

# ROLLING HILLS COMMUNITY SERVICES REGION



## FY22 ANNUAL REPORT

Geographic Area: Buena Vista, Calhoun, Carroll, Cherokee, Crawford, Humboldt, Ida, Pocahontas, Sac and Woodbury Counties

*Report prepared by Dawn Mentzer, Chief Executive Officer*

*Due to the Iowa Department of Human Services: December 1, 2022*

*Approved by RHCS Advisory Board: October 25, 2022*

*Approved by RHCS Governing Board: October 27, 2022*

**SUBMITTED  
10/27/22**

# Table of Contents

<b>A. Services Provided and Individuals Served.....</b>	<b>3</b>
Table A. Number of Individuals Served for Each Service by Diagnostic Category.....	3
Table B. Unduplicated Count of Individuals by Age and Diagnostic Category .....	4
<b>B. Regionally Designated Intensive Mental Health Services .....</b>	<b>5</b>
<b>C. Financials.....</b>	<b>6</b>
Table C. Expenditures.....	6
Table D. Revenues .....	10
Table E. County Levies.....	11
<b>D. Status of Service Development in FY2022 .....</b>	<b>11</b>
<b>E. Outcomes/Regional Accomplishments in FY2022 .....</b>	<b>11</b>

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## *Introduction*

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Rolling Hills Community Services (RHCS) provides coordination and financial support for mental health and disability services to individuals located in the ten-county geographical area including Buena Vista, Calhoun, Carroll, Cherokee, Crawford, Humboldt, Ida, Pocahontas, Sac and Woodbury counties. Humboldt and Pocahontas Counties joined the Region in July 2021.

Rolling Hills Community Services 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.

RHCS Management and Annual Services and Budget Plans are available on the RHCS Website at [www.rollinghillsregion.com](http://www.rollinghillsregion.com) and the DHS Website at <https://hhs.iowa.gov/>. The Annual Report is due to the Department of Human Services by December 1, 2022. The FY2022 Annual Report covers the period of July 1, 2021 to June 30, 2022.

This Annual Report will reflect the eighth official year of regionalization and the efforts of multiple entities and partners that have joined together to develop services that aim to serve individuals within integrated community-based settings. This report contains information on the availability of core services, additional core services, and the efforts and plans for expansion of services. Also reported are the statistical reports of individuals funded, expenditures, revenues and levy information. In the final section, information will be provided regarding the successful outcomes of our Regional Strategic Plan.

The RHCS Governance Board Members for FY'22 are listed as follows:

Paul Merten - Governance Board Chairman and Buena Vista County Supervisor

Brent Wilhelm - Governance Board Vice Chairman and Sac County Supervisor

Scott Jacobs – Calhoun County Supervisor

Rich Ruggles – Carroll County Supervisor

Jean Heiden – Crawford County Supervisor

Wane Miller - Cherokee County Supervisor

Creston Schubert – Ida County Supervisor

Jeremy Taylor – Woodbury County Supervisor

Sandy Loney- Humboldt County Supervisor

Clarence Siepker – Pocahontas County Supervisor

Jamaine Wamburg – Parent Representative of a child utilizing services

Joleen Schmit – Parent Representative of an adult utilizing services

## **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**

FY 2022 Actual GAAP	Rolling Hills Community Services MHDS Region	MI (40)		ID(42)		DD(43)		BI (47)		Other		Total
		A	C	A	C	A	C	A	C	A	C	
<b>Core</b>												
	<b>Treatment</b>											
42306	Psychotherapeutic Treatment - Medication Prescribing	699	237									<b>936</b>
43301	Evaluation (Non Crisis) - Assessment and Evaluation	98	21									<b>119</b>
71319	State MHI Inpatient - Per diem charges	15										<b>15</b>
73319	Other Priv./Public Hospitals - Inpatient per diem charges		1									<b>1</b>
	<b>Basic Crisis Response</b>											
44301	Crisis Evaluation	345	167									<b>512</b>
44302	23 Hour Observation and Holding	48										<b>48</b>
44307	Mobile Response	27	18									<b>45</b>
44313	Crisis Stabilization Residential Service (CSRS)	161	2									<b>163</b>
	<b>Support for Community Living</b>											
32325	Support Services - Respite Services		12									<b>12</b>
32329	Support Services - Supported Community Living	13		2		1						<b>16</b>
	<b>Support For Employment</b>											
50367	Day Habilitation	5		2		1						<b>8</b>
50368	Voc/Day - Individual Supported Employment	4		4		2						<b>10</b>
	<b>Recovery Services</b>											
	<b>Service Coordination</b>											
	<b>Sub-Acute Services</b>											
	<b>Core Evidence Based Treatment</b>											
	<b>Core Subtotals:</b>	<b>1415</b>	<b>458</b>	<b>8</b>		<b>4</b>						<b>1885</b>
<b>Mandated</b>												



Mental Illness, Intellectual Disabilities	1	9	10	40, 42
Mental Illness, Other Developmental Disabilities	0	3	3	40, 43
Intellectual Disabilities	20	5	25	42
<b>Total</b>	<b>701</b>	<b>2675</b>	<b>3376</b>	<b>99</b>

## **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.

<b>Date Designated</b>	<b>Access Center</b>
	Anticipating Siouxland Mental Health Center (Physical location) in Woodbury County but region has to make sure all requirements met before the actual designation.

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.

