

STRATEGIC PLAN

THE VISION OF OUR SYSTEM

Warren County believes it is in the best interest of all citizens to provide essential services to all eligible individuals in the least restrictive environment possible through policies that respect individual dignity and choice while honoring mandated financial limitations. The system will strive to develop and implement an individualized array of supports that assists individuals to be independent, productive, and integrated into the community through enhancement of their abilities.

Warren County offers opportunities for input and ideas through a variety of meetings, committees, and organizations at various times throughout the year for stakeholders. Additionally, Warren County strives to obtain information from consumers, parents, families, legal guardians, and providers. Because response can be low for public meetings, Warren County gathers information from groups already meeting in the community, as well as, surveying by mail those unable to attend a meeting.

Dates and times of the meetings were as follows:

September 13, 2005	9:00 a.m.	Family Care Team
October 11, 2005	9:00 a.m.	Family Care Team
November 8, 2005	9:00 a.m.	Family Care Team
December 12, 2005	10:00 a.m.	Provider Stakeholder Meeting
December 12, 2005	2:00 p.m.	Consumer Stakeholder Meeting
December 12, 2005	5:00 p.m.	Family/Guardian Stakeholder Meeting
December 13, 2005	9:00 a.m.	Family Care Team
January 10, 2006	9:00 a.m.	Family Care Team
February 17, 2006	10:00 a.m.	Transportation Meeting

A public hearing is set for Tuesday, March 21, 2006 at 9:00 a.m. in the Board of Supervisors Room in the Administration Building.

Stakeholders, includes, but is not limited to consumers, family members, guardians, county officials, providers, and concerned citizens. The stakeholder meetings allow individuals the opportunity to voice concerns regarding current services, as well as, provide input for unmet service needs. In addition, each person is asked to complete a Warren County Managed Care plan survey. The information collected from these surveys, is used toward setting goals for the upcoming fiscal year, and to develop our unmet needs prioritization list.

Warren County also encourages individuals to participate in developing the Managed Care Plan, to ensure each disability type and level of service is being reviewed. The participants in the management plan development process are as follows:

Terry Johnson, Genesis Development	Charity, Consumer
Jovanka Westbrook, Prevention Concepts	Kristy Whisler, Assistant CPC
Dave Mineart, Warren Board of Supervisors	Kristi Dierking, CPC
Cathy Miller, Genesis Development	Ronda, Consumer
Jill Christofferson, DHS Case Management	Jessica, Consumer
Traci Wharton, DHS Case Management	Cheryl, Guardian and Provider
Jeff Jarnagin, DHS Case Management	Karen Ohnemus, Guardian
Darci Alt, DHS Case Management	Paul, Consumer
Ann Eide, DHS Case Management	Brandi, Consumer
Brenda Daily, Christian Opportunity Center	Mark, Consumer
Marci Kellow, Christian Opportunity Center	Angie, Consumer
Robbie Van Arkel, Christian Opportunity Center	Tim, Consumer
Chad Weidmann, Norwalk H.S. Counselor	Shelly, Consumer
Marcanne Lynch, Mainstream Living	Karen, Consumer
Brenton Tigner, SEW H.S. Counselor	Laura, Consumer
Shawwna Nielson, Mainstream Living	Dana, Consumer
Joe Gobeli, Eyerly-Ball Mobile Outreach Specialist	Guy, Consumer
Laura Weiler, Lutheran Services in Iowa	Andy, Consumer
Ralph Edwards, VP Indianola High School	Jon, Consumer
Linda Alloway, Indianola H.S. Counselor	Pam, Consumer
Alan Archibold, Juvenile Court Services	Maureen Schletzbaum, AEA
Scott Thomas, S.C. Youth and Family Services	Rob Hawkins, Indianola Police Dept
Cindy Baldwin, Prevention Concepts	Joe Burke, Decat. Coordinator
Kyla Bandstra, Indianola H.S. Counselor	Jeff Liston, DHS
Christine Castaneda, Heartland AEA	Betsy Street, Warren Social Worker
Tina Chaplin, Indianola Middle School Counselor	Kelly Bailley, Caring Connections
Liz Clark, Indianola H.S. Counselor	Abby Schrock, PACT Day Treatment
Lisa Gray, Warren Co. Respite/Child Abuse Prevention	Christy Tinder, Heartland AEA
Leah Heidimann, Carlisle H.S. Counselor	Julie Vos, Mainstream Living
John Taylor, Indianola H.S. Counselor	Emily Schwery, JCSL Indianola
Deb Schrader, Empowerment Coordinator	Virginia, Consumer
Sue Meyer, Heartland Transition Program	Becky Williams, ISU Extension
Kenton Richardson, Juvenile Court Services	Jackie Evengood, Crest Services
Colleen Reisener, Warren Child Abuse Prevention	

UNMET NEEDS PRIORITIZATION LIST

Warren County collects information from stakeholders, and uses its contents to set goals, as well as, to develop our unmet needs prioritization list. Variance in the expressed needs affects the goals for the strategic planning in Warren County.

