

ROLLING HILLS COMMUNITY SERVICES REGION



FY'23 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, 2023

Approved by RHCS Advisory Board: October 23, 2023

Approved by RHCS Governing Board: October 25, 2023

**SUBMITTED
10/25/23**

Table of Contents

A. Services Provided and Individuals Served.....	3
Table A. Number of Individuals Served for Each Service by Diagnostic Category.....	3
Table B. Unduplicated Count of Individuals by Age and Diagnostic Category	5
B. Regionally Designated Intensive Mental Health Services	5
C. Financials.....	6
Table C. Expenditures.....	6
Table D. Revenues	11
D. Status of Service Development in FY2023	11
E. Outcomes/Regional Accomplishments in FY2023	12

Introduction

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.

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 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.

RHCS Management and Annual Services and Budget Plans are available on the RHCS Website at www.rollinghillsregion.com and the HHS Website at <http://dhs.iowa.gov>. The Annual Report is due to the Department of Health and Human Services by December 1, 2023. The FY2023 Annual Report covers the period of July 1, 2022 to June 30, 2023.

This Annual Report will reflect the ninth 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 Rolling Hills Governance Board presides over the Regional Administrator and serves as the decision-making authority for all regional matters. The RHCS Governance Board Members for FY'23 are listed as follows:

Paul Merten - Governance Board Chairman and Buena Vista County Supervisor
Scott Jacobs - Governance Board Vice Chairman and Calhoun County Supervisor
Gene Meiners – Carroll County Supervisor
Jean Heiden – Crawford County Supervisor
Cheryl Ellis - Cherokee County Supervisor
Creston Schubert – Ida County Supervisor
Matthew Ung – 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
Joan Hansen – Prairie Lakes AEA
Kim Keleher –Adult Provider Representative
Brittany Krause – Children Provider Representative

The Rolling Hills Region also has two Advisory Committees, one for Adults and one for Children. Their role is to advise the Governance Board on Regional Service needs and make recommendations for their consideration.

The Adult Advisory Committee Members are listed as follows:

Name	Representation
Kim Keleher, Plains Area Mental Health	Buena Vista County
Anita Schlender, Imagine the Possibilities	Buena Vista County
Kristin Nehring, Home Care Options	Carroll County
Melissa Drey, Plains Area Mental Health	Carroll County
**Joleen Schmit, Calhoun County Public Health	Calhoun County
Darci Peterson, Stewart Memorial Hospital	Calhoun County
Teresa Magnussen, Imagine the Possibilities	Cherokee County
Brian Flikeid, Cherokee County	Cherokee County
Clay Adams, Wesco	Crawford County
Vacancy	Crawford County
Alex Leu, Pocahontas Police Department	Humboldt and Pocahontas Counties
	Ida County
Becky Wuebker, Horn Memorial Hospital	Ida County
Karla Manternach, Counseling Services, LLC	Sac County
vacant	Sac County
Sheila Martin, Siouxland Mental Health	Woodbury County
Cindy Wilde, Goodwill	Woodbury County

**Denotes voting member on Governance Board

The Children’s Advisory Committee Members are listed as follows:

- Jamaine Wamburg, Parent of a child utilizing services
- Joan Hansen, Education System
- Kerri Hall, Early Childhood Advocates
- Kathy Fritz, Child Welfare Advocates
- Deidre Brown, Children’s Behavioral Health Service Providers
- Steve Kremer, Juvenile Court Services
- Vacancy – Pediatricians
- Kelle Wedeking, Child Care Providers
- Kevin Heineman, Law Enforcement
- Kim Scorza, Children’s Provider Representative

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 2023 Actual GAAP	RollingHillsCommunityServices MHDS Region	MI (40)		ID(42)		DD(43)		BI (47)		Other		Total
		A	C	A	C	A	C	A	C	A	C	
Core												
	Treatment											

42306	Psychotherapeutic Treatment - Medication Prescribing	402	136												538
43301	Evaluation (Non Crisis) - Assessment and Evaluation	110	4												114
71319	State MHI Inpatient - Per diem charges	16													16
	Basic Crisis Response														
44301	Crisis Evaluation	378	171												549
44302	23 Hour Observation and Holding	6													6
44307	Mobile Response	53	34												87
44312	Crisis Stabilization Community Based Services (CSCBS)	1	2												3
44313	Crisis Stabilization Residential Service (CSRS)	160	6												166
44396	Access Center start-up/sustainability/coordination	18													18
	Support for Community Living														
32325	Support Services - Respite Services		17												17
32329	Support Services - Supported Community Living	14													14
	Support For Employment														
50367	Day Habilitation	7													7
50368	Voc/Day - Individual Supported Employment	11													11
	Recovery Services														
	Service Coordination														
24376	Health Homes Coordination - Coordination Services	3													3
	Sub-Acute Services														
63309	Sub Acute Services (1-5 Beds)	13	1												14
64309	Sub Acute Services (6+ Beds)	1													1
	Core Evidence Based Treatment														
	Core Subtotals:	1193	371												1564
	Mandated														
74XXX	CommitmentRelated (except 301)	486	32												518
75XXX	Mental health advocate	669	5												674
	Mandated Subtotals:	1155	37												1192
	Core Plus														
	Justice System Involved Services														
25XXX	Coordination services	168	3												171
46305	Mental Health Services in Jails	71	3												74
	Additional Core Evidence Based Treatment														
42366	Psychotherapeutic Treatment - Social Support Services	168	1												169
	Core Plus Subtotals:	407	7												414
	Other Informational Services														
	Community Living Support Services														