<b>Date Designated</b>	<b>ACT Teams</b>	<b>Fidelity Score</b>
June 2017	Seasons Center for Behavioral Health - Spencer, IA	
May 2020	Plains Area Mental Health Center	

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

<b>Date Designated</b>	<b>Subacute</b>
	Anticipating Siouxland Mental Health Center (Physical location) in Woodbury County but region has to make sure all requirements met before the actual designation.


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	IRSH
June 2022	Trivium in Woodbury County

## C. Financials

Table C. Expenditures

Fiscal Year 2022	Rolling Hills Community Services MHDS Region	MI (40)	ID (42)	DD (43)	Admin (44)	Total
<b>Core</b>						
	<b>Treatment</b>					
42305	Psychotherapeutic Treatment - Outpatient	\$161,306				\$161,306
42306	Psychotherapeutic Treatment - Medication Prescribing	\$287,450				\$287,450
43301	Evaluation (Non Crisis) - Assessment and Evaluation	\$43,750				\$43,750
71319	State MHI Inpatient - Per diem charges	\$124,884				\$124,884
73319	Other Priv./Public Hospitals - Inpatient per diem charges	\$3,000				\$3,000
	<b>Basic Crisis Response</b>					
32322	Support Services - Personal Emergency Response System					\$ -
44301	Crisis Evaluation	\$368,884				\$368,884
44302	23 Hour Observation and Holding	\$320,221				\$320,221
44305	24 Hour Crisis Response					\$ -
44307	Mobile Response	\$266,262				\$266,262
44312	Crisis Stabilization Community Based Services (CSCBS)					\$ -
44313	Crisis Stabilization Residential Service (CSRS)	\$1,460,048				\$1,460,048
44396	Access Center start-up/sustainability/coordination	\$371,140				\$371,140
	<b>Support for Community Living</b>	\$368,884				\$368,884
32320	Support Services - Home Health Aides	\$320,221				\$320,221

32325	Support Services - Respite Services	\$1,241				\$1,241
32328	Support Services - Home/Vehicle Modification					\$ -
32329	Support Services - Supported Community Living	\$80,692	\$14,318	\$729		\$95,738
42329	Psychotherapeutic Treatment - Intensive Residential Services	\$108,055				\$108,055
	<b>Support For Employment</b>					
50362	Voc/Day - Prevocational Services					\$ -
50364	Voc/Day - Job Development					\$ -
50367	Day Habilitation	\$5,326	\$10,527	\$6,029		\$21,882
50368	Voc/Day - Individual Supported Employment	\$3,456	\$14,549	\$4,302		\$22,307
50369	Voc/Day - Group Supported Employment					\$ -
	<b>Recovery Services</b>					
45323	Peer Family Support - Family Support	\$1,114				\$1,114
45366	Peer Family Support - Peer Support Services	\$3,500				\$3,500
	<b>Service Coordination</b>					
21375	Case Management - 100% County					\$ -
24376	Health Homes Coordination - Coordination Services					\$ -
	<b>Sub-Acute Services</b>					
63309	Sub Acute Services (1-5 Beds)	\$200,000				\$200,000
64309	Sub Acute Services (6+ Beds)					\$ -
	<b>Core Evidence Based Treatment</b>					
04422	Consultation - Educational and Training Services					\$ -
32396	Supported Housing					\$ -
42398	Assertive Community Treatment (ACT)	\$ 100,000	-	-		\$100,000
45373	Peer Family Support - Family Psycho-Education					\$ -
	<b>Core Subtotals:</b>	\$ 3,910,330	\$ 39,393	\$ 11,060		\$ 3,960,783
	<b>Mandated</b>					
46319	Iowa Medical and Classification Center (Oakdale)					\$ -
72319	State Hospital Schools - Inpatient per diem charges					\$ -
74XXX	CommitmentRelated (except 301)	\$216,585				\$ 216,585
75XXX	Mental health advocate	\$304,013				\$ 314,013
	<b>Mandated Subtotals:</b>	\$ 520,598				\$ 520,598
	<b>Core Plus</b>					
	<b>Justice System Involved Services</b>					
25XXX	Coordination services	\$223,958				\$ 223,958
44346	Crisis Services - Telephone Crisis Service	\$420,830				\$ 420,830
44366	Warm-Line					\$ -
46305	Mental Health Services in Jails	\$17,993				\$ 17,993
46399	Justice System - Involved Services - Other					\$ -
46422	Crisis Prevention Training	\$19,514				\$ 19,514
46425	Mental Health Court related expenses					\$ -
74301	Commitment - Civil Prescreening					\$ -



