A level of care provided up to 23 hours in a secure and protected, medically staffed, psychiatrically supervised treatment environment. | \$- | \$500,000 Development |
| Medicaid | Crisis Stabilization community-based services | Services provided in community-based settings to de-escalate and stabilize an individual following a mental health crisis. | \$100,000 | \$400,000 Development |
| Medicaid | Crisis Stabilization residential services | Services provided in short-term non community-based residential settings to de-escalate and stabilize a mental health crisis. | \$500,000 | \$250,000 Expansion |
| Sub-Acute Services | | | | |
| Medicaid | Subacute services-1-5 beds | Partial Hospitalization (Sub Acute Services) A comprehensive set of wraparound services for persons who have had or are at imminent risk of having acute or crisis mental health symptoms that do not permit the persons to remain in or threatens removal of the persons from their home and community, but who have been determined by a mental health professional and a licensed health care professional and a licensed health care professional, subject to the professional's scope of practice, not to need inpatient acute hospital services. | \$ | - |
| Medicaid | Subacute services-6 and over beds | | \$ | - |

| Justice System-Involved Services | | | | |
|---|-----------------------------------|---|-----------|--|
| | Mental health services in jails | Outpatient mental health services provided to individuals in criminal justice settings. | \$150,000 | \$100,000 Expansion into all counties |
| | Coordination services | Justice System Involved Coordination- service coordination provided to individuals in justice system. | \$75,000 | \$125,000 Expansion into all counties |
| | Crisis prevention training | Educational and Training Services Safety training for law enforcement, first responders, etc., regarding mental health awareness such as Crisis Intervention Training (CIT). | \$100,000 | |
| | Mental health court related costs | Legal & Court-Related Services (Mental Health Court related expenses). | | \$20,000 Develop through partnerships |
| Additional Core Evidenced Based Treatment | | | | |
| Medicaid | Psychiatric rehabilitation (IPR) | Psychiatric Rehabilitation - is for individualized services designed to increase the consumer's ability to function independently to prevent or reduce the need for services in a hospital or residential setting, and to promote the consumer's recovery of the ability to perform a valued role in society. | \$50,000 | |
| | Peer self-help drop-in centers | Social Support services- drop in centers and Clubhouse centers. | \$75,000 | \$75,000 Expansion |

Other Informational Services

| | | | | |
|--|------------------------|---|----------|--|
| | Information & referral | Information & Referral are activities designed to provide facts about resources available/help to access those resources. | \$50,000 | |
| | Public education | Public Education Services - activities provided to increase awareness and understanding of the causes and nature of conditions or situations which affect a person's functioning in society. Focus on the following prevention activities, which are designed to convey information about the cause of conditions, situations, or problems that interfere with a person's functioning or prevent their occurrence or reduce their effect. And the abilities and contributions to society of all people; the causes and nature of conditions or situations which interfere with a person's ability to function; and the benefits that providing services and supports have for the community and for the individual. | \$75,000 | |

Other Community Living Support Services

| | | | | |
|--------------------------------|------------------------------------|---|-------------|--|
| | Services management | Services Management - is designed to help individuals and families identify service needs and coordinate service delivery but which do not constitute case management. | \$1,275,000 | Service Coordinators available in each county |
| Medicaid | Transportation | Transportation is for services for consumers to conduct business errands or essential shopping, to receive medical services not reimbursed through Title XIX, to go to and from work, recreation, education or day programs, and to reduce social isolation. | \$175,000 | \$175,000 transport to crisis stabilization |
| | Guardian/conservator | Guardian/Conservator - is activities provided as required by the court system to handle the personal business of the individual. | \$20,000 | |
| | Representative payee | Activities provided to manage an individual's finances. | \$35,000 | |
| Community Resources | Rent payments (time limited) | Rent payment to avoid homelessness. | \$70,000 | |
| Community Resources | Other basic needs | Other costs associated with basic necessities. | \$50,000 | |
| Medicaid and private insurance | Physiological outpatient treatment | Activities designed to prevent, halt, control, relieve or reverse symptoms or conditions which interfere with the normal physiological functioning of the human body. | \$25,000 | |
| Medicaid and private insurance | Prescription meds | Prescription medication, including medication prescribed for psychiatric conditions. | \$27,500 | |
| | Transitional living program | Transitional living means any type of living situation that is transition with the primary purpose or mission to help the individual become a productive member of society; length of stay may vary but is not permanent housing. | \$150,000 | \$600,000 Expand Similar projects |
| Medicaid | Community support programs | Community Support Programs - is for comprehensive programs to meet individual treatment and support needs of consumers which enable consumers with a mental illness, intellectual disability, or a developmental 20 disability to live and work in a community setting. | \$75,000 | |
| | Vocational skills training | Training for specific skills related to specific job or position and/or customized employment. | \$15,000 | |

