

# Central Iowa Community Services Region FY2023 Annual Report



CICS

Supporting Individuals. Strengthening Communities.

**SUBMITTED 11/27/23**

**Geographic Area:** *Boone, Cerro Gordo, Franklin, Greene, Hamilton, Hancock, Hardin, Jasper, Madison, Marshall, Poweshiek, Story, Warren, Webster, and Wright Counties.*

**Approved by CICS Governing Board:** 11/16/23

**Reviewed by CICS Advisory Committees:** 11/9/23

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## Introduction

Central Iowa Community Services (CICS) was formed under Iowa Code Chapter 28E to create a Mental Health and Disability Service Region in compliance with Iowa Code 225C.57. 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.

There were no changes to CICS member counties in FY2023. Story County remained as the fiscal agent for CICS.

The FY2023 Annual Report covers the period of July 1, 2022, to June 30, 2023. The annual report includes documentation of the status of service development; services actually provided; individuals served; designated intensive mental health services; a financial statement including revenues and expenditures; and specific regional outcomes for the year.

CICS Management Plans are available on the CICS Website [www.cicsmhds.org](http://www.cicsmhds.org) and the Department of Health and Human Services (HHS) Website <https://hhs.iowa.gov>.

The CICS Governing Board Directors for FY2023 were:

Erich Kretzinger – Boone County

Chris Watts – Cerro Gordo County

Mike Nolte – Franklin County (ended 12/31/22)

Richard Lukensmeyer – Franklin County (began 1/1/23)

Dawn Rudolph – Greene County

Jerry Kloberdanz – Hamilton County

Gary Rayhons – Hancock County

BJ Hoffman – Hardin County

Brandon Talsma – Jasper County

Phil Clifton – Madison County

Bill Patten – Marshall County (ended 12/31/22)

Jarret Heil – Marshall County (began 1/1/23)

Diana Dawley – Poweshiek County

Lisa Heddens – Story County

Aaron DeKock – Warren County (ended 12/31/22)

Mark Snell – Warren County (began 1/1/23)

Mark Campbell – Webster County

Karl Helgevold – Wright County

JD Deambra – Individual who Utilizes Mental Health and Disability Services or is an Actively Involved Relative of such an Individual

Julie Smith – Ex-officio, non-voting Provider Representative

Allie Wulfekuhle – Parent/Actively Involved Relative of a Child who Utilizes Children’s Behavioral Health Services

Kendra Alexander – The Education System

Andrea Dickerson – Ex-officio, non-voting Children’s Behavioral Health Services Provider

The CICS Adult Advisory Committee members for FY2023 were:

Individual who Utilizes Mental Health and Disability Services or is an Actively Involved Relative of such an Individual:

Brandon Greenfield (ended 12/22)

Deb Williams

JD Deambra

Jody Eaton (ended 12/22)

Kathy Hanzek

Leatha Slauson (ended 12/22)

Ellen Rasmussen (began 1/23)

Provider Representative:

Beth Colby Plautz

Breon Gardner

Brittany Palmer

Heidi Metz

Jennifer Ellis

Julie Smith

Kara Anderson (ended 12/22)

Kelly Kratz

Rachel Fletcher

Sharon Swope

Governing Board Ex-Officio Non-Voting Members:

BJ Hoffman

Diana Dawley

The CICS Children's Behavioral Health Advisory Committee Members for FY2023 were:

Allie Wulfekuhle – Parent/Actively Involved Relative of a Child who Utilizes Children's Behavioral Health Services

Joy Meinders – Parent/Actively Involved Relative of a Child who Utilizes Children's Behavioral Health Services

Andrea Dickerson – Children's Behavioral Health Service Provider

Melinda Struthoff – Children's Behavioral Health Service Provider

Clarissa Thompson – Child Welfare Advocate

Keith Halleland – Child Welfare Advocate

Rose Dickinson – Child Welfare Advocate

Kelly Moore – Early Childhood Advocate

Lori Price – Early Childhood Advocate

Rita Baker – Early Childhood Advocate

Dejah Roman – Child Care Provider

Karie Foster – The Education System

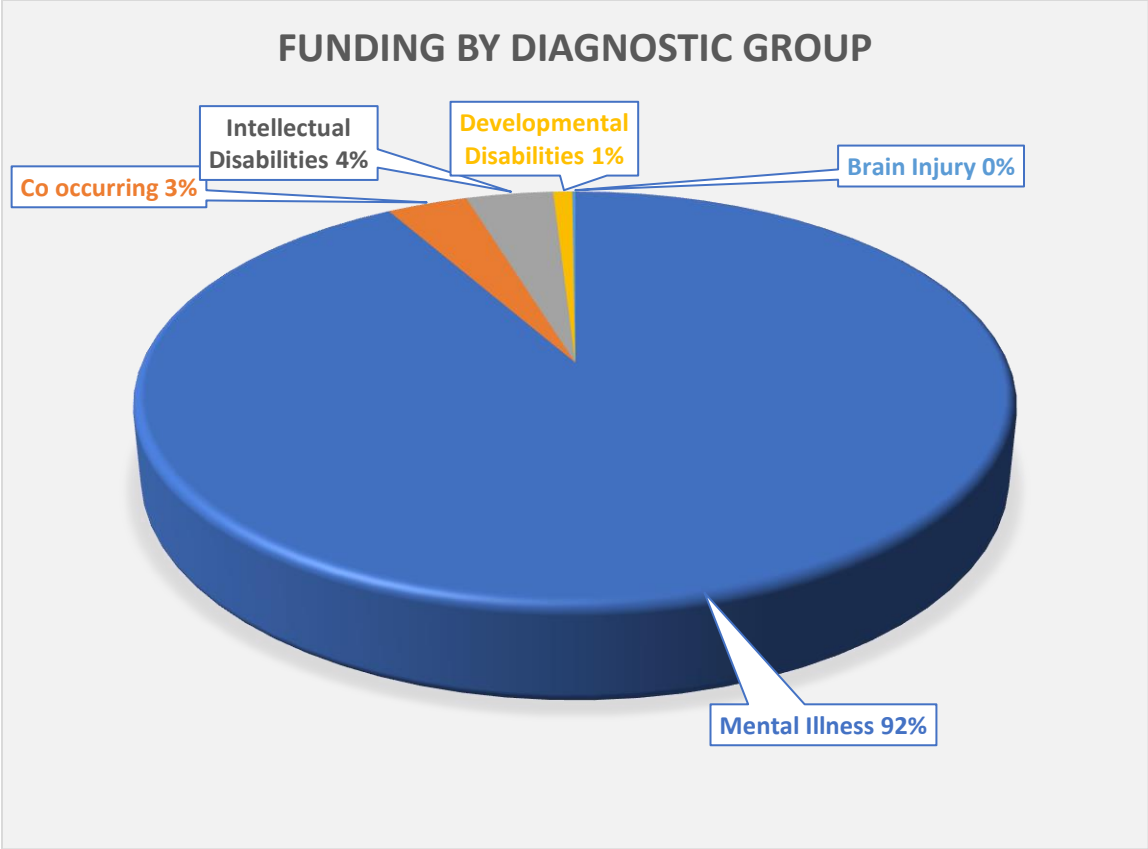
Kendra Alexander – The Education System

Chief Rob Burdess – Local Law Enforcement









The chart (left) shows funding for residents in the Mental Illness disability group account for 92% of those funded, while residents in the Intellectual Disability group account for 4%.

**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.

Date Designated	Access Center
12/16/21	GuideLink Access Center, Iowa City, IA
12/16/21	Infinity Health, Osceola, IA
12/16/21	Mental Health Access Center of Linn County, Cedar Rapids, IA
12/16/21	North Iowa Regional Services, Waterloo, IA
12/16/21	Zion Integrated Behavioral Health/Safe Harbor, Woodward, IA



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>
12/16/21	Eyerly Ball Community Mental Health Services, Ames, IA	90
12/16/21	UnityPoint Health – Berryhill Center, Fort Dodge, IA	113
1/26/23	Prairie Ridge Integrated Behavioral Healthcare, Mason City, IA	118

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>
12/16/21	Infinity Health, Osceola, IA
12/16/21	Mary Greeley Medical Center Transitional Living Center – Subacute Care, Ames, IA
12/16/21	North Iowa Regional Services, Waterloo, IA

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 one-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.

A designated IRSH provider shall meet these criteria at initial application and annually thereafter.

