



**MARSHALL COUNTY
MI/CMI/MR/DD
MANAGEMENT PLAN**

FY00-01 Annual Report

FY2001 Marshall County Central Point of Coordination Annual Report

This report will summarize the Marshall County Management Plan for Fiscal Year 2001. The Marshall County MH/DD advisory board consists of 16 persons with representation from two family members, four consumers, providers, and other interested persons. Quarterly advisory board meetings were held during FY01 with 28 unduplicated persons in attendance.

For quality assurance and stakeholder-input purposes, the CPC used a survey of consumers and providers to collect data about meeting provider and consumer needs. Surveys were sent randomly to approximately 25% of consumers, and sent to every provider. In addition, the Department of Human Services Targeted Case Management did a quality survey of Marshall County consumers and the summary of the results for all the surveys will be included in this report. The survey information will be used as input for changes to the management plan.

APPEALS

No appeals were filed during FY00-01

AMENDMENTS TO MANAGEMENT PLAN

No amendments were requested during FY00-01.

REPORTS INCLUDED

Department Activity

Quality Assurance Consumer survey

Quality Assurance Provider survey

Department of Human Services Targeted Case Management survey

Management Plan Goals Review

Actual Provider Network

Total Expenditures by COA Code and Disability Type

Mental Health System Growth/Loss Report

Unduplicated Number of Persons Served by COA Code and Disability Type

County Waiting List Report

Persons Served – Age Group by Diagnostic Category

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DEPARTMENT ACTIVITY

- Continued providing a licensed social worker to serve approximately 100 consumers not covered by targeted case management.
- Central Point of Coordination (CPC) Restructuring Task Force Member
- COMIS Advisory Board Member
- Collaboration with Judges, Mental Health Center, Local Private Hospital, Private Hospital under contract, Iowa Veterans Home, Clerk of Court, Judicial Advocate
- MERIT Community Round Table
- ISAC Spring and Fall School
- Quarterly CPC State Meetings
- Monthly CSC/CPC Regional Meetings
- Home and Community Based Services (Waiver) quarterly meetings
- Home and Community Based Services (Waiver) ICN training
- Transition Advisory Board through Area Education Agency 6
- Marshall County Departmental Meetings
- Iowa State Association of Counties/Department of Corrections committee member
- Iowa State Association of Counties/Central Point of Coordination/Iowa Association of Community Providers rate setting and contracting committee member.
- Vice chair of ISAC Community Services Affiliate Training Committee

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SURVEY

Survey Results:

	Sent	Returned	%
Consumer Surveys-	88	26	30%
Provider Surveys-	46	32	70%

Consumer Survey

The process of choosing the consumers who would receive the surveys consisted of selecting a computer sort that included all consumers that had services during Fiscal year 00-01. Due to the large number of consumers who only access the local mental health center provider Center Associates, the sort deleted persons whose only service was outpatient mental health, and then the sort selected every 3rd person to receive a survey. A self addressed stamped envelope was enclosed for return to the Central Point of Coordination office.

Summary of Consumer Responses:

Are you satisfied with the services you receive?

Not Satisfied – 1, Satisfied – 14, Very satisfied – 8, no response - 3

Do you know who your case manager or social worker is?

Yes – 18, No – 6, No response – 2

Do you feel that the CPC staff treats you the way you want to be treated?

Yes – 13, No – 2, No response – 3, Does not apply - 8

Do you feel that your service providers treat you the way you want to be treated?

Yes – 21, No – 2, No response – 2, Sometimes - 1

Do you feel you have a choice in the services that you receive and that your ideas are considered?

Yes – 20, No – 3, No response – 3

Do you feel that the services you receive are helping you to be as independent and productive as possible within the community?

Yes – 19, No – 3, No response – 4

Are there other services that you would like to receive if they were available?

Yes – 6, No – 10, No response – 10

Some of the suggestions listed for services and other ideas or suggestions included:

“Help moving back to Marshalltown” “Funding for handicap accessible items in house”

“Would like to live closer to where Mom lives” “Help with shopping because sometimes I waste my money” “A place where a parent can take a handicapped child while a parent can work a full time job where we don’t lose all our wages for this service” “Would like more information about my finances, social security and housing” “Fixing up a house”

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Provider Surveys

Provider Surveys were sent on August 24, 2001 to 46 providers listed in the Provider Network of the County Management Plan and 32 surveys were returned.

Summary of Provider Responses:

Do you feel it is easy to access services from Marshall County?

Yes – 25, No- 0, Sometimes – 6, Unknown - 1

Does Marshall County respond to your requests/inquiries in a timely manner?

