

POLK COUNTY MENTAL HEALTH AND DISABILITY SERVICES REGION



ANNUAL SERVICE & BUDGET PLAN FY 2022/2023

TO BE SUBMITTED BY: 04/01/2022
FIRST AMENDMENT: 05/05/2022

GEOGRAPHIC AREA: Polk County

APPROVED BY ADULT & CHILD ADVISORY COMMITTEES: 02/15/2022

APPROVED BY POLK COUNTY BOARD OF SUPERVISORS: 03/29/2022

APPROVED BY REGION GOVERNING BOARD: 03/29/2022, 05/05/2022

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Introduction

Polk County, Iowa created a Mental Health and Disability Service (MHDS) Region in compliance with Iowa Code 331.390. Polk County, Iowa is exempt from the requirement to enter into a regional service system with other counties. Polk County, Iowa has created its own stand-alone Mental Health and Disability Service (MHDS) Region. Polk County, Iowa has further created the Polk County Region Governing Board to fulfill all the requirements of chapters 331, 222, 225, 225C, 226, 227, 229 and 230. The Annual Service and Budget Plan is a component of the Management Plan which includes three parts: Annual Service and Budget Plan, Annual Report and Policies and Procedures Manual in compliance with Iowa Administrative Code 441.25.

The FY2022/2023 Annual Service and Budget Plan covers the period of July 1, 2022 to June 30, 2023. The Annual Service and Budget Plan includes local access points, targeted case management providers, crisis services, intensive mental health services, a description of the scope of services to be provided including core services, budget and financial provisions, and provider reimbursement provisions.

The purpose of the Polk County Region is to provide local access to mental health and disability services as defined in the Regional Management Plan. The Polk County Mental Health and Disability Services Region's is designed to increase the availability and access to needed mental health and disability services as defined in the Regional Management Plan to residents of Polk County who need the services; to engage in any other related activity under Iowa Code Chapters 331 and 225C; and to provide children's behavior health services to eligible children that are not covered under the medical assistance program or other third-party payor. The Polk County Mental Health and Disability Services Region is governed by the Polk County Regional Governing Board and is provided guidance by an Adult Advisory Committee a Children's Advisory Committee and a Joint Advisory Committee.

A. Local Access Points

An access point is a part of the Polk County Region trained to complete MHDS regional applications for persons with a disability. The Polk County Region has designated the following access points for mental health and disability services.

Access Point	Location	Contact Information
Broadlawns Crisis Team Broadlawns Medical Center - BMC	1801 Hickman Road Des Moines, IA 50314	Tele: (515) 282-2200
BMC-Community Access Program	2300 Euclid Ave., Suite B Des Moines, IA 50310	Tele: (515) 282-6770
ChildServe	Box 707 Johnston, IA 50131	Tele: (515) 727-8750
Community Support Advocates	6000 Aurora Avenue, Suite B Des Moines, Iowa 50322	Tele: (515) 883-1776
Easterseals Iowa	401 NE 66 th Avenue Des Moines, IA 50313	Tele: (515) 274-1529
Eyerly-Ball Community Mental Health Services	1301 Center Street Des Moines, IA 50309	Tele: (515) 243-5181
Eyerly-Ball Community Mental Health Services	945 19 th Street Des Moines, IA 50314	Tele: (515) 241-0982
Link Associates	1452 29 th Street West Des Moines, IA 50266	Tele: (515) 262-8888

The Polk County Region has designated the following access points for children's behavioral health services. Additional children's access points will be developed.

Access Point	Location	Contact Information
Child Guidance Center, a division of Orchard Place	808 5th Avenue Des Moines, IA 50309	Tele: (515) 244-2267
Lutheran Services in Iowa	Des Moines Service Office 3125 Cottage Grove Des Moines, IA 50311	Tele: (515) 274-4946
Easterseals Iowa	401 NE 66th Avenue Des Moines, IA 50313	Tele: (515) 274-1529

B. Service Coordination and Targeted Case Management

The following agencies provide service coordination and/or targeted case management for the Polk County Region.

