

**Marshall County
Central Point of Coordination Office
Courthouse Annex, 101 East Main St.
Marshalltown, IA 50158
Phone # 641-754-6390
Fax # 641-754-6391
E-mail Address cpc@co.marshall.ia.us**

**Mental Health & Developmental Disability Services
County Management Plan
I. Consumer Handbook**

INTRODUCTION

The purpose of this handbook is to explain how we provide, fund and deliver mental health and developmental disability services in Marshall County. It is written as a guide for consumers, their families, friends and advocates. It is also a guide for service providers, administrators, and others interested in these important matters.

This handbook has been written to answer many of the basic questions and concerns you may have about how these programs work in Marshall County. The planning and funding of services is an ongoing process that has to adapt to the changing needs of the consumers. We want to work closely with you whether you are applying for the first time, or asking us to renew services and funding. Our goal is to meet your particular strengths, abilities, priorities and needs and ensure that services are cost effective. Regrettably, our resources and funding are limited. Because of this, we can not honor or fund every request for services and supports.

We encourage you to contact us if you need more information, help or referrals or need to access this information in alternate formats.

FOR EMERGENCIES:

**CALL CENTER ASSOCIATES 641-752-1585
AFTER HOURS - 641-752-8467**

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How does the system work?

Consumer empowerment is our goal. It is essential that individuals have freedom of choice, and take an active role in deciding what services and supports they need and how those services are to be delivered.

Our office is called the Central Point of Coordination (CPC). We act as the gatekeeper to a countywide system of services and supports by taking applications, making eligibility decisions, evaluating the needs of individuals, and working to create and implement a service funding plan. We are part of the county's Central Point of Coordination process, and we report to the Marshall County Board of Supervisors.

We also cooperate and enter into contracts with other agencies, organizations and service providers. Providers are public and private companies, professionals and facilities that deliver a wide range of services. They might be businesses that operate transportation or para-transit systems; hospitals with a mental health, or long-term care facilities; practitioners such as counselors and therapists, home health care agencies, independent living centers, or job assistance coaches. Most providers in this county can assist you with information about the Central Point of Coordination and can assist you in making an appointment with our office. You can find a list of providers on pages 9-11 of the strategic plan or by asking at the CPC office.

Where do I go for services?

Emergency Services

Marshall County shall have emergency mental health services that provide for timely response to consumers' emergency condition. An emergency is defined as a life endangering action or condition.

- Center Associates can be reached 24-hours a day by calling 641-752-1585 during the day and 641-752-8467 after hours.
- Emergency hospital admissions will be accomplished through either the Law enforcement, or through the local hospital emergency room with pre-screening provided by Center Associates.
- Center Associates will pre-screen all patients for voluntary admissions to the Mental Health Institute.

Notification of all hospital admissions will be made to the CPC within the next business day following the admission by the hospital and the Mental Health Center.

The CPC staff will arrange to have an application completed by the admitting facility within 24 hours of admission and forwarded to the Marshall County CPC by the next business day.

Marshall County will provide for evaluations for persons committed by Marshall County under Chapter 229 at Cherokee Mental Health Institute, Broadlawns Medical Center or Ellsworth Municipal Hospital.

Non-Emergency

County funded support services can be accessed through the places listed below, however any provider or community resource may refer you or assist you in making an appointment.

Marshall County Central Point of Coordination Phone: 641-754-6390
Courthouse Annex Fax: 641-754-6391
101 East Main St. Email: cpc@co.marshall.ia.us
Marshalltown, IA 50158 Hours: 8:00 A.M. to 4:30 P.M.

Center Associates Phone: 641-752-1585
9 North 4th Avenue **Emergency: 641-752-8467**
Marshalltown, IA 50158

Case Management Phone: 641-844-1510
Department of Human Services
206 West State Street
Marshalltown, IA 50158

Ellsworth Municipal Hospital Phone: 800-933-5169
110 Rocksylvania Avenue
Iowa Falls, IA 50126

How do I know if I am eligible?

All Marshall County residents are eligible for free mental health information and referral services through Marshall County Central Point of Coordination regardless of clinical or financial need.

You can receive services if you meet our four eligibility requirements. The first requirement is that you have a diagnosed disability covered by the plan. We currently cover persons with a diagnosis of:

- **Mental Illness**
- **Mental Retardation**
- **Chronic Mental Illness**
- **Developmental Disability**

The second requirement is that you meet our income and resource financial eligibility guidelines. The third requirement is that the requested service or support is covered by the plan. The fourth requirement is that you work with the case manager or social worker to develop your individual case plan to identify your needs.

All immediate and essential needs will be met during the eligibility determination, ongoing or long term service needs will be addressed at the completion of your individualized service plan.

The following steps determine your eligibility for county funded services:

YOU MUST APPLY

To start the process, a written application must be completed and all necessary release of information forms to obtain verification of covered diagnosis and financial eligibility must be received.

You can do this at our offices, or at any one of the access points listed under “Where do I go for services”. We can also mail an application directly to you. Staff members can help you fill out the applications. If you like, you can bring along a friend, family member or other person familiar with your personal matters. A copy of our Application can be found on page 17.