Other Congregate Services

| | | | | |
|---|--|---|--------------------|--------------------|
| | Work services (work activity/sheltered work) | Sheltered Workshop Services - is for services provided by a facility carrying out a recognized program of rehabilitation, habilitation, or education for persons with disabilities, designed to lead to competitive employment. | \$70,000 | |
| | RCF 6 and over beds | Residential care refers to long-term care given to adults or children who stay in a residential setting rather than in their own home or family home. | \$1,350,000 | |
| Projection of need based on current services and funding | | | \$9,210,500 | |
| Funds allocated for expansion of services | | | | \$4,800,000 |

Expenditure Budget

Below is the complete CICS Fiscal Year 2017 budget by Chart of Account code and separated by diagnostic code.

Budget by Service Definition and Population Groups

| FY 2017 Budget | CENTRAL IOWA COMMUNITY SERVICES | Mental Illness (40) | Intellectual Disability (42) | Developmental Disability (43) | Admin (44) | Total |
|----------------|---------------------------------|---------------------|------------------------------|-------------------------------|------------|-------|
|----------------|---------------------------------|---------------------|------------------------------|-------------------------------|------------|-------|

Core Domains

| Treatment | | | | | | |
|-------------------------------------|-------------------------------------|--------------|------------|------------|--|-------------|
| 43301 | Assessment & evaluation | \$ 50,000 | \$ 50,000 | | | \$ 100,000 |
| 42305 | Mental health outpatient therapy | \$ 350,000 | \$ 5,000 | | | \$ 355,000 |
| 71319 | Mental health inpatient therapy-MHI | \$ 350,000 | | | | \$ 350,000 |
| 73319 | Mental health inpatient therapy | \$ 50,000 | | | | \$ 50,000 |
| Basic Crisis Response | | | | | | |
| 32322 | Personal emergency response system | \$ 5,000 | | \$ 1,000 | | \$ 6,000 |
| 44301 | Crisis evaluation | \$ 500,000 | | | | \$ 500,000 |
| 44305 | 24 hour access to crisis response | \$ 100,000 | | | | \$ 100,000 |
| Support for Community Living | | | | | | |
| 32320 | Home health aide | \$ 50,000 | \$ 10,000 | | | \$ 60,000 |
| 32325 | Respite | | \$ 10,000 | | | \$ 10,000 |
| 32328 | Home & vehicle modifications | | | | | \$ - |
| 32329 | Supported community living | \$ 1,000,000 | \$ 200,000 | \$ 150,000 | | \$1,350,000 |