Yes - 30, No – 0, Sometimes - 2

Is the Marshall County Social Worker or Case Manager represented at the consumer's staffing?

Yes – 26, No – 1 Sometimes – 1, No response – 4

Do you feel that Marshall County respects consumer confidentiality?

Yes – 32

Is there a cooperative effort to meet the needs of mutual consumers?

Yes – 29, Sometimes – 3,

Does Marshall County follow through with payment for recommended services?

Yes – 29, Not applicable – 3 (services not billed directly to the County)

Are you paid in a timely manner?

Yes – 19, No Response - 4

Is the billing process difficult?

Yes – 0, No – 27, Sometimes - 1 Not applicable - 4

In what ways could Marshall County improve services?

- “ Residential services or a year round shelter”
- “ A more cooperative approach in decision making process that affect clients using the services”
- “We appreciate the responsiveness and partnership with Marshall County. We hope this partnership will continue into future years”
- “No ideas at this time”
- “More MR/MI services in the community”
- “Case Manager works very well with staff”
- “I feel Marshall County has been very helpful with referral process and accessing information”
- “Increase funding at sites where staff are underpaid”
- “Determine eligibility for services based on functioning level rather than IQ only”
- “Send reports and updates to provider”
- “Enjoy working with Marshall County”

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Department of Human Services Targeted Case Management Survey

Question	Number of responses		% of total responses	% Regional response
Did some one help you complete this survey?	Yes-F	8	33.3%	3.1%
	Yes-CM	0	0.0%	0.0%
	Yes-E	9	37.5%	3.5%
	No	7	29.2%	2.7%
	DNA	0	0.0%	0.0%
Do you know how to contact your case manager?	Y	21	87.5%	8.1%
	N	2	8.3%	0.8%
	U	1	4.2%	0.4%
	DNA	0	0.0%	0.0%
Does your case manager understand what you can do and what you need?	Y	22	91.7%	8.5%
	N	0	0.0%	0.0%
	U	2	8.3%	0.8%
	DNA	0	0.0%	0.0%
Does your case manager respect your skills and abilities?	Y	20	83.3%	7.8%
	N	0	0.0%	0.0%
	U	4	16.7%	3.4%
	DNA	0	0.0%	0.0%
Do you decide what kinds of activities and services you want?	Y	20	83.3%	7.8%
	N	3	12.5%	1.2%
	U	1	4.2%	0.4%
	DNA	0	0.0%	0.0%
Did you set the goals in your case management plan?	Y	20	83.3%	7.8%
	N	1	4.2%	0.4%
	U	3	12.5%	1.2%
	DNA	0	0.0%	0.0%
Prior to your meetings to plan you goals, do you meet with your case manager?	Y	18	75.0%	7.0%
	N	2	8.3%	0.8%
	U	4	16.7%	1.6%
	DNA	0	0.0%	0.0%
Do you talk in your meetings?	Y	24	100.0%	9.3%
	N	0	0.0%	0.0%
	U	0	0.0%	0.0%
	DNA	0	0.0%	0.0%
Are you satisfied with the service you receive from your case manager?	Y	22	91.7%	8.5%
	N	2	8.3%	0.8%
	U	0	0.0%	0.0%
	DNA	0	0.0%	0.0%
Since you began work with you case manager have you felt more a part of your community?	Y	20	83.3%	7.8%
	N	2	8.3%	0.8%
	U	2	8.3%	0.8%
	DNA	0	0.0%	0.0%

KEY

Yes-F- Yes a friend or relative **Yes-CM-** Yes my case manager **DNA-** Did not answer
Yes -E - Yes an employee of an agency where I receive services **No-** No I completed it myself
Y- Yes **N-** No **U-** Unsure (Not Sure) Total Surveys Returned = 24

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MANAGEMENT PLAN GOALS REVIEW

Goal #1

“The Marshall County MH/DD Advisory Committee shall identify and facilitate implementation of appropriate enhancements to the Marshall County MH/DD health care delivery system. These changes and enhancements shall address needs unique and specific to Marshall County demographics.”

Milestone 1a

A task force made up of members of the advisory board was appointed. Members included Lisa Hovar a targeted case manager with the Department of Human Services, Tammy McAnulty, Marshall County Social Worker, and Anne Vance, assistant director of Central Iowa Residential Services Inc.

27 surveys were sent out to Marshall County community service providers (not only MH/DD type services) 20 surveys were returned (74%)

The task force met to compile the information and will report to the advisory board in FY02.

Goal #2

“The Marshall County MH/DD Advisory Committee shall identify and effect means of assuring easy and barrier free access to MH/DD services that are available through the county.”