06399	Academic Services			5	25								30
22XXX	Services management	901	253										1154
31XXX	Transportation	57	7										64
32327	Support Services - Representative Payee	236	2										238
33340	Basic Needs - Rent Payments	4	1										5
42310	Psychotherapeutic Treatment - Transitional Living Program	58	2										60
42396	Psychotherapeutic Treatment - Community Support Programs	12											12
42399	Psychotherapeutic Treatment - Other	4	129										133
	Community Living Support Services Subtotals:	1272	394	5	25								1696
Congregate Services													
64XXX	RCF-6 and over beds	17											17
	Congregate Services Subtotals:	17											17
Administration													
Uncategorized													
Regional Totals:		4044	809	5	25								4883

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

Disability Group	Children	Adult	Unduplicated Total	DG
Mental Illness	583	2453	3036	40
Mental Illness, Intellectual Disabilities	10	2	12	40, 42
Intellectual Disabilities	15	3	18	42
Total	608	2458	3066	99

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.

Date Designated	Access Center
August 2022	Siouxland Mental Health Center (Physical location) in Woodbury County

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.

Date Designated	ACT Teams	Fidelity Score
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.

Date Designated	Subacute
August 2022	Siouxland Mental Health Center (Physical location) in Woodbury County

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 2023	Rolling Hills Community Services MHDS Region	MI (40)	ID (42)	DD (43)	Admin (44)	Total
Core						
	Treatment					
42305	Psychotherapeutic Treatment - Outpatient	\$ 221,193.40				\$221,193.40
42306	Psychotherapeutic Treatment - Medication Prescribing	\$ 287,450.00				\$287,450.00

43301	Evaluation (Non Crisis) - Assessment and Evaluation	\$ 50,000.00				\$ 50,000.00
71319	State MHI Inpatient - Per diem charges	\$ 128,791.32				\$128,791.32
73319	Other Priv./Public Hospitals - Inpatient per diem charges					\$ -
	Basic Crisis Response					
32322	Support Services - Personal Emergency Response System					\$ -
44301	Crisis Evaluation	\$ 382,471.55				\$382,471.55
44302	23 Hour Observation and Holding	\$ 16,086.88				\$ 16,086.88
44305	24 Hour Crisis Response					\$ -
44307	Mobile Response	\$ 286,712.00				\$286,712.00
44312	Crisis Stabilization Community Based Services (CSCBS)	\$ 39,736.60				\$ 39,736.60
44313	Crisis Stabilization Residential Service (CSRS)	\$ 1,775,080.73				\$1,775,080.73
44396	Access Center start-up/sustainability/coordination	\$ 166,417.63				\$ 166,417.63
	Support for Community Living					
32320	Support Services - Home Health Aides					\$ -
32325	Support Services - Respite Services	\$ 13,054.35				\$ 13,054.35
32328	Support Services - Home/Vehicle Modification					\$ -
32329	Support Services - Supported Community Living	\$ 109,652.16				\$ 109,652.16
42329	Psychotherapeutic Treatment - Intensive Residential Services					\$ -
	Support For Employment					
50362	Voc/Day - Prevocational Services					\$ -
50364	Voc/Day - Job Development					\$ -
50367	Day Habilitation	\$ 45,621.72				\$ 45,621.72
50368	Voc/Day - Individual Supported Employment	\$ 39,082.32				\$ 39,082.32
50369	Voc/Day - Group Supported Employment					\$ -
	Recovery Services					
45323	Peer Family Support - Family Support	\$ 303.33				\$ 303.33
45366	Peer Family Support - Peer Support Services					\$ -
	Service Coordination					
21375	Case Management - 100% County					\$ -
24376	Health Homes Coordination - Coordination Services	\$ 520.01				\$ 520.01
	Sub-Acute Services					
63309	Sub Acute Services (1-5 Beds)	\$ 133,359.51				\$ 133,359.51
64309	Sub Acute Services (6+ Beds)	\$ 6,000.00				\$ 6,000.00
	Core Evidence Based Treatment					
04422	Consultation - Educational and Training Services					\$ -
32396	Supported Housing					\$ -
42398	Assertive Community Treatment (ACT)	\$ 100,000.00				\$ 100,000.00
45373	Peer Family Support - Family Psycho-Education					\$ -
45379	Peer Family Support - System Building and Sustainability					\$ -
	Core Subtotals:	\$ 3,801,533.51				\$3,801,533.51

