

COUNTY RURAL OFFICES OF SOCIAL SERVICES
MENTAL HEALTH AND DISABILITIES
MANAGEMENT PLAN
ANNUAL SERVICE AND BUDGET PLAN

FISCAL YEAR 2019
JULY 1, 2019 –JUNE 30, 2020

SERVING THE COUNTIES OF:
CLARKE, DECATUR, LUCAS, MARION, MONROE, RINGGOLD, AND WAYNE



Approved by CROSS Governing Board: ____2/26/2019____

TABLE OF CONTENTS

DESCRIPTION	PAGE
INTRODUCTION	1
ACCESS POINTS	2
TARGETED CASE MANAGEMENT	3
CRISIS SERVICES and PLANNING	3-8
SCOPE OF SERVICES and BUDGET	9-20
FINANCIAL FORECASTING	20
PROVIDER REIMBURSEMENT PROVISIONS	20-21
PROVIDER LISTING	21-25

Introduction

Geographical Area: Serving the Counties of Clarke, Decatur, Lucas, Marion, Monroe, Ringgold, and Wayne. The County Rural Offices of Social Services was formed under Iowa Code Chapter 28E to create a Mental Health and Disability Service (MHDS) Region in compliance with Iowa Code 331.390.

In compliance with IAC 441-25 the CROSS Regional Management Plan includes three parts: Annual Service and Budget Plan, Annual Report and the Policies and Procedures Manual. The Annual Service and Budget Plan includes the services to be provided and the cost of those services, local access points, a plan for ensuring effective crisis prevention and a description of the scope of services, projection of need and cost to meet the need, and provider reimbursement provisions.

The Annual Service and Budget Plan is approved by the CROSS governing board and is subject to approval by the Director of Human Services. The CROSS Regional Management Plan is available in each local CROSS office and on the Iowa Department of Human Services Website at <http://dhs.iowa.gov/mhds>. The management plan is also available on the CROSS website at <http://crossmentalhealth.org>.

The CROSS MHDS system is designed to work in a quality improvement partnership with stakeholders throughout the region to develop a welcoming person-oriented, trauma informed recovery system that is multi-occurring-capable utilizing a holistic approach to service provision. In practice the system strives to improve the health and successful outcomes of individuals with mental illness and/or intellectual or developmental disabilities. This plan covers the time period from July 1, 2019 through June 30, 2020.

Iowa Code 2015, Chapter 331, Part 6, Mental Health and Disability Services-Regional Service Systems charges designated mental health and disability service regions to develop evidence-based community supports, core and core plus services to advance the treatment and inclusion of individuals with persistent mental illness in their communities. April 18, 2017 Senate File 504 was passed and required MHDS Regions to submit community service plans addressing complex needs individuals' mental health services. The CROSS MHDS Region 504 workplan can be found here; <https://crossmentalhealth.org/wp-content/uploads/2017/11/504-Workplan.pdf> During the 2018 Legislative session House File 2456 was enacted identifying changes to the involuntary committal codes 125 & 229 as well as adding the following new core services.

- Access Center
- Assertive Community Treatment Services
- Comprehensive facility and community-based crisis services:
 - mobile response
 - 23-hour crisis observation and holding
 - Crisis stabilization community-based services
 - Crisis stabilization residential based services
 - Subacute services
- Intensive residential service homes

Access Points

An access point is a part of the service system or community that is trained to complete the MH/DS regional funding applications for persons with a disability and forward them to the local CROSS Office. CROSS MHDS has designated the following access points. In addition to the identified access points the CROSS region has identified local community partners that are entities individuals needing to access services often turn to for assistance, these partners are considered part of the referral network and include but is not limited to the entities identified below under the referral network heading.

Access Points	Address	Phone Number
Clarke County Courthouse, CROSS Disability Service Coordinator Office	100 S. Main, Osceola, IA 50213	641-414-2968
Decatur County Community Services	201 NE Idaho St., Leon, Iowa 50144	641-446-7178
Lucas County Community Services, CROSS Disability Service Coordinator Office	125 South Grand Chariton, IA 50049	641-774-0423
Marion County Community Services, CROSS Disability Service Coordinator Office	2003 N. Lincoln St. Knoxville, IA 50138	641-828-2238
Monroe County Community Services, CROSS Disability Service Coordinator Office	1801 South B Street, Albia, Iowa 52531	641-932-2427
Ringgold County Public Health CROSS Disability Service Coordinator Office	109 West Madison, Mount Ayr, Iowa 50854	641-464-0691
Wayne County Community Services, CROSS Coordinator Office	101 North Lafayette, Corydon, IA 50060	641-872-1301
Referral Network	Address	Phone Number
Clarke County Hospital	800 S Fillmore St. Osceola, IA 50213	641-342-2184
Clarke County Public Health	144 W. Jefferson Osceola, IA 50213	641-342-3724
Community Health Centers of Southern Iowa (5 locations)		
Albia	117 South Main St. Albia, IA 52531	641-932-2065
Chariton	1711 Osceola Ave, Chariton, IA 50049	641-774-8484
Corydon	215 West State Street, Corydon, IA 50060	641-872-1750
Leon	302 NE 14 th St., Leon, Iowa 50144	641-446-2383
Lamoni	802 E Ackerley, Lamoni, Iowa 50140	641-784-7911
Crossroads Mental Health	405 E. McLane, Osceola, IA 50213	641-342-4888
Decatur County Public Health	207 NE Idaho St., Leon, Iowa 501044	641-446-6518
	2003 N. Lincoln, Knoxville, IA 50138	641-828-8149
Marion County Public Health	2003 N. Lincoln, Box 152, Knoxville, IA 50138	641-828-2238

Targeted Case Management

As a result of the implementation of the Managed Care Organizations (MCO), the ability of MHDS regions to designate conflict free targeted case management is not possible. Medicaid enrolled individuals may be eligible for case management services through Department of Human Services or their chosen MCO.