Service Coordination Provider	Adult/Child/Both	Location	Contact Information
BMC-Community Access Program	Adult	2300 Euclid Ave., Suite B Des Moines, IA 50310	Tele: (515) 282-6770
ChildServe	Both	Box 707 Johnston, IA 50131	Tele: (515) 727-8750
Community Support Advocates	Both	6000 Aurora Avenue, Suite B Des Moines, Iowa 50322	Tele: (515) 883-1776
Easterseals Iowa	Both	401 NE 66th Avenue Des Moines, IA 50313	Tele: (515) 274-1529
Eyerly-Ball Community Mental Health Services	Adult	945 19th Street Des Moines, IA 50314	Tele: (515) 241-0982
Link Associates	Both	1452 29th Street West Des Moines, IA 50266	Tele: (515) 262-8888
Amerigroup	Both	4800 Westown Pkwy, Bldg. 3, Suite 200 West Des Moines, IA 50266	Tele: 1 (800) 454-3730
Iowa Total Care	Both	1080 Jordan Creek Parkway, Suite 100 South West Des Moines, IA 50266	Tele: 1 (833) 404-1061
Primary Health Care, Inc.	Both	1200 University Ave, #120 Des Moines, IA 50314	Tele: (515) 248-1500

C. Crisis Planning

The following accredited crisis services are available to residents of the region for crisis prevention, response, and resolution.

24 Hour Crisis Response

Provider	Location	Contact Information
Broadlawns Medical Center Psychiatric Urgent Care (needs accreditation)	1801 Hickman Road Des Moines, IA 50314	Tele: (515) 282-2200

24 Hour Crisis Hotline

Provider	Location	Contact Information
YourLife Iowa	Online: https://yourlifeiowa.org/	

Crisis Evaluation

Provider	Adult/Child/Both	Location	Contact Information
Broadlawns Medical Center <i>(needs accreditation)</i>	Both	Des Moines Police Department 25 E. 1st Street Des Moines, IA 50309	Tele: (515) 336-0599

Mobile Response

Provider	Adult/Child/Both	Location	Contact Information
Broadlawns Medical Center <i>(needs accreditation)</i>	Both	Des Moines Police Department 25 E. 1st Street Des Moines, IA 50309	911

Crisis Stabilization Community-Based Services

Provider	Adult/Child	Location	Contact Information
Easterseals Iowa <i>(needs accreditation)</i>	Adult/Child	401 NE 66 th Avenue Des Moines, IA 50313	Tele: (515) 274-1529

Crisis Stabilization Residential Services

Provider	Adult/Child	Location	Contact Information
Broadlawns Medical Center <i>(needs accreditation)</i>	Adult	1212 E. McKinley, Des Moines, IA 50315	Tele: (515) 282-8125
Easterseals Iowa <i>(needs accreditation)</i>	Child	401 NE 66 th Avenue Des Moines, IA 50313	Tele: (515) 274-1529

23-Hour Observation

Provider	Location	Contact Information
Broadlawns Medical Center (accredited – 8/2021)	1801 Hickman Road Des Moines, IA 50314	Tele: (515) 282-5742

Polk County, Iowa will contract with MHDS service providers whose base of operation is in the region. The Polk County Region may also honor contracts that other regions have with their local providers or may choose to contract with

providers outside of the Region. A contract may not be required with providers that provide one-time or as needed services.

D. Intensive Mental Health Services

On October 12, 2021, Polk County, Iowa designated Broadlawns Medical Center as the **Regional Access Center** that meet the requirements according to IAC 441—25.6(1). The purpose of intensive mental health services is to provide a continuum of services and supports to adults with complex mental health and multi-occurring conditions who need a high level of intensive and specialized support to attain stability in health, housing, and employment and to work toward recovery in a coordinated manner in one or more locations. Immediate intake and assessment are ensured through the established process and collaboration between providers. Broadlawns Crisis Observation Center nursing staff administer physical health care, if an urgent medical need is identified, the individual is taken to the onsite emergency department. Care coordinators are part of the team and coordinate on-going social and behavioral health needs. Peer support is accessed through the Broadlawns integrated health home and integrated service agency. Substance abuse assessments are completed onsite by Broadlawns behavioral health staff when needed immediately. Otherwise, a referral is made to New Connections. The same assessment is used by all providers. If sub-acute services through Community Health Centers of Southern Iowa are utilized, substance abuse assessments are provided through their Access Center.

