

Central Iowa Community Services Mental Health and Disability Services FY 2020 Annual Budget and Service Plan

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



CICS

Supporting Individuals. Strengthening Communities.

Approved by CICS Governing Board: 3/28/2019

Table of Contents

Introduction.....3

Access Points.....5

Targeted Case Management6

Crisis Services7

 Planning for FY 2020.....8

 Prevention, Education, and Public Awareness.....8

 Response8

 Resolution9

Intensive Mental Health Services9

Additional Planning.....10

Scope of Services and Projection of Need11

Expenditure Budget.....17

Revenues.....20

Financial Forecasting.....20

Provider Reimbursement Provisions20

Provider Network21

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 the CICS website www.cicsmhds.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.

2018 legislation significantly increased the Region's responsibility in launching additional Crisis and complex needs services and supports. CICS is keeping pace by redirecting our focus in developing these services. We are in the process of updating our strategic plan to also include these services.

Through partnerships, a crisis stabilization-transitional living center and an additional transitional living center were opened within the CICS region in FY19. Greene County joined CICS effective 7/1/18, bringing the MHDS region to 11 counties for a total population of 337,038. CICS is currently working to expand outpatient mental health services to Greene County. For FY20 CICS is planning for development of an Access Center, Subacute Services, and Intensive Residential Services along with continuing to plan for further development of drop-in center services and expansion of ACT (Assertive Community Treatment) 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

Greene County

114 N. Chestnut Street
Jefferson, IA 50129
Phone: 515-386-5686
Fax: 515-386-2216
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) 939-8167
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

11 N. 1st Ave.
Marshalltown, Iowa 50158
Phone: (641) 754-6390
Fax: (641) 754-6391
Office Hours: Monday – Friday, 9:00am - 4:00pm

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 MHDS 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 systems 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
Greene County Community Services	114 N. Chestnut St, Jefferson, IA 50129	515-386-5686
Hamilton County Community Services	500 Fairmeadow Dr., Webster City IA 50595	515-832-9550
Hardin County Community Services	1201 14th Ave, Eldora IA 50627	641-939-8167
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	11 N. 1st Ave, 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
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 Behavioral Health Services	102 W. Summit, 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
Genesis Development	401 McKinley Street, Jefferson, IA 50129	515-386-3017
Genesis Development	925 Broad St., Grinnell, IA 50012	641-236-0230
Genesis Development – Hope Wellness Center	706 S. Cedar Ave., Woodward, IA 50276	515-438-2331
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
Mary Greeley Medical Center Crisis Stabilization – Transitional Living Center	124 S. Hazel Ave., Ames, IA 50010	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
Optimae LifeServices	1730 1st Ave E, Newton IA 50208	641-787-9133
Optimae LifeServices	104 S. Hazel, Ames, IA 50010	515-956-2600
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
Plains Area Mental Health	106 W. Washington Street, Suite 2, Jefferson, IA 50129	712-792-2991
Van Diest Medical Center	2350 Hospital Dr., Webster City IA 50595	515-832-9400

Targeted Case Management

The ability to designate conflict-free Targeted Case Management as described in IAC 441-25.21 (1)g is no longer possible by MHDS regions as the Managed Care Organizations (MCOs) have taken this role. Individuals enrolled in the Medicaid program that are not served by an MCO may be eligible for Targeted Case Management with the Department of Human Services (DHS).

CICS has identified the following providers for case management to offer services to individuals enrolled in Medicaid.

Case Management Entity	Address	Phone number
DHS Case Management	400 SW 8 th St, Des Moines, IA 50319	515-242-6877
DHS Marshall County Office		641-844-1510
UnitedHealthcare Plan of the River Valley, Inc.	1089 Jordan Creek Parkway, West Des Moines, IA 50266 Website: https://www.uhccommunityplan.com/	1-800-464-9484 TTY: 711
Amerigroup Iowa, Inc.	PO Box 71099, Clive, IA 50325 Website: https://www.myamerigroup.com/ia/iowa-home.html	1-800-600-4441 TTY: 711
Iowa Total Care	1370 Timberlake Manor Pkwy, Chesterfield, MO 63017 Website: https://www.iowatotalcare.com/	1-833-404-1061

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. Emergency services and crisis services are provided through the Community Mental Health Centers and providers listed below. Many crisis services are available to all residents of CICS regardless of age, income, resource and diagnostic eligibility.