You will be asked to provide information about disability, health, education, work history, income, benefits, insurance, and other matters. The application also requires us to gather information about others who live in your household or who are responsible for your support. We will also want to know where you have lived in the past, so we can determine if Marshall County has the responsibility to pay for the services and supports for which you qualify.

We will accommodate anyone who may have special needs in accessing services and filling out applications. (i.e. interpreter)

If you are ordered by the Court to be evaluated or involuntary committed for care and treatment, the CPC will work with the Court and facility where you were sent to determine how an application can be completed as soon as possible.

YOU MUST BE IN FINANCIAL NEED

Your average monthly income must be below 150% of the current Federal Poverty Guidelines and resources must not exceed \$2,000 cash (\$3,000 for married), a home, a car and an irrevocable burial trust fund.

Transferring ownership to gain eligibility is not allowed and may disqualify you or require payment towards service in the amount transferred. Medicaid guidelines will apply.

YOU MUST HAVE A COVERED DIAGNOSIS

You must have an established diagnosis of mental illness, chronic mental illness, mental retardation or developmental disability.

Mental Health/Mental Illness (MI):

People who have a current diagnosis of a mental illness as defined in the Diagnostic and Statistical Manual, Fourth Edition (DSM IV). Diagnoses which fall into this category include, but are not limited to, the following: schizophrenia, major depression, bipolar disorder, adjustment disorder, and personality disorder. Also included are organic disorders such as dementia's, substance-induced disorders, and "other" organic disorders, including physical disorders such as brain tumors. (Excluded are V Code diagnoses, psychoactive substance use disorders, and developmental disorders.)

Chronic Mental Illness (CMI):

Persons 18 years of age or over, with a persistent mental or emotional disorder that seriously impair their functioning relative to such primary aspects of daily living as personal relations, living arrangements, or employment. People with chronic mental illness will typically have histories that meet at least one of the treatment history criteria and at least two of the functioning history criteria.

A. Treatment History Criteria: People with chronic mental illness will typically meet at least one of the following criteria:

1. Have undergone psychiatric treatment more intensive than outpatient care more than once in a lifetime(ex. Emergency services, alternative home care, partial hospitalization or inpatient hospitalization);

OR

2. Have experienced at least one episode of continuous, structured supportive residential care other than hospitalization.

AND

B. Functioning History Criteria: People with chronic mental illness will typically meet at least two of the following criteria on a continuous or intermittent basis for at least two years:

1. Are unemployed, employed in a sheltered setting, or have markedly limited skills and a poor work history.
2. Require financial assistance for out-of-hospital maintenance and may be unable to procure this assistance without help.
3. Show severe inability to establish or maintain a personal social support system.
4. Require help in basic living skills.
5. Exhibit inappropriate social behavior that results in demand for intervention by the mental health or judicial system.

*In atypical instances, a person may vary from the above criteria and could still be considered a person with chronic mental illness.

Persons with Mental Retardation(MR):

People with mental retardation have significantly sub-average general intellectual functioning existing concurrently with deficits in adaptive behavior, manifested during the developmental period. All of the following criteria must be met:

- A. A score of approximately 70 intelligence quotient (IQ) or below, as obtained by assessment with one or more of the individually administered general intelligence tests developed for the purpose of assessing intellectual functioning. *A full scale IQ of 70 allows for a +/- 5 points.
- B. Deficits in adaptive behavior, defined as the effectiveness or degree with which individuals meet the standards of personal independence and social responsibility expected for age and cultural group.
- C. Sub-average intellectual functioning and deficits in adaptive behavior are manifested during the developmental period, the time period between conception and the eighteenth birthday.

Developmental Disability (DD)

People with developmental disabilities have severe, chronic disabilities which meet all of the following criteria:

- A. Is attributable to a mental or physical impairment or combination of mental and physical impairments.
- B. Is manifested before the person attains age 22.
- C. Is likely to continue indefinitely
- D. *Result in substantial functional limitations in three or more of the following areas of life activities: self care/receptive and expressive language/learning/mobility/self-direction/capacity for independent living/economic self-sufficiency
- E. *Reflects the person's need for a combination and sequence of services which are of lifelong or extended duration and are individually planned and coordinated.

Note:

Any person receiving services found to be ineligible due to diagnosis criteria will not be eligible for additional services and current services will be reviewed with an attempt to provide alternative funding or alternative services. Current practice is to allow for a 30 to 60 day transition period. For some individuals it is recognized that a longer transition period may be necessary.

Your County of legal settlement must be determined

Your eligibility does not depend on legal settlement in Marshall County but you must provide information necessary to make that determination since it may effect the services available and the way your service is administered. Essentially legal settlement means having residence in a county for one full year without accessing community-based services after age eighteen. If you move to another county and retain legal settlement in Marshall County, a good faith effort will be made to provide services available to you under your county of residence MH/DD plan.

If you have State Case status, which means that you have not established legal settlement in any Iowa County, your case will be referred to the Department of Human Services for eligibility determination and service referral.

All immediate and essential needs will be met during the determination of legal settlement. Ongoing or long term service needs will be addressed at the completion of your individualized service plan in cooperation with the County of legal settlement or the State. Marshall County will continue the application process until the other County or the State takes the case or requests Marshall County to do service planning.

