

***COUNTY RURAL OFFICES OF SOCIAL SERVICES
MENTAL HEALTH AND DISABILITY SERVICES REGION***

FY22 ANNUAL REPORT



**SUBMITTED
11/30/2022**

GEOGRAPHIC AREA: *Clarke, Decatur, Lucas, Marion, Monroe, Ringgold, Wayne*

APPROVED BY ADULT AND CHILD ADVISORY BOARD: 11/04/2022

APPROVED BY GOVERNING BOARD: 11/29/2022

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Introduction

The County Rural Offices of Social Services (CROSS) region was formed under Iowa Code Chapter 28E to create a Mental Health and Disability Service Region in compliance with Iowa Code 331.390. The annual report is a component of the Management Plan which includes three parts: Annual Service and Budget Plan, Annual Report and Policies and Procedures Manual in compliance with Iowa Administrative Code 441.25.

The FY2022 Annual Report covers the period of July 1, 2021 to June 30, 2022. The annual report includes documentation of the status of service development, services provided, individuals served, designated intensive mental health services, a financial statement including revenues, expenditures and levies and specific regional outcomes for the year.

The FY2023 CROSS Governing Board is comprised of the following membership.

Member	Representing	Voting Member
Austin Taylor	Clarke County Board of Supervisors	Yes
Ward Graham	Decatur County Board of Supervisors	Yes
Dennis Smith	Lucas County Board of Supervisors	Yes
Mark Raymie	Marion County Board of Supervisors	Yes
Denny Amoss	Monroe County Board of Supervisors	Yes
Ron Landphair	Ringgold County Board of Supervisors	Yes
Don Seams	Wayne County Board of Supervisors	Yes
Terrance Horn	Adults/Actively Involved Relatives of an Adult who Utilizes Mental Health and Disability Services (<i>designated by the regional adult mental health and disability services advisory committee</i>)	Yes
Kerri Buddenhagen	Parents/Actively Involved Relatives of a Child who Utilizes Children's Behavioral Health Services (<i>designated by the regional children's behavioral health services advisory committee</i>)	Yes
Kathleen Hanafan	The Regional Education System (<i>designated by the regional children's behavioral health services advisory committee</i>)	Yes
Conni Dunsmore	Optimae Life Services-Regional MHDS Adult Service Providers (<i>designated by the regional adult mental health and disability services advisory committee</i>)	No
Stacy Haas	Regional Children's Behavioral Health Service Providers (<i>designated by the regional children's behavioral health services advisory committee</i>)	No

A. Services Provided and Individuals Served

This section includes:

- The number of individuals in each diagnostic category funded for each service
- Unduplicated count of individuals funded by age and diagnostic category
- Regionally designated Intensive Mental Health Services

Table A. Number of Individuals Served for Each Service by Diagnostic Category

Disability Group	Children	Adult	Unduplicated Total	DG
Mental Illness	189	902	1091	40
Mental Illness, Intellectual Disabilities	0	2	2	40, 42
Mental Illness, Other Developmental Disabilities	0	3	3	40, 43
Intellectual Disabilities	0	1	1	42
Total	189	908	1097	99

Table B. Unduplicated Count of Individuals by Age and Diagnostic Category

FY 2022 Actual GAAP	CountyRuralOfficesofSocialServices MHDS Region	MI (40)		ID(42)		DD(43)		BI (47)		Other		Total
		A	C	A	C	A	C	A	C	A	C	
		Core										
	Treatment											
42306	Psychotherapeutic Treatment - Medication Prescribing	1										1
71319	State MHI Inpatient - Per diem charges	5										5
73319	Other Priv./Public Hospitals - Inpatient per diem charges	1										1
	Basic Crisis Response											
44301	Crisis Evaluation	153	84									237
44302	23 Hour Observation and Holding	22										22
44305	24 Hour Crisis Response	45	5									50
44307	Mobile Response	348	62									410
44312	Crisis Stabilization Community Based Services (CSCBS)	94	50									144
44313	Crisis Stabilization Residential Service (CSRS)	148										148
	Support for Community Living											
32329	Support Services - Supported Community Living	1	1	2								4
	Support For Employment											
50368	Voc/Day - Individual Supported Employment	1		1		1						3
	Recovery Services											
	Service Coordination											
	Sub-Acute Services											
64309	Sub Acute Services (6+ Beds)	15										15
	Core Evidence Based Treatment											
32396	Supported Housing	25										25
	Core Subtotals:	859	202	3		1						1065
	Mandated											
74XXX	CommitmentRelated (except 301)	101	4									105
75XXX	Mental health advocate	35										35
	Mandated Subtotals:	136	4									140
	Core Plus											
	Justice System Involved Services											
46305	Mental Health Services in Jails	145										145
	Additional Core Evidence Based Treatment											
42397	Psychotherapeutic Treatment - Psychiatric Rehabilitation	1										1
	Core Plus Subtotals:	146										146
	Other Informational Services											
	Community Living Support Services											
22XXX	Services management	359	55									414
31XXX	Transportation	9				1						10
33340	Basic Needs - Rent Payments	3										3
41305	Physiological Treatment - Outpatient	94	2									96
41306	Physiological Treatment - Prescription Medicine/Vaccines	82										82
63XXX	RCF 1-5 beds	2										2
	Community Living Support Services Subtotals:	549	57			1						607
	Congregate Services											
64329	Comm Based Settings (6+ Beds) - Supported Community Living			1								1
64XXX	RCF-6 and over beds	6				1						7
	Congregate Services Subtotals:	6		1		1						8
	Administration											
	Uncategorized											
	Regional Totals:	1696	263	4		3						1966

B. Regionally Designated Intensive Mental Health Services

The region has designated the following provider(s) as an **Access Center** which has met the following requirements:

- Immediate intake assessment and screening that includes but is not limited to mental and physical conditions, suicide risk, brain injury, and substance use.
- Comprehensive person-centered mental health assessments by appropriately licensed or credentialed professionals.
- Comprehensive person-centered substance use disorder assessments by appropriately licensed or credentialed professional.
- Peer support services.
- Mental health treatment.
- Substance abuse treatment.
- Physical health services.
- Care coordination.
- Service navigation and linkage to needed services.

<u>Date Designated</u>	<u>Access Center</u>
05/21/2021	<i>Community Health Centers of Southern Iowa, located in Osceola Iowa, serving all CROSS member counties.</i>

The region has designated the following **Assertive Community Treatment (ACT)** teams which have been evaluated for program fidelity, including a peer review as required by subrule 25.6(2), and documentation of each team's most recent fidelity score.

<u>Date Designated</u>	<u>ACT Teams</u>	<u>Fidelity Score</u>
03/31/2020	<i>Resources for Human Development, Knoxville and Leon Offices serving all CROSS member counties.</i>	96

The region has designated the following **Subacute** service providers which meet the criteria and are licensed by the Department of Inspections and Appeals.

<u>Date Designated</u>	<u>Subacute</u>
11/24/2020	<i>Community Health Centers of Southern Iowa, located in Osceola Iowa, serving all CROSS member counties.</i>

The region has designated the following **Intensive Residential Service** providers which meet the following requirements:

- Enrolled as an HCBS 1915(i) habilitation or an HCBS 1915(c) intellectual disability waiver supported community living provider.
- Provide staffing 24 hours a day, 7 days a week, 365 days a year.
- Maintain staffing ratio of one staff to every two and on-half residents.
- Ensure that all staff have the minimum qualifications required.
- Provider coordination with the individual's clinical mental health and physical health treatment, and other services and support.
- Provide clinical oversight by a mental health professional
- Have a written cooperative agreement with an outpatient provider.
- Be licensed as a substance abuse treatment program or have a written cooperative agreement.
- Accept and service eligible individuals who are court-ordered.
- Provide services to eligible individuals on a no reject, no eject basis.
- Serve no more than five individuals at a site.
- Be located in a neighborhood setting to maximize community integration and natural supports.
- Demonstrate specialization in serving individuals with an SPMI or multi-occurring conditions and serve individuals with similar conditions in the same site.

Date Designated	Intensive Residential Services
n/a	The region had not designated a service provider in FY22, the region anticipates designating an IRSH service provider in the first quarter of FY23 at the September Regional Board Meeting.

C. Financials

Table C. Expenditures

FY 2022 Accrual	CROSS MHDS Region	MI (40)	ID(42)	DD(43)	BI (47)	Admin (44)	Total
Core Domains							
COA	Treatment						
42305	Mental health outpatient therapy **						\$
42306	Medication prescribing & management **	\$ 310.00					\$ 310.00
43301	Assessment, evaluation, and early identification **						\$
71319	Mental health inpatient therapy-MHI	\$ 133,791.87					\$ 133,791.87
73319	Mental health inpatient therapy **	\$ 2,266.41					\$ 2,266.41
	Crisis Services						
32322	Personal emergency response system						\$
44301	Crisis evaluation	\$ 95,313.93					\$ 95,313.93
44302	23 hour crisis observation & holding	\$ 19,830.72					\$ 19,830.72
44305	24 hour access to crisis response	\$ 6,518.90					\$ 6,518.90
44307	Mobile response **	\$ 66,792.79					\$ 66,792.79
44312	Crisis Stabilization community-based services **	\$ 162,342.26					\$ 162,342.26
44313	Crisis Stabilization residential services **	\$ 211,431.53					\$ 211,431.53
44396	Access Centers: start-up / sustainability	\$ 1,457,968.58					\$ 1,457,968.58
	Support for Community Living						
32320	Home health aide						\$
32325	Respite						\$
32328	Home & vehicle modifications						\$
32329	Supported community living	\$ 40,805.84	\$ 7,062.28				\$ 47,868.12
42329	Intensive residential services						\$
	Support for Employment						
50362	Prevocational services						\$
50364	Job development						\$
50367	Day habilitation						\$
50368	Supported employment	\$ 39,036.78	\$15,000	\$400.00			\$ 54,436.78
50369	Group Supported employment-enclave						\$ -
	Recovery Services						
45323	Family support						\$
45366	Peer support						\$