Emergency and Crisis Service Providers:

Area	Provider	Location	Phone
Boone	Eyerly Ball Community Mental Health Services	105 S Marshall, Boone, IA 50036	515-298-0181
Franklin	Behavioral Health Options	123 1st Ave SW, Hampton, IA 50441	641-512-5565
Franklin	Mason City Clinic	123 1st Ave SW, Hampton, IA 50441	641-494-5200
Franklin	Berryhill Center for Mental Health	123 1st Ave SW, Hampton, IA 50441	515-832-6626
Greene	Genesis Mental Health	610 10 th St., Perry, IA 50220	515-465-7541
Greene	Plains Area Mental Health	106 W. Washington Street, Suite 2, Jefferson, IA 50129	712-792-2991
Hamilton	Berryhill Center for Mental Health	500 Fairmeadow Dr., Webster City, IA 50595	515-832-9550
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	Capstone Behavioral Healthcare, Inc	200 4 th Ave W, Grinnell, IA 50112	641-260-8270
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	1007 S. Jefferson Way, Indianola, IA 50125	515-243-5181
Hospital Emergency Departments	eVizzit - Integrated Telehealth Partners	1501 42nd St., Ste 120	855-270-3625
Regional Crisis Phone Line	Foundation 2, Inc.	1714 Johnson Ave. NW, Cedar Rapids, IA 52405	Phone: 844-258-8858 Text: 800-332-4224 Chat: www.Foundation2CrisisChat.org
Mobile Crisis Response Team	Eyerly Ball Community Mental Health Services	945 19 th St., Des Moines, IA 50314	844-258-8858
Warm Line	Abbe Center for Community Mental Health, Inc.	520 11 th St. NW, Cedar Rapids, IA 52405	1-844-775-9276
Crisis Stabilization Residential Services(applying for accreditation)	Mary Greeley Medical Center Crisis Stabilization – Transitional Living Center	124 S. Hazel Ave., Ames, IA 50010	515-239-6747
Crisis Stabilization Residential Services	Genesis Development – Hope Wellness Center	706 S. Cedar Ave., Woodward, IA 50276	515-438-2331
Crisis Stabilization Residential Services	Community and Family Resources	726 South 17 th St., Fort Dodge, IA 50501	515-576-7261

23 Hour Crisis Observation & Holding	Mary Greeley Medical Center	1111 Duff Ave., Ames, IA 50010	515-239-2683
--------------------------------------	-----------------------------	--------------------------------	--------------

Personal Emergency Response System (PERS): This service is available via multiple providers in the CICS region. Medicaid often is the payor source for this service. Currently CICS does not contract with any one provider for this service as the need for regional funding has not been identified.

24 hour access to crisis response and evaluation: The Community Mental Health Centers (CMHCs) 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. CICS contracts with Foundation 2 for 24 hour crisis phone line service for the CICS region.

Crisis Evaluation: CICS provides funding to the Mental Health Centers and identified providers to assist with quicker access to crisis psychiatric and therapy appointments. These services are 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 third 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 use disorder services, and self-directed access to mental health services.

Planning for FY 2020

The areas of focus for crisis planning in FY20 will be development of an Access Center (within the region and/or the possibility of partnering with other MHDS regions), possible expansion of 23 hour observation and holding and crisis stabilization residential services. CICS is invested in developing and expanding services and supports to assist individuals at an earlier stage of crisis to avoid the need for more intensive services. Focus will also be on continuum of care services and development of Intensive Residential Services to support individuals residing in the community, as well as training for providers in evidence-based practices. A current recommendation from the Children’s Workgroup is for MHDS regions to develop and coordinate crisis behavioral health services for children, should legislation pass and be signed by the Governor, this would become a focus of planning also for CICS.