Provider	Access Center Service	Location	Contact Information
Broadlawns Medical Center <i>(needs accreditation)</i>	Crisis Stabilization	1730 Arlington Avenue Des Moines, IA 50314	Tele: (515) 244-3944
Community Health Centers of Southern Iowa	Sub-Acute	Osceola Access Center 219 W Washington St. Osceola, IA 50213	Tele: (641) 342-1742
Employee and Family Resources	Substance Use Treatment	505 5th Avenue Des Moines, IA 50309	Tele: (800) 327-4692

The Polk County Region has designated the following **Assertive Community Treatment (ACT)** teams which have been designated and meet the requirements in IAC 441—25.6(2).

Provider	Location	Contact Information
UnityPoint – Eyerly Ball Community Mental Health Services (PACT)	945 19 th Street Des Moines, IA 50314	Tele: (515) 241-0982
UnityPoint – Eyerly Ball Community Mental Health Services (FACT)	945 19 th Street Des Moines, IA 50314	Tele: (515) 241-0982

The Polk County Region has designated the following **Sub-Acute** service providers which meet the criteria and are licensed by the Department of Inspections and Appeals.

Provider	Location	Contact Information
Community Health Centers of Southern Iowa	Osceola Access Center 219 W Washington St. Osceola, IA 50213	Tele: (641) 342-1742

The Polk County Region has designated the following **Intensive Residential Service** providers which have been designated and meet the requirements in IAC 441—25.6(8):

Provider	Location	Contact Information
To Be Determined	To Be Determined	To Be Determined

E. Children’s Behavioral Health Core Services

The Polk County Region has designated the following providers for children’s behavioral health services to meet requirements in IAC 441—25.2(4).

Assessment and Evaluation Related to Eligibility for Services

Provider	Adult/Child/Both	Location	Contact Information
Broadlawns Medical Center	Child	1801 Hickman Road Des Moines, IA 50314	Tele: (515) 282-5742

Behavioral Health Inpatient Services

Provider	Adult/Child/Both	Location	Contact Information
Clive Behavioral Health (needs accreditation)	Child	1450 NW 114th Street Clive, Iowa 50325	Tele: 1-844-680-0504
UnityPoint Health - Iowa Lutheran Hospital	Child	700 East University Des Moines, Iowa 50316	Tele: (515) 263-5612

Behavioral Health Outpatient Services

Provider	Adult/Child/Both	Location	Contact Information
Clive Behavioral Health (needs accreditation)	Child	1450 NW 114th Street Clive, Iowa 50325	Tele: 1-844-680-0504
UnityPoint Health - Iowa Lutheran Hospital	Child	700 East University Des Moines, Iowa 50316	Tele: (515) 263-5612

Crisis Stabilization Community-Based Services

Provider	Adult/Child	Location	Contact Information
Easterseals Iowa (needs accreditation)	Child	401 NE 66 th Avenue Des Moines, IA 50313	Tele: (515) 274-1529

Crisis Stabilization Residential Services

Provider	Adult/Child	Location	Contact Information
Easterseals Iowa (needs accreditation)	Child	401 NE 66 th Avenue Des Moines, IA 50313	Tele: (515) 274-1529

Early Identification Services

Provider	Adult/Child/Both	Location	Contact Information
EveryStep	Child	3000 Easton Boulevard Des Moines, IA 50317	Tele: 1-800-806-9934
First Five Iowa	Child	https://idph.iowa.gov/1stfive	
Heartland AEA	Child	6500 Corporate Drive Johnston, IA 50131	Tele: 1-800-362-2720

Early Intervention Services

Provider	Adult/Child/Both	Location	Contact Information
EveryStep	Child	3000 Easton Boulevard Des Moines, IA 50317	Tele: 1-800-806-9934

Education Services

- Continue to provide trainings to the community with a focus on providers.