	Service Coordination						
21375	Case management						\$
24376	Health homes						\$
	Sub-Acute Services						
63309	Subacute services-1-5 beds						\$
64309	Subacute services-6 and over beds	\$ 107,169.20					\$ 107,169.20
	Core Evidenced Based Treatment						
04422	Education & Training Services - provider competency	\$ 1,250					\$ 1,250
32396	Supported housing	\$ 185,000					\$ 185,000
42398	Assertive community treatment (ACT)						\$
45373	Family psychoeducation						\$ -
	Core Domains Total	\$ 2,529,828.81	\$22,062.28	\$400.00	\$		\$ 2,552,291.09
	Mandated Services						
46319	Oakdale						\$
72319	State resource centers						\$
74XXX	Commitment related (except 301)	\$ 60,235.19					\$ 60,235.19
75XXX	Mental health advocate	\$ 9,288.05					\$ 9,288.05
	Mandated Services Total	\$ 69,523.24	\$	\$	\$		\$ 69,523.24
	Additional Core Domains						
	Justice system-involved services						
25xxx	Coordination services	\$ 200.00					\$ 200.00
44346	24 hour crisis line*						\$
44366	Warm line*						\$
46305	Mental health services in jails	\$ 25,266.90					\$ 25,266.90
46399	Justice system-involved services-other	\$ 70,803.32					\$ 70,803.32
46422	Crisis prevention training	\$ 53,412.00					\$ 53,412.00
46425	Mental health court related costs						\$
74301	Civil commitment prescreening evaluation						\$
	Additional Core Evidenced based treatment						
42366	Peer self-help drop-in centers						\$
42397	Psychiatric rehabilitation (IPR)	\$ 64,000.00					\$ 64,000.00
	Additional Core Domains Total	\$ 213,682.22	\$	\$	\$		\$ 213,682.22
	Other Informational Services						
03371	Information & referral						\$
04372	Planning, consultation &/or early intervention (client related) **						\$
04377	Provider Incentive Payment						\$
04399	Consultation Other						\$
04429	Planning and Management Consultants (non-client related)						\$
05373	Public education, prevention and education **	\$ 260,839.38					\$ 260,839.38

	Other Informational Services Total	\$ 260,839.38	\$	\$	\$	\$	\$ 260,839.38
Community Living Supports							
06399	Academic services						\$
22XXX	Services management	\$ 456,341.70					\$ 456,341.70
23376	Crisis care coordination						\$
23399	Crisis care coordination other						\$
24399	Health home other						\$
31XXX	Transportation	\$ 32,386.32		\$ 90.00			\$ 32,476.32
32321	Chore services						\$
32326	Guardian/conservator						\$
32327	Representative payee						\$
32335	CDAC						\$
32399	Other support						\$
33330	Mobile meals						\$
33340	Rent payments (time limited)	\$ 4,319.05					\$ 4,319.05
33345	Ongoing rent subsidy						\$
33399	Other basic needs						\$
41305	Physiological outpatient treatment	\$ 13,460.34					\$ 13,460.34
41306	Prescription meds	\$ 3,243.10					\$ 3,243.10
41307	In-home nursing						\$
41308	Health supplies						\$
41399	Other physiological treatment						\$
42309	Partial hospitalization						\$
42310	Transitional living program						\$
42363	Day treatment						\$
42396	Community support programs						\$
42399	Other psychotherapeutic treatment						\$
43399	Other non-crisis evaluation						\$
44304	Emergency care						\$
44399	Other crisis services						\$
45399	Other family & peer support						\$
46306	Psychiatric medications in jail						\$
50361	Vocational skills training						\$
50365	Supported education						\$
50399	Other vocational & day services						\$
63XXX	RCF 1-5 beds (63314, 63315 & 63316)	\$ 82,365.21					\$ 82,365.21
63XXX	ICF 1-5 beds (63317 & 63318)						\$
63329	SCL 1-5 beds						\$
63399	Other 1-5 beds						\$
	Community Living Supports	\$ 592,115.72	\$	\$ 90.00	\$	\$	\$ 592,205.72
Other Congregate Services							
50360	Work services (work activity/sheltered work)						\$

64XXX	RCF 6 and over beds (64314, 64315 & 64316)	\$ 230,975.34		\$6,802.92			\$ 237,778.26
64XXX	ICF 6 and over beds (64317 & 64318)						\$
64329	SCL 6 and over beds		\$ 4,852.65				\$ 4,852.65
64399	Other 6 and over beds						\$ -
	Other Congregate Services Total	\$ 230,975.34	\$ 4,852.65	\$ 6,802.92	\$		\$ 242,630.91
Administration							
11XXX	Direct Administration					\$ 338,328.24	\$ 338,328.24
12XXX	Purchased Administration					\$ 202,643.73	\$ 202,643.73
	Administration Total					\$ 540,971.97	\$ 540,971.97
	Regional Totals	\$ 3,896,964.71	\$26,914.93	\$ 7,292.92	\$ -	\$ 540,971.97	\$ 4,472,144.40
(45XX-XXX)County Provided Case Management							\$
(46XX-XXX)County Provided Services							\$
	Regional Grand Total						\$4,472,145.00

13951	Distribution to MHDS regional fiscal agent from member county	\$ 2,593,243.31
14951	MHDS fiscal agent reimbursement to MHDS regional member county	\$ 20,051.87

Table D. Revenues

FY 2022 Accrual	CROSS MHDS Region		
Revenues			
	FY21 Annual Report Ending Fund Balance		\$7,136,940
	Adjustment to 6/30/21 Fund Balance		
	Audited Ending Fund Balance as of 6/30/21 (Beginning FY22)		\$5,437,567
	Local/Regional Funds		\$ 1,566,539
10XX	Property Tax Levied	\$1,527,330	
12XX	Other County Taxes	\$1,105	
16XX	Utility Tax Replacement Excise Taxes	\$30,155	
25XX	Other Governmental Revenues	\$663	
4XXX-5XXX	Charges for Services	-	
5310	Client Fees	-	

60XX	Interest	\$2,010	
6XXX	Use of Money & Property	-	
8XXX	Miscellaneous	\$5,276	
9040	Other Budgetary Funds (Polk Only)	-	
		-	
	State Funds		\$ 1,364,418.07
21XX	State Tax Credits	\$94,172	
22XX	Other State Replacement Credits	\$26,509	
2250	MHDS Equalization	-	
24XX	State/Federal pass thru Revenue	\$4,020	
2644	MHDS Allowed Growth // State Gen. Funds	\$1,239,717	
29XX	Payment in Lieu of taxes		
		-	
	Federal Funds		\$
2344	Social services block grant	-	
2345	Medicaid	-	
	Other	-	
	Total Revenues		\$ 2,930,958

Total Funds Available for FY22	\$ 8,368,525
FY22 Actual Regional Expenditures	\$ 4,472,145
Accrual Fund Balance as of 6/30/22	\$ 3,896,380

D. Status of Service Development in FY2022

The Region worked extensively to continue service development during FY2022 as well as continuing to improve and refine the services that we have established since regionalization. At the end of FY2022 the region had in place all required core services less Intensive Residential Service Homes.

Intensive Residential Service Homes (IRSH)

Late spring 2022 the CROSS Region joined discussions with Southeast Iowa Link (SEIL) and South Central Behavioral Health (SCBHR) Regions related to development of an IRSH home. The CROSS Region had previously identified 3 individuals in the region that would meet the criteria to live in an IRSH setting. As host region, the SEIL Region released a Request for Proposal for an intensive residential service home. The RFP was awarded to First Resources Corporation. First Resources purchased a 5- bedroom home in Burlington with project to open services the first week of October 2022.



Crisis Stabilization Residential Services (Children)

The region has an agreement with CICS Region (Host region) and YSS for usage of the Crisis Stabilization Residential Services beds located in Ames, meeting the requirement for this service.

In FY21 the region partnered with the South Central Behavioral Health Region (SCBHR) and the Southeast Iowa Link (SEIL) Region to develop additional CSRS beds within the timeliness and proximity standards set forth in the administrative rules. The SCBHR awarded a development and start up RFP to American Home Finding. In FY22 American Home Finding opened two beds and is in the process of opening five additional beds for this service. The provider did have to undergo new construction attached to their current facility including addition of a new HVAC and Sprinkler System. The American Home Finding CSRS unit is pictured below.



Supported Employment



In efforts to develop more supported employment services in the region CROSS awarded a startup grant for Supported Employment to Optimae Life Services. Included in this grant was the condition of beginning development and implementation of adherence to evidence-based practices related to supported employment and completion of a baseline fidelity review. With the support of the startup funds the provider was able to purchase a vehicle for the program, needed curriculum and training materials for staff. Unfortunately, due to the labor market the provider has not been able to recruit an employee to staff this new position. The position has been posted since early winter 2022 and remains open. The provider is offering a competitive salary and benefit package. The region extended the contract with the provider for FY23 hoping to allow time to engage staff and develop the program.

Evidence Based Practices Fidelity Reviews

CROSS contracted with DHT Consulting in FY2022 for completion of fidelity review for the Assertive Community Treatment (ACT) and Permanent Supportive Housing (PSH) programs operated by Resources for Human Development (RHD). DHT Consulting completed both reviews over the course of the spring 2022 with final reports provided to the region on June 10, 2022. The provider scored 96 related to ACT and 21.7 related to PSH, both scores indicating adherence to model of fidelity for the respective service.

The Access Center operated by Infinity Health (formerly Community Health Centers of Southern Iowa) secured two independent contractors for completion of the following EBP Fidelity Reviews in FY2022. Family Psychoeducation (13) Integrated Treatment of Co-Occurring Disorders (50), and Strength Based Case Management (19). In regard to these three EBPs the provider identified through the fidelity process that due to the short term, time limited nature of the services provided at the Access Center those EBPs would not be able to be implemented to fidelity and likely not the most appropriate venue to attempt to provide such services.

E. Outcomes/Regional Accomplishments in FY2022

Planning with Data



The Crisis Now resource need calculator, utilizing census data for member counties of the CROSS Region and 2021 inpatient data (average length of service and average cost of acute bed stay per day) indicates suggested crisis care services shown to the right in red. The numbers in parenthesis reflect the current number of crisis care services open and available within the CROSS Region.

The CROSS Region continues to utilize tools from Crisis Now and other sources to drive data informed decision making and service development.