<u>Date Designated</u>	<u>Intensive Residential Services</u>
10/23/23	43 North Iowa, Mason City, IA

## C. Financials

### Table C. Expenditures

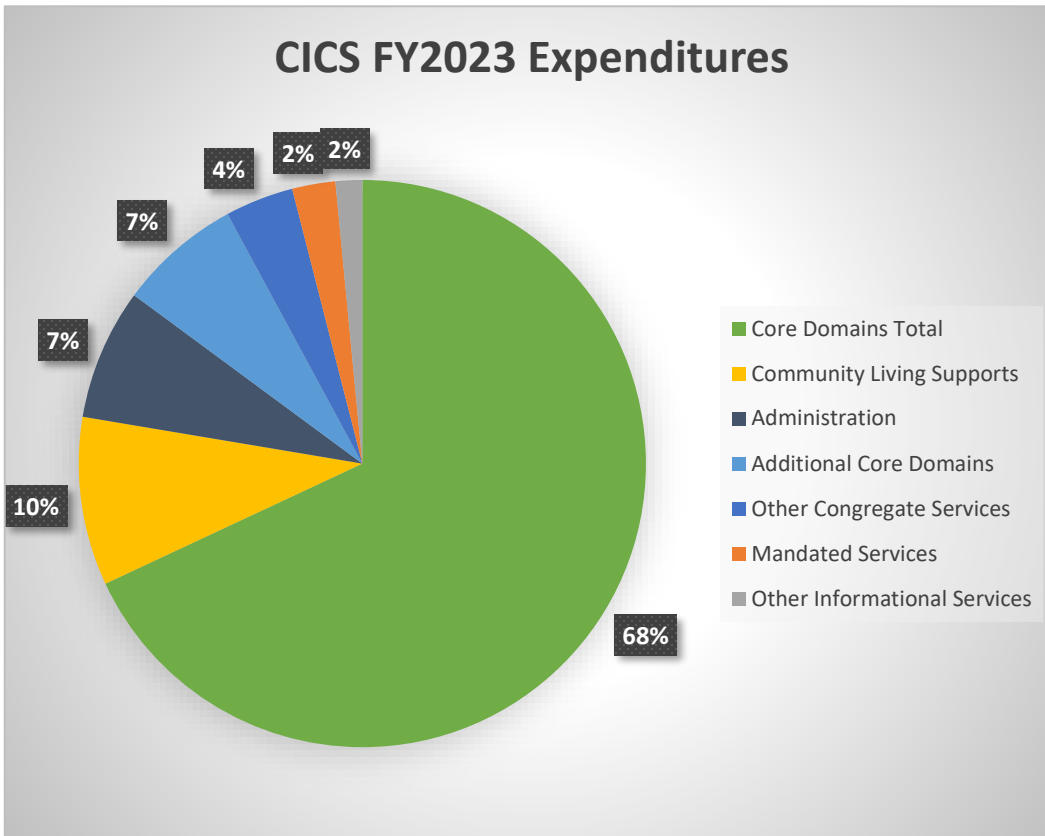
FY 2023 Accrual	Central Iowa Community Services MHDS Region	MI (40)	ID (42)	DD (43)	BI (47)	Admin (44)	Total
<b>Core Domains</b>							
<b>COA</b>	<b>Treatment</b>						
42305	Mental health outpatient therapy	\$ 519,196.10					\$ 519,196.10
42306	Medication prescribing & management	\$ 32,262.39					\$ 32,262.39
43301	Assessment & evaluation	\$ 572.67					\$ 572.67
71319	Mental health inpatient therapy-MHI	\$ 323,539.85					\$ 323,539.85
73319	Mental health inpatient therapy						\$ -
<b>Crisis Services</b>							
32322	Personal emergency response system						\$ -
44301	Crisis evaluation	\$ 787,792.65	\$ 7,540.00	\$ 2,320.00	\$ 290.00		\$ 797,942.65
44302	23 hour crisis observation & holding						\$ -
44305	24 hour access to crisis response	\$ 2,574.56					\$ 2,574.56
44307	Mobile response	\$ 979,921.75	\$ 13,210.25	\$ 742.13	\$ 8,720.50		\$ 1,002,594.63
44312	Crisis Stabilization community-based services	\$ 219,908.79					\$ 219,908.79
44313	Crisis Stabilization residential services	\$ 12,330,025.27	\$ 2,161.14				\$ 12,332,186.41
44396	Access Centers: start-up / sustainability	\$ 29,400.00					\$ 29,400.00
<b>Support for Community Living</b>							
32320	Home health aide						\$ -
32325	Respite		\$ 7,530.96	\$ 6,045.60			\$ 13,576.56
32328	Home & vehicle modifications						\$ -
32329	Supported community living	\$ 374,588.57	\$ 73,986.30	\$ 150,565.59	\$ 1,689.69		\$ 600,830.15
42329	Intensive residential services	\$ 180,550.00					\$ 180,550.00
<b>Support for Employment</b>							
50362	Prevocational services	\$ 10.80	\$ 3,797.25	\$ 6,690.60			\$ 10,498.65
50364	Job development						\$ -
50367	Day habilitation	\$ 6,505.22	\$ 52,693.10	\$ 55,121.11	\$ 44,515.58		\$ 158,835.01
50368	Supported employment	\$ 28,302.64	\$ 36,154.89	\$ 65,848.09	\$ 146.10		\$ 130,451.72
50369	Group Supported employment-enclave	\$ 3,870.29	\$ 7,123.68	\$ 16,572.96			\$ 27,566.93
<b>Recovery Services</b>							
45323	Family support	\$ 41,959.00					\$ 41,959.00
45366	Peer support	\$ 9,143.88					\$ 9,143.88
<b>Service Coordination</b>							
21375	Case management						\$ -
24376	Health homes						\$ -
<b>Sub-Acute Services</b>							
63309	Subacute services-1-5 beds						\$ -

64309	Subacute services-6 and over beds	\$ 522,793.00					\$ 522,793.00
	<b>Core Evidenced Based Treatment</b>						
04422	Education & Training Services - provider competency	\$ 12,498.91					\$ 12,498.91
32396	Supported housing	\$ 118,250.00					\$ 118,250.00
42398	Assertive community treatment (ACT)	\$ 162,590.31					\$ 162,590.31
45373	Family psychoeducation						\$ -
45379	Peer Family Support - System Building and Sustainability						\$ -
	<b>Core Domains Total</b>	<b>\$ 16,686,256.65</b>	<b>\$ 204,197.57</b>	<b>\$ 303,906.08</b>	<b>\$ 55,361.87</b>		<b>\$ 17,249,722.17</b>
	<b>Mandated Services</b>						
46319	Oakdale						\$ -
72319	State resource centers						\$ -
74XXX	Commitment related (except 301)	\$ 338,361.35	\$				\$ 338,361.35
75XXX	Mental health advocate	\$ 286,277.46					\$ 286,277.46
	<b>Mandated Services Total</b>	<b>\$ 624,638.81</b>	<b>\$</b>	<b>\$ -</b>	<b>\$ -</b>		<b>\$ 624,638.81</b>
	<b>Additional Core Domains</b>						
	<b>Justice system-involved services</b>						
25xxx	Coordination services	\$ 573,485.69					\$ 573,485.69
44346	24 hour crisis line**						\$ -
44366	Warm line**						\$ -
46305	Mental health services in jails	\$ 168,478.38					\$ 168,478.38
46399	Justice system-involved services-other	\$ 3,153.84					\$ 3,153.84
46422	Crisis prevention training	\$ 143,130.27					\$ 143,130.27
46425	Mental health court related costs						\$ -
74301	Civil commitment prescreening evaluation						\$ -
	<b>Additional Core Evidenced based treatment</b>						
42366	Peer self-help drop-in centers	\$ 661,770.45	\$ 184,017.76	\$ 21,806.64	\$ 6,126.83		\$ 873,721.68
42397	Psychiatric rehabilitation (IPR)	\$ 13,534.29					\$ 13,534.29
	<b>Additional Core Domains Total</b>	<b>\$ 1,563,552.92</b>	<b>\$ 184,017.76</b>	<b>\$ 21,806.64</b>	<b>\$ 6,126.83</b>		<b>\$ 1,775,504.15</b>
	<b>Other Informational Services</b>						
03371	Information & referral	\$ 477.22					\$ 477.22
04372	Planning and/or Consultation (client related)						\$ -
04377	Provider Incentive Payment						\$ -
04399	Consultation Other						\$ -
04429	Planning and Management Consultants (non-client related)	\$ 18,696.50					\$ 18,696.50
05373	Public education	\$ 365,771.79	\$	\$			\$ 365,771.79
	<b>Other Informational Services Total</b>	<b>\$ 384,945.51</b>	<b>\$</b>	<b>\$</b>			<b>\$ 384,945.51</b>
	<b>Community Living Supports</b>						
06399	Academic services						\$ -
22XXX	Services management	\$ 1,747,996.62	\$ 85,311.36	\$ 70,318.06	\$ 9,150.81		\$ 1,912,776.85
23XXX	Crisis care coordination	\$ 6,632.16					\$ 6,632.16
31XXX	Transportation	\$ 340,693.29	\$ 7,923.81	\$ 4,588.69			\$ 353,205.79
32321	Chore services						\$ -