	<b>Additional Core Evidence Based Treatment</b>					
42366	Psychotherapeutic Treatment - Social Support Services	\$275,631				\$ 275,631
42397	Psychotherapeutic Treatment - Psychiatric Rehabilitation					\$ -
	<b>Core Plus Subtotals:</b>	<b>\$ 957,925.51</b>				<b>\$ 957,926</b>
	<b>Other Informational Services</b>					
03371	Information and Referral Services					\$ -
04372	Planning and/or Consultation Services (Client Related)	\$31,720				\$31,720
04377	MHDS Contract Provider Incentive Payment					\$ -
04399	Consultation					\$ -
04429	Planning and Management Consultants (Non-Client Related)					\$ -
05373	Public Education Services	\$41,950				\$41,950
	<b>Other Informational Services Subtotals:</b>	<b>\$ 73,670</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 73,670</b>
	<b>Community Living Support Services</b>					
06399	Academic Services		\$ 60,000			\$ 60,000
22XXX	Services management	\$477,084				\$ 477,084
23XXX	Crisis Care Coordination	\$55,000				\$ 55,000
31XXX	Transportation					\$ -
32321	Support Services - Chore Services					\$ -
32326	Support Services - Guardian/Conservator	\$15,309.24		\$1,612		\$ 16,922
32327	Support Services - Representative Payee					
32335	Consumer-Directed Attendant Care					
32399	Support Services - Other	\$31,181	\$41.94			\$ 31,223
33330	Mobile Meals					\$ -
33340	Basic Needs - Rent Payments					\$ -
33345	Basic Needs - Ongoing Rent Subsidy					\$ -
33399	Basic Needs - Other	\$5,773				\$ 5,773
41305	Physiological Treatment - Outpatient	\$950				\$ 950
41306	Physiological Treatment - Prescription Medicine/Vaccines					\$ -
41307	Physiological Treatment - In-Home Nursing					\$ -
41308	Physiological Treatment - Health Supplies and Equipment	\$274				\$ 274
41399	Physiological Treatment - Other					
42309	Psychotherapeutic Treatment - Partial Hospitalization					
42310	Psychotherapeutic Treatment - Transitional Living Program					
42363	Psychotherapeutic Treatment - Day Treatment Services					
42396	Psychotherapeutic Treatment - Community Support Programs	\$603,963				\$603,963
42399	Psychotherapeutic Treatment - Other					
44304	Crisis Services - Emergency Care					\$ -
44399	Other Crisis Services					\$ -

46306	Prescription Medication (Psychiatric Medications in Jail)					\$ -
50361	Vocational Skills Training					\$ -
50365	Supported Education					\$ -
50399	Voc/Day - Day Habilitation					\$ -
63310	Comm Based Settings (1-5 Bed) - Assisted Living					\$ -
63329	Comm Based Settings (1-5 Bed) - Supported Community Living					\$ -
63399	Comm Based Settings (1-5 Bed) - Other					\$ -
63XXX	ICF 1-5 beds					\$ -
63XXX	RCF 1-5 beds					\$ -
<b>Community Living Support Services Subtotals:</b>		\$ 1,386,735	\$ 60,042	\$ 1,612		\$ 1,448,389
<b>Congregate Services</b>						
50360	Voc/Day - Sheltered Workshop Services					\$ -
64310	Comm Based Settings (6+ Beds) - Assisted Living					\$ -
64329	Comm Based Settings (6+ Beds) - Supported Community Living					\$ -
64399	Comm Based Settings (6+ Beds) - Other					\$ -
64XXX	ICF-6 and over beds					\$ -
64XXX	RCF-6 and over beds	\$ 259,511				\$ 259,511
<b>Congregate Services Subtotals:</b>		\$ 259,511				\$ 259,511
<b>Administration</b>						
11XXX	Direct Administration				\$ 67,143	\$ 67,143
12XXX	Purchased Administration				\$131,708	\$ 131,708
<b>Administration Subtotals:</b>					\$198,851	\$ 198,851
<b>Uncategorized</b>						
<b>Regional Totals:</b>		\$ 7,108,769	\$ 99,435	\$12,672	\$ 4,718,201	\$ 7,419,727.11

13951	Distribution to MHDS Regional Fiscal Agent - Contributions to Other Governments and Organizations				\$3,446,223	\$ 3,446,223
14951	MHDS Fiscal Agent Reimbursement to MHDS Regional Members				\$1,073,127	\$ 1,073,127
	Accepted amount to be considered encumbered					\$ 547,061

## Table D. Revenues

FY 2022 Accrual	RHCS MHDS Region		
<b>Revenues</b>			
	<b>FY21 Annual Report Ending Fund Balance</b>		\$ 5,420,916
	<b>Adjustment to 6/30/21 Fund Balance</b>		
	<b>Audited Ending Fund Balance as of 6/30/21 (Beginning FY22)</b>		\$ 5,420,916
	<b>Local/Regional Funds</b>		\$ 4,823,516
10XX	Property Tax Levied	\$ 4,093,309	
12XX	Other County Taxes	\$ 5,116	
16XX	Utility Tax Replacement Excise Taxes	\$ 217,661	
25XX	Other Governmental Revenues	\$ 143,265	
4XXX-5XXX	Charges for Services		
5310	Client Fees		
60XX	Interest	\$ 21,774.00	
6XXX	Use of Money & Property		
8XXX	Miscellaneous	\$ 342,391.00	
9040	Other Budgetary Funds (Polk Transfer Only)		
	<b>State Funds</b>		\$ 3,694,366.00
21XX	State Tax Credits	\$174,421	
22XX	Other State Replacement Credits	\$135,849	
24XX	State/Federal pass thru Revenue		
2644	State Regional Service Payments	\$ 3,384,096.00	
29XX	Payment in Lieu of taxes		
	Other		
	Other		
	<b>Federal Funds</b>		\$ -
2345	Medicaid		
	Other		
	<b>Total Revenues</b>		\$ 8,517,882

<b>Total Funds Available for FY22</b>	\$ 13,938,798
<b>FY22 Actual Regional Expenditures</b>	\$ 7,419,728
<b>Acceptable Encumbrance</b>	\$ 547,061
<b>Accrual Fund Balance as of 6/30/22</b>	\$ 5,972,009