Prevention, Education, and Public Awareness

Prevention begins with community education. CICS regional staff certified in Mental Health First Aid (MHFA) for Adults and Youth provide these trainings throughout the CICS region. CICS plans to continue to support MHFA training for Law Enforcement as well as continue to support Crisis Intervention Training (CIT) for Law Enforcement with trainings held within the CICS region and support for officers attending instate trainings. CICS plans to continue to work with NAMI Central Iowa in the expansion of public education and awareness and family and consumer support to all areas of the region. CICS staff, along with provider staff trained to facilitate C3 De-escalation training, will continue to make this training available to providers, staff, and other interested individuals in FY20. CICS will continue to allocate funding to Mental Health Centers for community crisis response and public education.

Response

Consultation Services: Consultation services to local hospitals, emergency personnel, and law enforcement are available. CICS financially supports access to telepsychiatry 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 that establishes a contract for this service. ITP works to have a psychiatric provider available to patients with a wait of no longer than two hours. Psychiatric providers are able to complete evaluations, including civil commitment prescreening, and provide recommendations for patient plan of care. ITP also provides access to appointment-based psychiatric services to the inmates of each jail located within the region that also contracts for this service. Currently eight jails and ten hospital emergency departments (EDs) are utilizing ITP services. Center Associates is providing telehealth services to the Marshall County Jail, and with this service all jails in CICS region have telehealth services available. CICS endeavors to continue to support access to telehealth services in jails and hospital EDs.

Resolution

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

Individual Support Plans: Resolution of crises is handled through the normal services and supports people receive and is a required element 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 individuals 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.

Intensive Mental Health Services

Per IAC 441-25.3(2) intensive mental health core services are to be implemented on or before July 1, 2021. The table below lists current services available regionwide unless otherwise specified.

Assertive Community Treatment	Eyerly Ball Community Mental Health Services (Boone and Story Counties only)	2521 S. University Blvd., Ames, IA 50010	515-598-3300
Assertive Community Treatment	Berryhill Center for Mental Health (Hamilton County only)	720 Kenyon Rd., Ft. Dodge, IA 50501	515-955-7171
Mobile Crisis Response Team	Eyerly Ball Community Mental Health Services	945 19 th St., Des Moines, IA 50314	844-258-8858
Warm Line	Abbe Center for Community Mental Health, Inc.	520 11 th St. NW, Cedar Rapids, IA 52405	1-844-775-9276
Crisis Stabilization Residential Services (applying for accreditation)	Mary Greeley Medical Center Crisis Stabilization – Transitional Living Center	124 S. Hazel Ave., Ames, IA 50010	515-239-6747
Crisis Stabilization Residential Services	Genesis Development – Hope Wellness Center	706 S. Cedar Ave., Woodward, IA 50276	515-438-2331
23 Hour Crisis Observation & Holding	Mary Greeley Medical Center	1111 Duff Ave., Ames, IA 50010	515-239-2683

Additional Planning

CICS planning includes an array of services and supports in order to meet the diverse needs of individuals. It is the intention of CICS that planning efforts will be dynamic to meet the needs of the region. While other services are being offered, the following information addresses FY20 planning in the various service domains.

Core Services

Treatment

Mental Health Outpatient Therapy: CICS continues to work at increasing the provider network for outpatient services and collaborating with providers on recruitment and retention of professional staff. To address the statewide shortage of Psychiatric Services, CICS has turned to telemedicine to increase access to underserved areas. The use of telepsychiatry will improve timely access and reduce hospital admissions. CICS is working to collaborate with others to initiate a plan to increase qualified provider staff. CICS has developed a Psychiatric Prescriber and Licensed Independent Social Worker incentive policy to assist providers in attaining and retaining qualified staff.

Assessment & Evaluation: CICS plans to explore contracting for assessment and evaluation services as well as evaluating additional or alternative assessment tools to use in-house.

Crisis Services

Please see pages 7 & 8 for crisis services information.

Support for Community Living

Intensive Residential Service Homes: CICS is working on plans for development and implementation of this service in FY20. These plans will include community meetings to gather input on delivery methods and to gauge interest in providing the services. Current Gap Analysis information and a recent complex needs residency assessment will help guide geographic implementation of the service homes.

Support for Employment

Supported Employment: CICS is currently engaged in an Individual Placement and Supports (IPS) pilot project in Franklin, Hamilton, and Hardin counties with NIVC Services, Inc. and two other MHDS regions. IPS is an evidence-based practice that is also being looked at in other areas of the state. CICS will be offering opportunities to other providers within the region to receive outside training on this model of Supported Employment.