CROSS Region Population Census 78,524

ALOS of Acute Inpatient 11

Avg. Cost of Acute Bed/Day \$3872

Mobile teams = **1 (2)**

23 hour observation chairs = **3 (3)**

of CSRS beds = **4 (5)**

of Subacute and Acute Inpatient beds = **12 (7)**

Estimated episodes served annually

Based on a population of: 78,524

Site	Current state	Crisis Now
Mobile crisis teams	780 eps	694 eps
Crisis receiving chairs	72.0 eps	1.4K eps
Short-term crisis beds	792 eps	482 eps
Emergency department	744 eps	303 eps
Acute inpatient beds	216 eps	424 eps

The information to the left depicts the estimated episodes served annually based on the region population and if the area was implementing the full array of Crisis Now model of services. The current state column is derived from average monthly service utilization in FY22 in the CROSS-crisis service network. One area the Crisis Now model places emphasis on is the importance of a 988-call center. The region anticipates the current state numbers to fluctuate, especially in the emergency department line as 988 rolls out.

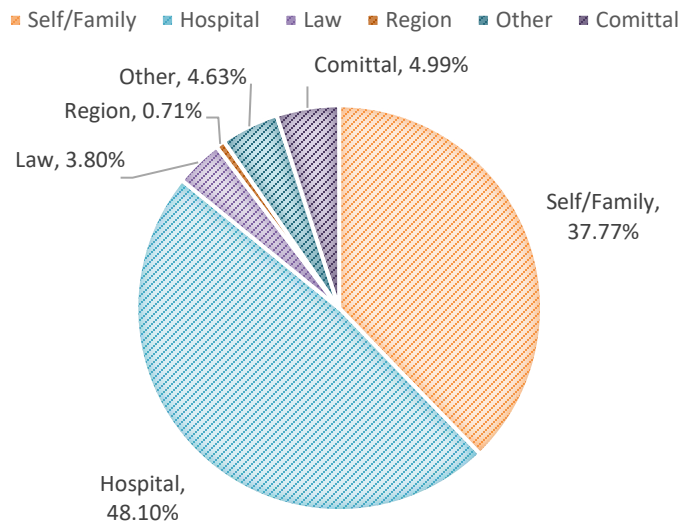
Infinity Health Access Center (Adults)

2022 marks the third year of operations of the Infinity Health Access Center. In addition to fee for service claims for uninsured and underinsured patients the region provided an additional \$600,000 in infrastructure funding to the Access Center in FY22. As defined in 441-25.1(331) Access Center means the coordinated provision of intake assessment, screening for multi-occurring conditions, care coordination, crisis stabilization residential services, subacute mental health services, and substance abuse treatment for individuals experiencing a mental health or substance use crisis who do not need inpatient psychiatric hospital treatment, but who do need significant amounts of supports and services not available in other home and community based settings.



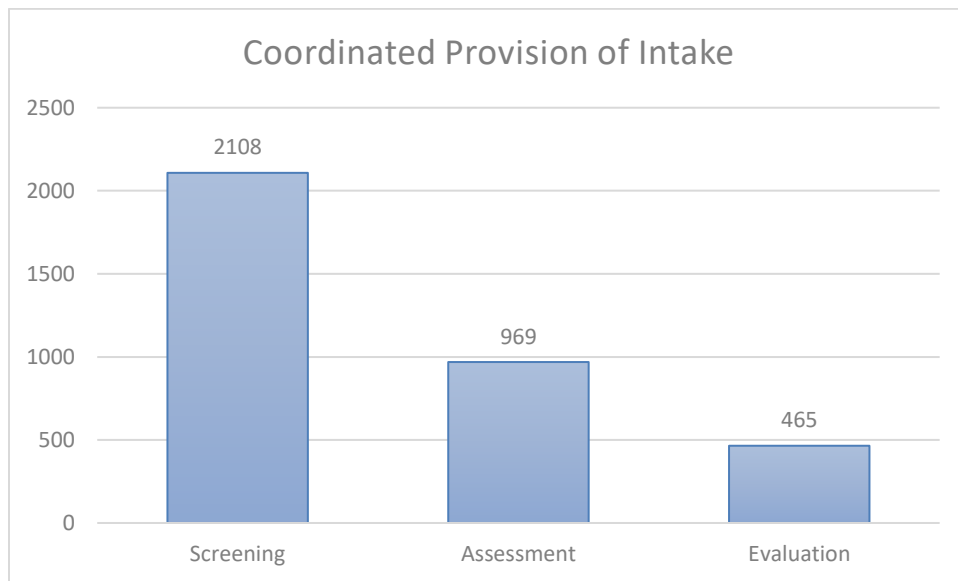
The visual to the right depicts partners that are referring to the Access Center and at what percentage. Most referrals continue to originate from individuals themselves, their families and hospitals with in the CROSS MHDS Region.

REFERRAL SOURCES



Infinity Health Access Center (Adults)

The Access Center strives to be a central hub for a coordinated provision of intake for those in the community that are experiencing brain health needs and/or are in a brain health crisis. This coordinated provision of intake involves three key components as defined below. The chart illustrates the number of cases served in each component during FY22.



Crisis Screening-a brief assessment to make a determination of the presenting problem and referral to the appropriate level of care.

Crisis Assessment-the review of the current functioning of the individual using the service in regard to the individual's situation, needs, strengths, abilities, desires and goals.

Crisis Evaluation-the process used with an individual to collect information related to the individual's history and needs, strengths, and abilities in order to determine appropriate services or referral during an acute crisis episode.

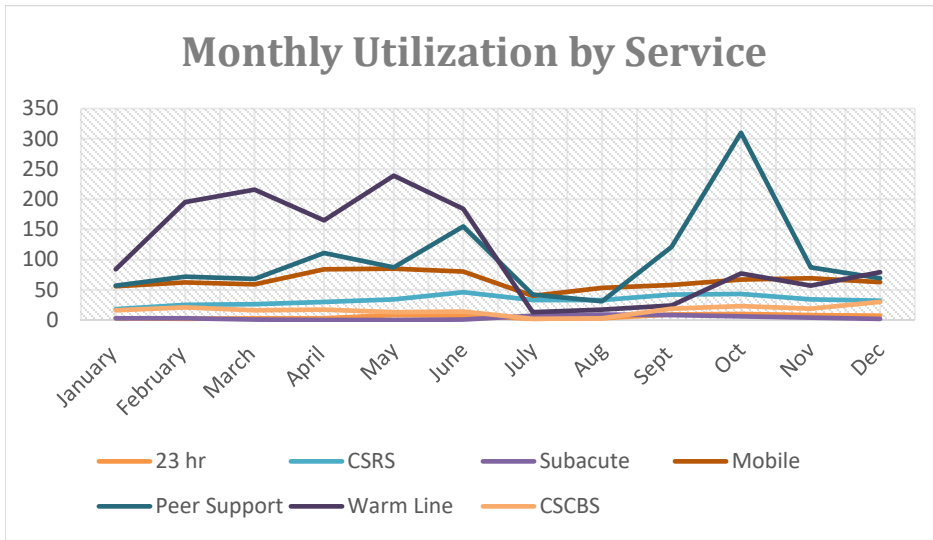
Infinity Health continues to provide the majority of crisis screening, assessment and evaluation in the CROSS Region. Infinity provides these services to walk in clients, mobile crisis responses, all 8 Emergency Departments in the region as well as to jails within the region.

97% of crisis evaluations were completed within 24 hours of contact to the Access Center.



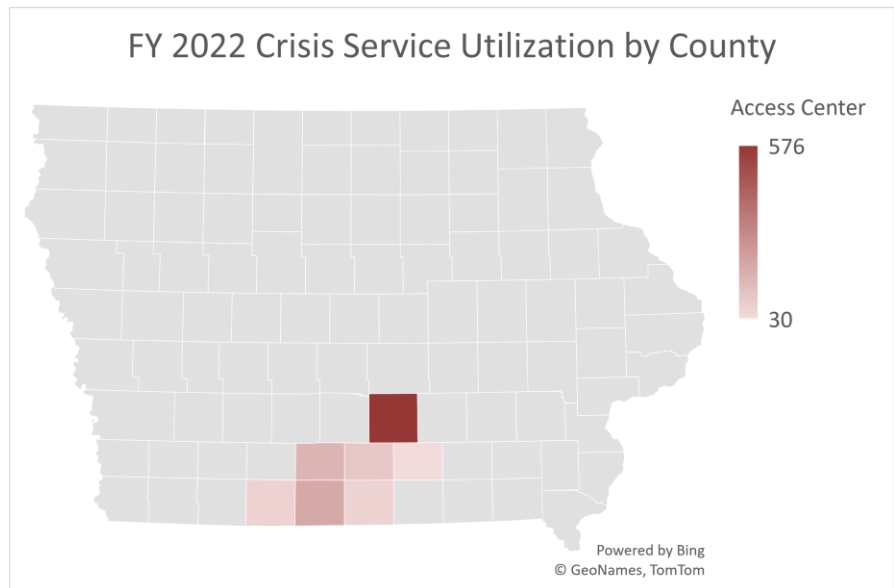
419 Admissions to the Access Center in FY2022

Infinity Health Access Center (Adults)



The graphic to the left shows service usage in the Access Center by month during FY22.

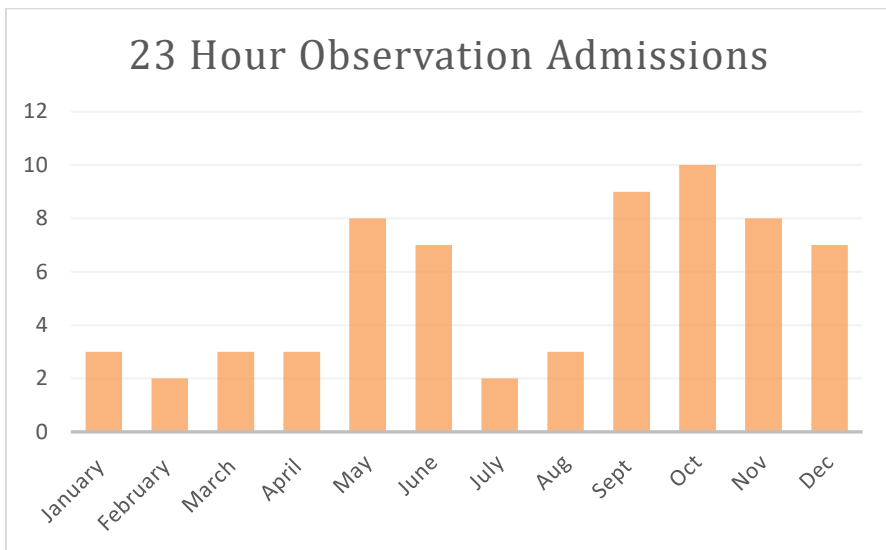
This heat map depicts Access Center usage by member county.