| Support for Employment | | | | | | |
|---------------------------------------|---|--------------------|-------------------|------------------|--|--------------------|
| 50362 | Prevocational services | \$ 75,000 | \$ 100,000 | \$ 100,000 | | \$ 275,000 |
| 50367 | Day habilitation | \$ 150,000 | \$ 50,000 | \$ 50,000 | | \$ 250,000 |
| 50364 | Job development | | | | | |
| 50368 | Supported employment | \$ 500,000 | \$ 400,000 | \$ 300,000 | | \$1,200,000 |
| 50369 | Group Supported employment-enclave | \$ 5,000 | \$ 5,000 | \$ 6,000 | | \$ 16,000 |
| Recovery Services | | | | | | |
| 45323 | Family support | \$ 50,000 | \$ 5,000 | \$ 5,000 | | \$ 60,000 |
| 45366 | Peer support | \$ 50,000 | \$ 5,000 | \$ 5,000 | | \$ 60,000 |
| Service Coordination | | | | | | |
| 21375 | Case management | \$ 5,000 | \$ 5,000 | | | \$ 10,000 |
| 24376 | Health homes | | | | | \$ - |
| Core Evidenced Based Treatment | | | | | | |
| 04422 | Education & Training Services - provider competency | \$ 100,000 | | | | \$ 100,000 |
| 32396 | Supported housing | \$ 125,000 | | | | \$ 125,000 |
| 42398 | Assertive community treatment (ACT) | \$ 125,000 | | | | \$ 125,000 |
| 45373 | Family psychoeducation | \$ 50,000 | \$ 5,000 | \$ 5,000 | | \$ 60,000 |
| Core Domains Total | | \$3,690,000 | \$ 850,000 | \$622,000 | | \$5,162,000 |

Mandated Services

| | | | | | | |
|--------------------------------|---------------------------------|--------------------|-----------------|-----------------|--|---------------------|
| 46319 | Oakdale | \$ 200,000 | | | | \$ 200,000 |
| 74XXX | Commitment related (except 301) | \$ 580,000 | \$ 6,000 | \$ 5,000 | | \$ 591,000 |
| 75XXX | Mental health advocate | \$ 250,000 | | | | \$ 250,000 |
| Mandated Services Total | | \$1,030,000 | \$ 6,000 | \$ 5,000 | | \$ 1,041,000 |

Additional Core Domains

| Comprehensive Facility & Community Based Crisis Services | | | | | | |
|---|---|------------|--|--|--|------------|
| 44346 | 24 hour crisis line | \$ 200,000 | | | | \$ 200,000 |
| 44366 | Warm line | \$ 100,000 | | | | \$ 100,000 |
| 44307 | Mobile response | \$ 750,000 | | | | \$ 750,000 |
| 44302 | 23 hour crisis observation & holding | \$ 500,000 | | | | \$ 500,000 |
| 44312 | Crisis Stabilization community-based services | \$ 500,000 | | | | \$ 500,000 |
| 44313 | Crisis Stabilization residential services | \$ 750,000 | | | | \$ 750,000 |
| Sub-Acute Services | | | | | | |
| 63309 | Subacute services-1-5 beds | | | | | \$ - |
| 64309 | Subacute services-6 and over beds | | | | | \$ - |

| Justice System-Involved Services | | | | | | |
|--|--|--------------------|-------------|-------------|--|---------------------|
| 46305 | Mental health services in jails | \$ 250,000 | | | | \$ 250,000 |
| 25xxx | Coordination services | \$ 200,000 | | | | \$ 200,000 |
| 46422 | Crisis prevention training | \$ 100,000 | | | | \$ 100,000 |
| 46425 | Mental health court related costs | \$ 20,000 | | | | \$ 20,000 |
| 74301 | Civil commitment prescreening evaluation | | | | | \$ - |
| Additional Core Evidenced Based Treatment | | | | | | |
| 42397 | Psychiatric rehabilitation (IPR) | \$ 50,000 | | | | \$ 50,000 |
| 42366 | Peer self-help drop-in centers | \$ 150,000 | | | | \$ 150,000 |
| Additional Core Domains Total | | \$3,570,000 | \$ | \$ | | \$ 3,570,000 |
| Other Informational Services | | | | | | |
| 03XXX | Information & referral | \$ 50,000 | | | | \$ 50,000 |
| 04XXX | Consultation (except 422) | | | | | \$ - |
| 05XXX | Public education | \$ 75,000 | | | | \$ 75,000 |
| Other Informational Services Total | | \$ 125,000 | \$ - | \$ - | | \$ 125,000 |