Medication Prescribing and Management Services

Provider	Adult/Child/Both	Location	Contact Information
Lutheran Services in Iowa	Child	3116 University Avenue Des Moines, IA 50311	Tele: (515) 271-7411

Mobile Response

Provider	Adult/Child/Both	Location	Contact Information
Broadlawns Medical Center <i>(needs accreditation)</i>	Both	Des Moines Police Department 25 E. 1st Street Des Moines, IA 50309	911

Prevention Services

Provider	Adult/Child/Both	Location	Contact Information
Children and Families of Iowa	Child	1111 University Avenue Des Moines, IA 50314	Tele: (515) 288-1981
Child Guidance Center, a division of Orchard Place	Child	808 5th Avenue Des Moines, IA 50309	Tele: (515) 244-2267
EveryStep	Child	3000 Easton Boulevard Des Moines, IA 50317	Tele: 1-800-806-9934
Lutheran Services in Iowa	Child	Des Moines Service Office 3125 Cottage Grove Des Moines, IA 50311	Tele: (515) 274-4946

F. Scope of Services & Budget and Financing Provisions

The table below identifies the scope of services offered by the Polk County Region. All core services are available or in

development. If there is not funding identified in a core service column, it is because it has not been needed historically. If an individual needs funding for a core service and meets eligibility requirements found in Section E (Eligibility) of the Polk County Mental Health and Disability Services Region's Policy and Procedure Manual, funding will be made available. Core services for children's behavioral health are identified by (**) after the service name. Eligibility guidelines for children's behavioral health services are located in Section E (Eligibility) of the Polk County Region's Policy and Procedure Manual.

The Policy and Procedure Manual can be found online at: <https://dhs.iowa.gov/mhds-providers/providers-regions/regions/policies/procedures>.

The Polk County, Iowa Region will utilize braided funding that includes regional, state, and other funding sources as necessary and available to meet the service needs within the region. Unless otherwise specified in law, the Polk County Region is always the funder of last resort. Individuals will be expected to access any other funding streams for which they are eligible. Eligibility for county funding of other services depends on the individual's income (gross income is at or below 150% of the current Federal Poverty Guidelines) and resources (less than \$2,000 in countable value for a single-person household or \$3,000 in countable value for a multi-person household). Polk County Region will consider granting director's exceptions to the financial resource eligibility criteria in effect July 1, 2020, on a case by case basis.

Table A. Expenditures

FY 2023 Budget	Polk County MHDS Region	MI (40)	ID(42)	DD(43)	BI (47)	Admin (44)	Total
Core Domains							
COA	Treatment						
42305	Mental health outpatient therapy **	55,622					55,622
42306	Medication prescribing & management **	14,510					14,510
43301	Assessment, evaluation, and early identification **	112,856					112,856
71319	Mental health inpatient therapy-MHI	120,917					120,917
73319	Mental health inpatient therapy **						-
	Crisis Services						
32322	Personal emergency response system			1,048			1,048
44301	Crisis evaluation						-
44302	23 hour crisis observation & holding	974,353					974,353
44305	24 hour access to crisis response						-
44307	Mobile response **	430,386					430,386
44312	Crisis Stabilization community-based services **	756,943					756,943
44313	Crisis Stabilization residential services **	1,180,961					1,180,961
44396	Access Centers: start-up / sustainability						-
	Support for Community Living						
32320	Home health aide	239,841		12,639			252,480
32325	Respite			9,693			9,693
32328	Home & vehicle modifications						-
32329	Supported community living	5,011,686	312,273	2,024,960			7,348,919