The data reported on pages 15-17 is specific to the Infinity Health Access Center. The CROSS MHDS Region also engages in a Memorandum of Understanding for individuals to utilize the Access Center operated by Southern Iowa Mental Health Center in Ottumwa.

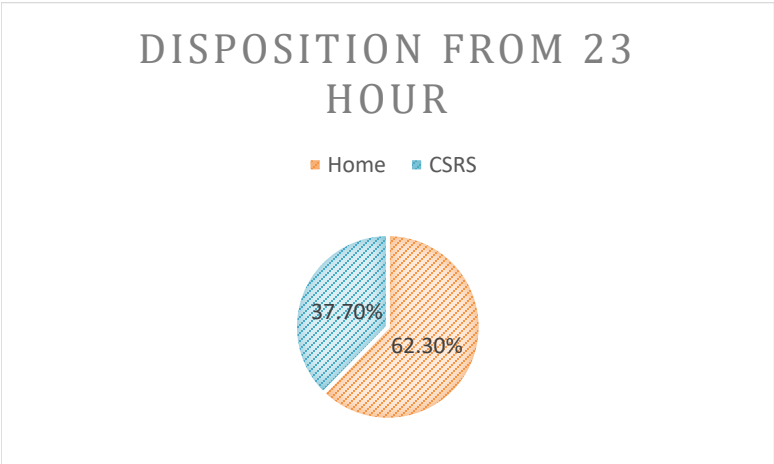
Infinity Health-23 Hour Observation and Holding (Adults)

This service became available in the CROSS Region on December 29, 2019. Twenty-three-hour observation and holding means a level of care provided for up to 23 hours in a secure and protected, medically staffed, psychiatrically supervised treatment environment.

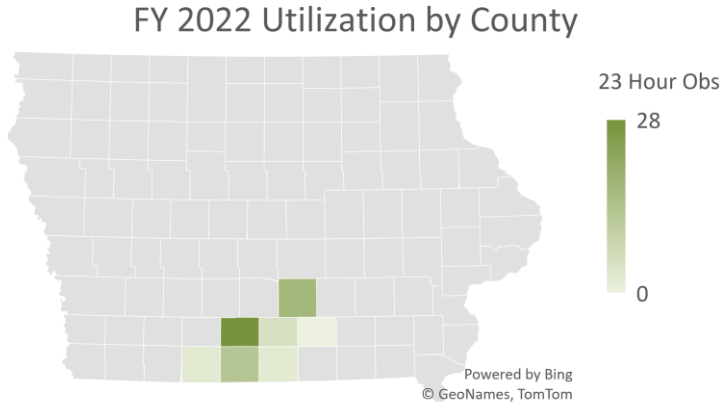


This chart identifies the monthly utilization of 23 observation and holding services at the Osceola Access Center.

The pie chart shows the service or location that individuals receiving 23-hour observation and holding services are utilizing upon discharge.



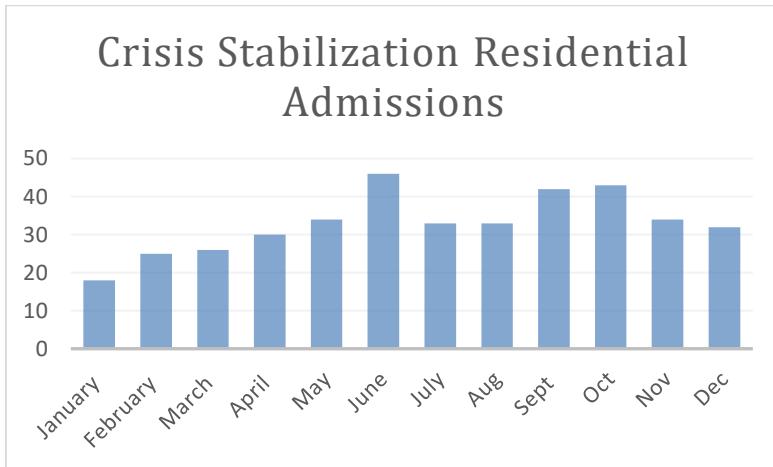
CROSS Funded 22 individuals for this service in FY2022. 100% received the service within 120 minutes of referral.



This heat map depicts 23 hour observation usage by member county.

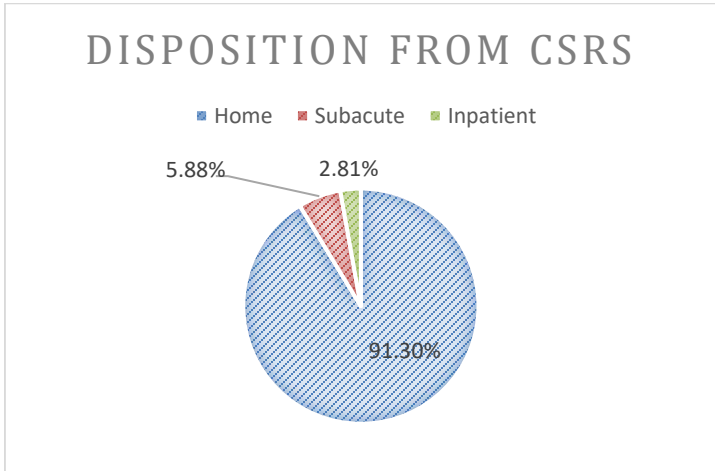
Infinity Health-Crisis Stabilization Residential Services (Adults)

Historically this service was available to adult CROSS Residents through contracts with Southern Iowa Mental Health Center and Zion in facilities located outside the CROSS Region. While these contracts are still in place and the service still available at those locations, on December 31, 2019, this service opened at the Access Center located in the CROSS Region. Crisis Stabilization Residential Services means short term services designed to de-escalate a crisis situation and stabilize an individual following a mental health crisis and is provided in an organization arranged setting of no more than 16 beds.



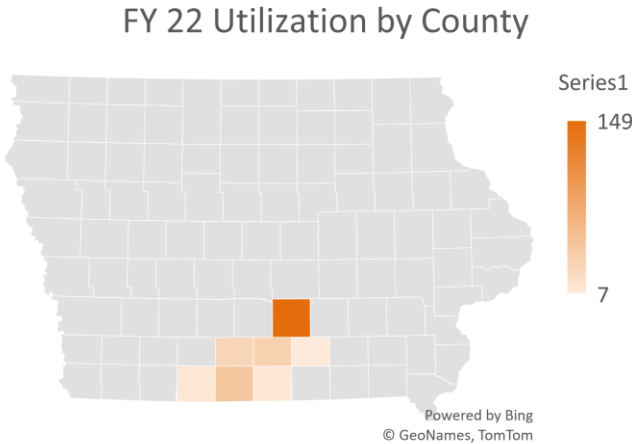
This chart identifies the monthly utilization of CSRS services at the Osceola Access Center.

The pie chart shows the service or location that individuals receiving CSRS are utilizing upon discharge.



CROSS Funded 148 adults for this service in FY2022.

98% received this service within 120 minutes of referral

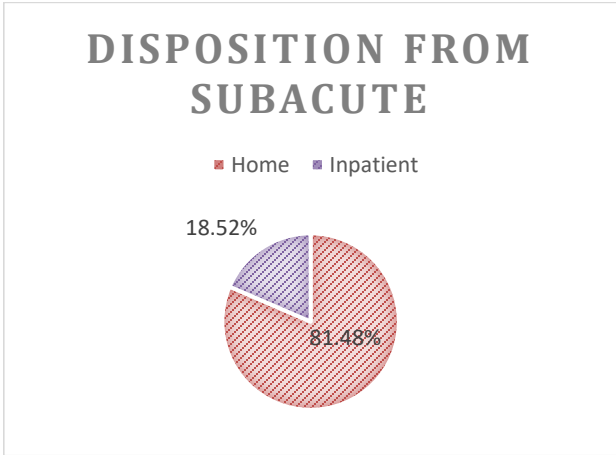
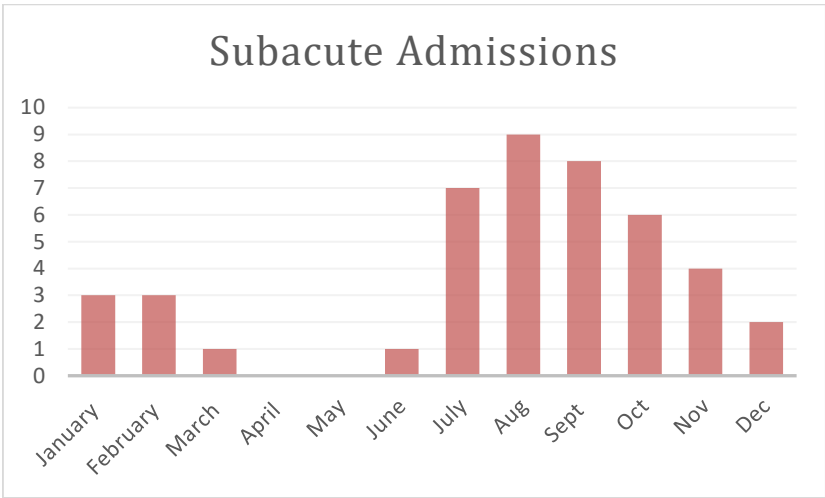


This heat map depicts crisis stabilization residential usage by member county.

Infinity Health-Subacute (Adults)

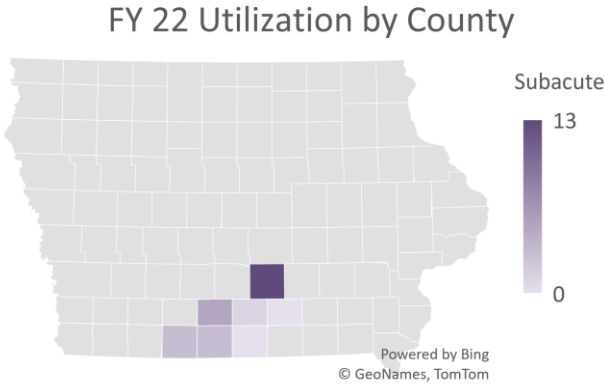
In FY20 this service opened at the Access Center located in the CROSS Region. Subacute means a comprehensive set of wraparound services for persons who have had or are at imminent risk of having acute or crisis mental health symptoms that do not permit the persons to remain in or threatens removal of the persons from their home and community, but who have been determined by a mental health professional and a licensed health care professional, subject to the professional’s scope of practice, not to need inpatient acute hospital services.