Milestone 2a

To increase awareness the web site of the Marshall County Central Point of Coordination was continually updated. Included on the web site is the agenda of the advisory board meetings, posting of minutes of each meeting, copies of the annual report and the County Management Plan. Links to other services including the Iowa Department of Human Services division of MH/DD, Iowa Division of Vocational Rehabilitation and area providers of MH/DD services are added as requested or discovered. The web site is listed on department business cards, brochures, letterhead and other correspondence.

The Marshall County CPC Administrator was involved locally by speaking with the 2nd Judicial District Department of Corrections at a department meeting and at the Salvation Army for a meeting with the local community services committee to tell about our program. Many referrals and calls have come from these communications.

The Marshall County Central Point of Coordination brochure was updated and reprinted to correct name changes of providers and area code changes. The new copies were re-distributed to providers and community service agencies.

Goal #3

Milestone 3a

The Marshall County Board of Supervisors were investigating the option of a grant writer for the entire county. At the time this goal was written, this department was not aware of this effort. This department will continue to investigate ways to participate in grant opportunities.

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ACTUAL PROVIDER NETWORK

1. A AVENUE PSYCHIATRIC ASSOCIATES
2. ACCESS INC.
3. ADULTS INCORPORATED
4. ASSISTIVE SOLUTIONS
5. AUXI HEALTH
6. BOLIVER LAW FIRM
7. BOONE COUNTY TRANSPORTATION
8. BROADSTONE, ERIN ATTORNEY AT LAW
9. CABS OF MARSHALLTOWN
10. CARLA SCHMELZLE -SELF DIRECTED CARE
11. CEDAR CENTRE PSYCHIATRIC GROUP
12. CEDAR CREEK RESCARE
13. CEDAR LANE ESTATES, INC.
14. CENTER ASSOCIATES
15. CENTRAL IOWA RESIDENTIAL SERVICES
16. CHEROKEE COUNTY SHERIFF DEPT.
17. CHEROKEE MENTAL HEALTH INSTITUTE
18. NORTH CENTRAL HUMAN SERV. -CLARION
19. CHRISTIAN OPPORTUNITY CENTER
20. COMMUNITY CARE, INC.
21. COMPREHENSIVE SYSTEMS
22. CORY W. SMITH (SELF DIRECTED CARE)
23. COUNTRY LIVING CARE CENTER
24. CRESTVIEW APARTMENTS
25. CRESTVIEW ICF/MR
26. DAC, INC.
27. DEPT. OF HUMAN SERVICES
28. DIAMOND LIFE HEALTH CARE INC.
29. DRAISEY, RHONDA-SELF DIRECTED CARE
30. DRUGTOWN
31. DUNAKY & KLATT ATTORNEYS AT LAW
32. EASTER SEALS
33. ELECTRONIC ENGINEERING
34. ELLSWORTH MUNICIPAL HOSPITAL
35. EXCEPTIONAL OPPORTUNITIES
36. EXCEPTIONAL PERSONS INC.
37. FOUR RIVERS MENTAL HEALTH ASSOC.
38. GEFFE, KENT ATTORNEY AT LAW
39. GENESIS DEVELOPMENT
40. GLENWOOD STATE HOSPITAL SCHOOL
41. GOODWILL INDUSTRIES OF NE IOWA
42. GREGG GEERDES ATTORNEY AT LAW
43. GREYHOUND LINES INC.
44. HARDIN COUNTY SHERIFF
45. HAUPERT, LEE - JUDICIAL ADVOCATE
46. HILLS AND DALES
47. HOPE HAVEN
48. HUMBOLDT WORKSHOP INC.
49. INDEPENDENCE MENTAL HEALTH INSTITUTE
50. INNOVATIVE INDUSTRIES
51. IOWA MEDICAL & CLASSIFICATION CENTER
52. IOWA RESOURCES MR WAIVER
53. IVCCD
54. INTEGRATED HEALTH SYSTEMS
55. JOHNSON COUNTY SHERIFF DEPT
56. JOHNSON SUDENGA & O'HARE LAW FIRM
57. KATHLEEN'S CARE INC.
58. LAPOINTE, TIMOTHY ATTORNEY AT LAW
59. LEANNE WEBER-SHIVE (SELF DIRECTED CARE)
60. LINK ASSOCIATES
61. LINN COUNTY SHERIFF
62. MARSHALL COUNTY SHERIFF
63. MARSHALLTOWN MUNICIPAL TRANSIT
64. MASON CITY CLINIC
65. MCKELVIE LAW OFFICE
66. MEDICAP PHARMACY-MARSHALLTOWN
67. MEDICAP PHARMACY-TOLEDO
68. MENTAL HEALTH CENTER OF NORTH IOWA
69. MID-IOWA WORKSHOPS INC.
70. MINUTE MAN COPY CENTER
71. MOOTHART LAW FIRM
72. NORTH CENTRAL HUMAN SERVICES - NEVADA
73. NEW HOPE VILLAGE
74. NORTH IOWA TRANSITION CENTER
75. NORTH IOWA VOCATIONAL CENTER
76. OPPORTUNITY LIVING
77. OPPORTUNITY VILLAGE
78. PARAGON PROPERTIES
79. PLAZA FAMILY DENTAL
80. PLYMOUTH LIFE, INC.
81. POWESHIEK COUNTY
82. PRAIRIE VIEW MANAGEMENT, INC.
83. PROGRESS INDUSTRIES
84. REGION SIX PLANNING
85. RESCARE INC./ HIGHLAND PLACE
86. RESCARE MR WAIVER
87. SCHICKEL, CANDILA ATTORNEY AT LAW
88. SEIDL & CHICCHELLY LAW OFFICE
89. SHAMA SMITH (SELF DIRECTED CARE)
90. SOUTHERN IOWA MENTAL HEALTH CTR.
91. SOUTHWEST IOWA RESIDENTIAL FACILITY
92. SPECTRA HEALTH CARE
93. STORY COUNTY COMMUNITY LIFE
94. TENCO INDUSTRIES, INC.
95. THE LARRABEE CENTER, INC.
96. THE RICHMOND CENTER
97. THE VILLAGER
98. TURVIN LAW FIRM
99. WALMART
100. WALTERS & JOHNSON ATTORNEYS AT LAW
101. WELP, WILLIAM A. ATTORNEY AT LAW
102. WOODWARD STATE HOSPITAL SCHOOL