42329	Intensive residential services	322,447					322,447
	Support for Employment						
50362	Prevocational services	3,456	8,184	8,962			20,602
50364	Job development	2,630	-	31,098			33,728
50367	Day habilitation	5,353	4,998	2,418			12,769
50368	Supported employment	103,047	34,403	305,532			442,982
50369	Group Supported employment-enclave						-
	Recovery Services						
45323	Family support						-
45366	Peer support						-
	Service Coordination						
21375	Case management		403				403
24376	Health homes	227,626					227,626
	Sub-Acute Services						
63309	Subacute services-1-5 beds						-
64309	Subacute services-6 and over beds	241,835					241,835
	Core Evidenced Based Treatment						
04422	Education & Training Services - provider competency	98,830					98,830
32396	Supported housing	1,609,814	1,612	10,479			1,621,906
42398	Assertive community treatment (ACT)	536,539					536,539
45373	Family psychoeducation						-
	Core Domains Total	12,049,651	361,874	2,406,830	-		14,818,355
	Mandated Services						
46319	Oakdale						-
72319	State resource centers						-
74XXX	Commitment related (except 301)	95,686	1,612				97,298
75XXX	Mental health advocate	118,271					118,271
	Mandated Services Total	213,957	1,612	-	-		215,569
	Additional Core Domains						
	Justice system-involved services						
25xxx	Coordination services	380,000					380,000
44346	24 hour crisis line*						-
44366	Warm line*						-
46305	Mental health services in jails	195,859					195,859
46399	Justice system-involved services-other						-
46422	Crisis prevention training						-

46425	Mental health court related costs						-
74301	Civil commitment prescreening evaluation						-
	Additional Core Evidenced based treatment						
42366	Peer self-help drop-in centers						-
42397	Psychiatric rehabilitation (IPR)						-
	Additional Core Domains Total	575,859	-	-	-		575,859
	Other Informational Services						
03371	Information & referral						-
04372	Planning, consultation &/or early intervention (client related) **	278,110					278,110
04377	Provider Incentive Payment						-
04399	Consultation Other						-
04429	Planning and Management Consultants (non-client related)						-
05373	Public education, prevention and education **	1,074,035					1,074,035
	Other Informational Services Total	1,352,145	-	-	-		1,352,145
	Community Living Supports						
06399	Academic services						-
22XXX	Services management	647,191	100,052	226,137			973,380
23376	Crisis care coordination	382,954					382,954
23399	Crisis care coordination other						-
24399	Health home other						-
31XXX	Transportation	142,686		207,350			350,036
32321	Chore services						-
32326	Guardian/conservator	91,000	9,000				100,000
32327	Representative payee	91,650	5,722	1,936			99,308
32335	CDAC	136,420		24,445			160,865
32399	Other support	363	81	242			685
33330	Mobile meals	200,839	3,226	6,504			210,569
33340	Rent payments (time limited)						-
33345	Ongoing rent subsidy	1,301,000					1,301,000
33399	Other basic needs	207,000					207,000
41305	Physiological outpatient treatment						-
41306	Prescription meds						-
41307	In-home nursing						-

41308	Health supplies						-
41399	Other physiological treatment						-
42309	Partial hospitalization						-
42310	Transitional living program	232,887					232,887
42363	Day treatment						-
42396	Community support programs						-
42399	Other psychotherapeutic treatment						-
43399	Other non-crisis evaluation						-
44304	Emergency care						-
44399	Other crisis services						-
45399	Other family & peer support						-
46306	Psychiatric medications in jail						-
50361	Vocational skills training	30,731	129,904	6,612			167,247
50365	Supported education	3,296	11,150	36,390			50,836
50399	Other vocational & day services						-
63XXX	RCF 1-5 beds (63314, 63315 & 63316)						-
63XXX	ICF 1-5 beds (63317 & 63318)						-
63329	SCL 1-5 beds						-
63399	Other 1-5 beds						-
	Community Living Supports	3,468,017	259,135	509,616	-		4,236,767
	Other Congregate Services						
50360	Work services (work activity/sheltered work)						-
64XXX	RCF 6 and over beds (64314, 64315 & 64316)	620,049					620,049
64XXX	ICF 6 and over beds (64317 & 64318)	83,013					83,013
64329	SCL 6 and over beds						-
64399	Other 6 and over beds						-
	Other Congregate Services Total	703,062	-	-	-		703,062
	Administration						
11XXX	Direct Administration					1,630,178	1,630,178
12XXX	Purchased Administration					107,432	107,432
	Administration Total					1,737,610	1,737,610
	Regional Totals	18,362,692	622,621	2,916,445	-	1,737,610	23,639,367

