

POLK COUNTY MENTAL HEALTH AND DISABILITY SERVICES REGION



FY 2023/2024 ANNUAL SERVICE & BUDGET PLAN

TO BE SUBMITTED BY: 04/01/2023
AMENDED: 7/1/2023

GEOGRAPHIC AREA: Polk County

APPROVED BY ADULT & CHILD ADVISORY COMMITTEES: 03/07/2023

APPROVED BY POLK COUNTY BOARD OF SUPERVISORS: 03/21/2023, 6/27/2023

Table of Contents

Introduction	2
A. Local Access Points	2
B. Service Coordination and Targeted Case Management	3
C. Crisis Planning.....	4
D. Intensive Mental Health Services.....	5
E. Scope of Services & Budget and Financing Provisions	6
Table A. Expenditures	7
Table B. Revenues	11
F. Financial Forecasting Measures	12
Strategic Commitment #1: Fiscal and Program Accountability.....	12
Strategic Commitment #2: Enhance Continuum of Support to Ensure Community Access	13
Strategic Commitment #3: Community Partnerships	15
G. Provider Reimbursement Provisions	15
Appendix A – Region Governance	17
1. Region Governing Board	17
2. Region Adult Advisory Committee	17
3. Region Children’s Advisory Committee.....	18

Introduction

Polk County, Iowa is exempt from the requirement to enter into a regional service system pursuant to section 225C.56 of the Code of Iowa. As an exempt county, Polk County, Iowa is eligible as a region and the Polk County Board of Supervisors shall fulfill all of the requirements of chapters, 222, 225, 225C, 226,227, 229 and 230 for a regional service system, regional service system management plan, regional governing board, and regional administrator, and any other provisions applicable to a region of counties providing local mental health and disability services. 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 FY2023/2024 Annual Service and Budget Plan covers the period of July 1, 2023 to June 30, 2024. 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 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 Chapter 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 Regional Governing Board with the Polk County Board of Supervisors directly entering into Agreements with Service Providers once approved by the Regional Governing Board. Guidance is provided by an Adult Advisory Committee and a Children's Advisory Committee (see Appendix A).

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 Observation	1801 Hickman Road Des Moines, IA 50314	Tele: (515) 282-5742
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
UnityPoint - Eyerly Ball Community Mental Health Services	1301 Center Street Des Moines, IA 50309	Tele: (515) 241-0982
UnityPoint - 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 66 th Avenue Des Moines, IA 50313	Tele: (515) 274-1529
UnityPoint – Eyerly Ball Community Mental Health Services	Adult	945 19 th Street Des Moines, IA 50314	Tele: (515) 241-0982
Link Associates	Both	1452 29 th 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
Molina Healthcare	Both	TBD	Tele: TBD
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	1801 Hickman Road Des Moines, IA 50314	Tele: (515) 282-5742
Broadlawns Medical Center Mobile Response	Des Moines Police Department 25 E. 1st Street Des Moines, IA 50309	Tele: 911
Broadlawns Medical Center - Crisis Observation Center	1801 Hickman Road Des Moines, IA 50314	Tele: (515) 282-5742
Easterseals Iowa	401 NE 66 th Avenue Des Moines, IA 50313	Tele: (515) 274-1529

24 Hour Crisis Hotline

Provider	Location	Contact Information
Your Life Iowa	Online: https://yourlifeiowa.org/	Tele: (855) 581-8111
988	Statewide	Tele: 988

Crisis Evaluation

Provider	Adult/Child/Both	Location	Contact Information
Broadlawns Medical Center Psychiatric Urgent Care	Adult	1801 Hickman Road Des Moines, IA 50314	Tele: (515) 282-5742
Broadlawns Medical Center Mobile Response	Both	Des Moines Police Department 25 E. 1st Street Des Moines, IA 50309	Tele: 911
Broadlawns Medical Center - Crisis Observation Center	Adult	1801 Hickman Road Des Moines, IA 50314	Tele: (515) 282-5742
Easterseals Iowa	Both	401 NE 66 th Avenue Des Moines, IA 50313	Tele: (515) 274-1529
EveryStep	Child	3000 Easton Boulevard Des Moines, IA 50317	Tele: 1-800-806-9934

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	Tele: 911

Crisis Stabilization Community–Based Services

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

Crisis Stabilization Residential Services

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

23–Hour Observation

Provider	Location	Contact Information
Broadlawns Medical Center	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 meets 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. The same assessment is used by all providers. If sub–acute services through Infinity Health are utilized, substance abuse assessments are provided through their Access Center.