Case Management Provider	Address	Phone Number
DHS Case Management	400 SW 8 th St. Des Moines, IA 50319	515-242-6877
Amerigroup Iowa, Inc	PO Box 71099 Clive, IA 50325 http://www.amerigroup.com/IA	1-800-464-9484 TTY:711
United Healthcare Plan of the River Valley, Inc	1089 Jordan Creek Parkway West Des Moines, IA 50266 http://www.uhccommunityplan.com/	1-800-600-4441 TTY:711
Iowa Total Care	No address available at the time of this report. http://www.iowatotalcare.com/	1-855-688-6589 TTY:711

The CROSS MHDS Region continues to provide disability service coordination to individuals not eligible for Medicaid funded case management services. The region has a team of disability service coordinators that provide a full spectrum of service coordination including but not limited to; intake, assessment, linkage and monitoring of mental health and disability services as well as care coordination and referrals services to medical, dental and other community services addressing social determinants of health.

Crisis Services; Prevention, Response and Resolution

Crisis Services span a broad continuum of care and supports to meet individual needs. The Region continues to identify, enhance and expand services each year as funding and resources allow. The focus for FY20 is to not only develop the physical structure of the Access Center in the Region but to begin implementation of services to be housed in the Access Center. An RFP in the amount of \$2.5 million was awarded to the Community Health Centers of Southern Iowa (CHCSI) in FY18. The Access Center currently in development will be located in Osceola, Iowa and will provide crisis assessment, evaluation and medical clearance of individuals seeking emergency psychiatric care as well as the following:

- Psychiatric Subacute Services
- 23-hour hold beds
- Crisis Stabilization Residential Services
- Peer Support Counseling
- Warm Line
- Mobile Crisis Services
- Care Coordination Services
- Development of policies and procedures to work closely with the CROSS RHD ACT program and ISTART programs operating within the region

Prevention, Education and Public Awareness

Prevention begins with community awareness and education. CROSS will continue to promote and support Mental Health First Aid (MHFA) and Trauma Informed based classes throughout the Region. In FY 20, the CROSS Region plans to identify and collaborate with entities providing MHFA in the community. From 2017 to date over 25 MHFA trainings have been held collectively through CROSS and partnering entities as well as 19 Trauma Informed related trainings and events.

In addition to MHFA, the CROSS Region will also continue to support C3 De-escalation as well as Crisis Intervention Training (CIT) during FY20. Our focus has been law enforcement, health care providers, HCBS providers, and the general public. To maintain a consistent program CROSS has four certified trainers to conduct classes within the Region. CROSS continues to collaborate with law enforcement agencies throughout the region and will continue to set aside funds for at minimum two law enforcement officers each year to attend Crisis Intervention Training (CIT). Officers receive training through the Johnson County Metro Crisis Team Training in Iowa City. At the time of this report 22 law enforcement personnel located within the region have attended either CIT or completed abbreviated training through the Iowa Law Enforcement Academy. Four separate C3 De-escalation trainings have been held in the past year over the course of ten days to four different entities with 47 people completing the training.

Historically, CROSS has collaborated with NAMI of Central Iowa and other regions to expand public education and awareness by sponsoring and providing slots for Family to Family, Basic, and Support Group trainings. In FY20 CROSS will seek to revive this partnership and explore the viability of developing a NAMI chapter located within the region.

During FY20 CROSS will utilize the partnership being developed in FY19 with the Mid-America Mental Health Technology Transfer Center (MHTTC) to engage providers and other stakeholders in specialized training topics and areas of focus that may include but not be limited to; supported employed, assertive community treatment, illness management and recovery and integrated treatment for co-occurring disorders.

Response & Resolution

24 Hour Access Crisis Response and Evaluation: The Region provides 24hour access and evaluation through consultation services to local hospitals and law enforcement. CROSS financially supports this service through Integrated Telehealth Partners (ITP). ITP contracts directly with psychiatrists who are credentialed through the participating hospitals. Access to this service is available in all member counties within 2-4 hours. ITP also provides follow up outpatient services through local providers or through tele-psych within 24 hours of release from ED. ITP also provides tele-psychiatric appointments to four of the six jails in the region. The other two jails had tele-psych in place through a different provider prior to the onboarding of ITP.

Crisis Line: CROSS contracts with Foundation 2 to provide a Crisis Line that serves the seven counties within the region. The number is 1-844-430-8520. Foundation 2 meets Chapter 24 requirements for a crisis line and has the ability to track calls as to location, type, outcome, duration, gender and age. The crisis line is available 24 hours a day, seven days a week. The purpose is to achieve immediate relief of distress in pre-crisis and crisis situations, reduce of the risk of escalation of a crisis, arrange for emergency responses when necessary to protect individuals in a crisis and refer callers to appropriate service when other or additional intervention is required. Foundation 2 counselors provide linkage to CROSS resources as

needed. The crisis line has expanded to chat and talk Monday through Friday from 8-4. The region will continue to contract with Foundation 2 until the Your Life Iowa line financed through the Iowa Department of Public Health and the Department of Human Services is fully functional.

Access Center: With the full implementation of the Access Center it will provide crisis assessment, evaluation and medical clearing of individuals seeking emergency psychiatric care to adults 18 years and older and will also include:

- Psychiatric Subacute Services,
- 23-hour hold beds,
- Crisis stabilization residential services,
- Peer support counseling,
- Peer warm line,
- Mobile crisis services,
- Care coordination services, and
- Integral relationship with CROSS RHD ACT as well as ISTART programs

Goals of the Access Center are as follows:

- Improve regional access to crisis services
- Reduce the utilization of medical emergency departments for mental health crisis
- Reduce incarceration of individuals in crisis
- Improve the quality of crisis care for individuals seeking mental health crisis services
- Reduce inpatient hospitalization of individuals with a mental health or substance abuse disorder
- Improve outcomes for complex needs individuals with mental health, substance abuse and disability

The CROSS Region has allocated \$2.5 million for the project. The hours of operation will be 7 days a week, 24 hours a day, 365 days a year.

Crisis Stabilization Residential Services: CROSS currently contracts with Hope Wellness Center and Southern Iowa Mental Health Center to provide crisis stabilization residential services to support hospital diversion. Individuals receive short term intensive intervention and are linked to ongoing supports, services and community resources. This is a voluntary service that serves to reduce the number of people who during a mental health crisis are hospitalized or incarcerated. The service also provides a transition for individuals being discharged from inpatient care and needing to transition before re-entry to the community. This core service will be offered as part of the Access Center menu of services providing local access to needed supports. When services are readily available through the Access Center the necessity of contracts with providers for this service located outside the region will be reviewed. CROSS also contracts with Central Iowa Detention to reduce transportation barriers.