Table B. Revenues

FY 2023 Budget	Polk County MHDS Region		
Revenues			
	Projected Fund Balance as of 6/30/22		\$ 4,356,689
	Local/Regional Funds		\$ 500,000
1010	Delinquent Property Tax		
25XX	Other Governmental Revenues		
4XXX-5XXX	Charges for Services		
5310	Client Fees		
60XX	Interest		
6XXX	Use of Money & Property		
8XXX	Miscellaneous		
9040	Other Budgetary Funds (Polk Transfer Only)	\$ 500,000	
	State Funds		\$ 18,782,678.00
24XX	State/Federal pass thru Revenue		
2644	State Regional Service Payments	\$ 18,782,678	
2643	State Incentive Funds		
	Other		
	Federal Funds		\$ -
2345	Medicaid		
2347	American Rescue Plan Act (ARPA)		
	Other		
	Total Revenues		\$ 19,282,678

Total Funds Available for FY2023	\$ 23,639,367
FY23 Actual Regional Expenditures	\$ 23,639,367
Accrual Fund Balance as of 6/30/2023	\$ (0)

Table C. Levy Rate

County	2020 Est. Pop.	FY2023 State Dollars
Polk	494,281	\$38.00
Polk Region	494,281	\$18,782,678

G. Financial Forecasting Measures

The following is a description of the financial forecasting measures used by the Polk County Region in the identification of service need and funding necessary for services.

The annual budget and planning processes are utilized to identify and implement core disability service improvements. The Polk County Region collaborates with stakeholders to assess need and to advocate adequate funding for services and supports in the initial core and additional core service domains. Polk County, Iowa Region is the funder of last resort. Additional funding sources are used to empower individuals to reach their fullest potential. The Polk County Region is responsible for non-Medicaid services that are authorized in accordance with the Regional Management Plan and within the constraints of budgeted dollars. Services funded by the Polk County Region are subject to change or termination with the development of the annual budget each fiscal year. The Regional Management Plan's Policy & Procedure Manual addresses mandated services access standards.

Annually, the Polk County Board of Supervisors reviews actual expenditures and services provided, stakeholder input and participation, quality assurance implementation findings, waitlist information, progress toward goals and objectives, and, if any, appeal type and resolution to determine if gaps in services or barriers to services exist. In December of each year this annual review is submitted to the Department of Human Services. In addition, the Department of Human Services aggregates regional information for a statewide perspective.

The Polk County Region has developed a provider network based on projections of incidence and prevalence of need for the priority population groups discussed in this plan. As noted, the Region consults with the provider network and community at large to develop plans and services to meet the need. The Polk County Region routinely work with providers when access is an issue to eliminate wait times, but some of the variables are within the region's ability to impact change and some are not.

The Polk County Region Governing Board annually adopts the Polk County Region MHDS budget in March. Polk County, Iowa, acting by and through its governing body, the Polk County Board of Supervisors annually adopts the service provider agreements for the Polk County MHDS Region.

Historical service utilization is the starting point for all financial projections. Throughout the year, region staff and stakeholders identify unmet needs and areas for service development, which are incorporated into subsequent Annual Service and Budget Plans. Following are the Polk County Region's FY 22/23 priorities:

Strategic Intent #1: Develop Accountable Mental Health and Disability Services

GOAL: Data driven decision-making is key to demonstrating services contribute to social determinants of health and are meaningful, cost-efficient and cost-effective.

OBJECTIVE: The Polk County Region will leverage and utilize data efficiently.

COST: \$ 50,000

<u>Targeted Completion Date</u>	<u>Tactics</u>
12/31/2022	Align data collection and reporting standards identified in the performance based contract with the Department of Human Services
12/31/2022	Analyze year one of children's system impact measures and review results for gaps and usefulness
04/30/2023	Utilize longitudinal outcome data analysis to evaluate health of the Polk Mental Health and Disability Services Region system

06/30/2023	Continue transitions from PolkMIS to CSN (technical build-out)
06/30/2023	Collect baseline data for system goals during first half of calendar year 2023

Strategic Intent #2: Strengthen Relationships in and Among Partners

GOAL: We can meet community needs better when we are inclusive and actively integrate feedback from individuals served, families, and our community partners.