Recovery Services

Family and Peer Support: Recovery services through peer and family support is an identified need. CICS continues to be assisted by NAMI Central Iowa for Peer to Peer and Family to Family trainings and with developing local support groups. In FY19 Central Iowa Recovery expanded peer support services within CICS. CICS plans to continue to explore additional options to enhance peer support services with additional providers in the region.

Sub-Acute Services

Subacute services 1- 5 Beds and 6 and Over Beds: CICS is exploring development of this service for FY20. This development may be in conjunction with the development of an Access Center if that service is developed in the region.

Core Evidence-Based Treatment

Supported Housing: CICS is open to collaborating with other organizations in the development of Permanent Supported Housing.

Assertive Community Treatment (ACT): ACT services are available in Boone, Hamilton, and Story Counties. CICS continues to explore development and implementation of rural ACT services in additional CICS counties.

Additional Core Services

Additional Core Evidence-Based Treatment

Peer Self-help Drop-in Center: Drop-in center services are available in the following counties: Boone, Hamilton, Hardin, Jasper, Marshall, Poweshiek, and Story. Drop-in center services in Franklin County were discontinued in FY19 as the provider agency closed. As a result of this, Franklin County Community Services began providing these services in March of 2019. CICS is partnering with Central Iowa Recovery to develop drop-in center services in Warren County. CICS intends to also develop drop-in center services in Madison and Greene Counties. Once these additional drop-in center services become operational, this service will be available in each CICS county.

Other Community Living Support Services

Services Management: CICS has earmarked funds for expansion in this area.

Transportation: Transportation continues to be identified as one of the major barriers to receiving services. CICS contracts with providers throughout the region for transportation services. CICS plans to continue to explore non-traditional transportation options to enhance transportation availability in the region, including the option of bundling the service with other services the region funds. This may be accomplished through a value-based contract for specific client service types.

Scope of Services and Projection of Need

The FY20 budget was developed by the finance team based on utilization for the current year and service development and expansion plans. The budget was reviewed and approved by the CICS Administrative Team and the CICS Finance Committee made up of appointed auditors and treasurers. The final step of the budget process is approval by the CICS Governing Board.

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 by Medicaid. 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.

Pooled funds pay for all services claims. Administrative claims are 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 evidence-based treatment.

Scope of Services/Projection of Funds Needed

Other Funding Sources	Domains and Services	Projection of Need	Encumbered for Development & Expansion
-----------------------	----------------------	--------------------	--

Core Domains

Treatment			
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).	\$40,000 \$160,000 Expansion
Medicaid and private insurance	Medication prescribing & management	Medication prescribing services with the individual present including but not limited to determining how the medication is affecting the individual, determining any drug interactions or adverse drug effects, proper dosage level. Medication management services provided with the individual present or on behalf of the individual including but not limited to monitoring effectiveness, compliance of medication regime, coordination with care providers, investigating medical interactions, reviewing lab reports and activities pursuant to licensed prescriber orders.	\$10,000
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.	\$20,000
Medicaid and private insurance	Mental health inpatient therapy- MHI 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.	\$200,000 \$25,000
Crisis Services			
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.	\$4,000
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.	\$750,000
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.	\$40,000 \$110,000 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
Medicaid	Mobile response	A mental health service 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.	\$800,000
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
Medicaid	Crisis Stabilization residential services	Services provided in short-term, non -community-based residential settings to de-escalate and stabilize a mental health crisis.	\$100,000 \$125,000 Expansion
	Access Centers: start-up/ sustainability	Start-up, sustainability, and coordination costs for a regionally designated access center. (**Actual services provided in an access center should be funded under the corresponding service chart of account code).	\$500,000 Development
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.	\$8,000	
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.	\$5,000	
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 standards within 4 weeks of request.	\$1,000,000	
Medicaid	Intensive residential services	Intensive, community-based services provided 24 hours a day, 365 days a year to individuals with a severe and persistent mental illness or multi-occurring conditions. Providers of intensive residential service homes are enrolled with Medicaid as providers of HCBS Habilitation or HCBS Intellectual Disability Waiver Supported Community Living and meet additional criteria specified in Iowa Administrative Code 441.25.6(7).		\$500,000 Development
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.	\$25,000	
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.	\$225,000	
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		\$50,000	\$200,000 Expansion
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.	\$10,000	
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
Medicaid	Peer support		\$15,000	\$20,000 Expansion
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		
Medicaid	Health homes			