Transition Homes: CROSS contracts with the Mary Greeley transitional Living Program that provides supports to individuals that still have symptoms that interfere with independent living. The program duration averages two to four weeks and provides medication monitoring and education, social skill building, prevocational training, and self-care / leisure education.

23-hour Observation Beds: CROSS contracts with Mary Greeley Medical Center for observation beds that range from 8 to 23 hours. Observation beds allow for continued monitoring and assessment to determine if inpatient care is needed or if the individual can be diverted to a less restrictive form of treatment. Frequently an individual can stabilize and be referred to transitional living, crisis residential crisis services or outpatient care without the necessity of a civil commitment. This service will also be provided within our region through the Access Center providing local accessibility of this service.

Jail Diversion: CROSS funds tele-psychiatric services in all jails located in the region. ITP facilitates the service to four of the six jails. The other two jails use another service that was in place prior to regionalization. CROSS has begun initiating the Stepping Up national initiative to reduce the number of individuals with mental illness in jails. All member counties have passed resolutions to participate in the Stepping Up initiative. Local committees have been formed and the region has drafted policies and designated two disability service coordinators to conduct prevention and re-entry programs throughout all region member counties.

Evidenced-Based: CROSS has been supportive of evidence-based practices throughout the region. In FY 17 CROSS contracted with Resources for Human Development (RHD) to provide a rural Assertive Community Treatment (ACT) program to fidelity. As of February 2019, the program had 62 individuals receiving services. The purpose of Assertive Community Treatment (ACT) is to deliver comprehensive and effective services to individuals who are diagnosed with severe mental illness and whose needs have not been well met by more traditional service delivery approaches. ACT provides an integrated set of other evidence-based treatments, rehabilitation, case management, and support services delivered by a mobile, multi-disciplinary mental health treatment team. ACT supports recipient recovery through a highly individualized approach that provides recipients with the tools to obtain and maintain housing, employment, relationships and relief from symptoms and medication side effects. The nature and intensity of ACT services are developed through the person-centered service planning process and adjusted through the process of daily team meetings.

Integrated Co-occurring Treatment: Community Health Centers of Southern Iowa has developed an Integrated Co-occurring Treatment Program that is structured to meet fidelity. The program integrates outpatient mental health and substance abuse treatments into a single, cohesive package. Effective treatments are also individualized to address personal factors and stage of motivation, e.g., engaging people in services, helping them to develop motivation, and helping them to develop skills and supports for recovery. Pine Rest Mental Health also provides Integrated Co-occurring Treatment under the auspices of a SAMHSA grant.

Intensive Psychiatric Rehabilitation (IPR): The program assists individuals in developing and planning for long-term, recovery-focused goals in the areas of living, employment, education, and socialization. IPR provides group and individual services focused on building the skills necessary for success, satisfaction, and recovery. CROSS has two providers in the region providing IPR. One program; Senior Life Solutions is focused on senior citizens and is Medicare reimbursed offered out of Ringgold County Hospital and Decatur County Hospital. The second program, Central Iowa Recovery focuses on adults 18-65 years.

I-START: The CROSS Region is collaborating with the County Social Service Region in order to provide this service. I-START provides community-based prevention and intervention services to individuals, age 17 and older, with a diagnosis of IDD and co-occurring behavioral health needs. I-START stands for Systemic, Therapeutic, Assessment, Resources, and

Treatment. The goal of I-START is to help individuals remain in their home or community placement. I-START promotes person-centered approaches and training for individuals, families, and caregivers by applying core principles of positive psychology, utilization of therapeutic recreational experiences, and optimal utilization of existing resources through:

- Linkages with partners
- Engagement of service user, family, and other circles of support involvement
- Promotion of improved expertise across systems of care
- The utilization of services to designed to fill the gap

Peer Support: The Region contracts with the Integrated Health Homes for Peer support services. The Region supports the recruitment of peers and family members for training opportunities and is funding Family to Family training in those efforts. The Region funds employment opportunities through the ACT team as that program continues to develop. Peer Support Counseling will also be available at the Access Center. The Peer Support Specialist can serve as an advocate, provide information, help access community resources, and model competency in recovery and wellness. Peer Support Specialists promote skills for improving mental and physical wellbeing and increasing resiliency. They promote self-determination and support peers in maintaining relationships and increasing a higher level of control and satisfaction over their lives. As part of the region's Access Center operational structure, Peer Support Specialists will utilize the evidence-based practice of Illness Management and Recovery.

Transportation: Transportation service is funded by the Region through contracts with transportation providers. The region provides funding for transportation to mental health appointments, employment, and inpatient treatment. The Region has added contracts in this area to include crisis transportation to voluntary residential crisis services and involuntary placements through Central Iowa Juvenile Detention and Sheriff Departments.

Supportive Housing: Supportive housing is a combination of affordable housing and support services designed to help individuals and families use housing as a platform for health and recovery following a period of homelessness, hospitalization or incarceration or for youth with mental illness who are aging out of foster care. Safe and affordable housing is a need in the rural communities that comprise the CROSS Region. Funding for housing is provided for ACT Team participants if a need is identified and will be funded in FY20.

Warm Line: A peer operated warm line is a non-crisis service an individual can access to talk with someone with lived experience with mental, behavioral health, substance use, and trauma issues. The line provides a resource for individuals experiencing emotional distress but are not in crisis. The warm line provides non-judgmental listening, nondirective assistance information, referral, and triage when appropriate. This service may be a part of the Access Center if not available through the statewide Your Life Iowa phone line.

Intensive Residential Services: This services is currently in planning phase with intention of being in place by July 1, 2021.

The following chart is a listing of current CROSS MHDS Emergency services that provide 24-hour access to evaluation and crisis response.