**Table E. County Levies**

2019 Est. Pop.	FY22 Max Levy	FY2020 Regional Service System Payment	Actual Levy	FY22 Total Dollars
19,620	414,767	311,173	\$403,688	714,861
9,668	204,382	153,334	\$200,955	354,289
20,165	426,288	319,817	\$420,535	740,352
11,235	237,508	178,187	\$229,976	408,163
16820	355,575	266,765	\$352,159	618,924
9,558	202,056	151,590	\$193,544	345,134
6,860	145,020	108,800	\$141,301	250,101
6,619	139,926	104,977	\$137,744	242,721
9,721	205,502	154,175	\$201,744	355,919
103,107	2,179,682	1,635,277	\$2,016,231	3,651,508
Total RHCS Region	4,510,705	3,384,096	4,297,877	<b>7,681,972</b>

**D. Status of Service Development in FY2022**

The Rolling Hills Region Advisory Board held ten meetings during FY’22 to identify strategies for development of the remainder of the core crisis services needed to come into compliance with IAC Chapter 25. The services that were discussed are the Access Center, Subacute Services, Community Based Crisis Stabilization and Intensive Residential Service Homes. As a result of these meetings, Trivium based out of Sioux City started planning the development of an IRSH home in Sioux City. They have policies and procedures developed and proper licensure in place but are currently waiting on direction from Iowa Medicaid Enterprise and the MCO’s as to how to align the element of choice with the HCBS rules. Once this is determined, they are confident that they will have an IRSH home established by Spring of 2022.

An Access Center Subcommittee was designated in the fall of 2020 which provided for a more focused group regarding the steps needed to develop this crisis service. Siouxland Mental Health Center was interested in making some changes to the existing Crisis Observation and Assessment Center to fulfill this need. The Sioux Rivers board chose to sell the property therefore, the Rolling Hills Regional Board purchased the property so as to not jeopardize its future. Currently, the Assessment Center offers nine Crisis Stabilization Residential Beds and five Crisis Observation chairs. The Rolling Hills Board approved a remodel of the facility to add a separate wing to the building to provide Subacute Services during FY’22.

All core crisis services have been met for our Children’s System however, the Children’s Advisory Committee continues to meet on a regular basis to collaborate as a larger group and to enhance and strengthen our providers as a whole. The Advisory Committee met on ten occasions during FY’22.

**E. Outcomes/Regional Accomplishments in FY2022**

This section of the Annual Report contains multiple outcomes that have been achieved in alignment with our Region’s vision and core service requirements.

Many stakeholders across the region have attended multiple meetings, focus groups and advisory meetings during year six to move our region in the direction of community-based service provision and development of additional services. Mobile Crisis was implemented in November of 2019 with more statistics to follow later in this report. Implementation of IRSH will be contingent on availability of funding and qualified staff to deliver high quality services. Trivium has initiated the development of this service in the Sioux City area and anticipate that this will be implemented within the next six months. We are also developed an Access Center Service within the Siouxland Mental Health Crisis Center and a

building remodel project was completed to add Subacute Services at the location. We have continued the process of collaborating with neighboring regions to identify priority services and make decisions based on provider and individual input as well as assessment of our region's needs.

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## *STEPPING STONES TRANSITIONAL SERVICES*

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### **Admission Data:**

Stepping Stones admitted 17 individuals during Fiscal Year 2021-2022. At the end of the fiscal year, 7 individuals remained in the program.

Obtaining Social Security for individuals continues to be a barrier for them when it comes to individuals being able to move on from Stepping Stones. Without a means of sustainable income, the individuals stay in the program for lengthy periods of time.

### **Discharge Data:**

From the 17 individuals admitted in the fiscal year, 14 were discharged from the Stepping Stones program. 12 of the 14 individuals were discharged successfully which means that they had services and skills in place to maintain independence upon discharge. Within those that were discharged from the program, 8 continued on with Wesco services including 5 who went into housing and 3 that received SCL services. Of those successfully discharged from Stepping Stones, 3 discharged to live with family or friends, 1 entered a higher level of care facility and 1 went to a different habilitation facility.

2 individuals were unsuccessfully discharged during the fiscal year with one individual going to a higher level of care facility and another leaving to live with a friend. These individuals were considered unsuccessful as they did not leave with crucial services or skills including no employment and no means to support themselves independently.

### **Referrals:**

In the fiscal year 2021-22, Stepping Stones received 41 referrals. The top 5 referral sources are as listed:

Regional Coordinator-9

MercyOne-8

St. Anthony's-3

Plains Area- 3

Siouxland Mental Health-2

**Bed days:**

Over the last 5 years, Stepping Stones has provided bed days for a combined 12,590 days and the breakdown by year is as follows:

2017- 1890

2018- 2221

2019- 2006

2020- 2306

2021- 2001

2022- 2166

There continues to be much to celebrate at Stepping Stones. They have been blessed to continue to be able to assist individuals with gaining services and abilities to maintain independence in their lives. Stepping Stones staff continues to attend pertinent trainings to further our expertise in dealing with individuals struggling with specific mental health diagnoses as well as issues with substance abuse.

A few of their Success Stories from the past year:

They received an individual at the facility that was having trouble with funding and was being forced out of a facility because of that. He came to Stepping Stones and they were able to assist him in finding a long-term assisted living facility.

Another individual came to them directly out of foster care after being in placement after placement. They assisted this individual with getting funding for habilitation and he now regularly attends day hab and will be moving into a hab home with Wesco.