		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.		
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			\$500,000 Development

Core Evidence-Based Treatment				
Social Services Block Grant, Mid-America MHTTC	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 evidence-based practices.	\$25,000	
	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.		\$100,000 Development
Medicaid	Assertive community treatment (ACT)	An intensive and highly integrated approach for community mental health service delivery. ACT programs serve individuals 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.	\$75,000	\$150,000 Development
	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.	\$10,000	

Mandated Services

State	Oakdale	Hospital Services provided at Iowa Medical & Classification Center Code of Iowa Chapter 812.	\$100,000	
	Commitment related (except 301)	Diagnostic Evaluations/Sheriff transportation/Legal representation	\$400,000	
	Mental health advocate		\$250,000	

Additional Core Domains

Additional Crisis Services				
Department of Human Services Responsibility	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.	\$120,000	
	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.	\$50,000	
Justice System-Involved Services				
	Coordination services	Justice System Involved Coordination- service coordination provided to individuals in the justice system.	\$475,000	
	Mental health services in jails	Outpatient mental health services provided to individuals in criminal justice settings.	\$350,000	
	Justice system-involved services-other	Other support services within the justice system.	\$20,000	

	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).	\$50,000	
	Civil commitment prescreening evaluation	Evaluations completed prior to commitment with goal to divert individuals from commitment process.	\$5,000	
Additional Core Evidence-Based Treatment				
	Peer self-help drop-in centers	Social Support services- drop in centers and Clubhouse centers.	\$468,000	\$325,000 Expansion
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.	\$60,000	

Other Informational Services

	Information & referral	Information & Referral are activities designed to provide facts about resources available/help to access those resources.	\$10,000	
	Planning and/or Consultation (client related)	Consultation means advisory activities directed to a service provider to assist the provider in delivering services to a specific person.	\$15,000	
	Planning and management consultants (non-client related)	Consultation means advisory activities directed to a service provider to assist the provider in planning, developing, or implementing programs; or in solving management or administrative problems; or addressing other concerns in the provider's own organization.	\$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 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; 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.	\$200,000	

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.	\$1,250,000	\$250,000 Expansion
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.	\$150,000	\$100,000 Expansion
	Guardian/conservator	Guardian/Conservator - is for activities provided as required by the court system to handle the personal business of the individual.	\$10,000	
	Representative payee	Activities provided to manage an individual's finances.	\$20,000	
Community Resources	Rent payments (time limited)	Rent payment to avoid homelessness.	\$250,000	
Community Resources	Other basic needs	Other costs associated with basic necessities.	\$80,000	
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.	\$10,000	
Medicaid and private insurance	Prescription meds	Prescription medication, including medication prescribed for psychiatric conditions.	\$15,000	

	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.	\$1,200,000	
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 disability to live and work in a community setting.	\$25,000	
	Psychiatric medications in jail	Psychiatric medication funded for individuals in jail.	\$50,000	

Other Congregate Services

	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.	\$950,000	
Projection of need based on current services and funding			\$10,300,000	
Funds allocated for expansion of services				\$3,070,000

Expenditure Budget

Below is the complete CICS Fiscal Year 2020 budget by Chart of Account code and separated by diagnostic code.