You will receive a Notice of Decision to tell you if You are Eligible

The CPC Administrator may refer the application to the Central Point of Coordination Social Worker or Department of Human Services Targeted Case Management services when appropriate. The social worker or case manager will further assess as necessary for eligibility determination, or referral will be made to other qualified mental health professionals for further assessment if necessary to determine eligibility

Within ten working days of receipt of a signed Central Point of Coordination Application, a notice will be sent to you or your legal guardian indicating that your application was approved, denied or pending. The notice will outline your right to appeal and the appeal procedure.

How are my services decided?

Once you are determined eligible for county funded mental health/developmental disability services a Central Point of Coordination social worker or Department of Human Services Targeted Case Manager will be assigned to you. Your social worker or case manager will work with you through the following process to determine how much and what kind of service you may receive.

Service Planning and Funding

Assessment

The social worker/case manager will do an assessment. (An assessment is information collected by interviewing you, and other interested people or providers of your choosing, to give the best picture of your needs; other professional assessments may be used instead or in addition to the social worker/case manager assessment.)

Team Meeting

Once we decide that you are eligible to receive services and supports, the next step is to develop a service plan individualized to your unique circumstances and priorities. To do that, we must learn more about you and assess your health care, treatment, employment, transportation, and other needs. The CPC Social Worker, or the DHS Targeted Case Manager will work with you and others that you have designated to be on your team to create a service plan tailored to your specific strengths, abilities and needs in the least restrictive setting possible. It is the policy of Marshall County to provide services to you with an emphasis on Community settings. If you agree, they may also speak with your family members, doctors, therapists, service providers, or other people involved in your day-to day affairs.

Continued Service Coordination:

Even after you begin to receive services, we will keep working with you to make sure that your services and supports continue to meet your changing needs. Case reviews will also be conducted. We are always open to suggestions, and we welcome your comments on how we can better serve you and others in our community. Feel free to contact us if you have questions, complaints, or compliments about us, about your providers, or about anyone else involved in our county's mental health and developmental disability system.

Funding Request and Funding Decision

When the plan is fully developed and it says that you need and would benefit from a County funded service, the case manager/social worker will submit your plan, and funding request to the Central Point of Coordination Administrator (CPCA).

The CPCA will approve, adjust, or deny the funding request based on the Individualized case plan or treatment plan. In any event, within 15 days working days after receiving the funding request you and the effected providers will be sent a written Notice of Decision. If funding is reduced or denied the reason will be stated along with their right to appeal and the procedure to do so.

It is the policy of Marshall County to pursue all benefits for which you are eligible for prior to expending County funds for services that are reimbursable through other funding sources as the County is the last source of funding.

When comparable programs or interventions are available, services not funded by the County will be utilized first.

Marshall County will fund the hospitals in the provider network only if a CPC application is received. If the consumer is over the income/resource guidelines, Marshall County will bill the consumer for reimbursement.

State Institutional costs, whether voluntary or court committed will be paid by the county as required; However each client shall be required to provide income and asset information to the Marshall County CPC for determination of allowable recoupment to Marshall County.

It is the policy of Marshall County to only fund the services and supports that are authorized in accordance with the process described in this plan including those that are required by law.

The CPC decision will not supersede approval of services mandated by federal or state; statute, code or rule.

It is possible that we will not have the funds to pay for all of the services that you need. If this happens, your name may be placed on a waiting list. You will be informed of the approximate time you may expect to be on the waiting list. (See question “What if I am approved but there is not enough money?” for details)

Many of the services are provided without cost to you. In some circumstances, depending on your income and resources, you will have to pay some of the costs. The notice of decision will spell out any costs that you are liable for. (See question “What will I have to pay” on page 14).

What services are available?

Marshall County has included a wide variety of services in this management plan to insure that there can be individualized services to meet the needs of the consumers in the least restrictive and cost effective approach. Some of the services include supported community living, residential, and vocational. A complete list of the services funded by the county can be found in the strategic plan.

At no time will the CPC deny services that are federal or state entitlements or mandates.

What other services are available?

Marshall County clients routinely access a variety of services which are not funded directly by Marshall County Central Point of Coordination funds. These community services will enhance the consumer's ability to remain in the least restrictive environment. The CPC office can help with referrals to these agencies or assistance with the application process.

- *Income assistance, Social Security and Department of Human Services (641-752-6741)
- *Low rent housing assistance, City of Marshalltown (641-754-5756)
- *Fuel assistance, Mid Iowa Community Action (641-753-5523)
- *Division of Vocational Rehabilitation (641-754-1400)
Employment, Training, Job Corps
- *Education, AEA6 (641-753-3564)
- *Court Services (641-754-1603)
- *Salvation Army (641-752-5236)
- *Substance Abuse Services
Substance Abuse Treatment Unit of Central Iowa (641-752-5421)
- *Emergency Food Box (641-753-0486)
- *Child Abuse Prevention Services (641-752-1730)
- *In-Home Nursing and Home Maker/Home Health Aide
Community Nursing Service (641-752-4611)
MMSC Home Care (641-754-6353)
- *Domestic Violence Alternatives/Sexual Assault Center (1-800-779-3512)
- *Primary Medical care
Marshalltown Free Clinic 1011 S. 3rd Avenue, Wednesday 6:30 p.m.
- *Individualized Resource Program, Marshalltown Community College (IRP)
(641-752-7106)
- *Marshall County General Assistance (641-754-6304)
- *Marshall County Commission of Veterans Affairs (641-754-6335)
- *Legal Services Corporation of Iowa (800-332-0419)
- *Adult Basic Education, Marshalltown Community College (641-752-7106)

Marshall County has met with many of the above agencies, have used them for referrals and have received referrals from them in order to best serve consumers in need.