This chart identifies the monthly utilization of subacute services at the Osceola Access Center.



The pie chart shows the location that individuals receiving subacute services are being discharged to.

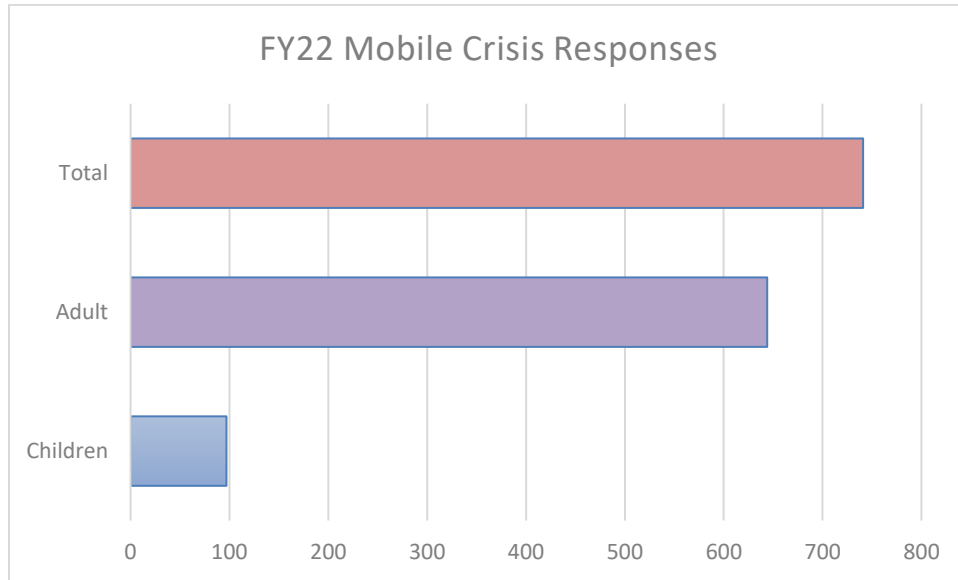
CROSS funded 15 individuals for this service in FY2022. 93% received this service within 24 hours of referral.



This heat map depicts subacute usage by member county.

Infinity Health-Mobile Crisis Response (Adults and Children)

This service opened on December 31, 2019, in the CROSS Region. Mobile response means a mental health service which provides on-site, face-to-face mental health crisis services for an individual experiencing a mental health crisis. Crisis response staff providing mobile response have the capacity to intervene wherever the crisis is occurring, including but not limited to the individual's place of residence, an emergency room, police station, outpatient mental health setting, school, recovery center or any other location where the individual lives, works, attends school, or socializes.



Infinity Health-Mobile Crisis Response (Adults)

As depicted above there were 644 mobile crisis responses for adults in FY22. In the event that the adult being served is in need of a service at the Access Center the mobile crisis provider also serves as a safe transport vehicle to the Access Center. This is a great benefit to the individual to enter a therapeutic environment as expediently as possible.

86% of the time the mobile team was onsite within 60 minutes of request.

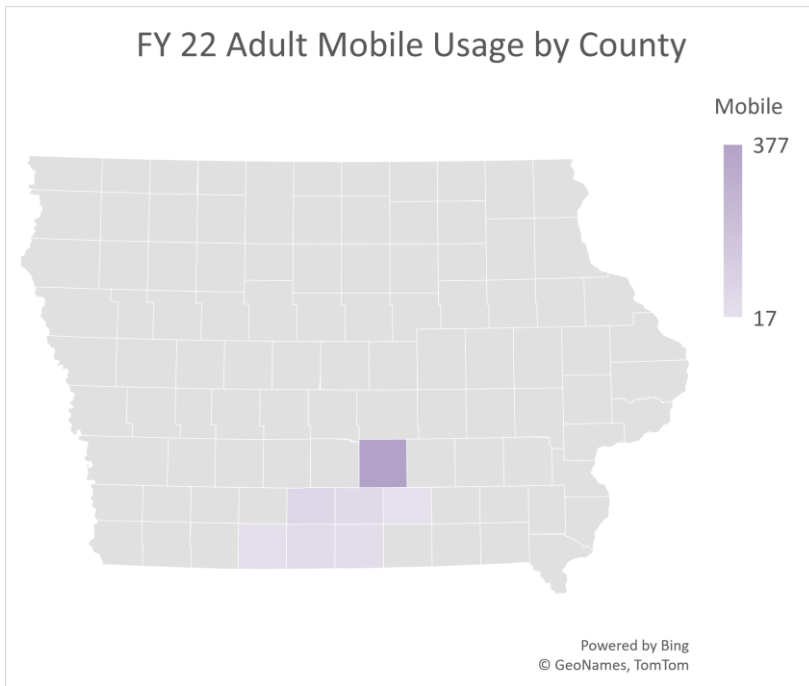
Average response time was 33 minutes.

PERCENTAGE OF ADULT MOBILE CALLS BY AGE GROUPING

■ 18-25 ■ 26-30 ■ 31-45 ■ 46-60 ■ 61-75 ■ 76+

Age Grouping	Percentage
18-25	23%
26-30	12%
31-45	29%
46-60	24%
61-75	9%
76+	3%

Infinity Health-Mobile Crisis Response (Adults)



7% of adults served by mobile crisis were referred to acute inpatient care.

43% were stabilized on location

47% were referred to the Access Center



Infinity Health-Mobile Crisis Response (Children)

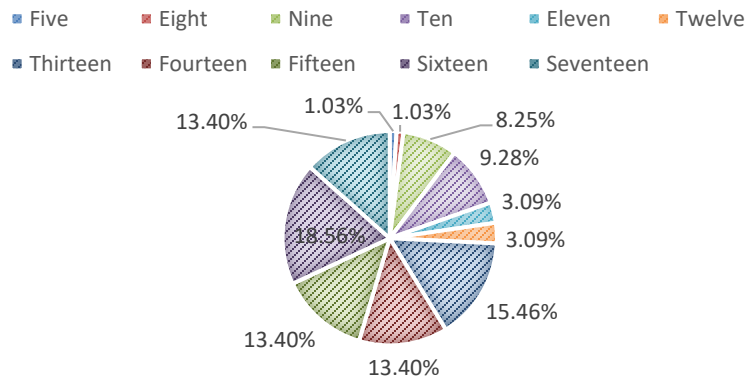
As shown in the graph on the prior page there were 97 mobile crisis responses for children in FY22.

90% of the time the mobile team was onsite within 60 minutes of request.

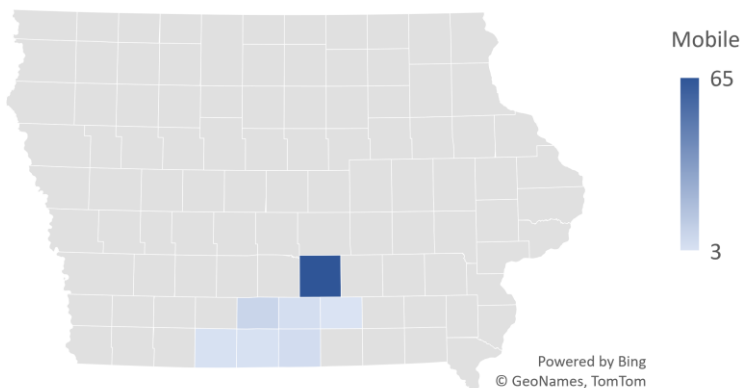


Average response time was 26 minutes.

PERCENTAGE OF YOUTH MOBILE CALLS BY AGE



FY 22 Youth Mobile Usage by County



36% of children served by mobile crisis were referred to acute inpatient care.

62% were stabilized on location

70% of referrals made for outpatient services were followed through upon by the family/caregiver.

Early identification/Early Intervention (Children)

“Early identification” means the process of detecting developmental delays, mental illness, or untreated conditions that may indicate the need for further evaluation.

“Early intervention” means services designed to address the social, emotional, and developmental needs of children at their earliest stages to decrease long-term effects and provide support in meeting developmental milestones.

The CROSS Region continues working with local stakeholders to identify what screening, surveillance and evaluation is already taking place within the region, how those services can be promoted, scaled, and leveraged to the greatest possible impact for those we serve. CROSS has maintained a Memorandum of Understanding with the Maternal, Child and Adolescent Health (MCAH) Title V Grantee that provides the Early Periodic Screening, Diagnosis and Treatment (EPSDT) newly Medicaid eligible outreach education as well as the three Early Childhood Iowa (ECI) areas that serve the region to work collectively on early identification and intervention processes and referrals.

The MCAH project provides outreach and education to every family that has become newly eligible for Medicaid coverage, this begins with a mailing at the beginning of the month, the regions information is included in this mailing. MCAH staff then provide follow up phone and in person attempts to connect with the family, identify needs and link to services and supports. The MCAH program also offers developmental screening in each member county of the CROSS Region.

Local home visiting programs such as Parents as Teachers that are funded by the ECI areas complete ongoing screening and assessment of child development with the families they are working with in their homes.

The Region also works closely with the 1st Five Healthy Mental Development Program Coordinator, who also sits on the Region Children’s Advisory Committee and the Regional Governing Board.

All these projects utilize screening tools that address social emotional development, such as the Ages and Stages Social Emotional Questionnaire (ASQ-3 and ASQ-SE), Child Health Development Record (CHDR) and the Modified Checklist for Autism in Toddlers (MCHAT).

Region staff serve as volunteer board members on two local Early Childhood Iowa boards.

Partner Programs



Partners

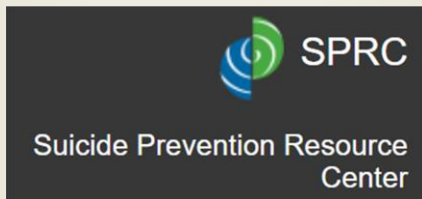


Education Services and Prevention (Adults-Children)

Legislation requires the regions to engage in at least four education and four prevention activities in the region each year. The CROSS Region has a 1.0 FTE Children's Coordinator that works in all member counties and participates in community stakeholder and provider meetings in each county at least monthly. Many of the counties develop their priorities based on the local hospital and Public Health Community Health Needs Assessment (CHNA) and subsequent Health Improvement Plan (HIP) thus focus areas may differ by each member county. Follows is a snapshot of some of the activities that took place in FY2022.