OBJECTIVE: The Polk County Region will foster and facilitate strong, collaborative relationships.

COST: \$0

<u>Targeted Completion Date</u>	<u>Tactics</u>
04/30/2022	Revisit cadence and structure of meetings to increase attendance and cultivate trusting relationships
06/30/2022	Collaborate and provide leadership with the Department of Human Services and Managed Care Organizations to develop and designate a Polk County Regional Provider for intensive residential services
12/30/2022	Identify priority need areas for children’s service development
06/30/2023	Partner and Participate in a joint workgroup with Regional Colleagues and the Department of Human Services to ensure outcome common language and consistency across regions
06/30/2023	Encourage cross-sector engagements including, but not limited to: Public Health, Department of Education, Justice Involved Entities, Faith Communities
6/30/2023	Actively participate in the CSN Operations Committee to discuss system enhancements
6/30/2023	Participation and leadership in ISAC and CEO committees

Strategic Intent #3: Create and Retain a Solid and Effective Workforce

GOAL: Direct Support Professionals are the heart, soul, and cornerstone of disability supports as they build close, respectful, and trusted relationships that help those supported to lead meaningful and productive lives in our community.

OBJECTIVE: The Polk County Region will address the chronic workforce shortage creating a crisis in service delivery capacity.

COST: \$250,000

<u>Targeted Completion Date</u>	<u>Tactics</u>
06/30/23	Develop a talent pipeline in partnership with education and business sectors
12/31/22	Career ladder development, including Leadership development (fostering succession planning for future leaders of the provider agencies, strengthening change management skills)
06/30/23	Develop strategies that create recognition and visibility for the disability and mental health field
06/30/23	Advocate for changes in Federal laws tied to DSP occupational code and rates that impact frontline staff wages
06/30/23	Improve access to services by creating a sustainable workforce
06/30/23	Advocate for reduction in administrative burden with Managed Care Organizations, Regions, and private insurance providers

Strategic Intent #4: Improve Literacy in Mental Health and Disability Supports

Community-Wide

GOAL: We believe in the strengths based model of support where individuals with unhealthy or injured brains and other disabilities are able to recover and lead resilient lives.

OBJECTIVE: The Polk County Region will improve literacy and build capacity in mental health and disability supports community-wide.

COST: \$25,000

<u>Targeted Completion Date</u>	<u>Tactics</u>
09/30/2022	Support families to access and engage in services
6/30/2023	Expand partnership with business community
1/30/2023	Expand partnership with faith community
6/30/2023	Broaden relationships with K-12 school districts, AEA, and community colleges
12/30/2023	Facilitate expansion of training across city departments throughout Polk County
9/30/2022	Support families in connecting to community supports and services prior to crisis

Strategic Intent #5: Ensure Accessible, Community Based Services

GOAL: We are committed to providing excellence in our community based services while exercising fiduciary responsibility.

OBJECTIVE: The Polk County Region will provide access to a continuum of community-based services and supports, rooted in strengths-based and person-centered philosophies to support residents of the region to attain stability in health, housing, and employment and to work toward recovery.

COST: \$0

<u>Targeted Completion Date</u>	<u>Tactics</u>
04/01/2022	Timely submit an Annual Service Plan and Budget to the Department of Human Services.
04/30/2022	Increase capacity to support individuals with timely access to services, service coordination for individuals with complex needs.
06/30/2022	Standardize and report on regional administrative costs
06/30/2023	Quarterly and timely submit status and progress on core, additional core, non-core and utilization of evidence practices embedded in services
06/30/2023	Support the crisis and intensive mental health services accreditation process
06/30/2023	Support service components that fill gaps in legislative requirements and meet community need
06/30/2023	Ensure provider communication and client first responses
06/30/2023	Create individual and family supports through Children’s Collaborative and additional sectors

H. Provider Reimbursement Provisions

Over the past several years, the Polk County Region has used its contracting capacity to implement a series of strategies for moving towards outcome-based payments. The Polk County Region uses a mix of fee-for-service, fee-for-service with performance payments, and capitated case rates for most of its services. It provides block grants only for specific population-based activities where billing by individual served is impossible or impracticable. Non-traditional provider contracts are used in instances when services are provided by individuals or families.