Provider	Access Center Service	Location	Contact Information
Broadlawns Medical Center	Intake Assessment, Screening for Multi– Occurring Conditions, Care Coordination, Crisis Stabilization Residential, Substance Use Treatment	1801 Hickman Road Des Moines, IA 50314	Tele: (515) 282–5742

Infinity Health	Sub-Acute	219 West Washington St. Osceola, IA 50213	Tele: (641) 342-1742
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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
Infinity Health	219 West 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
Candeo	To Be Determined	To Be Determined

E. 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 2024 Budget - Revised	Polk County MHDS Region	MI (40)	ID(42)	DD(43)	BI (47)	Admin (44)	Total
Balanced w/OCR							
Core Domains							
COA	Treatment						
42305	Mental health outpatient therapy **	437,473					437,473
TBD	Outpatient Competency Restoration						-
42306	Medication prescribing & management **	13,302					13,302
43301	Assessment, evaluation, and early identification **	17,974					17,974
71319	Mental health inpatient therapy-MHI	135,270					135,270
73319	Mental health inpatient therapy **	155					155
	Crisis Services						
32322	Personal emergency response system			863			863
44301	Crisis evaluation						-
44302	23 hour crisis observation & holding	614,547					614,547
44305	24 hour access to crisis response						-
44307	Mobile response **	432,459					432,459
44312	Crisis Stabilization community-based services **	27,424					27,424
44313	Crisis Stabilization residential services **	940,410					940,410
44379	System building & sustainability - Crisis						-
44396	Access Centers: start-up / sustainability						-
	Support for Community Living						
32320	Home health aide	172,223		10,288			182,512
32325	Respite			9,692			9,692
32328	Home & vehicle modifications						-
32329	Supported community living	5,600,374	370,568	2,232,934			8,203,876
42329	Intensive residential services	4,592					4,592
	Support for Employment						
50362	Prevocational services		2,657	567			3,224
50364	Job development			13,892			13,892
50367	Day habilitation	2,963		1,654			4,618
50368	Supported employment	90,416	5,352	280,254			376,022
50369	Group Supported employment-enclave						-
50379	System building & sustainability - IPS & Vocational						-