- NAMI Family to Family (Regionwide)
- Provided funding for Social Emotional Learning Curriculum (1 district)
- Provided funding for Student Sensory Library (1 district)
- Provided funding for Sensory seating (1 district)
- Funding and facilitation of Marion County Student Mental Health Day (5 districts)
- Funding for School Sensory Path (1 district)
- Partnered with local Public Health to purchase and distribute brain health and wellness kits (Decatur County).
- Clarke County Thursday summer Thursday nights outreach and education events. (Clarke)
- Challenge to Change Mindfulness Program (9 school districts, 2453 students)
- Challenge to Change Teacher Program (9 school districts, 327 staff)
- Challenge to Change Medical Mindfulness Program (20 providers)
- Handle with Care Project in partnership with Heartland AEA, expanded to the second school district in FY22 (2 school districts)
- Mental Health Resource Cards distributed to first responders (Regionwide)
- Sponsorship for Green Hills AEA annual social emotional learning symposium.
- Through statewide MHDS regional partnerships funded MindSpring Mental Health Alliance.
- Through statewide MHDS regional partnerships funded MHDS Region Brain Health Now campaign.
- Assisted in grant writing to secure two state funded Mental Health Grants (1 school district)
- Funded Teacher Child Interaction Therapy (TCIT) through Early Opportunities Therapy Services. Train the trainer provided to six coaches, 3 school districts. Overall, findings from implementation project indicate that TCIT was effective at increasing teacher skills and decreasing the frequency and intensity of disruptive behaviors among students with high rates of problem behaviors in classroom settings. *Full outcome report available upon request.
- Provided funding for presentations from Protect Young Eyes discussing mental health and technology. Over 160 parents attended the parent sessions and 18 grade levels across three school districts attended the youth session.

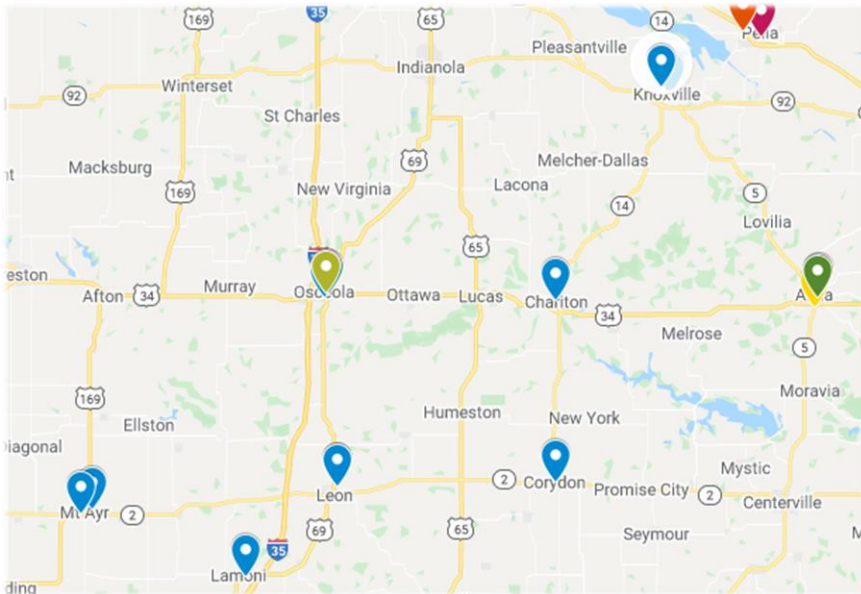
Partners



Education Services and Prevention (Adults-Children)

- Funded Crossroads Behavioral Health to provide Question, Persuade, Refer (QPR) Training to 7 Osceola Specialty Care Staff.
- Funded Crossroads Behavioral Health to provide Question, Persuade, Refer (QPR) Training to the business community in Clarke County.
- Funding provided for 2 Suicide Prevention Workshops conducted by Foundation 2. 4 Schools participated, Central Decatur School District, Lamoni Community School District, Clarke County Community School District and Diagonal Community School District.
- Funded 2 Community Events presented by Dr. Bart Andrews from the Suicide Prevention Resource Center regarding Community Suicide Prevention and impacts on mental wellness related to COVID-19.
- Funded Mental Health First Aid for the RHD ACT Team serving the CROSS Region (8 trained).
- Funded Crisis Intervention Training through Solution Point Plus for providers (40 providers and 6 dispatchers trained)
- Funded X-Factor Law Enforcement Officer Resiliency Training through Solution Point Plus (5 trained)
- Provided funding the Well for a Gardening Your Life Grounding Course; Skills and Support to Manage Anxiety and Depression (5 sessions, 77 attendees).
- The Children's Behavioral Health Coordinator participated in at Back to School Events with information and education resources (4 school districts).
- Children's Mental Health Resource handouts provided to 13 schools in the region.
- The Children's Behavioral Health Coordinator attended over 70 community stakeholder meetings related to Children's wellness in FY2022. The Coordinator provided outreach and education as well as developed referral pathways. (Region wide)
- Region Staff provide leadership to the Clarke County Homeless Coalition.
- Region staff participate with the Marion County GOAL.

Behavioral Health Outpatient Therapy (Adult and Children)
Medication prescribing and Management (Adult and Children)



The CROSS Region has contracts with the Community Mental Health Centers and private outpatient therapy providers located in each county of the region. At the time of this report there are 23 outpatient mental health offices in the region. Many offices across the region have traveling providers and provide services via telehealth. What the number and location of offices can tell us is the proximity of outpatient and medication management services available within the region are available within 45 miles of all cities across the region.

50

There are fifty active Iowa licenses among residents of the region member counties in the behavioral health field

including Marital and Family Therapists, Mental Health Counselor, Temporary Licensed Mental Health Counselors, Psychologists, Licensed Independent Social Workers and Master’s Level Social Workers. Not all these individuals are actively practicing or practicing in the region. The region continues to investigate methods to encourage licensed professionals to practice locally.

The Health Resources and Services Administration (HRSA) collects data related to geographic, population and facility need for Health Professional Shortage Areas (HPSA).

2.29

Full Time Employees that are licensed mental health professionals are needed in the HPSA #15 that CROSS member counties; Lucas, Monroe and Wayne are located in.

1.14

Full Time Employees that are licensed mental health professionals are needed in the HPSA #14 that CROSS member counties; Clarke, Decatur and Ringgold are located in.

8.23

Full Time Employees that are licensed mental health professionals are needed in the HPSA #8 that CROSS member county, Marion is located in.

The region continues to coordinate with local Community Mental Health Centers and our Federally Qualified Health Center to identify innovative ways to recruit and retained licensed mental health providers to the rural communities.

Rolling 4th quarter from 2021, Iowa Labor Market data reveals the following employment numbers.

21

Psychologists employed by provider agencies within the CROSS region.

130

Counselors employed by provider agencies within the CROSS region.

93

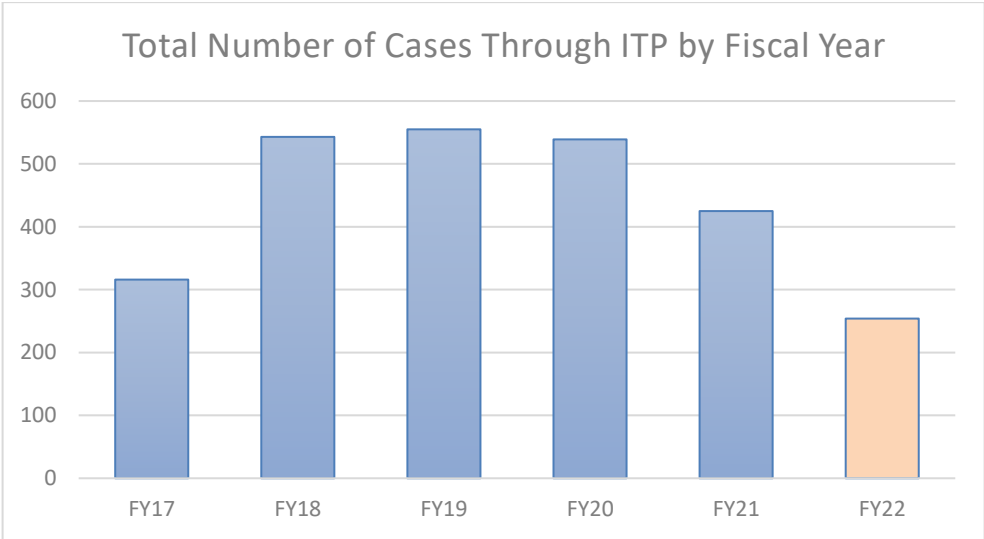
Social Workers employed by provider agencies within the CROSS region.

These numbers can be misleading as numbers of staff may be duplicated across counties and employers.

Pre-Commitment Screenings

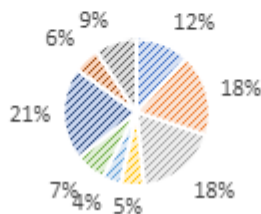
The CROSS region supports pre-screening using tele-psychiatry purchased for the member county hospitals from Integrated Tele-Health Partners (ITP). Tele-psychiatry is a service that links individuals with a psychiatrist via a two-way connection through the internet. In addition to having access to a psychiatrist, ITP also provides bed-finding services for the individuals needing inpatient psychiatric services. In FY22, all eight hospitals in the region had access to ITP services. Hospitals also have the option to contact the Access Center via telephone, mobile crisis or telehealth for assessment, evaluation and bed finding services.