Mandated						
46319	Iowa Medical and Classification Center (Oakdale)					\$ -
72319	State Hospital Schools - Inpatient per diem charges					\$ -
74XXX	CommitmentRelated (except 301)	\$ 174,643.09				\$ 174,643.09
75XXX	Mental health advocate	\$ 322,607.79				\$ 322,607.79
	Mandated Subtotals:	\$ 497,250.88				\$ 497,250.88
Core Plus						
	Justice System Involved Services					
25XXX	Coordination services	\$ 251,240.00				\$ 251,240.00
44346	Crisis Services - Telephone Crisis Service	\$ 420,830.00				\$ 420,830.00
44366	Warm-Line					\$ -
46305	Mental Health Services in Jails	\$ 24,068.39				\$ 24,068.39
46399	Justice System - Involved Services - Other					\$ -
46422	Crisis Prevention Training	\$ 19,773.73				\$ 19,773.73
46425	Mental Health Court related expenses					\$ -
74301	Commitment - Civil Prescreening					\$ -
	Additional Core Evidence Based Treatment					
42366	Psychotherapeutic Treatment - Social Support Services	\$ 279,131.00				\$ 279,131.00
42397	Psychotherapeutic Treatment - Psychiatric Rehabilitation					\$ -
	Core Plus Subtotals:	\$ 995,043.12				\$ 995,043.12
Other Informational Services						
03371	Information and Referral Services					\$ -
04372	Planning and/or Consultation Services (Client Related)	\$ 28,200.00				\$ 28,200.00
04377	MHDS Contract Provider Incentive Payment					\$ -
04399	Consultation					\$ -
04429	Planning and Management Consultants (Non-Client Related)					\$ -
05373	Public Education Services	\$ 25,645.63				\$ 25,645.63
	Other Informational Services Subtotals:	\$ 53,845.63				\$ 53,845.63
Community Living Support Services						
06399	Academic Services		\$30,000.00			\$ 30,000.00
22XXX	Services management	\$ 590,562.16				\$ 590,562.16
23XXX	Crisis Care Coordination	\$ 55,000.00				\$ 55,000.00
31XXX	Transportation	\$ 41,235.68				\$ 41,235.68
32321	Support Services - Chore Services					\$ -
32326	Support Services - Guardian/Conservator					\$ -
32327	Support Services - Representative Payee	\$ 25,000.00				\$ 25,000.00
32335	Consumer-Directed Attendant Care					\$ -
32379	Support Services - System Building and Sustainability					\$ -
32399	Support Services - Other	\$ 5,676.54				\$ 5,676.54

33330	Mobile Meals					\$ -
33340	Basic Needs - Rent Payments	\$ 4,250.00				\$ 4,250.00
33345	Basic Needs - Ongoing Rent Subsidy					\$ -
33399	Basic Needs - Other					\$ -
41305	Physiological Treatment - Outpatient					\$ -
41306	Physiological Treatment - Prescription Medicine/Vaccines					\$ -
41307	Physiological Treatment - In-Home Nursing					\$ -
41308	Physiological Treatment - Health Supplies and Equipment					\$ -
41399	Physiological Treatment - Other					\$ -
42309	Psychotherapeutic Treatment - Partial Hospitalization					\$ -
42310	Psychotherapeutic Treatment - Transitional Living Program	\$ 674,744.55				\$ 674,744.55
42363	Psychotherapeutic Treatment - Day Treatment Services					\$ -
42379	Psychotherapeutic Treatment - System Building and Sustainability					\$ -
42396	Psychotherapeutic Treatment - Community Support Programs	\$ 5,472.25				\$ 5,472.25
42399	Psychotherapeutic Treatment - Other	\$ 257,702.00				\$ 257,702.00
44304	Crisis Services - Emergency Care					\$ -
44379	Crisis Services - System Building and Sustainability					\$ -
44399	Other Crisis Services					\$ -
46306	Prescription Medication (Psychiatric Medications in Jail)					\$ -
50361	Vocational Skills Training					\$ -
50365	Supported Education					\$ -
50379	Voc/Day - System Building and Sustainability					\$ -
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					\$ -
	Community Living Support Services Subtotals:	\$ 1,659,643.18	\$30,000.00			\$1,689,643.18
	Congregate Services					
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	\$ 311,478.39				\$ 311,478.39
	Congregate Services Subtotals:	\$ 311,478.39				\$ 311,478.39

Administration						
11XXX	Direct Administration				\$289,841.08	\$ 289,841.08
12XXX	Purchased Administration				\$154,011.14	\$ 154,011.14
	Administration Subtotals:				\$443,852.22	\$ 443,852.22
Uncategorized						
13951	Distribution to MHDS Regional Fiscal Agent - Contributions to Other Governments and Organizations				\$ -	\$ -
14951	MHDS Fiscal Agent Reimbursement to MHDS Regional Members				\$ -	\$ -
	Uncategorized Subtotals:				\$ -	\$ -
	Regional Totals:	\$ 7,318,794.71	\$30,000.00		\$443,852.22	\$ 7,792,647