	Recovery Services						
45323	Family support						-
45366	Peer support						-
	Service Coordination						
21375	Case management		3,140				3,140
24376	Health homes	208,957					208,957
	Sub-Acute Services						
63309	Subacute services-1-5 beds						-
64309	Subacute services-6 and over beds	81,000					81,000
	Core Evidenced Based Treatment						
04422	Education & Training Services - provider competency	89,782					89,782
32379	System building & sustainability - Supported housing						-
32396	Supported housing	1,124,308	1,271	12,182			1,137,761
42398	Assertive community treatment (ACT)	492,262					492,262
45373	Family psychoeducation						-
45379	System building & sustainability - FPE & Recovery Svcs						-
	Core Domains Total	10,485,893	382,987	2,562,327	-		13,431,208
	Mandated Services						
46319	Oakdale						-
72319	State resource centers						-
74XXX	Commitment related (except 301)	74,126	718	160			75,004
75XXX	Mental health advocate	132,641					132,641
	Mandated Services Total	206,767	718	160	-		207,646
	Additional Core Domains						
	Justice system-involved services						
25xxx	Coordination services						-
25378	Contracted coordination services	307,800					307,800
44346	24 hour crisis line*						-
44366	Warm line*						-
46305	Mental health services in jails	158,760					158,760
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 Wellness / Wellness and Recovery Centers						-
42379	System building & sustainability - Non crisis						-
42397	Psychiatric rehabilitation (IPR)						-
	Additional Core Domains Total	466,560	-	-	-		466,560
Other Informational Services							
03371	Information & referral						-
04372	Planning, consultation &/or early intervention (client related) **	245,725					245,725
04377	Provider Incentive Payment						-
04399	Consultation Other						-
04429	Planning and Management Consultants (non-client related)						-
05373	Public education, prevention and education **	38,477					38,477
	Other Informational Services Total	284,201	-	-	-		284,201
Community Living Supports							
06399	Academic services						-
22XXX	Services management						-
22378	Contracted services management	460,854	175,398	417,968			1,054,220
23376	Crisis care coordination						-
23378	Contracted crisis care coordination	346,479	648				347,127
23399	Crisis care coordination other						-
24399	Health home other						-
31XXX	Transportation	91,582		143,063			234,645
32321	Chore services						-
32326	Guardian/conservator	25,637	7,169				32,805
32327	Representative payee	59,246	4,085	900			64,231
32335	CDAC	137,245		23,224			160,468
32399	Other support			186			186
33330	Mobile meals	90,452	1,597	2,374			94,423
33340	Rent payments (time limited)						-
33345	Ongoing rent subsidy	677,624					677,624
33399	Other basic needs	99,747					99,747
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	109,031					109,031
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	9,696	18,711	1,385			29,792
50365	Supported education	3,501	10,003	26,607			40,110
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	2,111,092	217,611	615,706	-		2,944,409
	Other Congregate Services						
50360	Work services (work activity/sheltered work)						-
64XXX	RCF 6 and over beds (64314, 64315 & 64316)	561,009					561,009
64XXX	ICF 6 and over beds (64317 & 64318)	77,760					77,760
64329	SCL 6 and over beds						-
64399	Other 6 and over beds						-
	Other Congregate Services Total	638,769	-	-	-		638,769
	Administration						
11XXX	Direct Administration					1,605,845	1,605,845
12XXX	Purchased Administration					104,362	104,362
	Administration Total					1,710,207	1,710,207
	Regional Totals	14,193,283	601,316	3,178,193	-	1,710,207	19,683,000

Table B. Revenues

FY 2024 Budget	Polk County MHDS Region		
Revenues			
	Projected Fund Balance as of 6/30/23		\$ -
	Local/Regional Funds		\$ -
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)		
	State Funds		\$ 19,873,760
24XX	State/Federal pass thru Revenue		
2644	State Regional Service Payments	19,873,760	
2643	State Incentive Funds		
	Other		
	Federal Funds		\$ -
2345	Medicaid		
	Other		
	Total Revenues		\$ 19,873,760

Total Funds Available for FY2024	\$ 19,873,760
FY24 Actual Regional Expenditures	\$ 19,683,000
Accrual Fund Balance as of 6/30/2024	\$ 190,760

F. 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 works 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's Annual Service and Budget Plan is reviewed and submitted by the Adult and Child Advisory Committee's memberships. The Polk County Adult and Child Advisory Committees reviews and recommends the Annual Service and Budget Plan to the Polk County Board of Supervisors. Polk County, Iowa acting by and through its governing body, the Polk County Board of Supervisors, annually adopts the MH/DS budget in March.

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 Plan and Budget. Following are the Polk County Region's FY23/24 priorities:

Strategic Commitment #1: Fiscal and Program Accountability

PINNACLE ISSUE #1: The Polk County Region is solely funded by the State of Iowa's General Fund and is required to have a fund balance less than 5% of total expenses to apply for Incentive Funds. Since the Region had a FY22/23 fund balance less than 5%, the Region is eligible for additional state funding. During FY23/24, the region will receive funding of \$40 per capita (approximately \$19.9M), however a gap of about \$4.5M still exists. The Region will not receive an update regarding if the additional revenue is secured until December, 2023 (6 months into the fiscal year).

GOAL: The Polk County Region will obtain State Incentive Fund money to continue region funded access and support for behavioral health and disability services.

FY24 STRATEGIES:

- Meet Iowa Department of Health and Human Services (HHS) contract expectations.
- Submit the State Incentive Fund Request Form to the HHS Department.

- Identify expenditures which can be held until additional State revenue is secured.
- Review expenditures and adjust original budget assumptions, if needed.