Marshall County will work with other funding sources, service providers, consumers and their families or authorized representatives, and advocates to ensure that authorized services and supports are responsive to consumers needs and desires and are cost effective and will support each person in the least restrictive setting possible.

What if I am approved but there is not enough money?

The notice you receive, approving funding will indicate that you have been placed on the waiting list in the Marshall County Central Point of Coordination Office. The notice of decision will include how long you can expect to be on the waiting list.

Waiting List

You are placed on a waiting list if at the time of your application the Mental Health Services Fund is projected to be fully encumbered for the fiscal year (July 1st to June 30th) and the funding request is not mandated. If you are currently receiving services and seeking additional or different services you will also be placed on a waiting list if funds are not available.

Waiting list data will be made available during community planning sessions so that the service priorities can be assessed. As funds become available, people placed on the waiting list shall be approved for admission based on the following criteria.

- (1) People who, if they did not receive the service for which they are applying, would likely access a mandated service, shall be considered first.
- (2) People with the most severe need for service shall be considered next. Examples of “severe need” include: being homeless without the services, children in foster care who are becoming adults and ineligible for state funding, dependent adults in abusive or neglectful situations, situations where the caretaker is subject to violence or aggressiveness by the consumer. These individuals will be urged to use other appropriate community resources while waiting to utilize the Mental Health Services fund.
- (3) If all other criteria are equal, the applicant with the earliest date of application shall be considered next.
- (4) Admission to services is also dependent on the availability of the service, and situations could arise in which applicants who are lower on the order of criteria are admitted ahead of applicants who are higher on the order for the reason that the higher priority service is unavailable.

What if I have a problem?

If the problem is about the quality or amount of service you receive, contact your assigned case manager/social worker. They will talk to you about your options and arrange for a team meeting if necessary.

If you continue to be dissatisfied with the attempts to resolve your problem or if you disagree with a decision made about your eligibility or funding you may contact your case manager/social worker or the Central Point of Coordination Administrator (641-754-6390) and initiate the appeal process as follows:

MARSHALL COUNTY CENTRAL POINT OF COORDINATION
APPEAL PROCEDURES

1. Appeals from decisions regarding eligibility or service authorization shall be made in writing within 10 days of the notice of decision.
2. To initiate a review, the individual must send or hand deliver a written request for review to: Marshall County Central Point of Coordination 101 East Main St. Marshalltown, IA 50158.
3. The Marshall County CPC shall deliver to the individual, by certified mail, a written notice of the date and time set for the review.
4. The review will be held within ten (10) working days of the receipt of the request for review.
5. The individual or their designated representative has the right to appear in person at the review and present any evidence or documents in support of his/her position. If an individual or designated representative fails to appear for the scheduled review, the reviewer shall proceed and issue a decision. Any individual may waive the right to personally appear at the review and may present their case by documents only.
6. Within ten (10) working days of the review, the Marshall County CPC shall issue a written decision sent by certified mail that shall include a statement of the reasons supporting the decision. The decision may contain a recommendation to the Board of Supervisors for compromise pursuant to 230.17 Code of Iowa.
7. The written decision shall inform the individual of their right to further review by a three-person local review team. The Review Team will consist of the following:
 1. The chair of the MH/DD Advisory Committee, if that person has a conflict of interest with the case, the team will be represented by the vice-chair.
 2. A neutral provider of MH/DD services
 3. A third person to be selected by the chair that would have knowledge of services. (examples are an attorney or qualified mental health professional)
8. A request for further review by the review team shall be made by mailing or hand delivering a written notice to the MH/DD Advisory Board % Marshall County CPC 101 East Main Street Marshalltown, IA 50158 within ten (10) working days of receipt of the decision rendered by the Marshall County CPC.
9. The chair of the review team will send notice of the date and time of the review to the individual by certified mail. The review will be held within fifteen (15) working days from the receipt of the request. The review team will then send a notice of its decision within ten (10) working days of the review.

The CPC or the Review Team may decide to have the case reviewed by an outside consultant. In such cases, the review dates could be delayed and you would be notified by mail.

(new appeal procedure amendment 1-30-02)

What should I expect from my services?

- That they are available when you need them.
- That they respond to your individual needs.
- That you are involved in the planning of the services.
- That you have a choice of who provides the service.
- That you have a choice of where and with whom you live.
- That you have a choice of jobs and where you work.
- That you and your family are satisfied with the quality of your life and services.
- That your services lead to a greater independence.

We will strive to meet your expectations by involving you, your family and all interested people in the program planning, operations and evaluation of the mental health system.