Area	PROVIDER	ADDRESS	Phone
Clarke County	Cross Roads Mental Health	820 N. Main St. #1, Osceola, Iowa 50213	641- 342-4888
Clarke County	Clarke County Hospital – ITP services available	800 S. Fillmore St., Osceola, Iowa 50213	641- 342-2184
Decatur, Lucas, Wayne, Ringgold, Monroe	Community Health Centers of Southern Iowa (CHCSI)	Home Office: 302 NE 14 th St, Leon, Iowa 50144	641- 446-2383
Decatur County	Decatur County Hospital – ITP services available	1405 NW Church, Leon, Iowa 50144	641- 446-4871
Lucas County	Lucas County Hospital – ITP services available	1200 N. 7 th St., Chariton, Iowa 50049	641- 774-3000
Marion County	Knoxville Area Community Hospital – ITP services available	1002 S. Lincoln ST. Knoxville, Iowa 50138	641-842-2151
Marion County	Pella Regional Hospital	1208 N. Lincoln St. Pella, Iowa 50219	641-828-3832
Marion County	Optimae Lifeservices,	301 West Burlington Ave., Fairfield, Iowa 52556	641-472-5771
Marion County	Pine Rest Christian Mental Health	2611 Washington, Pella, Iowa 50219	641-628-9599
Monroe County	Monroe County Community Hospital – ITP services available	6580 165 th St., Albia, Iowa 52531	641- 932-2134
Ringgold County	Ringgold County Community Hospital – ITP services available	504 Cleveland St., Mount Ayr, Iowa 50854	641- 464-3226
Wayne County	Wayne County Hospital – ITP services available	417 S. East St., Corydon, Iowa 50060	641- 872-2260
All 7 Counties in Region	(ITP) Integrated Telehealth Partners	2829 Westown Pkwy. Ste. 220 West Des Moines, Iowa 50266	855-270-3625
All 7 Counties in Region	Foundation 2 – 24-hour access crisis line	1714 Johnson Ave NW, Cedar Rapids, IA 52405	319-362-1170
All 7 counties in Region	Hope Wellness Center -CSRS	PO Box 458, Woodward, IA 502276	515-438-2331
All 7 counties in Region	Southern Iowa Mental Health Center	1527 Albia Road Ottumwa, IA 52501	641-814-8730
Civil Commitment	Mary Greely Medical Center	1111 Duff Ave., Ames, IA 50010	(515) 239-2155
All 7 counties in Region to be served upon opening Fall 2019	Community Health Center of Southern Iowa-Access Center will be applying for accreditation of the following services including but not limited to: Crisis Stabilization Residential Services, Subacute services, 23-hour observation and holding and mobile crisis. CHCSI is already a provider of diagnostic evaluation services, psychotherapy evaluation services, inpatient therapy and psychiatric services.	229 W. Washington, Osceola IA 50213	641-446-2383
All 7 counties in Region	Resources for Human Development (RHD)-Assertive Community Treatment, Supportive Housing	1514 N. Lincoln Unit A Knoxville, IA 50138	641-632-2678
N/A	Intensive Residential Services in planning phase, no provider is currently offering this service.	N/A	N/A

SCOPE OF SERVICES ~ BUDGET and FINANCING PROVISIONS

The annual budget and planning process are utilized to identify and implement core disability service improvements. The CROSS MHDS Region collaborates with stakeholders to assess need and to advocate for adequate funding for services and supports in the initial core and additional core service domains. The FY20 budget was developed by the Technical Assistance Team and submitted to the Governing Board for final approval. Utilization data from the Community Services Network, provider network, and strategic plan are reviewed annually as part of the budgeting process. The team also utilizes input gathered throughout the year from the Advisory Committee, provider groups, surveys and assessments to identify gaps and/or barriers in services or access.

The CROSS MHDS Region funds services not otherwise covered by private insurance and Medicaid programs. Individuals can access their fullest support by combining funding through Region, State and Federal funding. CROSS MHDS is responsible for services that are authorized in accordance with the Regional Management Plan and within the constraints of budgeted dollars. Services funded by the Region are subject to change, including reduction or termination with the development of the annual budget each fiscal year. The Regional Management Plan and Policy & Procedure manual addresses mandated services access standards.

The County Rural Offices of Social Services Chief Executive Officer (CEO) proposed the FYE 2020 budget on January 29, 2019, and at that time the County Rural Offices of Social Services Regional Governing Board adopted the budget. The CROSS MHDS Region CEO/CFO is responsible for managing and monitoring the adopted budget.

Annually, the CEO/CFO for CROSS MHDS Region 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 the form of the CROSS MHDS Annual Report.

The chart below represents the core services as described in 441-25.1(331) and additional services offered in CROSS MHDS Region. A description of the service is included as well as the projected funding need for Fiscal Year 2020. A "\$0" or "-projection indicates that the region does not expect any expenses in this area since they are covered by other funding sources; however, should a need arise in these service domains, funding will be made available for those core services not covered. Access standards in IAC 441-25.3(331) have been considered in the formation of the budget and are based on the projected need in the region. It is felt that access standards will be met based on the number of providers, their locations, historical data and input from the stakeholders. An individual is expected to utilize all other federal, state, and private insurance coverage before the region will be considered as a funder for any available service. By utilizing all available funding sources, it is the intention of CROSS MHDS to effectively,

responsibly and efficiently utilize its resources in order to cover as many individuals as possible and provide a wide range of mental health and disability services.

FY 2020 Budget	CROSS MHDS Region	MI (40)	ID(42)	DD(43)	BI (47)	Admin (44)	Total	State or Other Funding Sources to be Used to Meet Service Need
Core Domains								
COA	Treatment							
42305	Mental health outpatient therapy	\$ -	\$ -	\$ -	\$ -		\$ -	Medicaid, Insurance
42306	Medication prescribing & management	\$ 30	\$ -	\$ -	\$ -		\$ 30	Medicaid, Insurance
43301	Assessment & evaluation	\$ -	\$ -	\$ -	\$ -		\$ -	Medicaid, Insurance
71319	Mental health inpatient therapy-MHI	\$ 52,000	\$ -	\$ -	\$ -		\$ 52,000	Medicaid, Insurance
73319	Mental health inpatient therapy	\$ 15,000	\$ -	\$ -	\$ -		\$ 15,000	Medicaid, Insurance
Crisis Services								
32322	Personal emergency response system	\$ -	\$ -	\$ -	\$ -		\$ -	Medicaid, Insurance
44301	Crisis evaluation	\$ 130,000	\$ -	\$ -	\$ -		\$ 130,000	Medicaid, Insurance
44302	23 hour crisis observation & holding	\$ 24,800	\$ -	\$ -	\$ -		\$ 24,800	Medicaid, Insurance
44305	24 hour access to crisis response	\$ -	\$ -	\$ -	\$ -		\$ -	Medicaid, Insurance
44307	Mobile response	\$ 300,000	\$ -	\$ -	\$ -		\$ 300,000	
44312	Crisis Stabilization community-based services	\$ -	\$ -	\$ -	\$ -		\$ -	Medicaid, Insurance
44313	Crisis Stabilization residential services	\$ 24,800	\$ -	\$ -	\$ -		\$ 24,800	Medicaid, Insurance
44396	Access Centers: start-up / sustainability	\$ 710,735	\$ -	\$ -	\$ -		\$ 710,735	
Support for Community Living								