They continue to serve individuals who struggle with medication management and managing their mental health. Once arriving at Stepping Stones, staff are able to ensure that they attend regularly scheduled mental health therapy and medication management with medical professionals.

They have instituted day programming workbooks that staff assist individuals with independent living skills, healthy relationships, managing their mental health and substance abuse as well as job skills, budgeting, and other independent living skills.

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***MEDICATION MANAGEMENT/CONSULTATION  
PUBLIC EDUCATION SERVICES***

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Plains Area Mental Health Center provides services to residents of the Rolling Hills Region under a block grant for Crisis Services, Medication Management, Consultation and Public Education.

The block grant for Medication Management was billed on a Fee For Service basis up to \$80,000 for FY'22 and a summary of services provided is listed in the following chart:

<b>COUNTY</b>	<b>NUMBER OF SERVICES</b>	<b>UNDUPLICATED PATIENTS SERVED</b>
Buena Vista	1,914	335
Calhoun	441	82
Carroll	1,877	296
Cherokee	2,251	361
Crawford	1,492	339
Ida	925	155
Sac	807	149
Woodbury	627	125
<b>TOTAL:</b>	<b>10,334</b>	<b>1,842</b>

Siouxland Mental Health Center provides services with the individual present provided by an appropriately licensed professional as authorized by Iowa law including, but not limited to, monitoring effectiveness of and compliance with a medication regimen; coordination with care providers; investigating potentially negative or unintended psychopharmacologic or medical interactions; reviewing laboratory reports; and activities pursuant to licensed prescriber orders. In addition, this program includes Nurse Care Management services.

Service	No. of Appointments	No. of Unduplicated Clients
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Med Management	13,542	3,543
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The block grant for Consultation/Public Education at Plains Area Mental Health Center was \$50,000 for FY'22 and a summary of services provided is listed in the following chart:

Educational Presentations to business, agencies and general public	<b>18</b>
Therapeutic consultations with Family Member/Friend of an individual with mental health needs	<b>1388</b>
Outside Agency Consultations	<b>437</b>

**Community Education & Consultation Services:**

Siouxland Mental Health Center provided the following community mental health education.

Service Provided	Education Events	Approximate Attendance
Mental Health educational presentations to business, agencies and general public	116	2,237

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***DROP IN CENTER SERVICES:***

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The Rolling Hills Community Services Region provided block grant dollars to Plains Area Mental Health Center in the amount of \$65,000 in FY'21-22 for the operational expenses of two Peer-Run Drop-In Centers.

One of the Drop-in Centers is located in Carroll and total of 1265 client visits to the center for the year with a monthly average of 105.4. There were also 8 new members during the year.

At the Den in Denison, there was a total of 771 attendees from July 2021-June 2022. The average was 64.25 per month. There was 0 new attendee to the program.

Client Testimonials:

“What I like the most about the clubhouse is all of the activities and friendships I have made.” – Amy Brannon

“The people that come here are so friendly, along with the staff.” – David Wagner

“I love all of the décor and how cozy it feels in here.” – Mike Klaus

“The Den is a safe place to come for support and feel comfortable.”



“I have people here I can trust and they support me.”

“I like to go to groups and talk.”

Rolling Hills also provided block grant dollars in the amount of \$214,131 to Siouxland Mental Health Center to offer Drop-In Center services at the Friendship House in Sioux City.

Sioux City Location	Social Club Visits	Unduplicated Clients
Friendship House	2,904	124

**Client Testimonials:**

*The people are insightful. Growth and change can be painful, but*

*being here makes it not painful. HA Because of Friendship*

*House I have come a long way, and I am proud of that. HA*

*Everyone is very welcoming. TJ*

*I can use a computer to do the things I need to*

*do, and I can have a good lunch. CW I feel safe,*

*and can be myself. AL*

*I get out of the house and out of my*

*thoughts. That keeps me healthy. MK*

*Laughing is important. I can laugh again.*

*DC*

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***CRISIS SERVICE ACCESS:***

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The Rolling Hills Community Services Region provided block grant dollars to Plains Area Mental Health Center in the amount of \$268,830 in FY'22 for crisis services to be provided throughout the region. This fee covers the following:

1. 24 hour Crisis Response

2. Emergency Service Access

- a. Same day walk-in emergency/crisis prevention
- b. Crisis Coordination/hospitalization assistance when appropriate
- c. Crisis diversion/management
- d. Crisis Evaluation

3. 24 Hour Crisis Hotline

4. Crisis Services Coordination

- a. Responsible for coordinating and assisting with the implementation of all core services.

The block grant for Plains Area Mental Health Center’s Emergency Services provided by staff and Foundation II and a summary of services provided is listed below:

10 Buena Vista

8 Calhoun

28 Carroll

12 Cherokee

16 Crawford

4 Ida

20 Sac

8 Woodbury

106 TOTAL

Siouxland Mental Health received block grant funding in the amount of \$1,265,071 to provide crisis services in Woodbury County.