Budget by Service Definition and Population Groups

FY 2020 Budget	CENTRAL IOWA COMMUNITY SERVICES	Mental Illness (40)	Intellectual Disability (42)	Developmental Disability (43)	Brain Injury (47)	Admin (44)	Total
Core Domains							
Treatment							
42305	Mental health outpatient therapy	\$170,000	\$10,000	\$10,000	\$10,000		\$200,000
42306	Medication prescribing & management	\$10,000					\$10,000
43301	Assessment & evaluation	\$5,000	\$5,000	\$5,000	\$5,000		\$20,000
71319	Mental health inpatient therapy-MHI	\$200,000					\$200,000
73319	Mental health inpatient therapy	\$25,000					\$25,000
Crisis Services							
32322	Personal emergency response system	\$1,000	\$1,000	\$1,000	\$1,000		\$4,000
44301	Crisis evaluation	\$750,000					\$750,000
44302	23 hour crisis observation & holding	\$135,000	\$5,000	\$5,000	\$5,000		\$150,000
44305	24 hour access to crisis response	\$85,000	\$5,000	\$5,000	\$5,000		\$100,000
44307	Mobile response	\$770,000	\$10,000	\$10,000	\$10,000		\$800,000
44312	Crisis Stabilization community-based services	\$100,000					\$100,000
44313	Crisis Stabilization residential services	\$165,000	\$20,000	\$20,000	\$20,000		\$225,000
44396	Access Centers: start-up/sustainability	\$500,000					\$500,000
Support for Community Living							
32320	Home health aide	\$2,000	\$2,000	\$2,000	\$2,000		\$8,000
32325	Respite		\$5,000				\$5,000
32328	Home & vehicle modifications						\$ -
32329	Supported community living	\$650,000	\$200,000	\$100,000	\$50,000		\$1,000,000
42329	Intensive residential services	\$500,000					\$500,000
Support for Employment							
50362	Prevocational services	\$10,000	\$5,000	\$5,000	\$5,000		\$25,000

50367	Day habilitation	\$100,000	\$50,000	\$50,000	\$25,000		\$225,000
50364	Job development						\$ -
50368	Supported employment	\$160,000	\$30,000	\$30,000	\$30,000		\$250,000
50369	Group Supported employment-enclave	\$5,000	\$3,000	\$2,000			\$10,000
		Recovery Services					
45323	Family support	\$50,000	\$5,000	\$5,000			\$60,000
45366	Peer support	\$25,000	\$5,000	\$5,000			\$35,000
		Service Coordination					
21375	Case management						\$ -
24376	Health homes						\$ -
		Sub-Acute Services					
63309	Subacute services- 1-5 beds						\$ -
64309	Subacute services- 6 and over beds	\$500,000					\$500,000
		Core Evidence-Based Treatment					
04422	Education & Training Services- provider competency	\$10,000	\$5,000	\$5,000	\$5,000		\$25,000
32396	Supported housing	\$100,000					\$100,000
42398	Assertive Community Treatment (ACT)	\$200,000			\$25,000		\$225,000
45373	Family psychoeducation	\$10,000					\$10,000
Core Domains Total		\$5,238,000	\$366,000	\$260,000	\$198,000		\$6,062,000
	Mandated Services						
46319	Oakdale	\$100,000					\$100,000
74XXX	Commitment related (except 301)	\$350,000	\$25,000	\$25,000			\$400,000
75XXX	Mental health advocate	\$250,000					\$250,000
Mandated Services Total		\$700,000	\$25,000	\$25,000			\$750,000
	Additional Core Domains						
	Additional Crisis Services						
44346	24 hour crisis line	\$120,000					\$120,000
44366	Warm line	\$30,000	\$5,000	\$5,000	\$10,000		\$50,000
		Justice System-Involved Services					
25xxx	Coordination services	\$475,000					\$475,000
46305	Mental health services in jails	\$350,000					\$350,000
46399	Justice-system involved services-other	\$20,000					\$20,000