32320	Home health aide	\$ 3,500	\$ -	\$ -	\$ -		\$ 3,500	Medicaid, Insurance
32325	Respite	\$ -	\$ -	\$ -	\$ -		\$ -	Medicaid
32328	Home & vehicle modifications	\$ -	\$ -	\$ -	\$ -		\$ -	Medicaid
32329	Supported community living	\$ 90,000	\$ 72,000	\$ 2,500	\$ -		\$ 164,500	Medicaid
42329	Intensive residential services	\$ 25,000	\$ -	\$ -	\$ -		\$ 25,000	Medicaid, Insurance
	Support for Employment							
50362	Prevocational services	\$ -	\$ -	\$ -	\$ -		\$ -	Medicaid
50364	Job development	\$ -	\$ -	\$ -	\$ -		\$ -	Medicaid
50367	Day habilitation	\$ 20,000	\$ 8,000	\$ 3,000	\$ -		\$ 31,000	Medicaid
50368	Supported employment	\$ -	\$ -	\$ 1,000	\$ -		\$ 1,000	Medicaid
50369	Group Supported employment-enclave	\$ -	\$ -	\$ -	\$ -		\$ -	Medicaid
	Recovery Services							
45323	Family support	\$ 25,000	\$ -	\$ -	\$ -		\$ 25,000	Medicaid
45366	Peer support	\$ 25,000	\$ -	\$ -	\$ -		\$ 25,000	Medicaid
	Service Coordination							
21375	Case management	\$ -	\$ -	\$ -	\$ -		\$ -	Medicaid
24376	Health homes	\$ -	\$ -	\$ -	\$ -		\$ -	Medicaid
	Sub-Acute Services							
63309	Subacute services-1-5 beds	\$ 540,000	\$ -	\$ -	\$ -		\$ 540,000	Medicaid, Insurance

64309	Subacute services-6 and over beds	\$ 24,800	\$ -	\$ -	\$ -		\$ 24,800	Medicaid, Insurance
	Core Evidenced Based Treatment							
04422	Education & Training Services - provider competency	\$ 35,500	\$ -	\$ -	\$ -		\$ 35,500	Medicaid
32396	Supported housing	\$ -	\$ -	\$ -	\$ -		\$ -	Section, Comm Prog
42398	Assertive community treatment (ACT)	\$ 122,568	\$ -	\$ -	\$ -		\$ 122,568	Medicaid
45373	Family psychoeducation						\$ -	Medicaid, Insurance
	Core Domains Total	\$ 2,168,733	\$ 80,000	\$ 6,500	\$ -		\$ 2,255,233	
	Mandated Services							
46319	Oakdale	\$ 5,400	\$ -	\$ -	\$ -		\$ 5,400	Medicaid
72319	State resource centers	\$ -	\$ -	\$ -	\$ -		\$ -	Medicaid
74XXX	Commitment related (except 301)	\$ 110,000	\$ -	\$ -	\$ -		\$ 110,000	
75XXX	Mental health advocate	\$ 45,431	\$ -	\$ -	\$ -		\$45,431	
	Mandated Services Total	\$ 160,831	\$ -	\$ -	\$ -		\$ 160,831	
	Additional Core Domains							
	Justice system-involved services							
25xxx	Coordination services	\$ -	\$ -	\$ -	\$ -		\$ 28,100	
44346	24 hour crisis line**	\$ 58,428	\$ -	\$ -	\$ -		\$ 58,428	
44366	Warm line**	\$ 25,000	\$ -	\$ -	\$ -		\$ 25,000	

46305	Mental health services in jails	\$ 28,100	\$ -	\$ -	\$ -		\$ 28,100	
46399	Justice system-involved services-other	\$ -	\$ -	\$ -	\$ -		\$ -	
46422	Crisis prevention training	\$ 2,000	\$ -	\$ -	\$ -		\$ 2,000	
46425	Mental health court related costs	\$ -	\$ -	\$ -	\$ -		\$ -	
74301	Civil commitment prescreening evaluation	\$ -	\$ -	\$ -	\$ -		\$ -	
	Additional Core Evidenced based treatment							
42366	Peer self-help drop-in centers	\$ -	\$ -	\$ -	\$ -		\$ -	Medicaid
42397	Psychiatric rehabilitation (IPR)	\$ -	\$ -	\$ -	\$ -		\$ -	Medicaid
	Additional Core Domains Total	\$ 113,528	\$ -	\$ -	\$ -		\$ 113,528	
	Other Informational Services							
03371	Information & referral	\$ -	\$ -	\$ -	\$ -		\$ -	
04372	Planning and/or Consultation (client related)	\$ -	\$ -	\$ -	\$ -		\$ -	
04377	Provider Incentive Payment	\$ 20,000					\$ 20,000	
04399	Consultation Other	\$ -	\$ -	\$ -	\$ -		\$ -	
04429	Planning and Management Consultants (non-client related)	\$ -	\$ -	\$ -	\$ -		\$ -	
05373	Public education	\$ 10,295	\$ -	\$ -	\$ -		\$ 10,295	
	Other Informational Services Total	\$ 30,295	\$ -	\$ -	\$ -		\$ 30,295	