| Other Community Living Support Services | | | | | | |
|--|--|---------------------|---------------------|---------------------|---------------------|----------------------|
| 22XXX | Services management | \$ 425,000 | \$ 425,000 | \$ 425,000 | | \$ 1,275,000 |
| 31XXX | Transportation | \$ 250,000 | \$ 50,000 | \$ 50,000 | | \$ 350,000 |
| 32326 | Guardian/conservator | \$ 5,000 | \$ 10,000 | \$ 5,000 | | \$ 20,000 |
| 32327 | Representative payee | \$ 20,000 | \$ 10,000 | \$ 5,000 | | \$ 35,000 |
| 33340 | Rent payments (time limited) | \$ 50,000 | \$ 10,000 | \$ 10,000 | | \$ 70,000 |
| 33399 | Other basic needs | \$ 50,000 | | | | \$ 50,000 |
| 41305 | Physiological outpatient treatment | \$ 25,000 | | | | \$ 25,000 |
| 41306 | Prescription meds | \$ 20,000 | \$ 2,500 | \$ 5,000 | | \$ 27,500 |
| 42310 | Transitional living program | \$ 750,000 | | | | \$ 750,000 |
| 42396 | Community support programs | \$ 75,000 | | | | \$ 75,000 |
| 45399 | Other family & peer support | | | | | \$ - |
| 50361 | Vocational skills training | \$ 5,000 | | \$ 10,000 | | \$ 15,000 |
| Other Community Living Support Services Total | | \$1,675,000 | \$ 507,500 | \$ 510,000 | | \$2,692,500 |
| Other Congregate Services | | | | | | |
| 50360 | Work services (work activity/sheltered work) | \$ 10,000 | \$ 50,000 | \$ 10,000 | | \$ 70,000 |
| 64XXX | RCF 6 and over beds | \$1,175,000 | \$ 125,000 | \$ 50,000 | | \$ 1,350,000 |
| | Other Congregate Services Total | \$1,185,000 | \$ 175,000 | \$ 60,000 | | \$ 1,420,000 |
| Administration | | | | | | |
| 11XXX | Direct Administration | | | | \$ 1,400,500 | \$ 1,400,500 |
| 12XXX | Purchased Administration | | | | \$ 265,500 | \$ 265,500 |
| Administration Total | | | | | \$ 1,666,000 | \$ 1,666,000 |
| | | | | | | |
| Regional Totals | | \$11,275,000 | \$ 1,538,500 | \$ 1,197,000 | \$ 1,666,000 | \$ 15,676,500 |

Revenues

CICS does not anticipate funds from the state. CICS will rely on fund balance and local levies to meet the service needs for non-Medicaid services for FY 17. CICS Governing Board equalized the levies for the 10 counties.

| | |
|-------------------------------------|---------------------|
| FY16 ESTIMATED FUND BALANCE | \$ 17,382,624 |
| FY 17 LEVY RECOMMENDATION | \$ 7,307,507 |
| TOTAL FUNDS FOR FY 17 | \$ 24,609,131 |
| FY 17 EXPENDITURE BUDGET | \$ 15,676,500 |
| <i>FY 17 ESTIMATED FUND BALANCE</i> | <i>\$ 9,013,631</i> |

Financial Forecasting

Historical service utilization is the starting point for all financial projections. Changes in the system provide challenges in using historic data to project expenditures. Fiscal Year 2016 was the first year CICS used a combined regional budget and that will provide a base for further analysis of expenditure trends. FY 17 will continue with services funded through the fiscal agent account. This allows for standardization of the Chart of Account codes and more consistent reporting. We also have merged county data that has allowed us to estimate utilization and system growth.