46422	Crisis prevention training	\$50,000					\$50,000
74301	Civil commitment prescreening evaluation	\$5,000					\$5,000
Additional Core Evidence-Based Treatment							
42366	Peer self-help drop-in centers	\$693,000	\$50,000	\$25,000	\$25,000		\$793,000
42397	Psychiatric rehabilitation (IPR)	\$45,000	\$5,000	\$5,000	\$5,000		\$60,000
Additional Core Domains Total		\$1,788,000	\$60,000	\$35,000	\$40,000		\$1,923,000
Other Informational Services							
03XXX	Information & referral	\$10,000					\$10,000
04XXX	Planning and/or Consultation (client related)	\$15,000					\$15,000
04429	Planning and Management Consultants (non-client related)	\$50,000					\$50,000
05XXX	Public education	\$200,000					\$200,000
Other Informational Services Total		\$275,000	\$ -		\$ -		\$275,000
Other Community Living Support Services							
22XXX	Services management	\$500,000	\$500,000	\$500,000			\$1,500,000
31XXX	Transportation	\$145,000	\$50,000	\$50,000	\$5,000		\$250,000
32326	Guardian/conservator	\$2,500	\$2,500	\$2,500	\$2,500		\$10,000
32327	Representative payee	\$5,000	\$5,000	\$5,000	\$5,000		\$20,000
33340	Rent payments (time limited)	\$100,000	\$50,000	\$50,000	\$50,000		\$250,000
33399	Other basic needs	\$45,000	\$15,000	\$15,000	\$5,000		\$80,000
41305	Physiological outpatient treatment	\$5,000	\$2,500	\$2,500			\$10,000
41306	Prescription meds	\$7,500	\$2,500	\$5,000			\$15,000
42310	Transitional living program	\$1,125,000	\$25,000	\$25,000	\$25,000		\$1,200,000
42396	Community support programs	\$10,000	\$5,000	\$5,000	\$5,000		\$25,000
46306	Psychiatric medications in jail	\$50,000					\$50,000
Other Community Living Support Services Total		\$1,995,000	\$657,500	\$660,000	\$97,500		\$3,410,000
Other Congregate Services							
64XXX	RCF- 6 and over beds	\$700,000	\$100,000	\$150,000			\$950,000

Other Congregate Care Services Total		\$700,000	\$100,000	\$150,000			\$950,000
Administration							
11XXX	Direct Administration					\$1,500,000	\$1,500,000
12XXX	Purchased Administration					\$130,000	\$130,000
Administration Total						\$1,630,000	\$1,630,000
Regional Totals		\$10,696,000	\$1,208,500	\$1,130,000	\$335,500	\$1,630,000	\$15,000,000

Revenues

CICS does not anticipate receiving funds from the state. CICS will rely on fund balance and local levies to meet the service needs for non-Medicaid services for FY 2020. The per capita is equal in all 11 counties.

FY19 ESTIMATED FUND BALANCE	\$14,391,854
FY20 LEVY RECOMMENDATION	\$7,482,245
TOTAL FUNDS FOR FY 20*	\$21,981,599
FY20 EXPENDITURE BUDGET	\$15,000,000
FY20 ESTIMATED FUND BALANCE	\$6,981,599

*Included in the total available funds are: \$7,500 Other Governmental Revenues and \$100,000 interest.

Financial Forecasting

Historical service utilization is the starting point for all financial projections. Fiscal Year 2016 was the first year CICS used a combined regional budget, and that continues to provide a base for further analysis of expenditure trends. The pooling of services funds provides for standardization of the Chart of Account codes and more consistent reporting. Costs of additional services added throughout the year are analyzed prior to budgeting. In FY18, CICS added individuals with Brain Injury to populations served. The FY20 budget was developed to allow for current funding levels and continued development of core services and other additional services.

The CICS 28E Agreement allows the CICS Governing Board to adjust the Mental Health levy to meet the budget needs. The CICS maximum levy cap is \$11.96 million. CICS will use the regional fund balance to continue to develop services and supports, including those that are identified through legislative action.

Provider Reimbursement Provisions

CICS will contract with MHDS providers and non-traditional providers whose base of operation is in the region or a provider who is not contracted with their host region and is providing services funded by CICS. CICS will also honor contracts that other regions have negotiated with their local providers.

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.

CICS may issue a competitive request for proposal to expand services as needs are identified; CICS also accepts proposals for special projects.

Fee for service:

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.
- Invoice Number.
- 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.

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

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 incorporating outcomes into provider contracts. CICS is committed to the statewide Quality Services Development Delivery and Assessment (QSDA) effort.

Provider Network

CICS requires providers to meet all applicable licensure, accreditation, and certification standards. CICS has contracted with the following providers. Additional providers, including non-traditional providers, may be added throughout the year as services are developed to meet the service needs of individuals.