32326	Guardian/conservator	\$ 123.50					\$ 123.50
32327	Representative payee	\$ 7,131.20	\$ 1,078.40				\$ 8,209.60
32335	CDAC						\$ -
32379	Support Services - System Building and Sustainability						\$ -
32399	Other support						\$ -
33330	Mobile meals						\$ -
33340	Rent payments (time limited)	\$ 58,420.70	\$ 3,340.00				\$ 61,760.70
33345	Ongoing rent subsidy	\$ 12,256.26					\$ 12,256.26
33399	Other basic needs	\$ 12,400.09					\$ 12,400.09
41305	Physiological outpatient treatment	\$ 66.21					\$ 66.21
41306	Prescription meds	\$ 3,619.05					\$ 3,619.05
41307	In-home nursing						\$ -
41308	Health supplies						\$ -
41399	Other physiological treatment						\$ -
42309	Partial hospitalization						\$ -
42310	Transitional living program						\$ -
42363	Day treatment						\$ -
42379	Psychotherapeutic Treatment - System Building and Sustainability						\$ -
42396	Community support programs	\$ 2,134.53					\$ 2,134.53
42399	Other psychotherapeutic treatment	\$ 168.24					\$ 168.24
44304	Emergency care						\$ -
44379	Crisis Services - System Building and Sustainability						\$ -
44399	Other crisis services						\$ -
46306	Psychiatric medications in jail	\$ 62,089.91					\$ 62,089.91
50361	Vocational skills training						\$ -
50365	Supported education						\$ -
50379	Voc/Day - System Building and Sustainability						\$ -
50399	Other vocational & day services						\$ -
63310	Assisted Living (1-5 Bed)						\$ -
63329	SCL (1-5 Bed)						\$ -
63399	Other (1-5 Bed)						\$ -
63XXX	RCF 1-5 beds (63314, 63315 & 63316)						\$ -
63XXX	ICF 1-5 beds (63317 & 63318)						\$ -
	<b>Community Living Supports</b>	<b>\$ 2,253,731.76</b>	<b>\$ 97,653.57</b>	<b>\$ 74,906.75</b>	<b>\$ 9,150.81</b>		<b>\$ 2,435,442.89</b>
	<b>Other Congregate Services</b>						
50360	Work services (work activity/sheltered work)						\$ -
64XXX	RCF 6 and over beds (64314, 64315 & 64316)	\$ 617,306.42					\$ 617,306.42
64XXX	ICF 6 and over beds (64317 & 64318)						\$ -
64310	SCL 6 and over beds-Assisted Living						\$ -
64329	SCL 6 and over beds	\$ 371,261.26					\$ 371,261.26
64399	Other 6 and over beds						\$ -
	<b>Other Congregate Services Total</b>	<b>\$ 988,567.68</b>					<b>\$ 988,567.68</b>

Administration							
11XXX	Direct Administration					\$ 1,601,779.96	\$ 1,601,779.96
12XXX	Purchased Administration					\$ 292,231.78	\$ 292,231.78
	<b>Administration Total</b>					<b>\$ 1,894,011.74</b>	<b>\$ 1,894,011.74</b>
	<b>Regional Totals</b>	<b>\$ 22,501,693.33</b>	<b>\$ 485,868.90</b>	<b>\$ 400,619.47</b>	<b>\$ 70,639.51</b>	<b>\$ 1,894,011.74</b>	<b>\$ 25,352,832.95</b>
	<b>(45XX-XXX)County Provided Case Management</b>						\$ -
	<b>(46XX-XXX)County Provided Services</b>						\$ -
	<b>Regional Grand Total</b>						<b>\$ 25,352,833.00</b>
<p>Accepted amount to be considered encumbered. Ending fund balance as of 6/30/23 excludes approved amounts. Encumbered funds shall be expended by December 31, 2023. Funds not expended by December 31, 2023, shall be included in the ending fund balance amount for state fiscal year 2024.</p>							
N/A	<b>Accepted amount to be considered encumbered</b>						\$ 274,076.00

\*\* 24 hour crisis line and warm line are transitioning from additional core to state wide core services with state funding.



*In FY2023 funding for core services accounted for 68% of CICS expenditures, additional core accounted for 7% of expenditures, and other community supports accounted for 10% of expenditures.*

## Table D. Revenues

FY 2023 Accrual	Central Iowa Community Services MHDS Region		
<b>Revenues</b>			
	<b>FY22 Annual Report Ending Fund Balance</b>		<b>\$ 9,217,958</b>
	<b>Adjustment to 6/30/22 Fund Balance</b>		<b>\$ 7,731,828</b>
	<b>Audited Ending Fund Balance as of 6/30/22 (Beginning FY23)</b>		<b>\$ 16,949,786</b>
	<b>Local/Regional Funds</b>		<b>\$ 668,298</b>
1010	Delinquent Property Tax	-	
25XX	Other Governmental Revenues	23,090	
4XXX-5XXX	Charges for Services	-	
5310	Client Fees	16,552	
60XX	Interest	-	
6XXX	Use of Money & Property	617,827	
8XXX	Miscellaneous	10,829	
9040	Other Budgetary Funds (Polk Transfer Only)	-	
	<b>State Funds</b>		<b>\$ 12,916,068.56</b>
24XX	State/Federal pass thru Revenue	-	
2644	State Regional Service Payments	12,916,069	
2643	State Incentive Funds	-	
	Other	-	
	<b>Federal Funds</b>		<b>\$ -</b>
2344	Social	-	
2345	Medicaid	-	
	Other	-	
	<b>Total Revenues</b>		<b>\$ 13,584,366</b>

<b>Total Funds Available for FY23</b>	\$	30,534,152
<b>FY23 Actual Regional Expenditures</b>	\$	25,352,833
<b>Acceptable Encumbrance</b>	\$	274,076
<b>Accrual Fund Balance as of 6/30/23</b>	\$	4,907,243

## **D. Status of Service Development in FY2023**

CICS worked with 43 North Iowa for development of intensive residential services in Mason City, IA; the provider is planning to begin offering this service in December 2023 with the capacity to serve four individuals at a time. CICS intends to continue to work toward building capacity of this service.

CICS entered into a contract with 43 North Iowa for development of crisis stabilization residential services for adults in Mason City, IA. The provider anticipates these services will be available in April 2024.

CICS entered into a multi-year contract with YSS for funding of up to \$10 million with an amendment in FY2023 for an additional \$5 million for the development of Ember Youth Recovery Campus near Cambridge, IA. YSS will have 70 beds available at this new location to provide crisis stabilization residential services, emergency shelter, and residential addiction treatment services for youth. CICS was approved to encumber \$7,182,900 for this project, these funds were all expended by June 30, 2023.

CICS began funding Behavioral Health Intervention Services (BHIS) in FY2023.

CICS is partnering with the Story County Attorney's Office, Story County Sheriff's Office, State Public Defenders Office, Second Judicial District, and the Department of Corrections Probation/Parole for development of a Mental Health Court (MHC) in Story County. A Mental health treatment provider, substance use disorder treatment provider, and a peer support specialist will also be part of the team that meets weekly for court and to staff cases. CICS will provide the case manager position for MHC. MHC will begin January 2024 and will take place at the courthouse in Ames, IA.

During FY2023 CICS met jointly with 43 North Iowa, UnityPoint Health – Berryhill Center, Community and Family Resources, Central Iowa Recovery, Eyerly Ball Community Mental Health Services, Integrated Telehealth Partners, Mary Greeley Medical Center, Prairie Ridge Integrated Behavioral Healthcare, and YSS, Inc. to discuss formalizing partnerships for an Access Center Network. In FY2024 additional providers will be invited to join the discussions, the intent is to have a formalized process with memorandums of understanding (MOUs) between the Access Center Network partners. CICS also created and filled two Crisis Network Service Coordinator positions to work with children and adults accessing crisis stabilization residential services and subacute services, these positions assist with discharge planning and connecting individuals to services and supports in their community.

CICS facilitated meetings with Optimae LifeServices, Iowa Vocational Rehabilitation Services, and Eyerly Ball Community Mental Health Services to develop an ASPIRE grant application for training and technical assistance to provide Individualized Placement and Support services in Boone and Story counties.

CICS let a Request for Proposal (RFP) for a Permanent Supportive Housing Planning Grant. CICS entered into a contract through December 2023 with The Bridge Home to develop a comprehensive strategic plan that builds upon the framework provided by Substance Abuse Mental Health Services Administration (SAMHSA) in their Evidence-Based Practices Kit for Permanent Supportive Housing.

## **E. Outcomes/Regional Accomplishments in FY2023**

This section includes:

- Service progress and availability of Core, Additional Core, Other Informational Services, Community Living Supports
- Region Program Outcomes
- Other Community Living Support Services
- Regional Collaboration with Providers, Stakeholders, and Regions

### **Service Progress and Availability of Core, Additional Core, Other Informational Services, and Community Living Supports**

#### ***Core Services***

##### **Treatment**

Mental Health Outpatient Therapy: CICS continues to consider Provider Network Enrollment Applications to expand outpatient mental health services within the region. CICS will also honor host region contracts for outpatient mental health services. CICS continues to make available a Licensed Independent Social Worker (LISW) and Psychologist incentive policy for onboarding and access for providers that hire or increase LISW or psychologist hours in service areas of the region that have an identified need.