The loss of transition funds resulted in a decrease of available revenue and created a disparity in the per capita contribution of each county. However, CICS counties had substantial fund balances coming into the region. For FY17 the Governing Board equalized the per capita, with plans to use the region's fund balance to fund a portion of the annual costs and to reduce the fund balance to the required level. The per capita amount should remain relatively stable for the next couple of years.

The implementation of additional community based and crisis services will increase our expenditures in some service domains, but will be partially offset by the decrease in congregate care settings.

CICS approaches the budget conservatively, estimating revenues while allowing for expenditures for a number of expansion opportunities that are in the planning phase.

Provider Reimbursement Provisions

CICS will contract with MHDS providers, and non-traditional providers whose base of operation is in the region. CICS will also honor contracts that other regions have negotiated with their local providers.

Incorporating the System of Care Approach in Requests for Proposals and Contracts:

In order to support service expansion efforts, CICS may offer requests for proposals (RFPs) in combination with other strategies, including traditional fee for service, startup costs, and grant funds for specified services. CICS provides funding by incorporating all available funding, including insurance resources, in the system of care.

Request for Proposal:

CICS may issue a competitive request for proposal to expand services as needs are identified.

Fee for service:

Contractual requirements will be used to ensure that all system participants are aligned with system of care principles. Service providers shall provide monthly billing invoices within 60 days of service provision, and other information requested of the provider for utilization review. The monthly billings shall include the following information:

- Name and unique identifier of each individual served during the reporting period.
- Dates of service.
- Number of units of service delivered to each individual served.
- When requested, attendance records.
- Unit rate and total cost of the units provided to each individual. Copayments or other charges billed to other sources shown as deductions on the billing.
- Actual amount to be charged to the Region for each individual for the period.

Grant funds:

CICS may utilize block grant payments when a service does not fit the traditional fee for service method of payment and may be considered to cover costs of new services until a fee for service rate can be established. Other uses may be to provide access to crisis services.

CICS is beginning to incorporate outcomes into the provider contracts by collaborating with other regions. A performance payment structure is in development to be implemented in the future. In order to be successful, value based or performance payments must be coordinated with multiple payers in order for the financial incentives to be large enough to create change. CICS looks forward to working with all payment sources to achieve this initiative.

All eligible bills shall be paid within 60 days of receipt of required documentation unless unforeseen circumstances exist.

Provider Network

CICS requires providers to meet all applicable licensure, accreditation and certification standards.

CICS has identified the following providers currently contracting with the region. Additional providers including non-traditional providers may be added throughout the year as services are developed to meet the continuum of service needs of individuals.