- 1. 24 hour Mobile Crisis Assessment Team Services
- 2. 24 Hour Crisis Hotline
- 3. Same Day Walk-in Crisis Assessments
- 4. 23 Hour Observation & Crisis Stabilization Services

**Siouxland Mental Health Center Mobile Crisis Assessment Team Services:**

Calls Received: 91

Clients Served: 82

Outcome	No. of Calls	Percentage
Home	49	53.8%
Referred to Hospital	25	27.5%
Referred to Crisis Center	5	5.5%
Referred to Outpatient Program	1	1.1%

Refused Services	4	4.4%
Disregarded Phone Call	7	7.7%

**Client Testimonials:**

*My daughter, Emily, is an overnight ER/ICU nurse at Unity Point and called to tell me that she witnessed the MCAT program at work last night. Says she absolutely believes that the person saved the gentleman's life. She believes that he would have taken his own life or been hurt by the police who brought him in. She wanted me to tell someone how well this system worked and she was lucky to witness it and be part of it. Just thought I would let you know. - Pam*

**PLAINS AREA MENTAL HEALTH CENTER MOBILE CRISIS ASSESSMENT TEAM SERVICES:**

51 calls received from July 2021-June 2022

Outcome		Percentage	
Stabilized on location	37	73%	
Turning Point	4	18%	
YSS Center	1	.02%	
Inpatient	9	17%	

Siouxland Mental Health Center partners with Plains Area Mental Health to provide MCAT services in Woodbury County. 100 visits were provided to 92 unduplicated clients.

**Client Testimonials:**

Mobile Crisis Assessment Team received the Sioux City Police Department Chief's Gratitude Award for services in May 2021.

A mother expressed gratitude to the MCAT for encouraging her loved one to engage in medical and mental health support when the loved one refused her support.

Client expressed to MCAT staff in 24 hour follow-up that without intervention, individual would have followed through with completing suicide. Client expresses gratitude and thanks for the support.

Rolling Hills also provided a block grant to Siouxland Mental Health Center in the amount of \$1,258,351 in FY'21 for crisis services to be provided in Woodbury County. This fee funded 24 hour Crisis Response, Crisis Evaluations, 23 Hour Observation Services Crisis Stabilization Residential Services, Mobile Crisis and 24 Hour Assessments. The following number of crisis services were provided by Siouxland Mental Health Center:

- Crisis Service – Walk-ins                    243 therapy assessments
- Psychiatric Assessments                    514
- Same Day Access:                            1,711 Same Day Access services provided to new unduplicated clients

**24 Hour Crisis Hotline:**

Service	No. of Calls	Allocated Time(in Minutes)
24 Hour Crisis Hotline	945	8,740

Siouxland Mental Health also provided the following services through a Rolling Hills block grant in the amount of \$431,155 for the following services:

**Project Compass (Siouxland Mental Health Center:**

Case Management Services are provided to individuals incarcerated within the Woodbury County Jail identified as having a Serious Mental Health Disorder

Service	No. of Appointments	No. of Unduplicated Clients
Case Management	986	55
Range of time in the program is 6-13 months depending on the level of charges pending.		
Individuals identified for Program	145	
Individuals accepted into the Program	36	
Percentage of accepted individuals when were of non-Caucasian race	42%	
Individuals refusing Program services	49	
Individuals completing Program	18	
Percentage of Program participants who were re-incarcerated	16%	
Percentage of Program participants who have Co-Occurring diagnoses	57%	

**Client Testimonials:**

*This group has really helped me branch out of my comfort zone.*

*Haley & Sean have a great understanding of people and their need to gain trust and confidence before being able to open up. Now I am able to participate in other group settings and look forward to attending on the days groups are held.*

*This program helped me to dig deep to find the answers needed to pinpoint the cause or possible causes and bring the triggers to light.*

**School Based Therapeutic Services:**

Services provided in a school setting that are designed to prevent, halt, control, relieve or reverse symptoms or condition which interfere with the normal

Service	No. of Appointments	No. of Unduplicated Clients	No. of Schools Served
School Based Therapy	2,949	225	16
130 hours of mental health support and education were provided to school administrators and staff.			

Plains Area Mental Health Center also provides Crisis Stabilization Residential Services in a home-like setting in Sac City, IA. The following table lists the statistics, outcomes and a client testimonial regarding the effectiveness of the program.

Crisis Home Stats Fiscal Year 21-22	Total
Clients Served:	80
Male	21
Female	59
Average Length of Stay	4 days
Diagnosis Served	Major Depressive Disorder
	Generalized Anxiety Disorder
	Posttraumatic Stress Disorder
	Schizophrenia/Schizoffective
	Borderline Personality Disorder
	Bipolar II
	Dissociative Identity Disorder
Co-Occurring Diagnosis	30
Established Psychiatric Services on Admit	66
Referral Requested for Psychiatric Services on Discharge	14
Established Primary Care Provider on Admit	80
Referral Requested for Primary Care on Admit	0
Completed Program Successfully	71
Client comments	

<i>"I love everything about it! It was so great. All the staff were extremely wonderful"</i>
<i>"Calm and peaceful. Can take time to heal and take care of self"</i>
<i>"The wonderful staff and the wonderful clients, new friendships and the listening of the staff"</i>
<i>"I feel like I'm going to be able to go home now and everything is going to be okay. I'm nervous but ready thanks to all the people here! It was great and I will be referring everyone here. I was even telling people about it while I was in the hospital."</i>
<i>"Comfortable, helpful and very clean; best experience yet"</i>
<i>"Excellent counseling. Interactions between staff members made a big impact to me – made it easier to relax"</i>

**2 3 Hour Observation & Crisis Stabilization Services – Siouxland Mental Health Center:**

Total Stabilization days	341
Clients Served	111
Avg. Length of Stay(Days)	2.7
Outcomes:	
Other	32
Returned Home	83
Admitted to Hospital	8
Returned to the Streets (Homeless)	11
Returned to Community Shelter	5
Referred to Outpatient Program	7
Total Hourly Stabilization services	127
Clients Served	33
In addition, 3 patients stayed a total of 587 days under a Emergency Placement contract not included in these calculations.	