County Dollars Spent by COA Code and Disability Type

Date Prepared 1/30/2002

For Marshall County FY: 2001

Account Code	Mental Illness	Chronic Mental	Mental Retardation	Developmental Disability	Other	Service Total
11000 Direct administrative	\$15,060.85	\$14,960.82	\$65,339.85	\$3,758.51		\$99,120.03
21374 Case Management - T19 Match		\$771.13	\$26,388.89	\$1,666.12		\$28,826.14
21375 Case Management - 100% County			\$1,670.00			\$1,670.00
22000 Service Management	\$6,187.14	\$7,447.74	\$30,480.92	(\$361.40)		\$43,754.40
31000 Transportation (non-Sheriff)		\$248.70	\$25,826.95	\$151.20		\$26,226.85
32325 Respite			\$17,553.33			\$17,553.33
32328 Home/Vehicle Modification				\$1,988.10		\$1,988.10
32329 Supported Community Living			\$21,221.71			\$21,221.71
32399 Other		\$555.00	\$6,927.23			\$7,482.23
33345 Ongoing Rent Subsidy		\$430.00	\$263.00			\$693.00
33399 Other Basic Needs Service		\$50.70				\$50.70
41305 Physiological Tmt. Outpatient			\$90.00			\$90.00
41306 Physiological Tmt. Prescription Medicine	\$72.96	\$1,223.48	\$6,071.60			\$7,368.04
42305 Psychotherapeutic Tmt. Outpatient	\$258,225.82	\$91,390.06	\$82.88	\$1,148.32		\$350,847.08
50360 Sheltered Workshop Services		\$20,496.58	\$172,828.96	\$29,303.92		\$222,629.46
50362 Work Activity Services		\$5,379.68	\$178,924.25	\$11,317.92		\$195,621.85

Account Code	Mental Illness	Chronic Mental	Mental Retardation	Developmental Disability	Other	Service Total
50367 Adult Day Care			\$72,755.00			\$72,755.00
50368 Supported Employment Services			\$2,612.27	\$120.00		\$2,732.27
50369 Enclave			\$3,506.70			\$3,506.70
63314 RCF (Comm. 1-5 Bed)		\$38,574.82				\$38,574.82
63329 Supported Community Living (Comm. 1-5 Bed)		\$40,828.71	\$406,037.50	\$67,219.22		\$514,085.43
64315 RCF/MR (Comm. 6-15 Bed)			\$47,502.17			\$47,502.17
64318 ICF/MR (Comm. 6-15 Bed)			\$12,959.81			\$12,959.81
65314 RCF (Comm. 16+ Beds)		\$100,336.75	\$60,980.61			\$161,317.36
65315 RCF/MR (Comm. 16+ Beds)			\$18,900.00			\$18,900.00
65316 RCF/PMI (Comm. 16+ Beds)		\$11,987.17				\$11,987.17
65318 ICF/MR (Comm. 16+ Beds)			\$391,488.34			\$391,488.34
71319 Inpatient (State MHI)	\$1,482.97	\$98,777.05				\$100,260.02
72319 Inpatient (State Hosp. School)			\$465,972.25			\$465,972.25
73319 Inpatient (Other Priv./Public Hospitals)	\$24,500.00	\$20,717.84				\$45,217.84
74300 D & E Related to Commitment		\$1,939.80				\$1,939.80
74353 Sheriff Transportation	\$8,512.96	\$9,983.93				\$18,496.89
74393 Legal Representation (cmtmt court costs/legal fees)	\$2,592.25	\$4,406.58				\$6,998.83
74395 Mental Health Advocates	\$6,256.37	\$16,258.76				\$22,515.13