Medication Prescribing & Management: CICS continues to work to ensure this service is available throughout the CICS region. CICS continues to make available a Psychiatric Prescriber incentive policy for onboarding and access for providers that hire or expand existing psychiatric prescriber services in service areas of the region that have an identified need.

Assessment & Evaluation: This service provided by Community Mental Health Centers (CMHCs) and providers is available in each county in the region.

Mental Health Inpatient Therapy (private/public hospital): CICS contracts with Mary Greeley Medical Center and MercyOne North Iowa Medical Center and will also honor host region contracts for inpatient behavioral health services.

##### **Crisis Services**

Personal Emergency Response System: Service options are available in CICS.

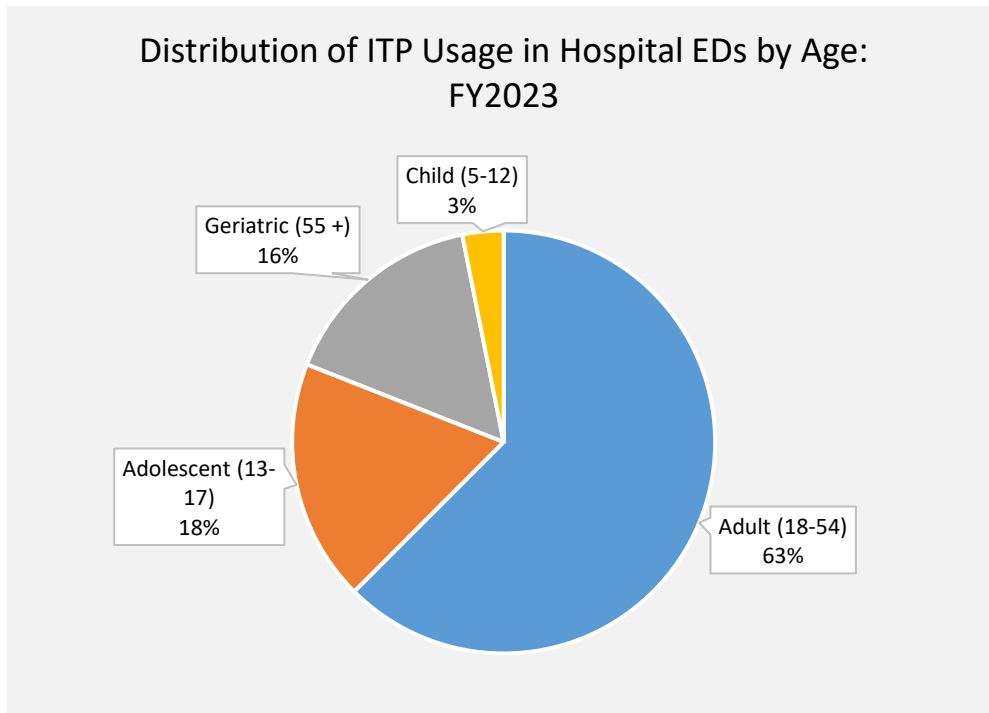
Crisis Evaluation: CICS continued to contract with Community Mental Health Centers and providers for a select number of crisis therapy and crisis psychiatric appointments to be held available by the CMHC or provider allowing for quicker access. CICS continued to guarantee payment for crisis therapy and crisis psychiatric appointments that were not filled and/or not billable through third-party payers.

CICS continued to financially support access to telepsychiatry at participating local hospital emergency departments (EDs) with this service provided by Integrated Telehealth Partners (ITP). At the end of FY2023, ITP



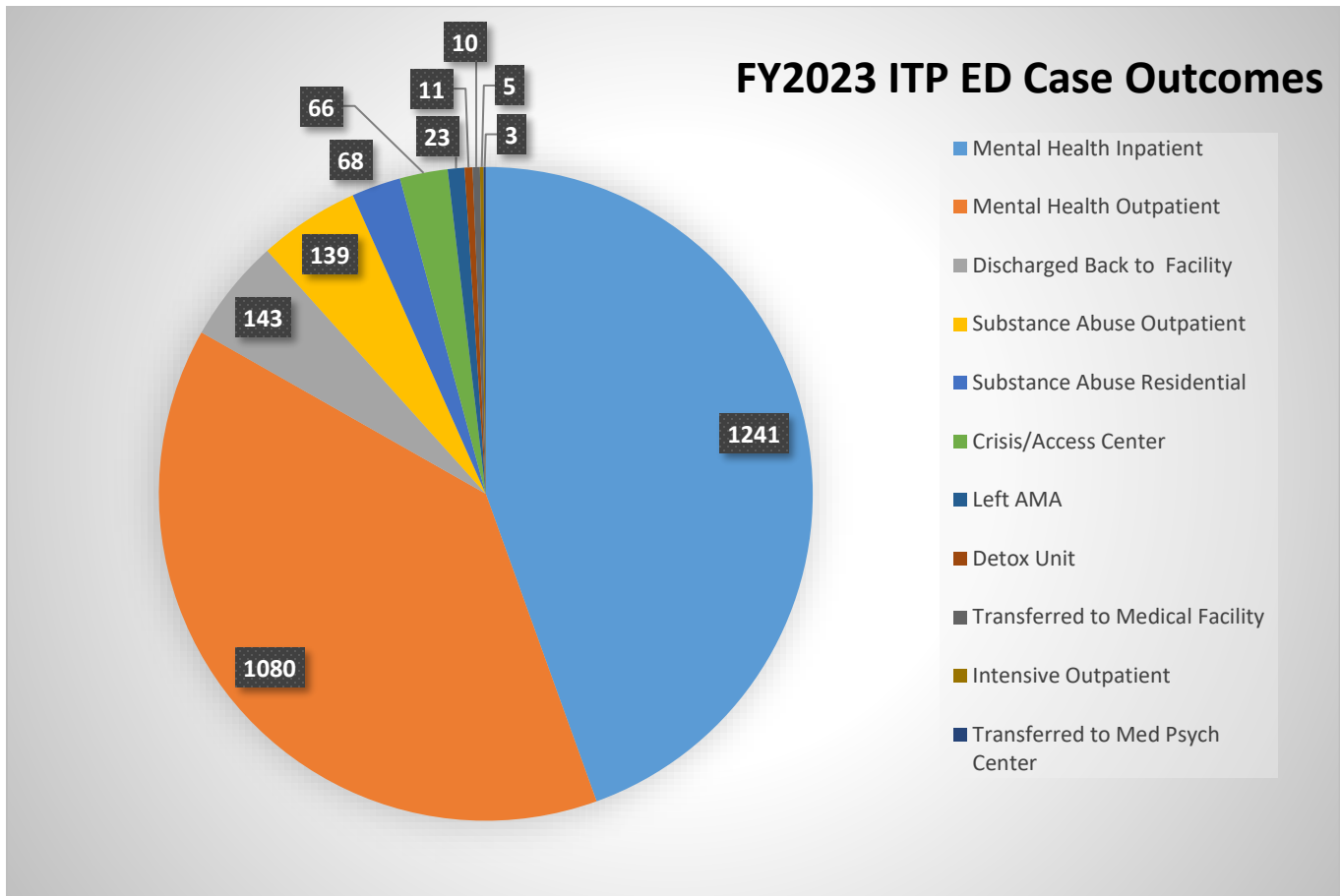
was operational in the following hospital emergency departments located in the counties identified (Warren County does not have a hospital):

- Boone - Boone County Hospital
- Franklin - Franklin General Hospital
- Greene - Greene County Medical Center
- Hamilton - Van Diest Medical Center
- Hancock – Hancock County Health System
- Hardin - Hansen Family Hospital
- Jasper – MercyOne Newton Medical Center
- Madison - Madison County Health Care System
- Marshall - UnityPoint Health – Marshalltown Hospital
- Poweshiek - Grinnell Regional Medical Center
- Story - Story County Medical Center and Mary Greeley Medical Center
- Webster – UnityPoint Health – Trinity Medical Center
- Wright – Iowa Specialty Hospital – Belmond
- Wright – Iowa Specialty Hospital – Clarion



*The chart (left) shows the distribution of ages for the 2,261 clients that received an ITP assessment in a hospital emergency department within CICS.*

The chart below shows the distribution of outcome for the 2,789 interactions ITP had with clients in emergency departments in the CICS region during FY2023.



23 Hour Crisis Observation and Holding: MercyOne North Iowa Medical Center and Zion Integrated Behavioral Health Services/Safe Harbor were providers of this service in FY2023.

24 Hour Access to Crisis Response Services: The CMHCs have trained health professionals available by phone 24 hours per day, as well as walk-in access during business hours. Through August 2022 CICS offered funding for two crisis therapy appointments for any resident within the CICS region, waiving application requirements as well as income and resource criteria for a limited time.