What are my rights and responsibilities?

Rights

In addition to your constitutional rights you have the following specific rights:

- (1) The right to privacy, including the right to private conversation, and to confidentiality.
- (2) The right to appeal any staff or provider action.
- (3) The right to enter into contracts.
- (4) The right to decline all or part of the services.

People with mental illness, chronic mental illness, mental retardation and other developmental disabilities have the same fundamental rights as all persons. Rights can be limited only with the informed consent of the consumer's guardian or legal authorities within the following guidelines; limit is based on an identified individual need; skill training is in place to meet the identified need; periodic evaluation of the limits is conducted to determine the continuing need for limitation.

In the event you feel any of your rights have been infringed upon, you may request advocacy assistance from your case manager/social worker or other advocates. At any point you may refuse all or part of services which are being offered.

Responsibilities

Along with rights you also have a responsibility to get the most from the services provided:

- (1) Treat those giving you service with the same respect and kindness you expect to receive.
- (2) Ask questions about your service so you understand what is expected of you.
- (3) Seek help before you are in a crisis situation.
- (4) Keep your appointments and be on time. Call ahead if you must cancel an appointment.
- (5) Follow the procedures for complaints, team meetings and appeals if you are unhappy with your service.
- (6) Work towards the goals identified in your plan.

If you are not responsible with your service they may be reduced or terminated, so it is important that you do your part.

What if the person making decisions about my service may personally benefit?

Funding decisions shall be made by the Central Point of Coordination Administrator or County designee within the plan. In the case where the county designee is a provider, this relationship shall be disclosed to the consumer on the notice of decision. Marshall County is committed to making payment decisions on the basis of applicant eligibility, service needs, and cost analyses. Applicants are encouraged to appeal any decision felt to be influenced by a conflict of interest.

How about my privacy?

We want to assure you that your privacy will be respected and protected both in and out of our offices. No personal information will be shared with others unless you give us written permission or we are required by law to do so. You will be asked to sign release forms that authorize us to talk with other persons and organizations and to exchange information and records about you.

In medical and psychological emergencies, however, you may be unable to give your consent to the release of information. When this happens, our first priority is to see that you receive emergency services. We will only release information that is necessary and required by law to address the crisis.

The law says that Marshall County Central Point of Coordination may only release information about you to those people or agencies you approve in writing. Even if you have signed a release you can change your mind at anytime by calling your case manager/social worker or the Central Point of Coordination Office.

Your record will be maintained in a locked file cabinet and on personal computers located in the Central Point of Coordination office. Your record will be kept for at least three years after discharge. All personal information is shredded before being thrown away.

What will I have to pay?

Depending on your service you may be required to repay or make a co-payment to continue to receive funding. It shall be the policy of Marshall County to pursue all benefits for which you are eligible for prior to expending County funds for services that are reimbursable through other funding sources. Consumers, family or any interested party may pay all or part of a consumer's services without effecting eligibility. The County is the funder of last resort.

Co-Payment

Outpatient Services

Recipients will be requested to complete an application for service (CPC Application form) at the time an appointment is made or on the initial visit. Center Associates administers a sliding fee schedule that prorates your fees according to your ability to pay. The County makes up the difference between the cost of service and your fee. If you reside out of County and need to access the local Mental Health Center, we will recognize the approved sliding fee in that County.

Court Ordered Services

Marshall County will fund sheriff fees and court appointed attorney fees for individuals committed under Code of Iowa Chapter 229. You must apply for assistance for hospital bills or other treatment services.

Community Support and Vocational Services

Individuals receiving Community Support Services, or Vocational services must pay 100% of their monthly income above 150% Federal Poverty Guideline and/or any assets over \$2,000 single or \$3,000 married towards the cost of their service.

Residential Services

Individuals in a Residential Care Facility must pay 100% of their monthly income towards their care, less the personal allowance determined by the State. If they are receiving State Supplementary Assistance (SSA) the client participation is determined by the Department of Human Services Income Maintenance Worker.

Medicaid Institutional Services

Individuals in Intermediate Care Facilities for the Mentally Retarded and Home and Community Based Waiver programs will have their participation determined by the Department of Human Services Income Maintenance Worker.

Transportation

Co-payments for transportation costs are determined on an individual basis through the individualized case plan. It is the policy of Marshall County to assist in transportation costs when the cost is prohibitive in obtaining services or employment.

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**MH/DD SERVICES FUND
APPLICATION FORM**

Application Date: _____
SS #: _____ **State ID# :** _____

Name: _____ **Phone #:** _____

 Last First MI
Sex: [] Male [] Female **Birth Date:** _____

Current Address: _____ **How Long at this Address:** _____
 Street/P.O. Box #

 City State Zip County

County of legal settlement: _____

Ethnic Background: (circle one) 0. Unknown; 1. White; 2. African American; 3. Native American;
4. Asian; 5. Hispanic; 6. Other

Guardian/Payee/Conservator:

[] Legal Guardian [] Protective Payee [] Conservator
(Check any that are appointed and write in name etc.)

Name: _____

Address: _____

Phone: _____

[] Legal Guardian [] Protective Payee [] Conservator
(Check any that are appointed and write in name etc.)