PROJECTED COSTS:

- Financial: @ \$4.5M
- Human Resources: Medium Staff Time

PINNACLE ISSUE #2: Outcome measurement began in the late 1990s. Since then, community wellness and awareness to social determinants of health have evolved and Managed Care Organizations have standardized the use of HEDIS (Health Effectiveness Data and Information Set) metrics statewide. In addition, the Polk County Region migrated to the Community Services Network (CSN) where outcome management wasn't aligned with Polk County practices and where Regions and the Department continue discussion regarding contractual accountability measures.

GOAL: Align regional metrics and outcomes with regional colleagues and statewide expectations.

FY24 STRATEGIES:

- Implement FY24 Outcomes within existing CSN capabilities.
- Collaborate with HHS & Regional CEOs to create statewide outcome and performance measures.

PROJECTED COSTS:

- Financial: \$0
- Human Resources: Medium Staff Time

PINNACLE ISSUE #3: New programs have been built in recent years to meet core service mandates. Now that the programs are becoming established, the next step is to define program success and accountability measures.

GOAL: The Polk MHDS Region will develop criteria and processes to evaluate contracted core services.

FY24 STRATEGIES:

- Develop Criteria to Evaluate Children's Program – Drake Head Start & Home Visiting.
- Develop Criteria to Evaluate community crisis services.
- Develop Criteria to Evaluate commitment process.
- Develop Criteria to Evaluate IRSH.

PROJECTED COSTS:

- Financial: \$0
- Human Resources: Medium Staff Time

Strategic Commitment #2: Enhance Continuum of Support to Ensure Community Access

PINNACLE ISSUE #1: Coordination for adults with Medicaid shifted to the Managed Care Organizations under their Integrated Health Home and Community Based Case Management services in 2013. In order for individuals to receive region funded services, a region Service Coordinator is required. Statewide, Regions are looking at adopting a Service Management role to authorize and monitor region funded services.

GOAL: Align coordination with the regional colleagues and current system.

FY24 STRATEGIES:

- Collaborate with Regional Colleagues to define regional coordination services.
- Evaluate current coordination functions of region, MCO, and HHS to identify duplication and gaps.
- Develop a plan with Network Providers to realign Service Coordination/Service Management.
- Develop and implement Individualized Placement and Support (IPS).

PROJECTED COSTS:

- Financial: \$150,000
- Human Resources: High Staff Time

PINNACLE ISSUE #2: EPSDT is the Early Periodic, Screening, Diagnosis and Treatment program for children who are enrolled in Medicaid. The focus of this program is to assure that eligible children ages birth through 20 years receive preventive health care services. In Iowa, the EPSDT program is called Care for Kids. Regions are tasked with ensuring these same service gaps are filled for children living with a Serious Emotional Disorder (SED) and do not have access to Medicaid.

GOAL: Ensure children living with an SED, who do not have access to Medicaid, receive the equivalent to an Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) screening.

FY24 STRATEGIES:

- Evaluate gaps in available EPSDT services for those without Medicaid.
- Identify providers of identified needed services.
- Connect regionally funded children with those services.

PROJECTED COSTS:

- Financial: \$0
- Human Resources: Medium Staff Time

PINNACLE ISSUE #3: Over the past several years; Regions and the Department of Health and Human Services have established core service mandates, worked to increase collaborative relations across regions, and now are entirely funded with State revenues. Accurate performance contract comparisons require statewide consistency across Regions.

GOAL: Realign administrative infrastructure due to systemic changes.

FY24 STRATEGIES:

- Collaborate to review and standardize Regions' Policies and Procedures.
- Collaborate to define administrative targets.

PROJECTED COSTS:

- Financial: \$0
- Human Resources: High Staff Time

PINNACLE ISSUE #4: Increased complexity with multi-occurring intellectual/developmental disability, mental health, and substance use has created additional treatment access challenges and misuse of emergency services.

GOAL: Better understand the intersection of mental health and substance use to evaluate community need and implement services.

FY24 STRATEGIES:

- Implement recommendations from the SIM (Sequential Intercept Model) Grant.

- Collaborate with Polk County regarding Opioid Settlement Money.
- Open Sobering Center.
- Continue to increase awareness and support Harm Reduction Boxes.