**Client Testimonials:**

*It was scary and confusing at first. But the care and group therapy was awesome. I received a lot of materials to continue my healing process. Everyone is very friendly and helpful. Thank you thank you thank you!*

*Awesome staff who really cared about my well being and mental health. If I ever need help again I would request to go to this crisis center even though it's a 2 hour drive away.*

*I am amazed at the level of care I received at the crisis center. Literally everyone was caring and helpful every step of the way.*

*When I got here I was scared. I didn't know what to expect. The staff here were amazing! I made real connections with people that care about my well being. They have been awesome! What I needed. So real!*

## TELEHEALTH SERVICES

In October 2017, the Rolling Hills Region contracted with Integrated Telehealth Partners (ITP) to provide psychiatric evaluations within our Emergency Departments and Jails. Data provided by ITP for Fiscal Year 2022:

### FISCAL YEAR '22



**JuvoNow Telehealth Services - Annual Report**  
**Rolling Hills Community Services**


10/6/2022


**40%** cases were rated, averaging **4.77** out of 5.


<b>Total Cases</b>	<b>*Total Case Duration</b>
684	5.05
Hours	Hours
<b>*Response Time</b>	<b>*Placement Time</b>
1.15	8.19
Hours	Hours

\*Median

**Demographics Overview**

  
**573**  
 Total Patients

  
**263**  
 Male

  
**310**  
 Female

Adult	60.53%
Adolescent	26.17%
Geriatric	9.80%
Child	3.51%

**Case Outcomes**

Substance Abuse: 43 (7%)  
Mental Health: 569 (93%)

**% of Cases by Outcome**

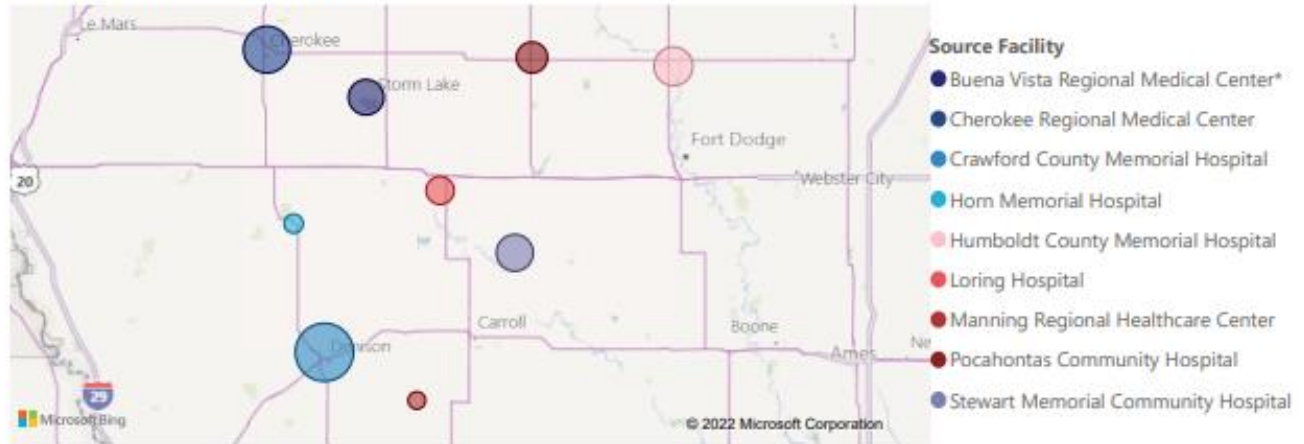
Mental Health Inpatient	44%
Mental Health Outpatient	41%
Discharged Home/Long Term Care	5%
Substance Abuse Outpatient	4%
Substance Abuse Residential	2%
Crisis Stabilization Unit/Access Center	1%
Discharged Back To Facility	1%
Left AMA	1%

**Cases Created by Day of Week/Hour**

Start of Hour (4 hour bins)  
 ● 12:00 AM ● 4:00 AM ● 8:00 AM ● 12:00 PM ● 4:00 PM ● 8:00 PM

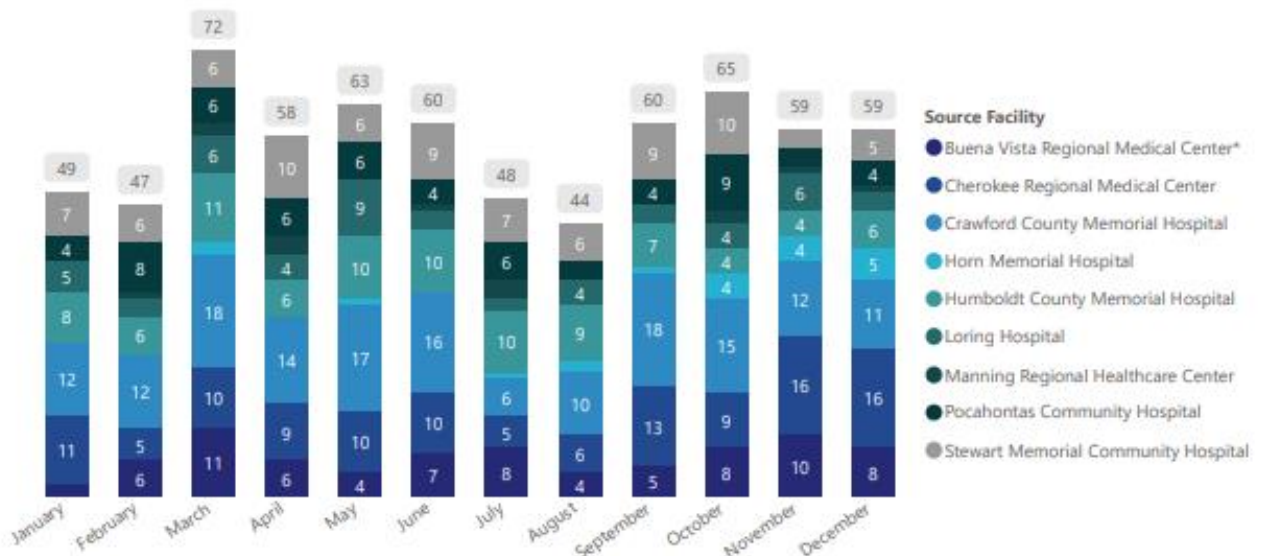
<b># of Cases Called For</b>	<b>350</b>
<b>Facilities Called</b>	<b>99</b>
<b>Average Number of Calls Made per Patient</b>	<b>157</b>
<b># of Patients Placed</b>	<b>288</b>

