

Division of Behavioral Health & Disability Services Update

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September 9, 2022 Meeting of the Olmstead Consumer Task Force

Health and Human Services Alignment

- Active work continues to move towards an HHS, one-agency structure to meet needs of Iowans,
 - to provide well-connected access to services and supports,
 - consistent communication and support to local and state partners
 - Address people w/ one door
 - Leverage federal funding
- Began identifying the combined agency as Department of Health and Human Services on July 1 – the work of realignment will continue for the next year:
 - Bringing actual functions together, including building a single website and new publicly facing identity, updating, and modernizing the web presence and making it easier to use, branding the new combined department and sharing logos, documents, and forms that represent HHS to the public
- There is a draft of the technical bill for next legislative session that will change references for both departments to the “department of health and human services”
- The bill is 342 pages long with over 800 sections – there is a lot to change in Iowa Code and there will also be a lot of work to do in updating administrative rules
- Stakeholder input will continue to be gathered as the process continues - there will be another round of town hall meetings for all staff in the next few weeks
- Staff has attended town halls and been introduced to a high-level table of organization that defines divisions, bureaus, and offices, although not individual staff assignments yet
- HHS public website continues to include communications, updates, and presentations: <https://hhsalignment.iowa.gov/>

Department of Justice Investigation & Reports

- Iowa has received two findings reports – one related to the Glenwood Resource Center and a second one related to the state’s overall compliance with the Americans with Disabilities Act (ADA)
- The Glenwood findings were issued about a year ago
 - There is not a final consent decree yet – that is likely to take at least a couple more months
 - HHS is responsible to identify a monitor to review progress and compliance to the consent decree and is actively seeking a qualified experienced individual that will be able to provide guidance and technical assistance
 - The critical point is to make it clear that everyone has community living options
- The second report on ADA compliance in the state was issued around the first of the year

- No draft consent decree has been provided to HHS by the DOJ yet – it is expected there will be one
- Community integration work will be the primary component

Community Integration Efforts for SRC Residents

- Collaborative work continues with resource centers, MCO, and MFP
- Significant increase in number of residents in referral stage (especially Glenwood)
- Many guardians interested in closer to home, so working through some of those challenges, such as out of state
- Overwhelming support from providers willing to serve individuals and review referrals and build services
- MFP has added staff and is geared up to support a record number of transitions this year
- Glenwood Resource Center recently held a provider fair – over 30 HCBS (Home and Community-Based) providers and both MCOs attended and over 100 people came to learn about the services they offer – providers met with individuals and families and some started processing applications at the fair
- Glenwood is hiring additional social workers to help with transitions of residents to community settings
 - Ten GRC residents are moving as a group to WRC, where they will be living together
 - 11 GRC to community transitions are in the planning stages and expected to move over the next few months
 - 29 GRC residents have been accepted by community providers but do not yet have move dates

New Medicaid Managed Care Contracts

- HHS announced the selection of Amerigroup Iowa and Molina Healthcare of Iowa to provide managed care services to Medicaid members in Iowa.
- Amerigroup's current contract remains in place until July 1, 2023, then the new contract will begin
- Molina Healthcare of Iowa will be gearing up between now and July 1, 2023, when they will begin actively serving Iowa Medicaid members.
- Molina has a strong focus with long-term services and supports and currently serves Medicaid members in many other states.
- Iowa Total Care will continue to serve members as well – their contract will not be up for renewal for a couple more years.

Implementation of 988

- 988 went live on July 16 - the National Suicide Prevention Lifeline number has been transitioning to the 3-digit number 9-8-8 for some time
- This is a big step in building uniform access to a statewide crisis system