Table D. Revenues

FY 2023 Accrual	Rolling Hills MHDS Region		
Revenues			
	FY22 Annual Report Ending Fund Balance		\$ 5,972,009
	Adjustment to 6/30/22 Fund Balance		\$ 864,641
	Encumbered Ending Fund Balance as of 6/30/22 (Beginning FY23)		\$ 6,836,650
	Local/Regional Funds		\$ 460,531
1010	Delinquent Property Tax		
25XX	Other Governmental Revenues		
4XXX- 5XXX	Charges for Services		
5310	Client Fees		
60XX	Interest	\$ 170,421	
6XXX	Use of Money & Property		
8XXX	Miscellaneous	\$290,110	
9040	Other Budgetary Funds (Polk Transfer Only)		
	State Funds		\$ 5,322,746
24XX	State/Federal pass thru Revenue		
2644	State Regional Service Payments	\$ 5,322,746	
2643	State Incentive Funds		
	Other		
	Federal Funds		\$ -
2344	Social services block grant		
2345	Medicaid		
	Other		
	Other		
	Total Revenues		\$ 5,783,276

Total Funds Available for FY23	\$ 12,619,926
FY23 Actual Regional Expenditures	\$ 7,792,647.00
Accrual Fund Balance as of 6/30/23	\$ 4,827,280

D. Status of Service Development in FY2023

The Rolling Hills Region Advisory Board held nine meetings during FY’23 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 opened the Region’s first IRSH home in Sioux City in the fall of 2022. Siouxland Mental Health Center opened the Region’s first Access Center in Sioux City in August of 2022 that offered Subacute as well as Community Based Crisis Stabilization and Crisis Stabilization Residential Based.

E. Outcomes/Regional Accomplishments in FY2023

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. 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.

STEPPING STONES TRANSITIONAL SERVICES

Report provided by Wesco Stepping Stones

Admission Data:

Stepping Stones admitted 19 individuals during Fiscal Year 2022-2023. At the end of the fiscal year, 6 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 longer periods of time than is ideal. Medicaid has recently become an additional barrier as it is taking longer for individuals to get Medicaid for IHH and Habilitation Service purposes.

Discharge Data:

From the 19 individuals admitted in the fiscal year, 16 were discharged from the Stepping Stones program. 13 of the 16 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 6 who went into housing and 2 that received SCL services. Of those successfully discharged from Stepping Stones, 3 went to other providers, 2 left to live on their own with no services.

3 individuals were unsuccessfully discharged during the fiscal year with one leaving to live with a friend, one was arrested for failing to comply with a court order and another and 2 left 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 2022-23, Stepping Stones received 47 referrals. The top 5 referral sources are as listed:

Regional Coordinator-15

Plains Area- 7

St. Anthony's-5

MercyOne-2

Cherokee Mental Health- 2

Bed days:

Over the last 7 years, Stepping Stones has provided bed days for a combined 14,530 days and the breakdown by year is as follows:

2016- June 2017- 1890

July 2017- June 2018- 2221

July 2018- June 2019- 2006

July 2019- June 2020- 2306

July 2020- June 2021- 2001

July 2021- June 2022- 2166

July 2022-June 2023-1940

For a few months at the end of 2022-beginning of 2023, Stepping Stones held all intakes and referrals due to the uncertainties surrounding the funding of Stepping Stones. This has affected the amount of people that we were able to serve, and consequently the bed days as well. We continue to be blessed to be able to serve the individuals needing assistance in the region. As in previous years, there is a lot to celebrate! Stepping Stones staff continues to receive information and trainings on how to effectively work with individuals who have struggled with their mental health and substance use in the past.

A few of their Success Stories from the past year:

We received an individual into our services that was very secluded throughout her life with her parents being her only supports. When both of her parents passed away she was forced to try to figure out life on her own. While at Stepping Stones we were able to assist her in getting all of her official documents, get habilitation services after several attempts at med exemption, and she was able to move into a hab home. She is now making friends and thriving in her living environment.

Another individual that we were able to work with had a long history of drug use and had recently been in legal trouble. She came to us, was able to get a job and moved into her own apartment to receive SCL services. While she was with us she was able to obtain skills she would need in order to maintain her sobriety and live independently. She was also able to get the support she needed to stand up to a man that had taken advantage of, manipulated and abused her over the last several years.

The staff at Stepping Stones continue to work on skill building when it comes to the individuals obtaining and maintaining independence. We are working towards expanding the information obtained through the

programming workbooks and adding in volunteer work and other activities to expand the experience that they get while at Stepping Stones. – Source Stepping Stones Transitional Living Administrator Tara Trieweiler

MEDICATION MANAGEMENT/CONSULTATION PUBLIC EDUCATION SERVICES

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’23 and a summary of services provided is listed in the following chart:

COUNTY	NUMBER OF SERVICES	UNDUPLICATED PATIENTS SERVED
Buena Vista	1,996	326
Calhoun	357	59
Carroll	1,772	288
Cherokee	2,453	348
Crawford	1,712	351
Ida	958	140
Pocahontas	170	27
Sac	775	136
Woodbury	735	124
TOTAL:	10,928	1,799

Siouxland Mental Health Center received a block grant of \$125,000 to provide 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
Med Management	12,771	4,011

The block grant for Consultation/Public Education at Plains Area Mental Health Center was \$50,000 for FY’23 and a summary of services provided is listed in the following chart:

Educational Presentations to business, agencies and general public	82
Therapeutic consultations with Family Member/Friend of an individual with mental health needs	2,268

Outside Agency Consultations	1,918
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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	135	5,020
Mental Health Education through aired TV spots	1499	

DROP IN CENTER SERVICES:

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.