# of Cases by Source Facility



Source Facility	# of Cases	% of Cases	% of Rated Cases	# Patients Placed	% Needing Placement
Crawford County Memorial Hospital	161	24%	19%	75	47%
Cherokee Regional Medical Center	120	18%	51%	60	50%
Humboldt County Memorial Hospital	91	13%	71%	39	43%
Stewart Memorial Community Hospital	84	12%	27%	29	35%
Buena Vista Regional Medical Center*	79	12%	47%	17	22%
Pocahontas Community Hospital	63	9%	67%	27	43%
Loring Hospital	52	8%	27%	24	46%
Horn Memorial Hospital	20	3%	10%	11	55%
Manning Regional Healthcare Center	14	2%		6	43%
<b>Total</b>	<b>684</b>	<b>100%</b>	<b>40%</b>	<b>288</b>	<b>42%</b>

# of Cases by Source Facility





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## ***JAIL DIVERSION DATA / JUSTICE SYSTEM INVOLVED SERVICES***

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The Coordinators of Disability Services have been providing Justice Involved Service Coordination since the Region formed in 2014. They work regularly with Jail staff, Attorneys and providers to assist individuals with obtaining access to mental health services and also to assist with the transition back into the community. Below are a few examples of the activities provided as submitted by the Coordinators of Disability Services for the purpose of this report.

Sac/Calhoun/Carroll Jail Coordination Statistics:

Total Referrals 50

Prison 6

Released before visit in jail could be scheduled 19

Went to Stepping Stones after jail 1

Went to RTF 3

Provided resources 13

ITP Evaluations 2 (jails also schedule them on their own without my involvement)

SA evals 5

Went to SA treatment after jail 6

Refused services 2

IHH referral 3

Even though people may be going to prison because of their charges, some will want to have regular visits for support/counseling, especially younger individuals and those having never been to prison.

One individual was accepted into Stepping Stones and avoided a prison sentence if he followed his recommended services with MH treatment, SA treatment, completion of GED, got a driver's license, got a job, bought a car and moved to his own apartment.

Providing resources includes information of MH/SA evaluation/treatment facilities, helping the jail staff get meds, providing general assistance after they leave jail, Medicaid applications, disability applications, housing assistance and food stamp applications. Often the individuals that leave the jail before being seen are given jail services coordinators contact info to assist them when they leave jail.

The trend continues that most individuals seen have both MH and SA concerns. I have started using the ACES (Adverse Childhood Experiences) questionnaire with those that are willing to complete it. Discussion follows regarding how those

experiences have affected them and their choices in life. It facilitates the question of “what happened to you” instead of “what’s wrong with you” and helps them start looking at changes that changes are possible in their life, with help/support.

There is a great need for placement of individuals after they leave jail in a supportive setting. Homeless shelters aren’t always appropriate if the proper supports are not in place. We need to balance that with the individual who may have an aggressive/assaultive history or who are sexual perpetrators and finding placement is almost impossible.

Depending on whether or not jail services are made a “core service” for the regions to provide will determine services going forward. Our region only sees individuals after they are already in jail. The true jail diversion model works with the individual and system prior to them being incarcerated or at least prior to them seeing a magistrate.

Another need is for the development of MH and SA courts in our region. Only one county has that service available now. Our region covers 3 different judicial districts and it would need to be coordinated with the judicial system and county attorneys.

#### Buena Vista/Cherokee Jail Coordination Statistics:

48 referrals with BV and Cherokee

- 25 released before I could see them
  - 6 went to prison
  - 1 to Stepping Stones
  - 2 Provided Resources
  - 3 went inpatient
  - 5 outpatient
  - 4 refused services
  - 5 didn’t follow through with services
  - 1 referred to IHH

Some individuals had multiple services above.

One individual was set to go into long term substance treatment as well as mental health in Des Moines at Hope Ministries. It’s a 1 year program. They were prepared to take him as soon as he was released. Due to additional charges being filed, treatment is on hold.

The individual who went to Stepping Stones left prior to completing the program as advised. She has been incarcerated again.

Many of the individuals who want to see a Coordinator in jail tend to need someone to talk to. This has helped the jail work through some behavior concerns while the person is waiting for competency evaluation or sentencing.