PROJECTED COSTS:

- Financial: \$0
- Human Resources: High Staff Time

Strategic Commitment #3: Community Partnerships

PINNACLE ISSUE #1: Recruiting and retaining direct support staff, including licensed and non-licensed personnel has represented a longstanding challenge due to low wages and the intense demands on these occupations. The COVID-19 pandemic exacerbated these issues, as well as an overall workforce shrinkage due to the population decline of younger generations.

GOAL: The Polk MHDS Region will partner with stakeholders to efficiently and effectively develop workforce strategies that complement other federal, state and local efforts.

FY24 STRATEGIES:

- Partner with other entities to develop and implement workforce enhancements.
- Advocate for a Standard Occupational Code for Direct Support Professionals at the Federal Level.
- Participate in the NACBHDD (National Association of County for Behavioral Health and Disability Directors) & NADSP (National Alliance for Direct Support Professionals) Boards.

PROJECTED COSTS:

- Financial: \$0
- Human Resources: High Staff Time

PINNACLE ISSUE #2: The Polk Region funds non-Medicaid eligible individuals and community-based services and supports. In recent years Regions have been tasked with providing mental health supports for additional populations with an emphasis on crisis services. As the Region continues to evolve, there is an increased recognition of the need for, and ability to provide, other needed services.

GOAL: Expand services to underserved community members.

FY24 STRATEGIES:

- Explore additional child and family-based services.
- Explore competency-based partnerships to support agency programs who serve new immigrants and refugees needing behavioral health supports.

PROJECTED COSTS:

- Financial: \$0
- Human Resources: High Staff Time

G. 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 and blended funding

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, participant and family satisfaction, and cost effectiveness measures are the most important factors in continued network participation.

Polk County, Iowa 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>
Robert Brownell	Polk County Board of Supervisors
Angela Connolly	Polk County Board of Supervisors
Tom Hockensmith	Polk County Board of Supervisors
Matt McCoy	Polk County Board of Supervisors
Steve Van Oort	Polk County Board of Supervisors
Mardi Deluhery	Adults/Actively Involved Relatives of an Adult who Utilizes Mental Health and Disability Services <i>(designated by the regional adult mental health and disability services advisory committee)</i>
Nikki Syverson	Parents/Actively Involved Relatives of a Child who Utilizes Children’s Behavioral Health Services <i>(designated by the regional children’s behavioral health services advisory committee)</i>
Jadie Boens	The Regional Education System <i>(designated by the regional children’s behavioral health services advisory committee)</i>
Steve Johnson	Regional MHDS Adult Service Providers <i>(designated by the regional adult mental health and disability services advisory committee)</i>
Christina Smith	Regional Children’s Behavioral Health Service Providers <i>(designated by the regional children’s behavioral health services advisory committee)</i>
Sgt. Lorna Garcia	Local Law Enforcement
Judge Lynn Poschner	Judicial System

2. Region Adult Advisory Committee

<u>Member</u>	<u>Representing</u>
Mardi Deluhery	Actively involved relative of an individual who utilizes services
Ashley Adams	Actively involved relative of an individual who utilizes services
Christina Smith	Adult mental health/disability service provider
Angela Wacker	Adult mental health/disability service provider
Jeff Johannsen	Adult mental health/disability service provider
Melissa Howard	Substance Use Provider
Officer Barry Graham	Local Law Enforcement
Jeremy Orcutt	Housing
Tim Larson	Community Corrections
Angela Connolly	Polk County Board of Supervisors

3. Region Children’s Advisory Committee

<u>Member</u>	<u>Representing</u>
Pamela Lowe	Parents/Actively Involved Relatives of a Child who Utilizes Children’s Behavioral Health Services
Jadie Boens	The Education System
Jennifer Schreck	Early Childhood Advocate
Tony Timm	Child Welfare Advocate
Dr. Leenu Mishra	Children’s Behavioral Health Service Providers
Nicole Davis	The Juvenile Court System
Dr. Andrea White	Pediatricians
Johnna Haggerty	Child Care Providers
Sgt. Corey Schneden	Local Law Enforcement
Robert Brownell	Polk County Board of Supervisors

7/1/2023 Amendment Changes:

- Updated Code of Iowa reference from Section 331 to 225C.
- Add Judge Lynn Poschner to represent the Judicial System on the Regional Governing Board.
- Added Outpatient Competency Restoration as a service.
- Updated wording for clarity.