Provider

| | | | | |
|---|-----------------------|------------|--------------|-------|
| Access, Inc. | PO Box 268 | | Hampton | 50441 |
| Ames Counseling/Psyc Services | 3600 W. Lincoln Way | Ste. 4 | Ames | 50014 |
| Anne McCrea | 600 5th. Street | Ste. 200 | Ames | 50010 |
| Arc of Story County | 130 S. Sheldon Ave. | Ste. 302 | Ames | 50010 |
| Berryhill Center | 704 Kenyon Road | | Ft. Dodge | 50501 |
| Boone County Transportation | 328 Snedden Drive | | Boone | 50036 |
| Capstone Behavioral Healthcare | 306 N. 3rd Ave. E. | | Newton | 50208 |
| Center Associates | 9 North 4th Ave. | | Marshalltown | 50158 |
| Central Iowa CM | 126 S Kellogg | Ste 001 | Ames | 50010 |
| Central Iowa Juvenile Detention Ctr | 2317 Rick Collins Way | | Eldora | 50627 |
| Central Iowa Psychological Services | 223 S. Walnut Ave. | | Ames | 50010 |
| Christian Opportunity Center | 1602 North 14th St. | | Indianola | 50125 |
| Central Iowa Recovery | 500 Fairmeadow Dr. | | Webster City | 50595 |
| CIRSI | 111 E. Linn St. | | Marshalltown | 50158 |
| Consumer Credit Counseling Services | 1003 W 4th St | | Waterloo | 50702 |
| County Community Services CM | 900 W 3rd | | Boone | 50036 |
| Crossroads Behavioral Health Services | 1003 Cottonwood Rd. | | Creston | 50801 |
| Diamond Life | 4912 Barnes City Rd. | | Montezuma | 50171 |
| Eyerly Ball CMHS | 1301 Center St. | | Des Moines | 50309 |
| Foundation 2 | 1714 Johnson Ave NW | | Cedar Rapids | 52405 |
| Franklin County Home Care | 1600 Central Ave E | | Hampton | 50441 |
| Friends Forever | 500 Fairmeadow Dr. | | Webster City | 50595 |
| Friendship Ark, Inc. | 130 S Sheldon Ave | Ste 203 | Ames | 50014 |
| Friendship Club | 1201 14th Ave. | | Eldora | 50627 |
| Genesis Development | 401 W. McKinley | PO Box 438 | Jefferson | 50129 |
| Grinnell Regional Medical Center | 210 4th Ave. | | Grinnell | 50112 |
| Hansen Family Hospital Behavioral Health | 322 1/2 College Ave | | Iowa Falls | 50126 |
| HIRTA | 2840 104th St. | | Urbandale | 50322 |
| Home Instead Senior Care | | | | |
| House of Mercy | 200 N. 8th Ave. E. | | Newton | 50208 |
| Integrated Telehealth Partners (Evizzit) | 2829 Westown Pkwy | Ste 220 | W.DesMoines | 50266 |
| Integrated Treatment Services | 303 S 2nd Ave W | | Newton | 50208 |
| Jasper Co. Board of Health | 115 N. 2nd Ave. E. | Ste. C | Newton | 50208 |

Annual Service and Budget Plan

| | | | | |
|-----------------------------------|------------------------|-------------|--------------|-------|
| Legal Aid Society of Story County | 937 6th St. | | Nevada | 50201 |
| Lutheran Services in Iowa | 3125 Cottage Grove | | Des Moines | 50311 |
| Madison County Transportation | 1006 N. John Wayne Dr. | | Winterset | 50273 |
| Mainstream Living | 2012 E. 13th St. | | Ames | 50010 |
| Mary Greeley Medical Center | 1111 Duff Ave. | | Ames | 50010 |
| Mason City Clinic | 250 S Cresent Drive | | Mason City | 50401 |
| MGMC Home Health | 1111 Duff Ave. | | Ames | 50010 |
| Mid-Iowa Triumph Recovery Center | 1W Grant St | #109 | Marshalltown | 50158 |
| Mid-Iowa Workshop | 909 S. 14th Ave. | PO Box 966 | Marshalltown | 50158 |
| Midwest Counseling | 821 5th Ave | | Grinnell | 50112 |
| MIW | 909 S 14th Ave | | Marshalltown | 50158 |
| Mosaic | 102 W. Park St. | | Forest City | 50436 |
| NAMI Central Iowa | 416 Douglas Ave. | Ste. 203 | Ames | 50010 |
| NAMI Iowa | 3839 Merle Hay Road | Ste 226 | Des Moines | 50310 |
| NIVC | 1225 S Harrison Ave | | Mason City | 50401 |
| Optimae Life Services | 1422 1st Ave. East | | Newton | 50208 |
| Orchard Place | 808 5th Ave. | | Des Moines | 50309 |
| Pamela Caviness | 515 Grand Ave. | Ste. 203 | Ames | 50010 |
| Progress Industries | 1017 E. 7th St. N. | PO Box 1449 | Newton | 50208 |
| Region Six Planning | 903 E. Main St. | | Marshalltown | 50158 |
| REM | 1661 Boyson Sq. Rd. | Ste. 202 | Hiawatha | 52233 |
| The Salvation Army | 703 E Lincoln Way | | Ames | 50010 |
| Youth & Family Services | 321 2nd Street | | Webster City | 50595 |
| Youth and Shelter Services | 125 S 3rd St | | Ames | 50010 |