Mobile Response: Eyerly Ball Community Mental Health Services (CMHS) provides this service throughout the CICS region, serving children and adults. Eyerly Ball CMHS provides case management follow-up within 24 hours of the service being dispatched and continues to provide case management for up to 30 days. Mobile response services are accessed by calling the Your Life Iowa Crisis Line answered by Foundation 2 Crisis Services or by calling the 988 Suicide and Crisis Lifeline. Foundation 2 Crisis Services triages the call and dispatches the mobile response team when determined appropriate. 988 call centers will transfer calls to Foundation 2 Crisis Services to dispatch mobile response services when needed.

Crisis Stabilization Community Based Services: Eyerly Ball Community Mental Health Services provides this service in all CICS counties and Integrated Telehealth Partners provides telepsychiatry services as needed for individuals accessing crisis stabilization community-based services.

Crisis Stabilization Residential Services: For adult crisis stabilization residential services (CSRS), CICS has a Memorandum of Understanding (MOU) with County Rural Offices of Social Services, County Social Services, MH/DS of the East Central Region, and Heart of Iowa Community Services to honor the host region's contract with the CSRS provider. CICS has a contract with Plains Area Mental Health Center to access adult CSRS located in the Rolling Hills Community Services region. CICS contracts with YSS and Youth Shelter Care of North Central Iowa, Inc. for youth crisis stabilization residential services.

### **Support for Community Living**

Home Health Aid: Service options are available in CICS.

Respite: Service options are available in CICS.

Home and Vehicle Modifications: Service options are available in CICS.

Supported Community Living: Supported community living (SCL) services are available in each county in the CICS region.

Intensive Residential Services: Through FY2023 CICS worked with 43 North Iowa for the development of this service.

### **Support for Employment**

Prevocational Services: Service options are available in CICS.

Day Habilitation: Service options are available in CICS.

Job Development, Supported Employment: Service options are available in each county in the CICS region.

Group Supported Employment – Enclave: Service options are available in CICS.

### **Recovery Services**

Family Support and Peer Support: Family support and peer support are available with Integrated Health Home providers. Peer support is also available with Central Iowa Recovery and some drop-in centers. CICS continues to encourage employment of peer and/or family support specialists.

### **Service Coordination**

Case Management: Case management is available through the Iowa Department of Health and Human Services and Managed Care Organizations.

Health Homes: This service continues to be available in each county in CICS.

### **Subacute Services**

Subacute services 1-5 beds and 6 and over: This service is available through Mary Greeley Medical Center. CICS also has an MOU with County Rural Offices of Social Services and County Social Services to honor the host region's contract with two subacute providers.

## **Core Evidence Based Treatment**

Education and Training Services – provider competency: Trainings CICS assisted with in FY2023 include Applied Suicide Intervention Skills (ASIST), Adult Mental Health First Aid, Crisis Intervention Training, Juvenile Mental Health First Aid, Trauma Informed Care, and Question Persuade and Refer (QPR). These trainings are available to providers and members of the public. The Community Mental Health Center (CMHC) Federal Block Grant is used in a variety of ways by CMHCs for evidence based training and therapy practices.

Supported Housing: The Bridge Home in Story County is offering the U.S. Department of Housing and Urban Development (HUD) permanent supportive housing services in Boone, Greene, Hardin, Story, and Marshall counties. In April 2023 The Bridge Home and CICS began developing a plan to offer SAMHSA's permanent supportive housing program in Boone, Greene, Hardin, Marshall, and Story counties.

Assertive Community Treatment (ACT): This service is available in Hamilton and Webster counties through UnityPoint Health - Berryhill Center and in Story and Boone counties through Eyerly Ball Community Mental Health Services. Prairie Ridge Integrated Behavioral Health Services provides this service in Cerro Gordo, Franklin, and Hancock counties. CICS continues to explore implementation of ACT in additional CICS counties.

Family Psychoeducation: CICS continues to contract and collaborate with NAMI Central Iowa for outreach in the region, for guidance in the development of support groups, and educational opportunities.

## ***Additional Core Services***

### **Justice Involved Services**

Coordination Services: Justice Coordination/Jail Diversion services have been implemented in all CICS counties. During FY2023 this service was provided by CICS Justice Involved Service Coordinators and contracted provider agencies. CICS began work to standardize this service regionwide.

24 hour Crisis Line: CICS began using the Your Life Iowa Crisis Line (855-581-8111) in January 2020 as this became the statewide crisis line. Any calls received on the CICS Crisis Line are rolled over to the Your Life Iowa Crisis Line. Additional communication options for crisis support are available for individuals to chat one-to-one online at [yourlifeiowa.org](http://yourlifeiowa.org) or by texting 855-895-8398. CICS also promotes the 988 Suicide and Crisis Lifeline.

Warm Line: Abbe Center for Community Mental Health, Inc. provides warm line services (1-844-775-9276) throughout the CICS region.

Mental Health Services in the Jails: CICS service coordinators collaborate with jail staff to provide funding for medications, medication management, and therapy services for individuals who are in a county jail. CICS fully funds telepsychiatry services with ITP in ten county jails, including Boone, Greene, Hamilton, Hardin, Jasper, Madison, Poweshiek, Story, Webster, and Wright. Center Associates provides telehealth services to the Marshall County Jail and in-person services are available in the Cerro Gordo County jail and Warren County jail through an internal contract provided by the jail. The Community Health Center of Fort Dodge and UnityPoint Health - Berryhill Center provide in person psychiatric services in the Webster County jail. In FY2023 Hancock and Franklin counties did not have jails. CICS funding is available for therapy evaluations and individual and group therapy for individuals with a mental health or co-occurring substance use diagnosis. Service

Coordination staff are available to each jail to assist with referrals for telepsychiatry, therapy services, jail diversion services, and other service/resource supports.

**Crisis Prevention Training:** CICS is partnering with other MHDS regions to offer Crisis Intervention Training (CIT) through SolutionPoint+. Officers from the CICS region are able to attend any of the SolutionPoint+ CIT training courses across the state. CICS hosted two of the CIT trainings during FY2023 and is planning to host one CIT training during FY2024. In addition to the scheduled CIT trainings, CIT is held during each session at the Iowa Law Enforcement Academy as part of the statewide contract. CICS will provide reimbursement to employers of law enforcement for reserve officer costs, mileage, lodging, and food costs associated with an officer attending in-state Crisis Intervention Training. CICS also provided a three-day de-escalation training facilitated by SolutionPoint+ in FY2023. The training was attended by CICS Justice Involved Service Coordination staff and staff from 43 North Iowa. This training was offered to support 43 North Iowa in training staff who will be providing intensive residential services. CICS supports Mental Health First Aid training for law enforcement as well.

**Mental Health Court Related Costs:** As previously noted, CICS is partnering with others on the development of Mental Health Court in Story County and hired a Justice Involved Service Coordinator to fulfill the role of a Mental Health Court Case Manager for the program.

**Civil Commitment Prescreening Evaluation:** ITP provides prescreening services in emergency departments of hospitals contracted with ITP.

### **Additional Core Evidence Based Treatment**

**Peer self-help drop-in centers:** This service is available in 11 CICS counties and is available to anyone in the CICS region.

**Intensive Psychiatric Rehabilitation (IPR):** This service is available in each county in CICS.

### ***Other Informational Services***

**Information & Referral:** The CICS website can be found at [www.cicsmhds.org](http://www.cicsmhds.org). CICS also has a Facebook and Instagram page and works with Trilix Marketing Group for media announcements. These media outlets are avenues to inform others about CICS, how CICS can assist individuals, and services and resources available in the CICS Region. Service Coordination staff offer assistance with information and referrals; see Service Coordination under Region Program Outcomes for additional information.

**Public Education:** CICS supports involvement with Mental Health Expos and other mental health awareness events. Providing these opportunities assists individuals to achieve wellness through health education. CICS contracts with Community Mental Health Centers and other providers for public education services. CICS funded Destroy Illusions assemblies for the school districts of Colfax-Mingo, Iowa Falls and Alden, and Webster City. Tom Coverly with Destroy Illusions held three assemblies and an evening event open to the public for each school district. Other trainings CICS has assisted with include Applied Suicide Intervention Skills (ASIST), Adult Mental Health First Aid, Juvenile Mental Health First Aid, Trauma Informed Care, and Question Persuade and Refer (QPR).

## **Community Living Support Services**

Services Management: See Region Program Outcomes section.

Transportation: CICS contracts with Central Iowa Juvenile Detention Center (CIJDC) and Mary Greeley Medical Center (MGMC) for transportation services for Civil Mental Health Commitment transports when requested by the Sheriff's Office. This offers the ability for law enforcement to return to other duties more expediently. CIJDC also assists with voluntary transports to and from crisis stabilization residential services, voluntary hospitalization, subacute mental health services, and discharge needs, as well as other transportation needs receiving prior funding authorization by CICS. CICS contracts with MGMC for voluntary transport services for individuals who are located at MGMC and need transport assistance to other inpatient behavioral health services, subacute mental health services or crisis stabilization residential services. CICS contracts with public transit providers and other providers for transportation services as well.