Essential Community Living Support Services								
06399	Academic services	\$ -	\$ -	\$ -	\$ -		\$ -	
22XXX	Services management	\$ 545,812	\$ 139,000	\$ -	\$ -		\$ 684,812	
23376	Crisis care coordination	\$ 130,000	\$ -	\$ -	\$ -		\$ 130,000	
23399	Crisis care coordination other	\$ -	\$ -	\$ -	\$ -		\$ -	
24399	Health home other	\$ -	\$ -	\$ -	\$ -		\$ -	Medicaid
31XXX	Transportation	\$ 71,000	\$ 5,000	\$ 8,000	\$ -		\$ 84,000	Medicaid
32321	Chore services	\$ -	\$ -	\$ -	\$ -		\$ -	Medicaid
32326	Guardian/conservator	\$ 1,000	\$ -	\$ -	\$ -		\$ 1,000	Legal Aid
32327	Representative payee	\$ -	\$ -	\$ -	\$ -		\$ -	
32335	CDAC	\$ -	\$ -	\$ -	\$ -		\$ -	Medicaid
32399	Other support	\$ -	\$ -	\$ -	\$ -		\$ -	
33330	Mobile meals	\$ -	\$ -	\$ -	\$ -		\$ -	Medicaid
33340	Rent payments (time limited)	\$ 5,000	\$ -	\$ -	\$ -		\$ 5,000	Section and State Subsidy
33345	Ongoing rent subsidy	\$ 185,000	\$ -	\$ -	\$ -		\$ 185,000	Section and State Subsidy
33399	Other basic needs	\$ 2,000	\$ -	\$ -	\$ -		\$ 2,000	GA, community resources

41305	Physiological outpatient treatment	\$ -	\$ -	\$ -	\$ -		\$ -	Medicaid
41306	Prescription meds	\$ 5,000	\$ -	\$ -	\$ -		\$ 5,000	Medicaid
41307	In-home nursing	\$ -	\$ -	\$ -	\$ -		\$ -	Medicaid
41308	Health supplies	\$ -	\$ -	\$ -	\$ -		\$ -	Medicaid
41399	Other physiological treatment	\$ -	\$ -	\$ -	\$ -		\$ -	Medicaid
42309	Partial hospitalization	\$ -	\$ -	\$ -	\$ -		\$ -	
42310	Transitional living program	\$ -	\$ -	\$ -	\$ -		\$ -	
42363	Day treatment	\$ -	\$ -	\$ -	\$ -		\$ -	Medicaid
42396	Community support programs	\$ -	\$ -	\$ -	\$ -		\$ -	
42399	Other psychotherapeutic treatment	\$ -	\$ -	\$ -	\$ -		\$ -	Medicaid
43399	Other non-crisis evaluation	\$ -	\$ -	\$ -	\$ -		\$ -	Medicaid
44304	Emergency care	\$ -	\$ -	\$ -	\$ -		\$ -	Medicaid
44399	Other crisis services	\$ -	\$ -	\$ -	\$ -		\$ -	Medicaid
45399	Other family & peer support	\$ -	\$ -	\$ -	\$ -		\$ -	Medicaid
46306	Psychiatric medications in jail	\$ -	\$ -	\$ -	\$ -		\$ -	
50361	Vocational skills training	\$ -	\$ -	\$ -	\$ -		\$ -	
50365	Supported education	\$ -	\$ -	\$ -	\$ -		\$ -	

50399	Other vocational & day services	\$ -	\$ -	\$ -	\$ -		\$ -	Medicaid
63XXX	RCF 1-5 beds (63314, 63315 & 63316)	\$ 20,000	\$ -	\$ -	\$ -		\$ 20,000	
63XXX	ICF 1-5 beds (63317 & 63318)	\$ -	\$ -	\$ -	\$ -		\$ -	
63329	SCL 1-5 beds	\$ 15,000	\$ -	\$ -	\$ -		\$ 15,000	
63399	Other 1-5 beds	\$ -	\$ -	\$ -	\$ -		\$ -	
	Essential Comm Living Support Services Total	\$ 979,812	\$ 144,000	\$ 8,000	\$ -		\$ 1,131,812	
	Other Congregate Services							
50360	Work services (work activity/sheltered work)	\$ -	\$ -	\$ -	\$ -		\$ -	
64XXX	RCF 6 and over beds (64314, 64315 & 64316)	\$ 300,000	\$ 18,600	\$ -	\$ -		\$ 318,600	
64XXX	ICF 6 and over beds (64317 & 64318)	\$ -	\$ -	\$ -	\$ -		\$ -	
64329	SCL 6 and over beds	\$ -	\$ 80,000	\$ -	\$ -		\$ 80,000	
64399	Other 6 and over beds	\$ -	\$ -	\$ -	\$ -		\$ -	
	Other Congregate Services Total	\$ 300,000	\$ 98,600	\$ -	\$ -		\$ 398,600	
	Administration							
11XXX	Direct Administration					362014	\$ 362,014	
12XXX	Purchased Administration					21427	\$ 21,427	
	Administration Total					\$ 383,441	\$ 383,441	

	Regional Totals	\$ 3,759,199	\$ 322,600	\$ 14,500	\$ -	\$ 383,441	\$ 4,473,740	
(45XX-XXX)County Provided Case Management							\$ -	
(46XX-XXX)County Provided Services							\$ -	
	Regional Grand Total						\$ 4,473,740.00	
Transfer Numbers (Expenditures should only be counted when final expenditure is made for services/administration. Transfers are eliminated from budget to show true regional finances)								
13951	Distribution to MHDS regional fiscal agent from member county						\$ -	
14951	MHDS fiscal agent reimbursement to MHDS regional member county						\$ 109,300	
** 24 hour crisis line and warm line are transitioning from additional core to state wide core services with state funding.								