The Drop-in Center located in Carroll is the Clubhouse. There were a total of 1,370 client visits from July of 2022-June of 2023. The average was 115.6 per month. There were 17 new members.

The Den ran July 2022-Jan 2023. There were 237 client visits with a monthly average of 33.85.

Client Testimonials:

“Because it a fun place to come to and a safe place to come to and we do a lot of fun and education things to better help us with everyday life. We learn a lot of good things. It rocks to come here. Thank you for have a good place to come to.” - Jaun V.

“I enjoy talking with the consumers. I like the interesting groups. Check-in calls are important on my shift. Liz is so helpful.” – Lisa G.

“I have made many friends and some friendships have turned into long-term/lifetime friends. I enjoy coming to groups, especially when a lot of people come!” – Donna P.

“To meet new and older members. I enjoy Groups.” – Barb R.

“At Friendship House I make friends with other members.”

“I found out that laughing is healthy. I laugh more now.”

Sioux City Location	Social Club Visits	Unduplicated Clients
Friendship House	4,178	133

Client Testimonials:

CRISIS SERVICE ACCESS:

The Rolling Hills Community Services Region provided block grant dollars to Plains Area Mental Health Center in the amount of \$268,830 in FY'23 for crisis services to be provided throughout the region. This fee covers the following:

24 hour Crisis Response

1. 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
2. 24 Hour Crisis Hotline
3. Crisis Services Coordination
 - a. Responsible for coordinating and assisting with implementation of all core services.

The stats for the block grant for the 24 Hour Crisis Line provided by Staff from July 1, 2022 through June 30, 2023 and Foundation II from July 1, 2022 through September 30, 2022 are as follows:

COUNTY	# EMERGENCY CALLS
Buena Vista	63
Calhoun	30
Carroll	126
Cherokee	58
Crawford	80
Humboldt	1
Ida	28
Pocahontas	22
Sac	44
Woodbury	19
TOTAL:	471

Siouxland Mental Health received block grant funding in the amount of \$1,778,307 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
- 5. Crisis Stabilization Community Based Services
- 6. Access Center and Subacute Services

Siouxland Mental Health Center Mobile Crisis Assessment Team Services:

Calls Received: 107

Clients Served: 100

Outcome	No. of Calls	Percentage
Referred to Hospital	27	25.2%
Referred to Crisis Center	8	7.5%
Referred to Outpatient Program	46	43.0%
Disregarded Phone Call	26	24.3%

PLAINS AREA MENTAL HEALTH CENTER MOBILE CRISIS ASSESSMENT TEAM SERVICES:

48 calls received from July 2022-June 2023.

Outcome		Percentage
Stabilized on location	38	79%
Turning Point	2	4%
YSS Center	1	2%
ED	7	15%

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 FY’23 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 248 therapy assessments
 Psychiatric Assessments 908
 Same Day Access: 2,276 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	773	7,817

Project Compass (Siouxland Mental Health Center:

Siouxland Mental Health Center received block grant funding in the amount of \$178,818.56 to provide this service. Case Management Services are provided to individuals incarcerated within the Woodbury County Jail identified as having a Serious Mental Health Disorder in conjunction with the Woodbury County Sheriff's Office and the Third Judicial District of Iowa.

Service	No. of Appointments	No. of Unduplicated Clients
Case Management	944	60
Range of time in the program is 6-13 months depending on the level of charges pending.		
Individuals identified for Program	122	
Individuals accepted into the Program	27	
Percentage of accepted individuals when were of non-Caucasian race	30%	
Individuals refusing Program services	36	
Individuals completing Program	19	
Percentage of Program participants who were re-incarcerated	14%	
Percentage of Program participants who have Co-Occurring diagnoses	64%	

Client Testimonials:

Haley and Sean are amazing and respectful of personal obstacles/methods. They make the environment that of a safe one and they bring depth and awareness to personal struggles.

Hayley has been so supportive from the very beginning. She has helped me with facing mental health issues, social problems, and has always tried to make me feel comfortable and to see everything through.

School Based Therapeutic Services:

Siouxland Mental Health Center received block grant funding in the amount of \$127,337 to provide these services. Services are provided in a school setting that are designed to prevent, halt, control, relieve or reverse symptoms or condition which interfere with the normal physiological functioning of the human body.