This table identifies the utilization over the past six years of ITP services in Emergency Departments. The decrease in ITP service correlates with the increase in Access Center



FY22 ITP UTILIZATION BY FACILITY

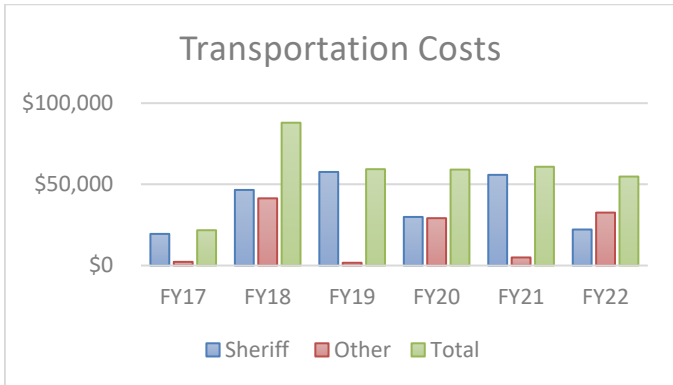
- ✦ Wayne County Hospital
- ✦ Monroe County Hospital
- ✦ Knoxville Hospital and Clinics
- ✦ Clarke County Hospital
- ✦ Outside Region
- ✦ Lucas County Health Center
- ✦ Ringgold County Hospital
- ✦ Decatur County Hospital
- ✦ Pella Regional



254
Individuals
used ITP in
FY22

The table above to the left depicts usage of ITP by Emergency Department. In FY22 approximately 9% of crisis cases used ITP at an Emergency Department. The remaining 93% of crisis cases were served by the Access Center and the Mobile Crisis Team.

Brain Health Commitment Transportation



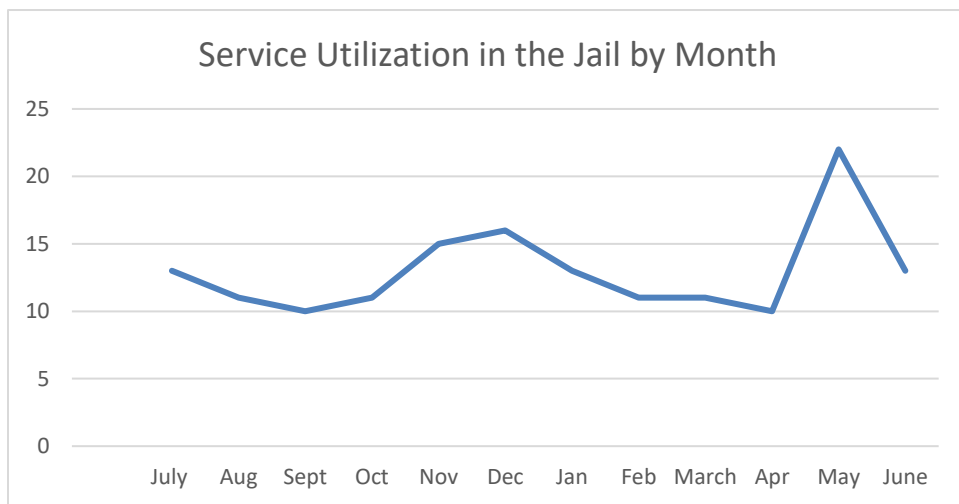
Transportation for mental health commitment is provided by member county Sheriff Departments and through a contract with Central Iowa Juvenile Detention. While total region costs spiked in FY18, overall costs declined in FY19 and remain steady in FY20 and FY21, and slightly decreasing in FY22, suggesting that individuals may be receiving the right care at the right time, proactively within the system leading to less inpatient needs.

Brain Health Services in Jails/ Jail Re-entry Program & Stepping Up Initiative

The CROSS Region provides funding for individuals in member county jails to received brain health services while in jail. Advanced Correctional serves Marion and Wayne County jails. ITP serves Clarke, Decatur, Monroe and Ringgold County jails. Lucas County does not currently have a jail. Mobile crisis will also respond to and provide services in the jail setting.

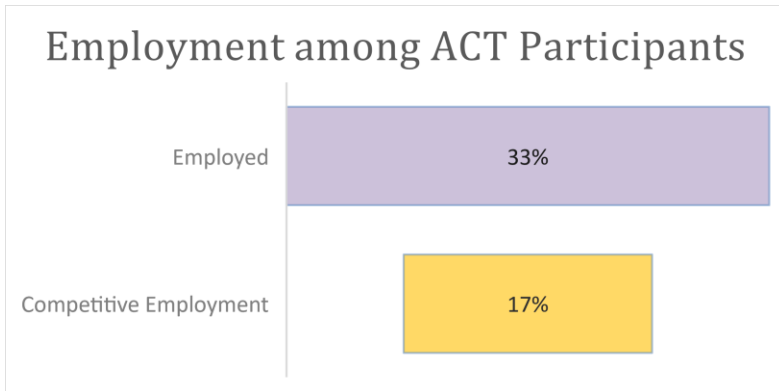
156 Brain Health service encounters were provided in member county jails during FY22.

313 arrests were recorded in member county jails in FY22, 136 of the arrests received CROSS Region Service Coordination from the Justice Involved Coordinator providing resource referral and care coordination.



Assertive Community Treatment (ACT)

In FY22 the CROSS Region continued to support the direct service and infrastructure building of the ACT program ran by Resources for Human Development (RHD) for a total investment by the region of over a million dollars since the February 2017 inception of the program. The third external fidelity review was conducted in spring 2022 identifying the program is meeting fidelity to the model. RHD serve a duplicated count of 247 individuals over the past year.



85% of ACT participants are actively engaged with the ACT team.

86% of ACT participants were medication compliant in FY2022.

7% of ACT participants had a psychiatric hospitalization in FY22.

5% of ACT participants utilized the Emergency Department for Psychiatric Care in FY22.

7% of ACT participants were involved in law enforcement interventions in FY22.

4% of ACT participants were homeless for a cumulative 521 days. This is a 66% increase in homelessness served from the prior fiscal year

Permanent Supportive Housing (PSH)

Permanent Supportive Housing (PSH) is a model that combines low-barrier affordable housing, health care, and supportive services to help individuals and families lead more stable lives. PSH typically targets people who are homeless or otherwise unstably housed, experience multiple barriers to housing, and are unable to maintain housing stability without supportive services. This model has been shown to not only impact housing status, but also result in cost savings to various public service systems, including health care. The CROSS Region endeavors to provide a model of PSH through the ACT program investing \$185,000 in FY22. In FY22 the second external fidelity review of the PSH program in the CROSS Region was conducted yielding a fidelity scale total of 21.7, indicating adherence to the SAMHSA model.



26

Individuals were funded for housing by the CROSS Region in FY2022 for a total of 82 months.

Outreach and Public Awareness

The Region conducted a public awareness campaign using banners, billboards and mobile billboards. Banners are rotated across the member counties throughout the year.



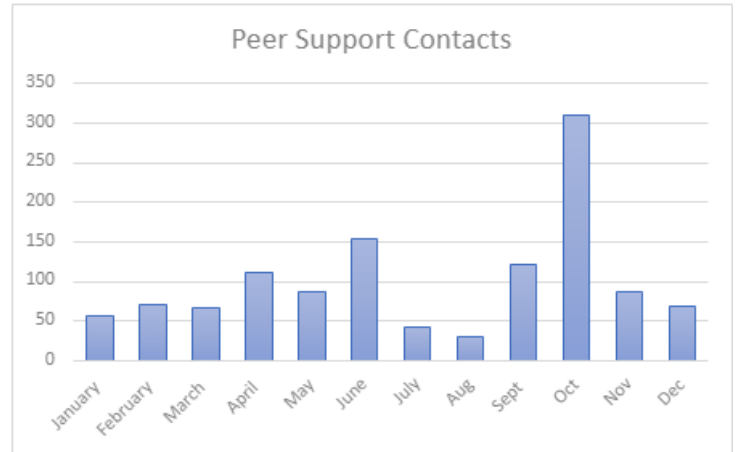
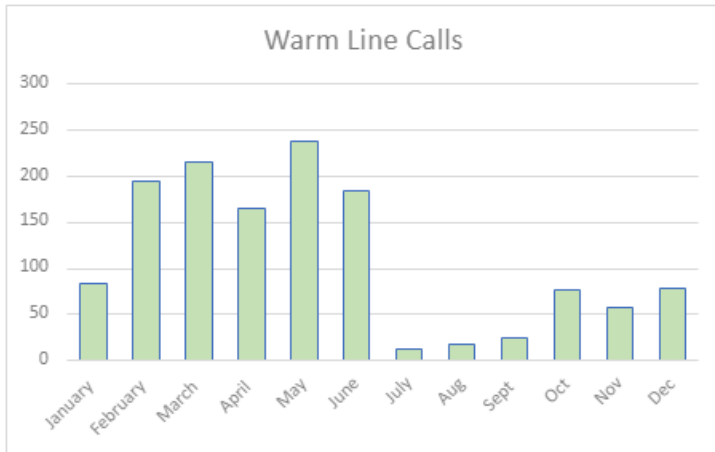
The Region continued to participate in a statewide partnership with MHDS Regions and Brain Health Now to fight the stigma surrounding the term “mental illness.” In addition, the MHDS Regions continued to support a shared website and publications



iowamhdsregions.org

Access Center Warm Line & Peer Support Services

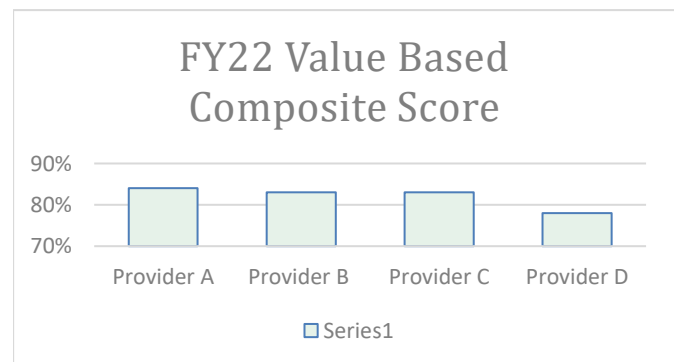
The Access Center operated by Infinity Health continues to offer a peer operated warm line that is answered 24 hours a day and peer support services. The charts below depict utilization for each service by month. The warm line completed a total of 1350 calls and 1210 peer support encounters were provided during FY2022.