Polk County service provider contracts require that all providers meet all applicable licensure, accreditation, or certification standards; however, the Polk County Region makes serious efforts to stimulate access to more natural supports in its service provider network. Successful attainment of positive outcomes, consumer and family satisfaction, and cost effectiveness measures are the most important factors in continued network participation.

Polk County Region has identified access points within the provider network to assist individuals or their representatives to apply for services. Adults needing outpatient mental health services, inpatient mental health services or psychiatric medications may apply for services at one of the Community Mental Health Centers. Children may apply at Lutheran Services in Iowa. For those who need long-term services, they may apply at any of the access points. Adults will meet with a Service Coordinator who will assist in accessing all local, state and federal benefits such as Medicaid, Iowa Health and Wellness, food stamps, Social Security benefits, General Assistance, housing assistance, etc. Service coordinators are SOAR trained to assist those who are homeless and needing to apply for Social Security benefits. An assessment is completed to determine which long-term coordination service is needed. A warm hand off takes place with the long-term coordination program, possibilities include Integrated Health Home, Assertive Community Treatment teams, Integrated Services Agency and Long-term Service Coordination. The long-term coordination programs are responsible for ensuring that all needed services are obtained, regardless of funding source.

Appendix A – Region Governance

The Polk County Mental Health and Disability Services Region is governed by the Polk County Board of Supervisors and guided by a Region Advisory Board, an Adult Advisory Committee and a Children’s Advisory Committee.

1. Region Governing Board

<u>Member</u>	<u>Representing</u>	<u>Voting Member</u>
Robert Brownell	Polk County Board of Supervisors	Yes
Angela Connolly	Polk County Board of Supervisors	Yes
Tom Hockensmith	Polk County Board of Supervisors	Yes
Matt McCoy	Polk County Board of Supervisors	Yes
Steve Van Oort	Polk County Board of Supervisors	Yes
Margaret (Mardi) Deluhrey	Adults/Actively Involved Relatives of an Adult who Utilizes Mental Health and Disability Services	Yes
Nikki Syverson	Parents/Actively Involved Relatives of a Child who Utilizes Children’s Behavioral Health Services	Yes
Jadie Boens	The Regional Education System	Yes
Steve Johnson	Regional MHDS Adult Service Providers	No
Christina Smith	Regional MHDS Children’s Behavioral Health Service Providers	No
Sgt. Lorna Garcia	Law Enforcement	Yes

2. Region Adult Advisory Committee

<u>Member</u>	<u>Representing</u>
Mardi Deluhery	Actively involved relative of an individual who utilizes services
Paula Connolly	Actively involved relative of an individual who utilizes services
Erika Smith, LISW, LLC	Adult mental health/disability service provider
Pat Rogness, Children and Families of Iowa	Adult mental health/disability service provider
Michelle Fron, Mosaic	Adult mental health/disability service provider
Angela Wacker, Community Support Advocates	Adult mental health/disability service provider
Jeff Johannsen, Broadlawns Medical Center	Adult mental health/disability service provider
Melissa Howard, UCS Healthcare	Adult mental health/disability service provider
Maggie Wood, 5 th Judicial	Community Corrections
Angela Connolly	Polk County Board of Supervisors

3. Region Children’s Advisory Committee

<u>Member</u>	<u>Representing</u>
Crystal Loving, Parent	Parents/Actively Involved Relatives of a Child who Utilizes Children’s Behavioral Health Services
Jadie Boens, Heartland AEA	The Education System
Joshua Lundahl, LISW	Early Childhood Advocate
Jennifer Schreck, Orchard Place	Child Welfare Advocate
Leenu Mishra, MD, Blank Children’s Psychiatry	Children’s Behavioral Health Service Providers
Christina Burkhart, Juvenile Court Services	The Juvenile Court System
Ken McCann, DO FAAP, Blank Children’s STAR Center	Pediatricians
Johnna Haggerty, Iowa Association for the Education of Young Children	Child Care Providers
Corey Schneden, Ankeny Police Department	Local Law Enforcement
Robert Brownell	Polk County Board of Supervisors