Guardianship: Service Coordination staff can assist individuals in obtaining information regarding guardianship options.

Representative Payee: Individuals accessing CICS funding prior to 1/1/21 for representative payee services continue to receive funding if the individual meets all other eligibility criteria and the representative payee service continues uninterrupted.

Rent Payments: CICS offers time-limited assistance with rent and utilities as well as longer term assistance for individuals receiving SCL services on a daily basis. Rent and utility assistance can be helpful when individuals are going through the application process for SSI/SSDI benefits and/or seeking employment.

Other Basic Needs: CICS funds RCF maintenance costs.

Physiological Outpatient Treatment: This includes medication injection services as well as medical clearance with access center services.

Community Support Programs: CICS funds this service with Community Mental Health Centers.

Psychiatric Medications in Jail: CICS continues to reimburse county jails for the cost of inmate prescribed psychotropic medications on ITP's medication formulary.

## **Region Program Outcomes**

The following section provides information on:

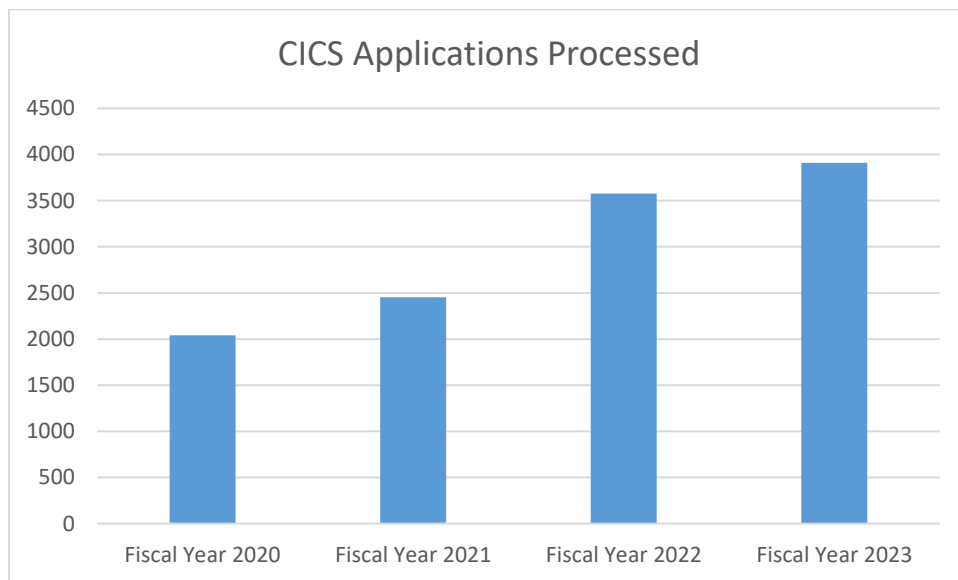
- *Service Coordination*
- *Medicaid Waiting List funding*
- *Special Project Grant funding*

### ***Service Coordination***

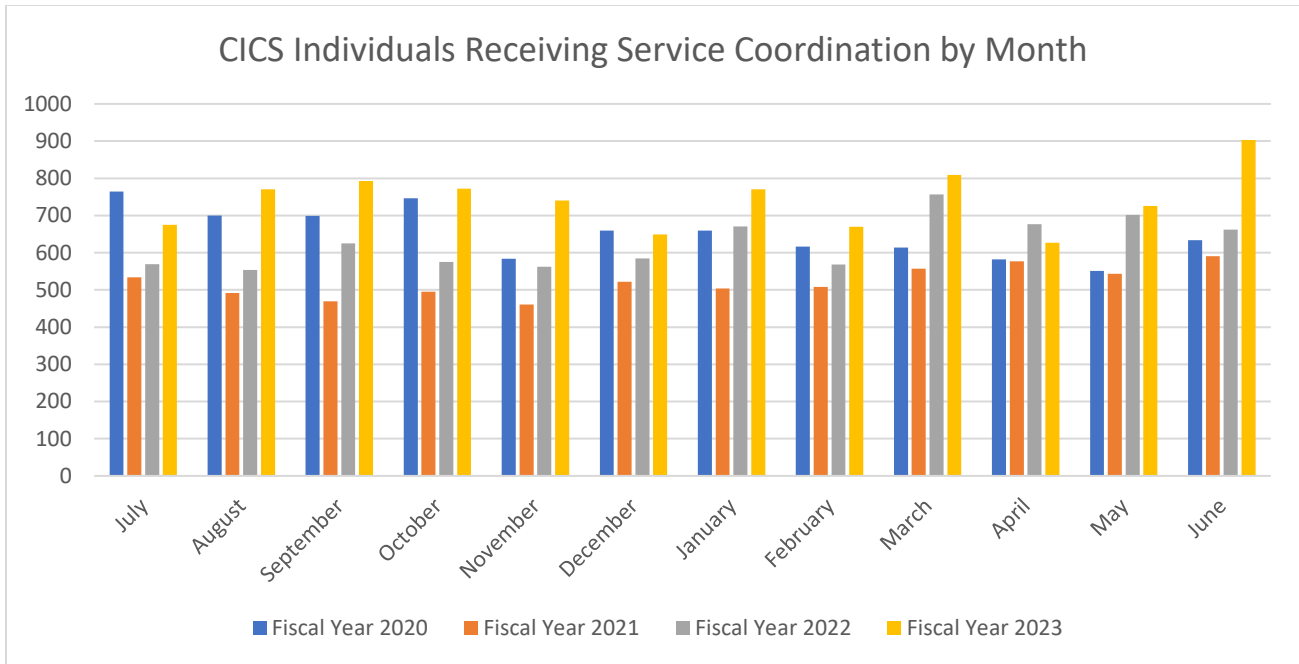
CICS Service Coordination responsibilities were expanded and realigned in FY2023 including realignment of Justice Involved Service (JIS) Coordination coverage areas to enhance services by having smaller areas of coverage. CICS began providing JIS Coordination in the Warren and Madison County areas that were

previously provided through a contract. CICS also added a JIS Coordination position for the new Mental Health Court being developed in Story County. CICS added two Crisis Network Service Coordination positions to work with individuals accessing Access Center services. As part of strategic planning and succession planning, two staff transitioned into a Coordination Officer role; this has assisted with designation of duties, supervision, and organizational planning for Coordination Officer Linn Adams' retirement in December 2023.

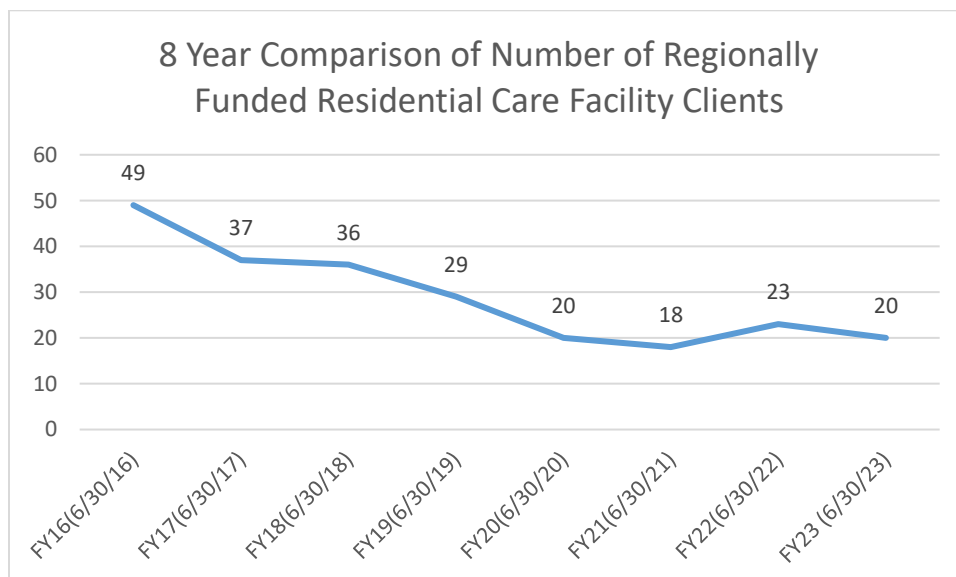
Service coordination is essential in connecting individuals with mental health and developmental disabilities and/or co-occurring diagnoses to resources, services, and supports. In FY2023, 3,911 applications were processed; this is a 9 % increase from 3,578 applications in FY2022. The below graph reflects applications processed from FY2020 to FY2023.