REVENUE BUDGET

FY 2020 Budget	CROSS MHDS Region		
Revenues			
	Projected Fund Balance as of 6/30/19	2,645,436	
	Local/Regional Funds		\$ 3,064,584
10XX	Property Tax Levied	3,064,584	
12XX	Other County Taxes		
16XX	Utility Tax Replacement Excise Taxes		
25XX	Other Governmental Revenues		
4XXX-5XXX	Charges for Services		
5310	Client Fees		
60XX	Interest		
6XXX	Use of Money & Property		
8XXX	Miscellaneous		
92XX	Proceeds /Gen Fixed assets sales		
	State Funds		\$ -
21XX	State Tax Credits		
22XX	Other State Replacement Credits		
2250	MHDS Equalization		
24XX	State/Federal pass thru Revenue		
2644	MHDS Allowed Growth // State Gen. Funds		
2645	State Payment Program		
29XX	Payment in Lieu of taxes		
	Federal Funds		\$ -
2344	Social services block grant		
2345	Medicaid		
	Other		
	Total Revenues	5,710,020	\$ 3,064,584

Total Funds Available for FY20	\$ 5,710,020
FY20 Projected Regional Expenditures	\$ 4,473,740
Projected Accrual Fund Balance as of 6/30/20	\$ 1,236,280

Levy Information by Member County

County	2017 Est. Pop.	Regional Per Capita	FY20 Max Levy	FY20 Actual Levy	Actual Levy Per Capita
Clarke	9,374	39.13	366,805	366,805	39.13
Decatur	7,950	39.13	311,084	311,084	39.13
Lucas	8,534	39.13	333,935	333,935	39.13
Marion	33,105	39.13	1,295,399	1,295,399	39.13
Monroe	7,845	39.13	306,975	306,975	39.13
Ringgold	5,034	39.13	196,980	196,980	39.13
Wayne	6,476	39.13	253,406	253,406	39.13
Region	78318		3064583	3064584	39.13

Region Fund Structure

In FY 2019 the CROSS Region changed its funding structure from risk pool to regional pool of operational funds. The member counties continue to maintain a Fund 10 account for administrative costs to cover salaries, benefits, and office expenditures. All member counties are currently in agreement to adopt the maximum levy for FY20.

Financial Forecasting

Historical service utilization is the starting point for the financial projections of the CROSS Region. While this starting point is extremely useful recent and ongoing changes in the system pose many nuances to the financial planning process. Changes in the system such as; uptake of the Iowa Health and Wellness Plan, Medicaid churn and implementation of the MCO's provide challenges to relying solely on historic data. Throughout the year CROSS MHDS staff, the regional Advisory Board and local stakeholders identify unmet needs and areas for service development, while accounting for legislative action and development of required core services. The region actively forecasts for new services and in part bases cost estimates from providers who offer similar services and programming.

The region will be expanding access to Crisis Services through the development of the Access Center which will incorporate crisis stabilization residential, sub-acute, 23-hour hold, crisis evaluation and assessment, mobile crisis, peer support and warm line. In addition, the Region will be developing services to support the Stepping Up initiative through development of jail services to expand jail diversion and re-entry services. The Region will also continue to advance the use of Evidenced Based Practices and Quality Service Development and Assessment.

Provider Reimbursement Provisions

The CROSS Region has a contracting process in place for current, new and potential providers of services. All contractors are required to meet applicable licensure, accreditation or certification standards. All contracts will have an applicable access standard incorporated into the contract with reporting requirements. All contracts and associated documentation will be kept in a central file located in the office of the Region's CEO.

Based on contracting criteria, the CROSS Region will contract with MHDS providers whose base of operation is in the Region to meet the service needs of the population. The Region may also honor contracts that other Regions have negotiated with their local providers and 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. A non-traditional provider may be an individual, organization and/or business who deliver services in the consumer's home and/or other community setting. Non-traditional providers typically are individuals, organizations, or businesses which do not provide MH/ID/DD services as a part of their normal business. Instances may arise where a nontraditional service provider arrangement is more appropriate and less restrictive for the individuals being served, these arrangements will be reviewed on a case by case basis.

At this time, the CROSS utilizes fee-for-service funding as well as limited block grants for specific activities where billing based on individuals is impractical (example: emergency

services, 24-hour telephone response, etc.) The region may choose to utilize start up grant funding for new services issued through an RFP process. In rare circumstances funding mechanisms utilized by CROSS may include vouchers and other non-traditional means to fund services. CROSS provides funding by identifying and incorporating all available funding and insurance resources in its system of care. Care coordinators within the region will assess eligible applicants' resources, insurance, family and community supports and will utilize all sources of funding prior to accessing regional funds.

In FY 18, CROSS began implementing value-based contracting with the intention to begin transitioning from fee for service contracting to a value-based system. The ambition of the project is to recompense providers that yield better outcomes for the individuals served by their agency. The CROSS Regional Board has approved allocation of \$20,000 towards value-based contracting for FY 20. Value Based contract dollars are awarded based on each agency's overall evaluation percentage of applicable outcome areas. After the data is validated by chart review, the providers will receive a percentage of the \$20,000 based on outcome measurements. Providers who score below acceptable outcome levels are required to submit an improvement plan. Providers receiving value-based dollars are also required to submit to the Region how those dollars will be utilized. At least 75% of the dollars awarded must be paid directly to direct staff and direct support supervisors.

As part of the Region's value-based contracting, we participate in the (QSDA) Quality Services Data Assessment work groups and have incorporated the standardized outcomes within our process. The region continues to work with the Department of Human Services - MHDS to reporting evidence-based practices and provider compliance with service access standards as outlined in IAC 441-25.3.

CROSS has identified the following providers currently contracting with the region. Additional providers may be added throughout the year as services are developed to meet the continuum of service needs of individuals. Three Integrated Health Homes have been authorized in our region; we currently have contracts with two.

This plan was approved by the CROSS Regional Governing Board on 2/26/2019.

PROVIDER NETWORK	
CORE: Outpatient Mental Health Services, Peer Support, Evaluation, Family Support, Health Homes	
Community Health Centers of Southern Iowa, Health Home, Peer support, family support, Crisis Evaluation, Outpatient mental health services, medication prescribing and management, twenty-four-hour access to crisis response, assessment and evaluation.	Home Office: 302 NE 14 th St, Leon, Iowa 50144 Ph: 641-446-2383 Satellite offices located in: Albia, Chariton, Corydon, Lamoni
Cross Roads	820 N. Main St. #1, Osceola, Iowa 50213 Ph: 641-342-4888