Name: _____

Address: _____

Phone: _____

Veteran: [] Yes; [] No

Marital Status: (Circle one) 1. Single, never married; 2 Married; 3. Divorced; 4. Separated; 5. Widowed

Legal Status: (Circle one) 1. Voluntary; 2. Involuntary, civil; 3. Involuntary, criminal

Living Arrangement: (Circle one) 1. Alone; 2. With relatives; 3. With unrelated individuals

Residential Arrangement: (Circle applicable)

1. Private Residence	2. State MHI
3. State Hospital School	4. SCL/CSALA
5. Foster Care/FLH	6. RCF
7. RCF/MR	8. RCF/PMI
9. ICF	10. ICF/MR
11 ICF/PMI	12. Correctional Fac.
13 Homeless Shelter/Street	14. Other

Applicant's Primary Diagnosis(specify type)

[] 40 Mental Illness _____

[] 41 Chronic Mental Illness _____

[] 42 Mental Retardation _____

[] 43 Developmental Disability _____

[] Other: Describe: _____

Referral Source: (Circle applicable)

1. Self	2. Family/Friend
3. Targeted case management	4. Other Case Management
5. Community Corrections	6. Social Service Agency
7. Other _____	

Education:

Years of education _____

GED [] Yes [] No

H.S. Diploma [] Yes [] No

Degree _____

Current Employment: (Circle applicable)

1. Unemployed, available for work	2. Unemployed, unavailable for work
3. Employed full time	4. Employed part time
5. Retired	6. Student
7. Work Activity	8. Sheltered Work Employment
9. Supported Employment	10. Vocational Rehabilitation
11. Seasonally Employed	12. Armed Forces
13. Homemaker	13. Other

Primary Income Source: _____

Health Insurance Information: (Check all that apply)

Primary Carrier (pays first)

Secondary Carrier (pays second)

Medicaid Medicare Private Insurance Self Insured
 No Insurance Medically Needy Other

Company Name _____

Address _____

Policy Number: _____
 (or Medicaid/Title 19 or Medicare Claim Number)

Medicaid Medicare Private Insurance Self Insured
 No Insurance Medically Needy Other

Company Name: _____

Address: _____

Policy Number: _____
 (or Medicaid/Title 19 or Medicare Claim Number)

Others in Household:

Name	Relationship	Birth Date
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Monthly Income:

Applicant Amount:

Others in Household Amount:

(Check Type, Fill in amount)

<input type="checkbox"/> 1. Employment Wages	_____	_____
<input type="checkbox"/> 2. Public Assistance	_____	_____
<input type="checkbox"/> 3. Social Security	_____	_____
<input type="checkbox"/> 4. SSDI	_____	_____
<input type="checkbox"/> 5. SSI	_____	_____
<input type="checkbox"/> 6. Veterans Benefits	_____	_____
<input type="checkbox"/> 7. Railroad Pension	_____	_____
<input type="checkbox"/> 8. Child Support	_____	_____
<input type="checkbox"/> 9. Dividends, Interest, Etc.	_____	_____
<input type="checkbox"/> 10. Other	_____	_____

If not currently receiving, has the applicant applied for any of the following benefits?

1. Unemployment Compensation 2. Social Security Disability
 3. SSI 4. FIP(AFDC)

What is the status of any such application?

- Approved, but not started Denied Pending

Resources: (Check and fill in amount and agency)

Type	Amount	Bank, Trustee, or Company
<input type="checkbox"/> Cash	_____	_____
<input type="checkbox"/> Checking Account	_____	_____
<input type="checkbox"/> Savings Account	_____	_____
<input type="checkbox"/> Certificates of Deposit	_____	_____
<input type="checkbox"/> Trust Funds	_____	_____
<input type="checkbox"/> Life Insurance (cash value)	_____	_____
<input type="checkbox"/> Stocks and Bonds	_____	_____
<input type="checkbox"/> Vehicle	Value: _____	Year: _____
<input type="checkbox"/> Real Estate	Value: _____	Location: _____
<input type="checkbox"/> Burial Fund/Trust	_____	_____
<input type="checkbox"/> Other Resources	_____	_____

Specify Services Requested:

- 1. Type of Service _____ Agency _____
 Units requested _____ Unit = hour day month other (circle one)
 Expected Unit Cost _____ COA # _____
 Expected **Start** Date _____ Expected **End** Date _____

Expected Outcomes: Describe what you expect to happen as a result of this service. _____

- 2. Type of Service _____ Agency _____
 Units requested _____ Unit = hour day month other (circle one)
 Expected Unit Cost _____ COA # _____
 Expected **Start** Date _____ Expected **End** Date _____

Expected Outcomes: Describe what you expect to happen as a result of this service. _____

- 3. Type of Service _____ Agency _____
 Units requested _____ Unit = hour day month other (circle one)
 Expected Unit Cost _____ COA # _____
 Expected **Start** Date _____ Expected **End** Date _____

Expected Outcomes: Describe what you expect to happen as a result of this service. _____

Contact:

Name: _____ Relationship: _____
 Address: _____ Phone #: _____

Person Completing the Form (if other than applicant)

Name: _____ Relationship: _____
 Address: _____ Phone#: _____

[] Yes [] No My social security number can be used by the CPC as my identification number.