Service	No. of Appointments	No. of Unduplicated Clients	No. of Schools Served
School Based Therapy	1,587	159	10
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 22-23	Total
Clients Served:	121
Male	43
Female	78
Average Length of Stay	4 days
Diagnosis Served	Major Depressive Disorder
	Generalized Anxiety Disorder
	Posttraumatic Stress Disorder
	Schizophrenia/Schizoaffective
	Borderline Personality Disorder
	Bipolar I + II
Co-Occurring Diagnosis	32
Established Psychiatric Services on Admit	85
Referral Requested for Psychiatric Services on Discharge	36
Established Primary Care Provider on Admit	114
Referral Requested for Primary Care on Admit	7

Completed Program Successfully	105
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Client satisfaction survey responses to "What do you like best about our facility?"	
<i>"The fact that it's available almost immediately; transportation is given, staff is attentive and present and kind, over all it was a great experience. Thank you guys"</i>	
<i>"They make you feel like home"</i>	
<i>"The friendly staff"</i>	
<i>"The staff was very friendly and respectful of my transition and pronouns"</i>	
<i>"The staff were really respectful and helpful"</i>	
<i>"Make you feel comfortable and do not judge you and very good at listening"</i>	

Siouxland Mental Health - Crisis Stabilization Community Based Services

Total days	13
Clients Served	3
No. of Counties served	1
Avg. Length of Stay(Days) Alternative Placement if service was not available:	
Home/Relatives/Friends	2
Admission to Hospital	1

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

Total Stabilization days	449
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Clients Served	140
No. of Counties served: 14	
Avg. Length of Stay(Days)	3.2
Outcomes:	
Other	56
Returned Home	27
Admitted to Hospital	52
Returned to the Streets (Homeless)	6
Returned to Community Shelter	7
Referred to Outpatient Program	2
Total Hourly Stabilization services	457
Clients Served	23

Siouxland Mental Health - Subacute Care:

Total days	206
Clients Served	10
No. of Counties served	4
Avg. Length of Stay(Days) Alternative Placement if service was not available:	20.6
Unknown	7
Home/Relatives/Friends	2
Admission to Hospital	3
Community Shelter	1

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 2023 is included as an attachment to this report.

JAIL DIVERSION DATA / JUSTICE SYSTEM INVOLVED SERVICES

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.

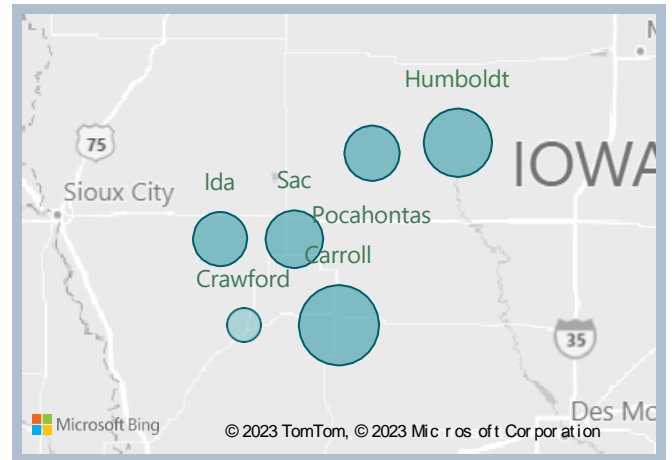
Even though people may be going to prison because of their charges, some will want to have regular visits for support/counseling, especially younger individuals and those having never been to prison.

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.

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.

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.