Health Home, Peer support, family support, Crisis Evaluation, Outpatient mental health services, medication prescribing and management, twenty-four-hour access to crisis response, assessment and evaluation.	
Integrative Counseling Services Psychiatric diagnostic evaluation, Psychotherapy individual, family member, Psychotherapy for Crisis, Outpatient Counseling.	307 W Main Street, Knoxville, Iowa 50138 Ph: 641-267-1340
Optimae Lifeservices Psychiatric Diagnostic Evaluation, Outpatient mental health counseling, crisis evaluation and counseling, group therapy, Psychological testing and Peer Support.	301 West Burlington, Fairfield, Iowa 52556-3242 PH: 641-472-5771 Satellite offices located in; Chariton, Knoxville
Pine Rest Christian Mental Health Psychiatric Diagnostic Evaluation, Psychotherapy – outpatient, Crisis psychotherapy, group therapy, Psychological testing.	2611 Washington, Pella Iowa 50219 PH: 641-628-9599
CORE: Inpatient mental health treatment Mental Health Institutes and Hospitals	
Mary Greeley Medical Center	1111 Duff Ave., Ames Iowa 50010 Ph: 515-239-2155
CORE: CRISIS INTERVENTION SERVICES	
Foundation 2 24 hour / 365days- Crisis Line	1714 Johnson Ave NW, Cedar Rapids, IA 52405 Phone: 319-362-1170
Integrated Telehealth Partners Crisis evaluation, Psychiatric evaluation	2829 Westown Pkwy. Ste. 220 West Des Moines, Iowa 50266 PH: 319-362-1170
CORE: Day Habilitation, SCL, Home Community Based Services, Respite	
MOSAIC –ID only - SCL, Day Hab	405 East Mc Lane St., Osceola, Iowa 50213
New Horizons – MI, BI, ID populations Supported Community Living - Hourly	220 N. Douglas, Afton, IA 50830-7723 PH: 641-347-8010
Southern Iowa Independent Living SCL – hourly and daily (MI, ID populations)	PO Box 1066, Centerville, Iowa 52544 PH: 641-895-6894
Southern Iowa Resources for Families – Hab, BI, D/D and ID populations - SCL, Respite, Day Habilitation	1605 W 1 st St., Leon, Iowa 50144, Ph: 641-446-6808 103 S. Lafayette St., Corydon, Iowa, 50060 Ph: 641-872-1411
Christian Opportunities Center Supported Community Living (SCL)-hourly, (ID, BI, MI populations); Day Habilitation (MI, ID populations)	1553 Broadway, Box 347, Pella, IA 50219 PH: 641-628-8087
Crest Services – Hab, BI, D/D and ID populations SCL – daily and hourly, respite, CDAC, RCF	1221 Brookdale, Chariton, Iowa 50049 Ph: 641-774-5291
Ringgold County Supportive Services - ID pop only – Day habilitation	507 South Henderson Dr, Mount Ayr, IA 50854 Ph: 641-464-2067
Tenco Industries – ID, MI, BI populations Supported Community Living: hourly and 24 hour Respite – individual (ID and BI) and group (ID) Day Habilitation - ID Adult Day Care - ID	710 Gateway Dr., Ottumwa, IA 52501 PH: 641-682-8114
Optimae LifeServices: SCL-daily and hourly; respite, Day Habilitation (ID), Hab, evening program (MI), ID, BI, MI populations	301 West Burlington, Fairfield, IA 52556 1711 Osceola Ave. Ste 104, Chariton, Iowa 50049-1516 PH: 641-217-8157

CORE: Employment Services: Job development, prevocational services, supported employment	
Christian Opportunities Center Pre-vocational Services, supported employment (MI population)	1553 Broadway, Box 347, Pella, IA 50219 PH: 641-628-8087
MOSAIC – ID population only Job development, prevocational services, supported employment, Project Search	405 East Mc Lane St., Osceola, Iowa 50213 Ph: 641-342-6015
Southern Iowa Resources for Families Job development, prevocational services, supported employment	1605 W 1 st St., Leon, Iowa 50144 Ph: 641-446-6808 103 S. Lafayette St., Corydon, Iowa 50060 Ph: 641-872-1411
Ragtime- ID and MI population- Job development, prevocational services, supported employment	116 North 2 nd Street, Albia, Iowa 52531 Ph: 641-932-7813
Tenco Industries – ID, BI populations Pre-vocational, Job coaching	710 Gateway Dr., Ottumwa, IA 52501 PH: 641-682-8114
Optimae LifeServices: Supported Employment, Job Coaching, Job Development,	301 West Burlington, Fairfield, IA 52556 1711 Osceola Ave., Chariton, Iowa 50049-1516 PH: 641-774-2133
CORE: HOME HEALTH AIDE	
Clarke County Public Health	134 W Jefferson St., Osceola, IA 50213 Phone: 641-342-3724
Decatur County Public Health	207 NE Idaho St., Leon, IA 50144 Phone: 641-446-7178
Lucas County Public Health	123 S. Grand, Chariton IA, 50049 Phone: 641-774-4312
Monroe County Public Health	1801 South B Street, Albia, IA 52531 Phone: 641-932-7191
Ringgold County Public Health	119 S. Fillmore, Mt. Ayr., IA 50854 Phone: 641-464-0691
Wayne County Public Health	417 S. East St., Corydon, IA 50060 Phone: 641-872-1167
CORE: Home and Vehicle Modification	
Hammer Medical Supplies	1801 2 nd Ave., Des Moines, IA 50314 Phone: 515-213-2886
CORE: Personal Emergency Response System	
Connect America	One Belmont Avenue, Suite 1205 Bala Cynwyd, PA 19004 President Healthcare Division: Richard Brooks

Additional Services:	Residential Care Facilities
Brees Rest Home – ID, MI populations	210 Washington Ave. E., Albia, Iowa 52531 Ph: 641-932-5517
Knoxville/Pleasant Hill Residential – ID, MI Populations	PO Box 287, Knoxville, Iowa 50138 PH: 641-842-4618 Pleasant Hill Residential, PO Box 57010, Pleasant Hill, IA 50317
New Venture – ID, MI populations	401 S. Washington, Corydon, Iowa 50060 Ph: 641-872-1524
Ringgold County Group Home – ID population	111 Ringgold St., Mt. Ayr, Iowa 50854 Phone: 641-464-2871
Tenco Industries – ID, BI populations	710 Gateway Dr., Ottumwa, IA 52501 PH: 641-682-8114

Work Activity: At the end of FY 18, CROSS Region made the decision to no longer fund work activity service due to Olmstead.