The above listed services have been discussed with me and are requested with my knowledge and consent. As a signatory of this document, I certify that the above information is true and complete to the best of my knowledge, and I authorize the County CPC staff to check for verification of the information provided. I understand that the information gathered in this document is for the use of the County in establishing my ability to pay for services requested, in assuring the appropriateness of services requested, and in confirming legal settlement. I understand that information in this document will remain confidential.

 Applicant's Signature (or Legal Guardian)

 Date

=====
For CPC Use only:

Legal Settlement/Financial Decision: _____ Date: _____ Reason for Denial: _____
 Program Decision: _____ Date: _____ Reason for Denial: _____

II. Policy and Procedures

Plan Development and Plan Administration

Following the guidelines set forth in the State Of Iowa Administrative Code (Human Services 441)

Chapter 25, Disability Services Management the plan for Marshall County has been developed.

Marshall County will directly administer this plan through the Central Point of Coordination Office.

For information regarding this plan:

Contact: Marshall County Board of Supervisors or
Marshall County Central Point of Coordination
Courthouse Annex
101 East Main St.
Marshalltown, IA 50158
Phone (641) 754-6390 Fax (641) 754-6391
email address: cpc@co.marshall.ia.us

The Board of Supervisors have an appointed MH/DD Advisory Board for formal development of the County Management Plan. The membership represents stakeholders which include, but are not limited to, consumers, family members, advocate, county officials, and providers. The Advisory Board members are appointed to three-year terms. The Board of Supervisors appoint new members in January of each year to replace the members terms that have expired. Members are eligible for reappointment, within the limits in place at that time. In the case of a resignation or vacancy on the Advisory Board, the Board of Supervisors shall appoint a replacement to serve out the balance of that term. The Board of Supervisors selects a Chairperson and Vice-Chairperson at the beginning of the calendar year.

The proposed plan shall be made available in the Board of Supervisors Office and the Marshall County Central Point of Coordination office no less than 10 days prior to the public hearing

The Marshall County Board of Supervisors held the formal public hearing on March 14, 2000. No written comments were presented. 20 individuals were present with no oral comments.

The CPC Administrator described the process that was taken to develop the plan.

The MH/DD advisory board meets quarterly and as needed during the year with planning meetings January through March to discuss information concerning the plan changes.

The Advisory Board is provided with information and documentation concerning rules, statistics, and appeals.

The Financial Accountability Process

- All rates are established either through the Purchase of Service system or specifically negotiated and approved by Central Point of Coordination.
- For court ordered Mental Health services, Cherokee Mental Health Institute is identified as a provider as well as Marshall County has an agreement for payment with Ellsworth Municipal Hospital for the evaluation only.
- Marshall County has a 28E agreement with the State on file in the Marshall County Auditor's Office for providers participating in the State of Iowa Purchase of Service System (POS).
- Marshall County provides funding for Center Associates by providing the funding of the sliding fee scale offered to consumers and in addition provides block grant funding for other community services.
- Marshall County will honor the Mental Health Center sliding fee scale established by other County CPC's for residents of that County with legal settlement in Marshall County.

Billing Information

- Invoices will be processed and paid no later than the month after the bill is received.
- Providers must submit bills within 90 days of service unless the provider is waiting for third party payment. Documentation of the third party payment or denial is required.
- Bills will be denied if received after 90 days, and no third party payment. A provider or the CPC Administrator may request an exemption from the Board of Supervisors.
- No bill will be paid that is over one year old from the date of service rendered unless there is a statutory obligation to do so.

Service and Cost Tracking

Each provider will submit monthly billings to the CPC. These monthly bills will have the following information:

1. Name of each consumer served during the month.
2. Number of units of service delivered to each consumer during the reporting period.
3. Unit rate and total cost of the units provided to each individual consumer.
4. Reimbursement billed to other sources and therefore deducted from the county costs for each individual consumer.
5. Actual amount to be charged to the county for each consumer for the month.

Upon receipt of this information, staff of the CPC will check the bill and additional information against service authorizations issued by the CPC. Services delivered without service authorization will be checked against county service authorization protocols to assure delivery was permitted (i.e., crisis service, Community Mental Health Center encounters). Any service units delivered and charged to the county not meeting these criteria will be deducted from the bill, and not included in the utilization report. Payment to providers will be initiated as soon as this review process is completed.

6. Copies of professional audits will be requested of providers.
7. CPCA may request specific information for bookkeeping verification on an individual account.

Information available to the CPC will include

1. Total service costs by individual consumer, including all service types and providers.
2. Analysis of total county funds expended to date, and amount remaining in the fiscal period to pay for services.

(Marshall County will gather the minimum “Data Set” on all consumers funded by Marshall County.)

Provider Network Selection & Contracting Process

Plan for including additional providers in the network is in the Provider Selection Process:

Marshall County will use providers that meet the following guidelines to meet individual needs of consumers.