% of Appointments by Type

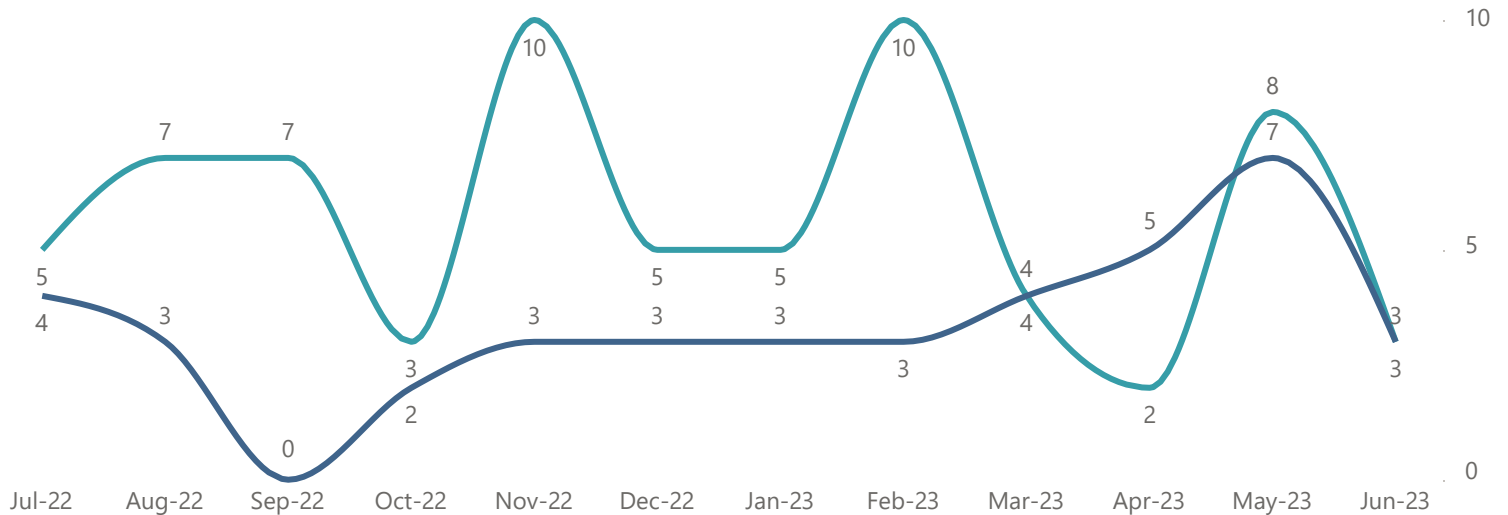


109 # Appointments	9 Avg Appts a Month	66 Average Age
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County	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23
Carroll	3	5	2	1	3	3	4	8	4	4	3	2
Crawford	0	0	0	0	0	0	0	0	0	1	0	0
Humboldt	1	1	3	1	7	1	1	4	1	1	4	1
Ida	2	0	0	1	0	1	1	0	1	1	5	0
Pocahontas	2	3	1	1	2	2	0	0	0	0	1	1
Sac	1	1	1	1	1	1	2	1	2	0	2	2
Total	9	10	7	5	13	8	8	13	8	7	15	6

of Appointments by Month, Year

Type ● First Time ● Follow Up





22% cases were rated.

Total Cases
660

*Total Case Duration
00:05:59
dd:hh:mm

106 (16%) cases lasted longer than 24 hours.

15 (3%) patients returned within 7 days.

51 (10%) patients returned within 30 days.

*Response Time
01:02
hh:mm

*Placement Time
00:04:55
dd:hh:mm

*Median

Demographics Overview

Patients 527	Male 253	Female 275
Age Range	# of Patients	% of Patients
Adult (18-54)	329	62%
Adolescent (13-17)	95	18%
Geriatric (55+)	84	16%
Child (5-12)	19	4%

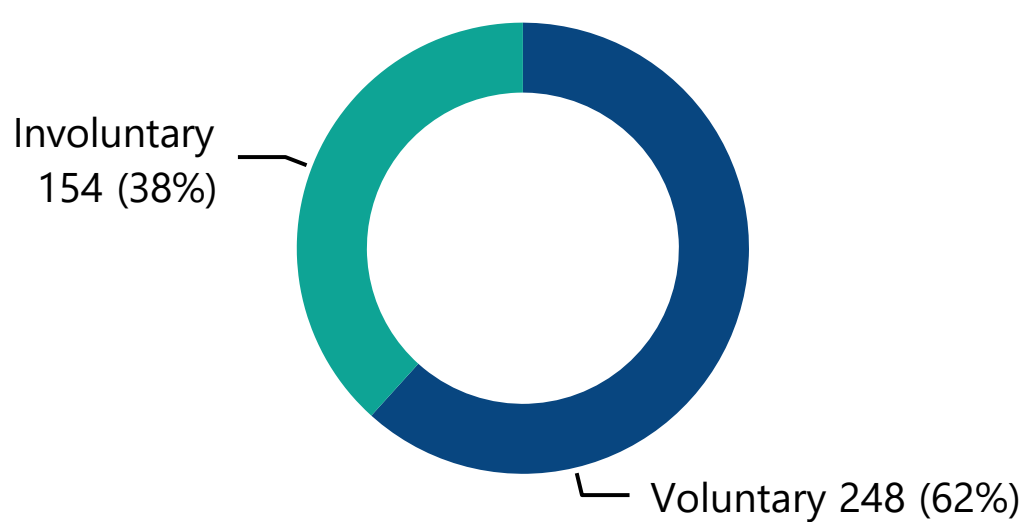
Case Outcomes

Outcome	# of Cases	% of Cases
Mental Health Inpatient	278	42%
Mental Health Outpatient	270	41%
Substance Abuse Outpatient	39	6%
Discharged Back to Facility	22	3%
Substance Abuse Residential	19	3%
Left AMA	11	2%
Crisis/Access Center	9	1%
Intensive Outpatient	5	1%
Transferred to Medical Facility	4	1%
Detox Unit	3	0%
Total	660	100%

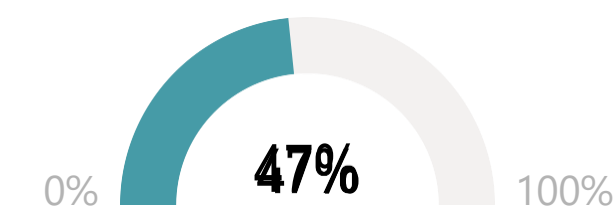
Top 10 Placement Facilities

Placement Facility	# of Cases
Eagle View Behavioral Health*	51
St. Anthony Regional Hospital*	27
Spencer Municipal Hospital	25
Clive Behavioral Health*	23
Avera McKennan Behavioral Health Ctr	19
Methodist Jennie Edmundson Hospital*	18
Rosecrance Jackson Center	16
Mental Health Institute Cherokee*	15
St. Lukes Regional Sioux City	15
Mary Greeley Medical Center*	9
Ottumwa Regional Health Center*	9

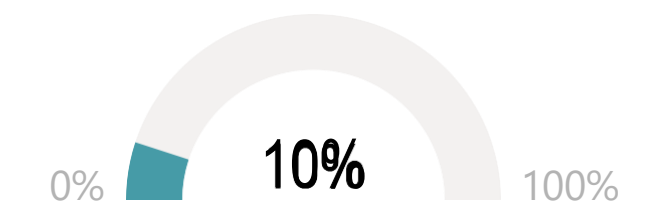
Following data is based on **61%** of total cases.