Account Code	Mental Illness	Chronic Mental	Mental Retardation	Developmental Disability	Other	Service Total
Total County \$:	\$322,891.32	\$486,765.30	\$2,036,384.22	\$116,311.91		\$2,962,352.75

Mental Health System Growth / Loss Report

Date Prepared 1/30/2002

For Marshall County FY: 2001

DISABILITY GROUP	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Net Change
Chronic Mental Illness	87	96	81	83	-4
Mental Illness	137	121	146	139	2
Mental Retardation	132	136	130	129	-3
Other Developmental Disabilities	17	17	13	13	-4
	373	370	370	364	-9

Unduplicated Number of Persons Served by COA code and Disability Type

Date Prepared 1/30/2002

For Marshall County FY: 2001

Account Code	Mental Illness	Chronic Mental Illness	Mental Retardation	Developmental Disability	Other	Service Total
Adult						
11000 Direct administrative	1	1	1	1		4
21374 Case Management - T19 Match		5	85	7		97
21375 Case Management - 100% County			2			2
22000 Service Management	1	1	1	1		4
31000 Transportation (non-Sheriff)		2	27	1		30
32325 Respite			18			18
32328 Home/Vehicle Modification				1		1
32329 Supported Community Living			17			17
32399 Other		3	2			5
33345 Ongoing Rent Subsidy		2	1			3
33399 Other Basic Needs Service		2				2
41305 Physiological Tmt. Outpatient			1			1
41306 Physiological Tmt. Prescription Medicine		7	1			8

Account Code	Mental Illness	Chronic Mental Illness	Mental Retardation	Developmental Disability	Other	Service Total
42305 Psychotherapeutic Tmt. Outpatient	211	77	1	2		291
50360 Sheltered Workshop Services		7	33	5		45
50362 Work Activity Services		1	31	2		34
50367 Adult Day Care			10			10
50368 Supported Employment Services			6	1		7
50369 Enclave			1			1
63314 RCF (Comm. 1-5 Bed)		2				2
63329 Supported Community Living (Comm. 1-5 Bed)		8	53	10		71
64315 RCF/MR (Comm. 6-15 Bed)			4			4
64318 ICF/MR (Comm. 6-15 Bed)			2			2
65314 RCF (Comm. 16+ Beds)		14	9			23
65315 RCF/MR (Comm. 16+ Beds)			1			1
65316 RCF/PMI (Comm. 16+ Beds)		1				1
65318 ICF/MR (Comm. 16+ Beds)			13			13
71319 Inpatient (State MHI)	2	20				22
72319 Inpatient (State Hosp. School)			13			13

Account Code	Mental Illness	Chronic Mental Illness	Mental Retardation	Developmental Disability	Other	Service Total
73319 Inpatient (Other Priv./Public Hospitals)	14	10				24
74300 D & E Related to Commitment		4				4
74353 Sheriff Transportation	42	41		1		84
74393 Legal Representation (cmtmt court costs/legal fees)	28	36	1	1		66
74395 Mental Health Advocates	1	1				2
Child						
42305 Psychotherapeutic Tmt. Outpatient	53					53
74353 Sheriff Transportation	11	1				12
74393 Legal Representation (cmtmt court costs/legal fees)	1					1

**Persons Served - Age Group by Primary Diagnostic Category
For Marshall County FY 2001**

Date Prepared 1/30/2002

DISABILITY GROUP	Children	Adults	Unduplicated Total
Mental Illness	64	253	315
Chronic Mental Illness	1	136	137
Mental Retardation	0	140	140
Other Developmental Disabilities	0	18	18
	<hr/> <hr/> 65	<hr/> <hr/> 547	<hr/> <hr/> 610