- All the old numbers still work for now – you can call 988, the national suicide prevention hotline, or Your Life Iowa and get connected to help
- Emergency calls still need to go to 911 – if police or an ambulance are needed that is the number to call – if people who need 911 call 988, their call will be forwarded
- Call 988 for suicide prevention, mental health crisis support – it is a talk line, not the number to call to dispatch services
- Most calls can be connected to crisis counseling, some to the warmline, and a few may need 911 or mobile crisis services – all those connections can be made
- Iowa's has been preparing for the transition since February of 2021 and has a comprehensive 9-8-8 implementation plan developed with national technical assistance by a stakeholder group
- The stakeholders worked closely with the current Lifeline network centers in Iowa, Foundation 2, and CommUnity, to develop a landscape analysis of how the crisis centers will interact with local crisis services and develop a plan to increase call capacity
- Iowa still has two National Suicide Prevention Line centers, CommUnity and Foundation 2
 - The focus has been on building staff capacity – in May the center hired 21 FTEs to answer calls, chats, and texts, as well as a program coordinator, a training coordinator, and the program manager
 - Foundation 2 is staffing to answer the majority of the 988 calls
 - CommUnity is staffing to answer the majority of the 988 chats and texts
 - Both centers will be equipped to answer calls, chats, and texts, as well as following up with individuals at risk of suicide, providing warm hand-offs to mobile response beginning 12/1/22, and connect individuals with community-based crisis and behavioral health services and supports

Administrative Rules

- Community Mental Health Centers (CMHC) – Administrative Rules Review committee on 6/14/22, effective 7/1/22
- 441 - Chapter 25 - Disability Services Management – MHDS Regional rules
 - State Departments complete 5-year review of rules
 - No substantial or significant changes should be made
 - Eliminate outdated rules, law changes
 - Updated definitions, terminology, and cross-references
 - Clarified ambiguous rules

Project Recovery Iowa

- Formerly known as COVID Recovery Iowa – has been used as a resource for natural disasters and COVID-19
- FEMA (Federal Emergency Management Administration) grants – short term crisis counseling and referral, community outreach to support individuals effected by a community disaster/crisis

- Started with the COVID pandemic and IA added derechos, tornados
- Actively assist during the crisis, while community builds up again, and local resources are available to manage the need
- Had a no-cost extension of federal FEMA dollars that ended June 10
 - DHS targeted COVID dollars received from SAMHSA will be used to continue services and contracts through end of FY23
 - Over the next year the focus will be on mental well-being, recognizing mental health stressor and anxiety, and reaching out to places of employment and ensuring Iowa has a core team that can get up to speed quickly when there is a need
 - Call 1-844-775-9276 or 800-447-1985

CCBHC (Certified Community Behavioral Health Centers) Expansion

- Iowa currently has 12 CCBHCs which receive funding through grants awarded by SAMHSA (the federal Substance Abuse and Mental Health Services Administration)
- They are required to provide a set of services including specific outpatient mental health and substance use services, care coordination, and crisis services
- Will be applying for a demonstration grant to build out a sustainable plan for supporting CCBHCs to serve the entire state – there is hope for alignment at the federal level
- The Bipartisan Safe Communities Act was recently signed at the federal level and includes opportunities for state to expand their CCBHC networks
 - Planning grants are expected to be awarded to 40 states in FFY23 and in 2024 and beyond, more demonstration states will be added
- There are 20 new applications from Iowa in process for two new funding opportunities through SAMHSA

Office of Recovery Supports RFP

- RFP for the Office of Recovery Supports was awarded to NAMI Iowa
 - Previously called the Office of Consumer Affairs
 - Purpose is to assure individuals with lived experience have input in policy decisions and policy making and bring their voices to the MHDS-C
 - The award was announced on June 15 and the contract is effective this month
 - The previous contract was with NAMI Iowa, and they were the successful bidder on the new RFP so they will continue to operate the newly renamed Office of Recovery Supports

U of Iowa Center for Excellence for Behavioral Health

- The contract awarded to: University of Iowa Center for Disability and Development (CDD) through an RFP process and the project started April 1
- It is a centralized location for technical assistance related to the development and implementation of evidence-based practices supported by the state

- The Center will provide technical assistance to the MHDS Regions on the consistency in implementation and fidelity monitoring of three Evidence Based Practices throughout the state:
 - Assertive Community Treatment
 - Individual Placement and Support
 - Permanent Supportive Housing
- They will assess the current EBPs required in Iowa Code and administrative rules for the MHDS Regions to implement and provide recommendations on aligning with nationally recognized EBPs
- They are continuing to add staff and work with the MHDS Regions

Non-Emergency Mediation Transportation RFP

- Iowa Medicaid will release an RFP in September for a vendor to provide non-emergency medical transportation for Medicaid members who need assistance getting to their medical appointments.