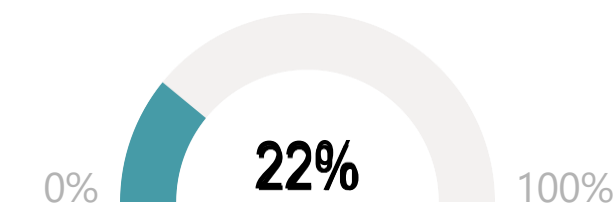
% with Suicidal Ideations



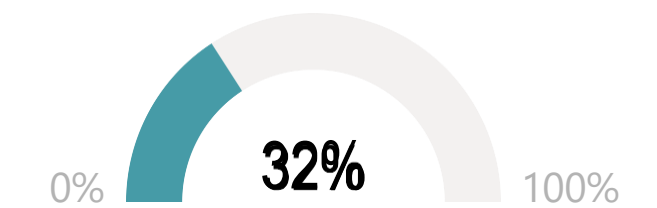
% with Alcohol in System



% with Criminal Charges



% with Drugs in System



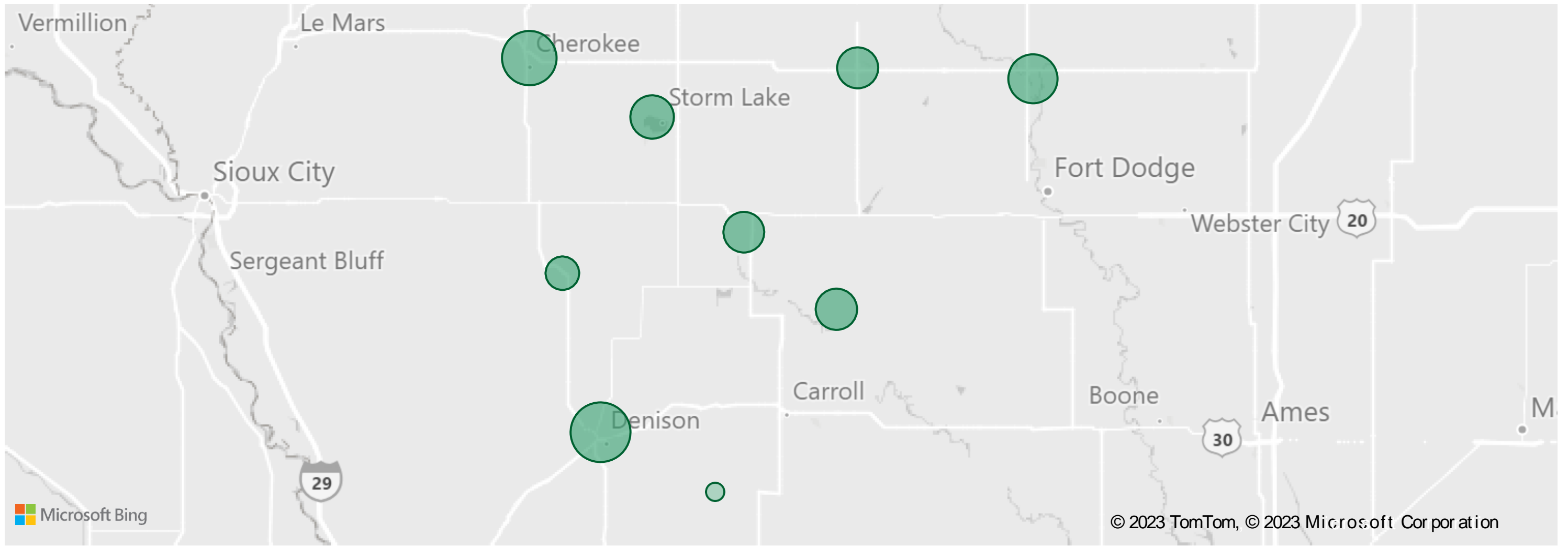
% of Cases by Involuntary Status

Under 18 Parental Consent	39%
Mental Health Commitment	32%
Psychiatric Hold	11%
Substance Abuse Commitment	7%
Legal Guardian	6%
Under Outpatient Commitme...	5%

00:47
Assessment in Progress

00:27
Reassessment in Progress

Cases by Source Facility



Source Facilities

Source Facility	# of Cases	% of Cases
Crawford County Memorial Hospital	144	22%
Cherokee Regional Medical Center	115	17%
Humboldt County Memorial Hospital	90	14%
Buena Vista Regional Medical Center*	68	10%
Stewart Memorial Community Hospital	61	9%
Pocahontas Community Hospital	60	9%
Loring Hospital	59	9%
Horn Memorial Hospital	40	6%
Manning Regional Healthcare Center	23	3%
Total	660	100%