- Licensed or certified as a service provider by the State of Iowa
- Enrolled as a Medicare or Medicaid provider.
- Department of Human Service Purchase of Service Contract provider
- Accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), the Commission on Accreditation of Rehabilitation Facilities (CARF), or other recognized national accrediting body
- Currently under contract to the county
- Other providers could be included upon approval of the CPC office. Marshall County will use community supports to meet the individual needs.
- Marshall County is developing a contracting process to utilize “Host County or Regional Contracting” procedures.

Access Points and Delegated Functions

All providers or community resources may be referral points. Each local provider will be provided with applications, brochures and business cards for individuals inquiring about services and requesting county funding to pay for the service. The individual and/or family will be instructed to call the CPC office for an appointment.

Access points are can receive applications and carry out the additional delegated functions listed below:

Agency	Intake	Enrollment	Service Planning	Service Authorization	Waiting List Management
Central Point of Coordination	YES	YES	YES	YES	YES
Center Associates	YES	MHC ONLY	MHC ONLY	MHC ONLY	YES
Department of Human Services Targeted Case Management	YES	YES	YES	NO	NO
Ellsworth Municipal Hospital	YES	NO	YES	NO	NO
Central Point of Coordination Social Worker	YES	YES	YES	NO	NO

The CPC will continue to provide information to explain the procedure required to access points to ensure applications are sent by the end of the working day to the CPC office. The CPC office will obtain the information to determine legal settlement and forward any applications to other counties and or the State Department of Human Service the same day that legal settlement is determined.

Staffing Plan

Marshall County will employ an adequate number of staff to administer the plan including a qualified CPC administrator who reports directly to the Marshall County Board of Supervisors and a Licensed Social Worker to provide casework for consumers not on targeted case management.

Targeted Case Management is contracted for through the Department of Human Service.

Application Form

Marshall County will use the standardized CPC application form designed by the State or a form approved by the CPC.

Access points must mail, fax or bring the completed application to the Marshall County CPC office by the end of the working day. Any person can receive assistance in filling out the application by appointment with the CPC office.

The CPC office will accommodate anyone who may have special needs in accessing services and filling out applications. (i.e. interpreter)

A copy of the application form is in Section I, pages 17-20.

Quality Assurance

Marshall County will continue to strive for quality assurance for the clients for which we provide funding. The county's quality management process will include activities that focus on creation and maintenance of a provider network whose members have the required level of clinical competency to assess the needs of recipients and provide the services, which can most effectively address those needs.

- Evaluate consumer satisfaction on an annual basis. The survey will include measures in empowerment and quality of life; satisfaction with the designated provider; responsiveness to consumer's needs and desires.
- Ensure that each provider of service has appropriate credentials and the required level of clinical competency necessary to deliver quality service.
- Continuously evaluation by Targeted Case Management, County Social Worker, Advocate and family members of the appropriateness of recipient care and services delivered and if the consumers are meeting their goals.
- Monitor the number of grievances and appeals through random assessment.
- Recognize State or National accrediting bodies as monitoring quality assurance.

Marshall County will use this information towards our continuous quality improvement strategy that focuses on the use of information and data gathered to identify areas requiring attention.

Collaboration

Marshall County will work with other funding sources, service providers, consumers and their families or authorized representatives, and advocates to ensure that authorized services and supports are responsive to consumers needs and desires and are cost effective and will support each person in the least restrictive setting possible.

The Central Point of Coordination will coordinate with key Court Personnel to review the commitment process. We are in contact continuously with the County Attorney, Judges, Advocate, District Court Administrator, Judicial Referee, and the Clerk of Courts office. We are involved in the process of court commitments in order to provide information so decisions can be made for care to meet the needs of the individual at a cost-effective place. Marshall County will meet with key court personnel continually to keep the court informed of the county management plan procedures and any new alternatives to commitment.

Ongoing Education Process

CPC will continue to meet with individual groups such as the local Association for Retarded Citizens (ARC), the AEA6 Transition Advisory Board (TAB). The CPC brochure describing services and ways to access services is distributed to providers, human service agencies and public offices.

Consumers, family members and providers will continue to be involved in plan implementation and development of strategies to meet consumers needs.

Each advisory board meeting notice is posted at the Courthouse and given to the local newspaper and two local radio stations 5 days in advance of the meeting. The public is encouraged at each meeting and an opportunity for public comments is on the agenda each time.

Continuing education for staff development is required for licensure and to update knowledge to better serve the consumers.

Annual Review

The Marshall County CPC Administrator will prepare an annual report for the local MH/DD Advisory Board, The Marshall County Board of Supervisors, the Department of Human Services and the State County Management Committee by December 1st each year. The annual report will include an analysis of the data associated with the services managed during the preceding fiscal year. The annual review will include:

1. Progress toward goals and objectives.
2. Documentation of stakeholder involvement.
3. Actual provider network.
4. Actual expenditures.
5. Actual scope of services.
6. Number, type, and resolution of appeals.
7. Quality assurance implementation, finding and impact on the plan.
8. Waiting list information.

Strategic Plan

The Marshall County MH/DD advisory board will meet to brainstorm needs and select priorities for the strategic plan. The annual report will be used to review and identify areas of usage and areas of need.

Current provider network and matrix of services and supports as well as access points will be included.

After the plan is developed by sub-committee the advisory board will approve the plan and recommend it to the Board of Supervisors for approval.