Abbe Center for Community Mental Health, Inc.	520 11 th St. NW		Cedar Rapids	52405
Achieve Mental Health Inc.	814 Railroad St.		Iowa Falls	50126
Access, Inc.	PO Box 268		Hampton	50441
Arc of Story County	130 S. Sheldon Ave., Ste. 302		Ames	50010
Arc of Marshall County	606 Ann Rutledge Rd.		Marshalltown	50158
Behavioral Health Options	PO Box 379		Mason City	50402
Berryhill Center	720 Kenyon Road		Ft. Dodge	50501
Brain Injury Association of Iowa	1556 S. First Ave., Ste. A		Iowa City	52240
Brian Vold, ARNP	814 Railroad St.		Iowa Falls	50126
Capstone Behavioral Healthcare	1123 1 st Ave E, Ste 200		Newton	50208

Center Associates	9 North 4th Ave.		Marshalltown	50158
Central Iowa Juvenile Detention Center	2317 Rick Collins Way		Eldora	50627
Central Iowa Psychological Services	223 S. Walnut Ave.		Ames	50010
Central Iowa Recovery	500 Fairmeadow Dr.		Webster City	50595
ChildServe Community Options	1915 Philadelphia St.		Ames	50010
Christian Opportunity Center	1602 North 14th St.		Indianola	50125
CIRSI, Inc.	111 E. Linn St.		Marshalltown	50158
Community & Family Resources	726 South 17 th St.		Fort Dodge	50501
Crossroads Mental Health Center	1003 Cottonwood Rd.		Creston	50801
Diamond Life	4912 Barnes City Rd.	PO Box 820	Montezuma	50171
Eyerly Ball Community Mental Health Center	945 19th St.		Des Moines	50314
Foundation 2, Inc.	1714 Johnson Ave. NW		Cedar Rapids	52405
Franklin County Community Services	123 1 st Ave. SW		Hampton	50441
Friends Forever	500 Fairmeadow Dr.		Webster City	50595
Friendship Ark, Inc.	130 S. Sheldon Ave., Ste. 302		Ames	50014
Friendship Club	1201 14th Ave.		Eldora	50627
Full Circle Therapy Center, LLC	803 3 rd Ave.		Council Bluffs	51501
Genesis Development	401 W. McKinley	PO Box 438	Jefferson	50129
Goshorn Psych-Services, PLLC	410 E. Robinson St., Ste. A-2		Knoxville	50138
Grace C Mae Advocate Center, Inc.	2501 S. Center, Ste. M		Marshalltown	50158
Heartland Senior Services	205 S. Walnut		Ames	50010
HIRTA Transit	2824 104th St.		Urbandale	50322
House of Mercy	1409 Clark St		Des Moines	50314
Integrated Telehealth Partners	1501 42 nd St., Ste. 120		West Des Moines	50266
Integrated Treatment Services, LLC	303 S. 2nd Ave. W		Newton	50208
Journey Counseling and Consultation	113 Colorado Ave., Ste. 111		Ames	50014
Legal Aid Society of Story County	937 6th St.		Nevada	50201
Lutheran Services in Iowa (LSI)	3125 Cottage Grove Ave.		Des Moines	50311
Mainstream Living	2012 E. 13th St.		Ames	50010
Mary Greeley Medical Center	1111 Duff Ave.	PO Box 863	Ames	50010
Mason City Clinic	250 S. Crescent Dr.		Mason City	50401
Mid-Iowa Triumph Recovery Center, Inc.	300 W. Main St.	PO Box 1774	Marshalltown	50158
MIW, Inc.	909 S. 14th Ave.	PO Box 966	Marshalltown	50158
Midwest Counseling	PO Box 313		Williamsburg	52361
NAMI Central Iowa	416 Douglas Ave., Ste. 203		Ames	50010
NIVC Services	1225 S. Harrison Ave.		Mason City	50401
Optimae Life Services	602 E Grand Ave.		Des Moines	50301

Orchard Place	2116 Grand Ave.		Des Moines	50312
Pam Caviness, LISW, ASW, Inc.	517 Grand Ave., Ste. 102		Ames	50010
Premier Payee, Inc.	100 E Euclid Ave., Ste. 163		Des Moines	50313
Progress Industries	202 N 3 rd Ave W.		Newton	50208
Region Six/Peoplerides	903 E. Main St.		Marshalltown	50158
The Salvation Army	PO Box 1681		Ames	50010
Trilix Marketing Group	615 Third St., Ste. 300		Des Moines	50309
Van Diest Medical Center	2350 Hospital Dr.		Webster City	50595
Youth & Shelter Services, Inc.	420 Kellogg Ave.		Ames	50010