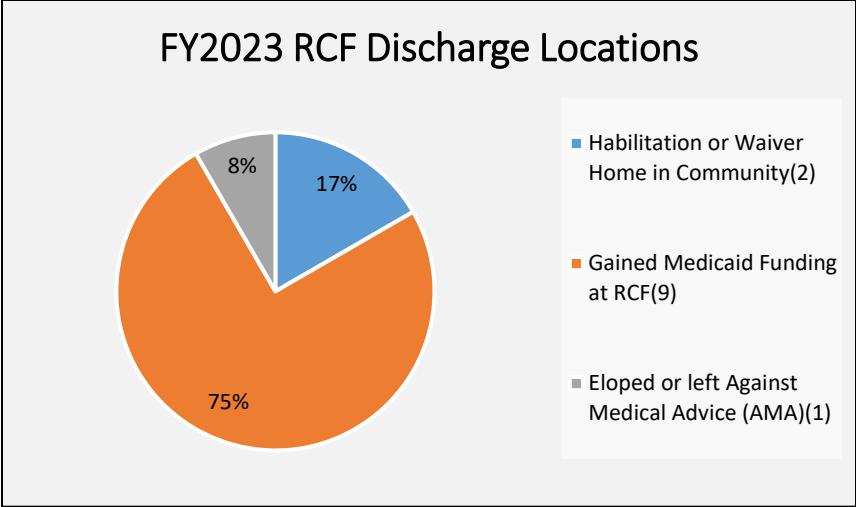
CICS tracks the number of individuals served each month. This includes those with applications as well as contact with ongoing clients, collateral contacts with provider agencies, contacts with family members and other interested parties, email correspondence regarding ongoing clients, and other activities on behalf of those we serve. In FY2023 CICS served an average of 742 individuals per month, with a high of 903 and a low of 627. The FY2023 individuals served monthly was an 18% increase over the previous year. In FY2022 CICS served an average of 627 individuals monthly.



A primary service goal of CICS is to serve individuals in community-based settings rather than institutional settings. Strategies to reduce the number of individuals at Residential Care Facilities (RCFs) have included working to reduce the number of admissions to RCFs, identifying RCF providers who have shown a willingness to stabilize and assist in community placement, focusing on a targeted list of individuals appropriate to move to a lower level of care, building a base of community providers willing to work with individuals discharging from RCFs, and encouraging utilization of subacute and crisis stabilization services. At the beginning of FY2023 the RCF tracking was revised to include only the individuals that CICS funds ongoing services; not to include those individuals that CICS is just paying maintenance (5 cases). At the end of FY2023 CICS was funding services for 20 individuals. During FY2023 there were 14 new admissions to RCFs and 12 discharges during the fiscal year.







The chart (left) shows data for the 12 individuals that were discharged or accessed other funding in FY2023. Seventy-five percent gained Medicaid (Habilitation) funding eligibility while two moved to a community-based Habilitation site, and one individual left the facility AMA.

In FY2023 CICS began tracking all admissions to a Mental Health Institute (MHI) rather than identifying only individuals at a MHI for more than 30 days. During FY2023, from the CICS region there were 34 admissions of individuals to a MHI and 28 discharges during the same period. Nine individuals considered residents of CICS remain at a MHI at the end of FY2023.

CICS utilizes the Level of Care Utilization System (LOCUS) assessment tool to assist in determining level of care and needed services for individuals with a mental illness diagnosis. Additionally, the Inventory for Client and Agency Planning (ICAP) assessment tool for individuals with Intellectual Disabilities (ID) and Development Disabilities (DD) is used. The Assessment Team assesses individuals when RCF or ongoing regionally funded services are needed or requested. An updated LOCUS is needed annually while an ICAP is good for three years.

**Medicaid Waiting List Funding**

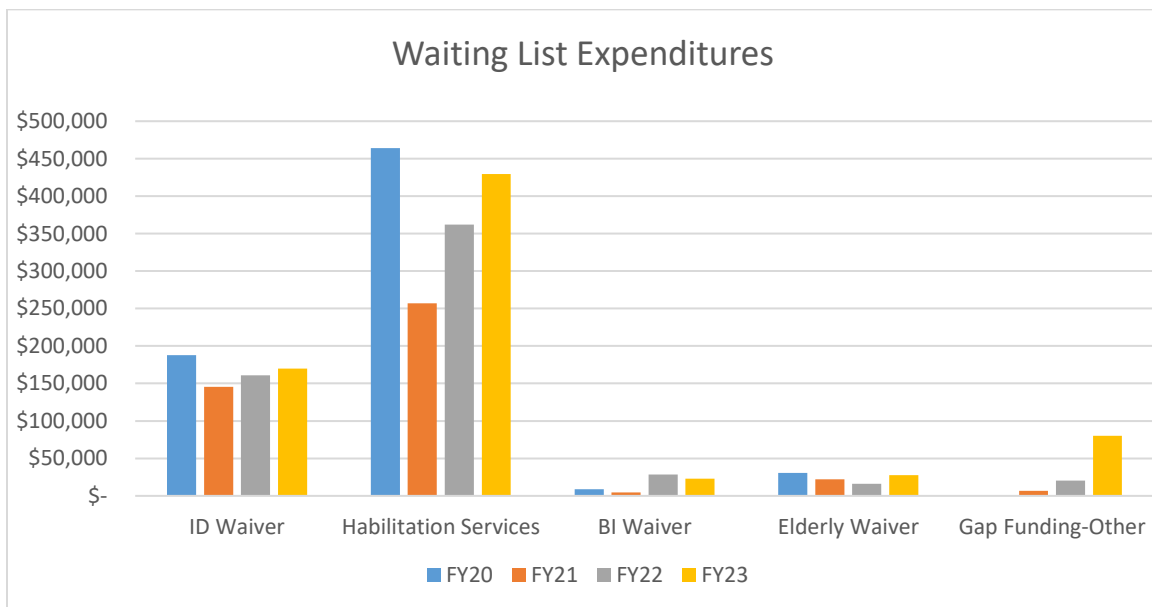
During FY2017, CICS began tracking Medicaid gap funding. CICS funded 119 individuals in FY2023 that were on Home-and-Community Based Services (HCBS) Waiver waiting list or who should have otherwise received Medicaid funding for services. This is compared to 106 individuals in FY2022 and 84 in FY2021. According to the Iowa Code, MHDS Regions are not required to fund individuals that are on a Medicaid waiting list. However, CICS implemented a policy to fund necessary services for individuals while they are waiting for Medicaid funding.

CICS expenditures for services that should be Medicaid funded for FY2023 were \$730,161.73, a 24% increase from the previous fiscal year. The funding streams for which individuals may be waiting include Intellectual Disability (ID) Waiver, Health and Disability (H&D) Waiver, Habilitation Services, Elderly Waiver, Physical Disability (PD) Waiver, and Brain Injury (BI) Waiver. Other gap funding category is for those waiting for straight Medicaid funding for services such as outpatient, ACT, and IPR. The below table reflects the total amount paid and number of individuals funded for FY2021, FY2022, and FY2023.

### Medicaid Waiting List Information

Waiver	FY2021		FY2022		FY2023	
	Persons Funded	Amount Paid	Persons Funded	Amount Paid	Persons Funded	Amount Paid
BI Waiver	1	\$4,620.00	3	\$28,470.62	1	\$23,025.60
Elderly Waiver	6	\$22,049.07	6	\$16,029.28	9	\$27,657.66
Habilitation Services	45	\$256,847.41	53	\$362,162.90	53	\$429,613.18
ID Waiver	23	\$145,422.29	27	\$161,002.10	38	\$169,709.01
H&D Waiver	1	\$117.76	0	\$0	0	\$0
PD Waiver	0	\$0	0	\$0	0	\$0
Other Gap	8	\$6,523.77	17	\$20,399.64	18	\$80,156.28
<b>Total</b>	<b>84</b>	<b>\$435,580.30</b>	<b>106</b>	<b>\$588,064.54</b>	<b>119</b>	<b>\$730,161.73</b>

The graph below reflects the services and dollars expended in FY2020, FY2021, FY2022, and FY2023 for individuals waiting for Medicaid program eligibility.



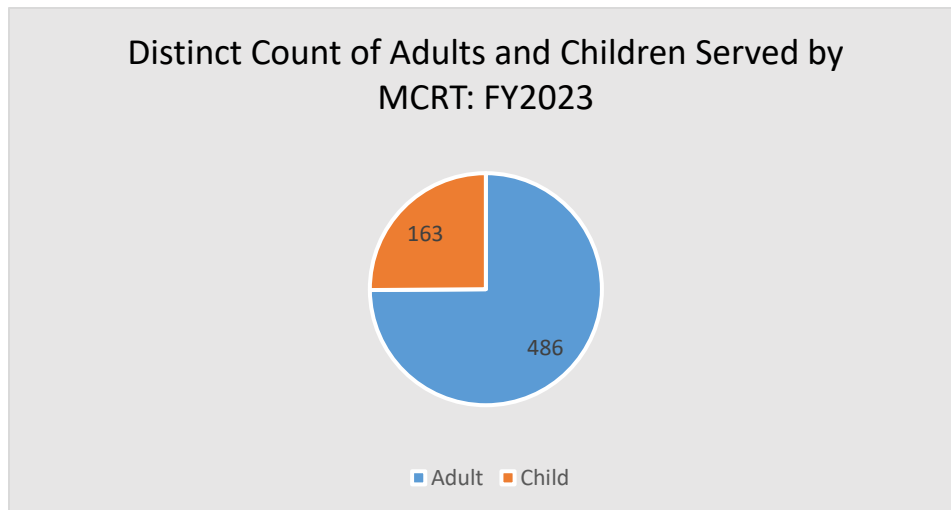
### **Special Project Grants**

CICS has used special project block grant funding for a variety of reasons, such as program start up, service sustainability, service access, and availability.