Provider Outcomes – Value Based Contracting

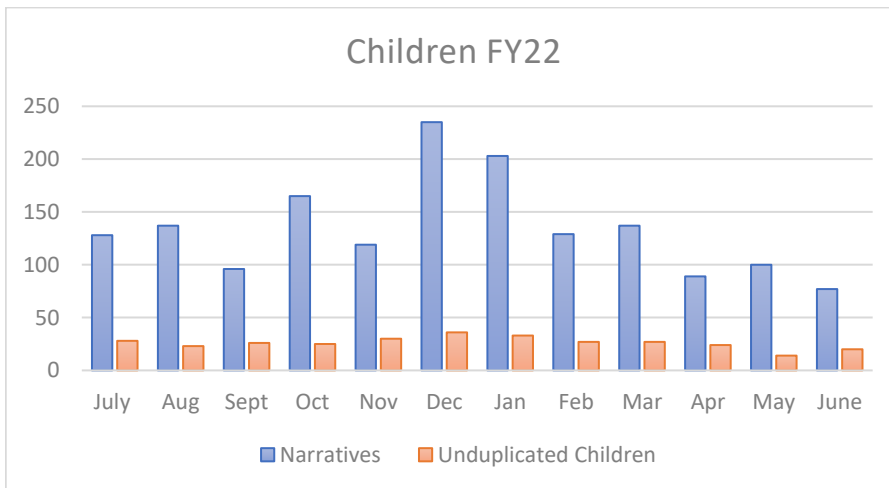
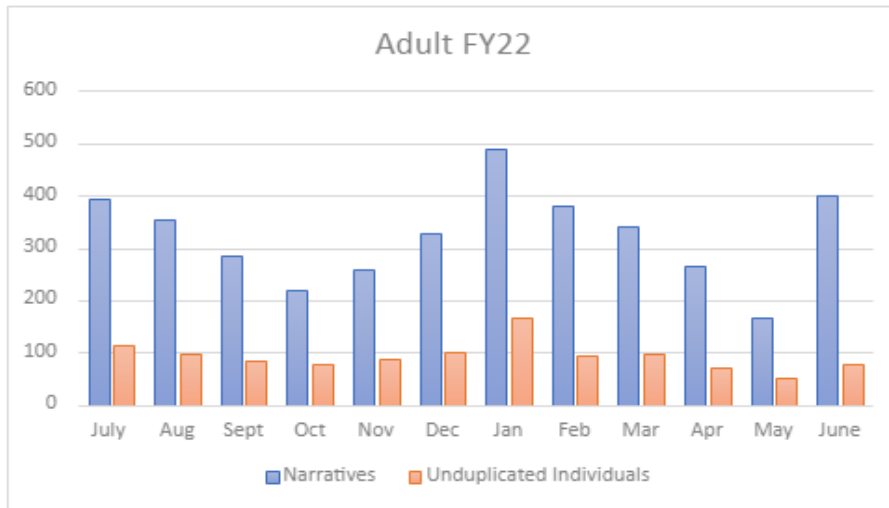
The CROSS Region continued to invest in value-based services during FY22. This year marked the 5th year of this collaborative project with participating providers in the region. The project focuses on improving outcomes in key areas, somatic care, employment, housing, community inclusion, emergency room visits, negative disenrollment, homelessness, and psychiatric hospitalizations. Overall, each provider met expectations in FY2022. The full FY2022 Value Based Outcome Report for the region is available upon request.

Goal	Rating
88%-100%	Exceeds Expectations
75%-87%	Meets Expectations
63%-74%	Needs Improvement
Below 63%	Does not meet expectations



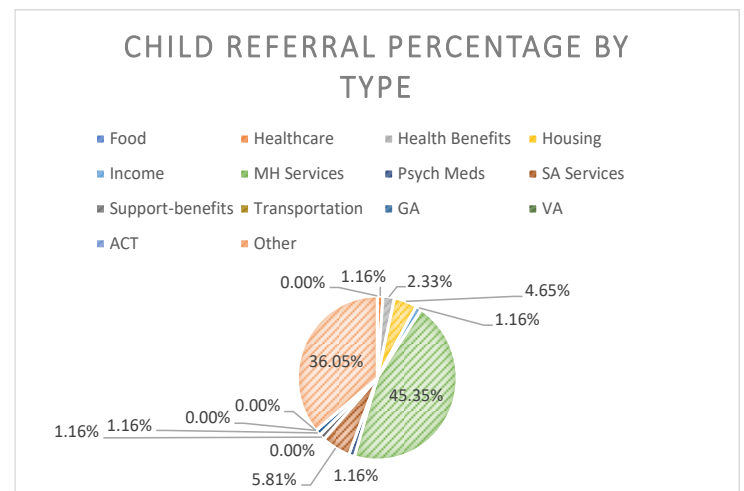
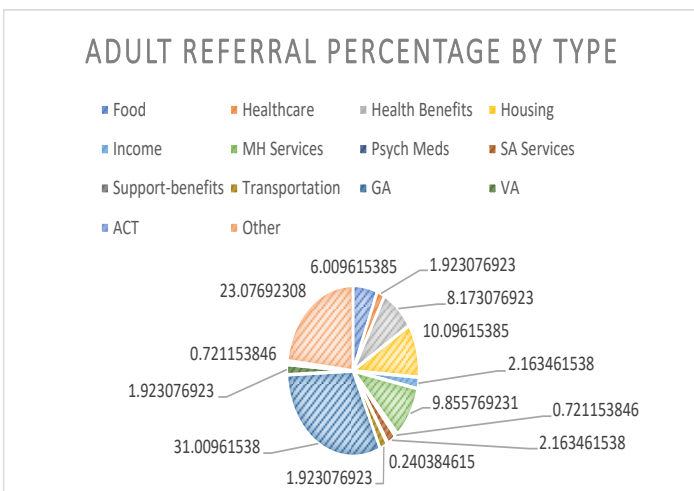
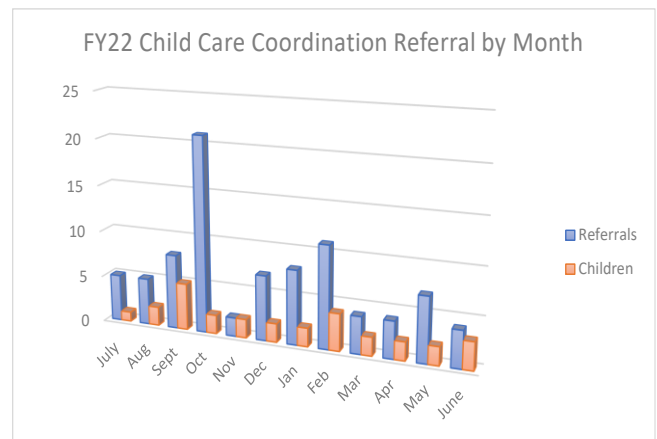
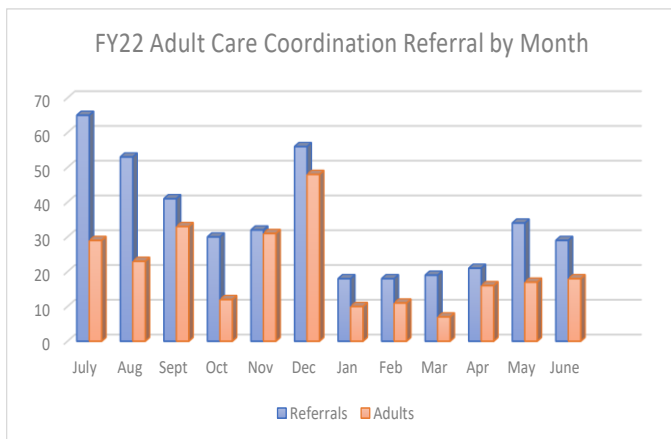
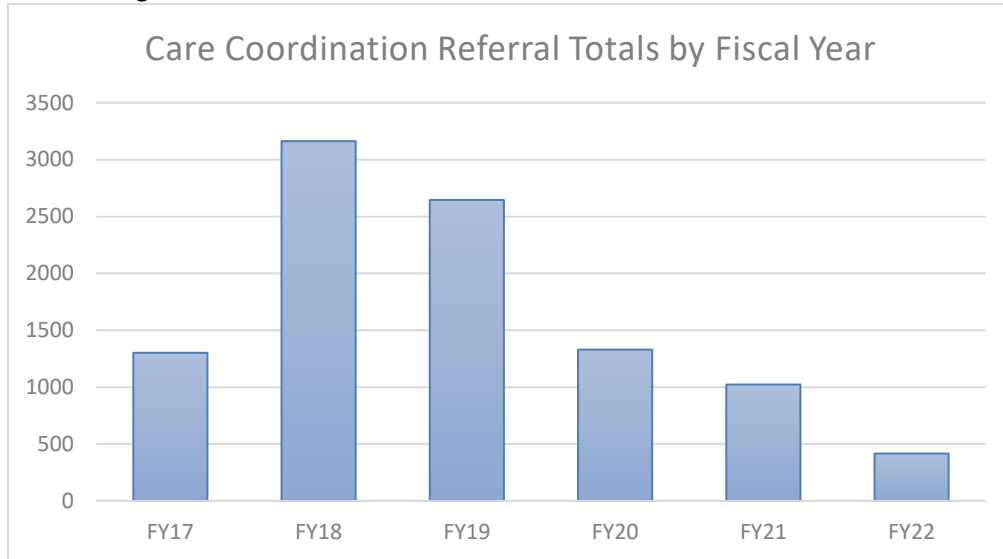
Service Coordination and Client Services

The CROSS region has a team of disability service coordinators that provide a full spectrum of service coordination to adults and children including but not limited to, intake, assessment, linkage and monitoring of mental health and disability services. The data below reflect the number of narratives entered in the regional system and unduplicated clients served per month. These numbers include service coordination provided for those the region are funding services for as well as those that the region is coordinating services for but not paying for the service. Over time more individuals are being served through service coordination, 347% more children were served in FY22 than in FY21!



Community Services /Resource and Referral

The CROSS Region offices maintain an open-door policy providing service and care coordination as well as system navigation to any individual requesting assistance regardless of income or diagnosis. These services fill a critical gap in the rural social service and healthcare system infrastructure. Care coordination numbers are decreasing over time as more individuals are receiving service coordination.



Special Projects

The Region Funded a variety of special projects this past year that assisted Habilitation and Home and Community Based Service providers to serve in the best manner possible.



The Region funded bathroom renovations for two service providers to make the facilities safe and accessible for those being served.

CROSS provided funding to 8 provider entities, including two hospital emergency departments to purchase upgraded technology equipment for usage of telehealth appointments.

CROSS was able to assist Ringgold County with a match grant to secure county wide broadband internet that will improve mobile crisis GPS response and connectivity to the therapist as well as ability for residents of the county have access to reliable internet to use for telehealth appointments.

The Region funded 4 providers to purchase safe and accessible vehicles that will be used to transport individuals to community events, employment programming and work, as well as medical, dental and behavioral health care appointments.