## Mobile Crisis Response

Mobile Crisis Response services are provided by Eyerly Ball Community Mental Health Services for the entire CICS Region. Due to the geographic area, mobile crisis response teams (MCRT) are grouped by service areas and six teams serve the CICS region.

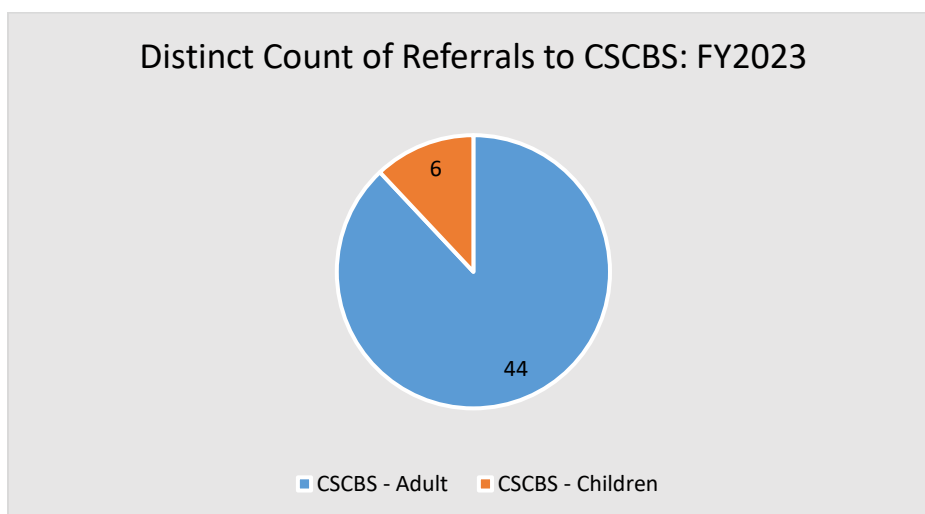
The chart below represents an unduplicated count of children and adults served by mobile crisis response services in FY2023.



Mobile Crisis Response services can be requested by calling the Your Life Iowa Crisis Line or when calling 988 Suicide and Crisis Lifeline.

## Crisis Stabilization Community Based Services

Eyerly Ball Community Mental Health Services provides crisis stabilization community based services (CSCBS) for the entire CICS region with Integrated Telehealth Partners providing telepsychiatry services for individuals accessing CSCBS. Eyerly Ball CMHS received 50 referrals for CSCBS.



## **Drop-In Centers**

CICS funds drop-in centers at a monthly contracted amount based on each drop-in center's service budget. CICS allocates costs to members served when possible. Funding drop-in centers in this manner helps to ensure sustainability of the drop-in centers as the service is not billable to Medicaid.

## **Regional Collaboration with Providers, Stakeholders, and Regions**

The following section describes regional collaborative efforts with others.

### **Regional Collaboration with Iowa Department of Health Human Services (HHS) and Managed Care Organizations (MCOs)**

The CEO Collaborative meets with HHS monthly to discuss relevant topics and initiatives. The CEO Collaborative also meets with MCOs every other month to discuss important topics and current initiatives.

### **Data Analytics**

MHDS regions meet monthly to work on a standardized approach for data informed decision making and outcomes development. Membership includes representatives from regions across the state. Meghan Freie and Russell Wood represent CICS.

### **Adult Advisory Committee**

The CICS Adult Advisory Committee is an advisory stakeholders' group that provides for broad representation. Representation is regionwide with a focus to try and have representation from each CICS member county. Two committee members are appointed to the CICS Governing Board: provider representative ex-officio non-voting Director and individual who utilizes mental health and disability services or is an actively involved relative of such an individual voting Director. The Adult Advisory Committee met on four occasions during the fiscal year; the following is a summary of those meetings:

Meeting date: September 13, 2022. Nine committee members were present. Governing Board meeting updates; planning and development updates; service coordination FY2022 summary; FY2022 financial information; agency update/information sharing.

Meeting date: December 13, 2022. Nine committee members were present. Meeting content: Governing Board meeting updates; planning and development updates; FY2024 budget; CICS marketing; legislative information; advisory committee terms ending 12/31/22; local community needs; agency update/information sharing.

Meeting date: March 14, 2023. Eight committee members were present. Meeting content: election of chair and vice-chair; 2022 Adult Advisory Committee Report; review of bylaws for CICS Adult Advisory Committee; FY2023 budget amendment; FY2024 Annual Service and Budget Plan draft; legislative updates; service planning and development updates; agency update/information sharing.

Meeting date: June 13, 2023. Ten committee members were present. Meeting content: legislative updates; Governing Board structure and CICS 28E Agreement revisions; Governing Board meeting updates; review and consideration of amendments to bylaws for CICS Adult Advisory Committee; election of service provider

representative to the CICS Governing Board; financial update; service planning and development updates; agency update/information sharing.

### **Children's Behavioral Health Advisory Committee**

This committee is formed with representation across the CICS region; three committee meetings were held in FY2023. Three committee members are appointed to the CICS Governing Board: Children's Behavioral Health Service Provider ex-officio non-voting Director, the Education System voting Director, and Parent/Actively Involved Relative of a Child who Utilizes Children's Behavioral Health Services voting Director. Please see below for a summary of the Children's Behavioral Health Advisory Committee meetings:

Meeting date: January 31, 2023. Thirteen committee members were present. Meeting content: meeting frequency and future meeting dates; core and non-core services for children; outreach; agenda items for next meeting.

Meeting date: March 29, 2023. Nine committee members were present. Meeting content: FY23 budget amendments; FY24 budget highlights; YSS suicide prevention program; Destroy Illusion program; brain health retreat rooms; unsolicited funding requests; agenda items for next meeting.

Meeting date: May 31, 2023. Ten committee members were present. Meeting content: Crisis Network Service Coordinator positions; outreach; shelter care expenses and region funding; committee bylaws; agenda items for next meeting.

### **Provider Meetings:**

CICS met with various provider groups at least quarterly.

### **CEO Collaborative meetings:**

The Regional CEOs meet at least monthly to discuss and resolve statewide issues. Members are appointed to taskforce groups to meet with representatives from MCOs on topics such as funding for crisis services, solutions for individuals with complex needs, and outcomes projects.

### **Mental Health and Disabilities Services Commission:**

CICS attends monthly meetings of the MHDS Commission; Russell Wood was reappointed by the Governor to serve on the MHDS Commission and as chair.

### **Iowa Community Services Association (ICSA) meetings:**

The ICSA Board of Directors represents county Community Services offices for the purpose of promoting progressive county government administration. Karla Webb, Betsy Stursma, and Meghan Freie serve on this Board.

### **Legislative Review Committee:**

The purpose of the Legislative Review Committee is to make recommendations on priorities for legislative action and to review legislation regarding the effect on counties. Meghan Freie, Karla Webb, and Russell Wood, who serves as chair, are representatives of this committee. Additionally, a Federal Legislative Committee was formed, and Betsy Stursma is a representative for this committee.

**Iowa Counties Technology Services (ICTS) Operations Committee:**

Betsy Stursma is a representative on this committee with Lisa Hill as an alternate.

**Regional Collaborations:**

Due to the fact that CICS is located within the center of Iowa, we work with many regional groups on partnering and planning for services.

**Local Collaborations:**

CICS encourages collaboration through local MHDS advisory boards, other social services agencies, and law enforcement entities including:

- Homeless coordinating boards
- Local providers
- AEA transition advisory board
- HHS transition committees
- Department of Correctional Services advisory board
- Integrated health home agencies
- Mental health interdisciplinary team
- Mental health task force
- Criminal justice task force
- Opioid task force
- Human services providers
- ASSET – Analysis of Social Services Evaluation Team
- Public health departments
- Public libraries
- Ministerial Association
- City councils
- Local hospitals
- Public schools
- Public and private colleges
- Learning community
- Wellness coalition
- Regional Housing Authority
- Substance use task force
- Transportation boards
- Sheriff offices, county jails, and community law enforcement agencies

Please visit the CICS website [www.cicsmhds.org](http://www.cicsmhds.org) for updates on service development and activities occurring within CICS.

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