1. Transportation
 - Affordable
 - Evening and weekend hours
2. Quality Service Options and Providers
 - Good communication and working relationships with providers
 - More work available at the workshop; too much downtime with nothing to do
 - Reasonable pay at the workshop
 - Service options for severe behaviors related to mental health issues
3. Community Employment
4. Awareness and Accessibility of Services
 - Mental Health resources/collaboration with/in schools
 - Better distribution of resources available
5. Housing
 - Transitional housing
 - Subsidized housing for low-income persons with disabilities
 - Wheelchair accessible housing for adults
6. Targeted Case Management
7. Non-Title 19 Case Management
8. Adult Daycare for Individuals with Special Needs
9. Autism Resources and Services for Families
10. Mobile Crisis: Emergency mental health assistance collaborating with law enforcement and the court system.
11. Quilogy: A unified, comprehensive, computerized information management system.

NEEDS ASSESSMENT

Affordable transportation is a prevalent need for Warren County. The lack of any transportation in the evening and on weekends is an obstacle for many consumers for community employment, socialization, independence, and various other aspects of their lives. As a rural, but coming suburban community, transportation will continue to be a need and focus for the next three (3) years.

Lack of housing options is another area that continues to be a need for Warren County, as the county continues to grow rapidly, especially being contiguous to Polk County. There is no homeless shelter in Warren County, so affordable housing availability is important and will also continue to be a need and focus for the next three (3) years.

Consumers continue to express a desire for community employment, and a dislike for "downtime" at the workshop. Warren County has worked to bring in various service providers, to offer choice and options to consumers. Warren County encourages provider participation in addressing the growing need for employment opportunities, and providing people with a chance to establish friendships with co-workers, improve self-esteem, and earn money. This is an important on-going goal for Warren County.

The final area needing addressed is quality assurance within the MH/DD System. A process has been outlined in the Management Plan policies and procedures. Although there has been annual satisfaction surveys sent to consumers and providers, there has been no other means of quality assurance of services funded by Warren County. Over the next three (3) years the Warren County Mental Health office would like to develop the quality assurance process into a regular system that routinely evaluates the quality of service providers funded by the MH/DD system.

GOALS AND ACTION PLANS

Goal #1: *To increase transportation availability to Warren County consumers.*

Plan of Action

1. Meet with providers and Red Rock to determine specific transportation needs and assess the feasibility of providing expanded transportation to be funded by consumers and/or Warren County. Expanded services will be developed as reasonable.
2. Explore with the Warren County Transportation Committee, different funding options and other transportation possibilities, to increase service option to those living in Warren County.
3. Identify dollars in the MH/DD fund currently being spent on after hour, weekend, and out of town transportation.
4. Investigate avenues to integrate consumers into a transportation system, which offers after hour, weekend, and out of town transportation.
5. Implement transportation options selected.
6. Monitor success of transportation options selected.
7. Evaluate usage and need to continue transportation options.
8. Develop a list of transportation needs that continue to be un-met.

*** Warren County realizes that to accomplish this goal, additional funding will be necessary. Additionally, collaboration with local providers is necessary in pursuing and expanding the transportation availability.*

Goal #2: *To fund high quality community based services.*

Plan of Action

1. Utilize the county rate setting process (CRIS) to meet the local needs in Warren County.
2. Conduct a routine process that evaluates consumer, family member, and provider satisfaction with the CPC system. This process shall include, but is not limited to, written and face-to-face surveys.
3. Evaluate consumer and family member satisfaction with services currently being received, as well as, future service enhancements, through written and face-to-face surveys.
4. Establish a process that routinely evaluates the service providers funded by Warren County.
5. Enhance working relationships with providers by addressing the needs of service providers and county staff to cultivate honest and open communication.
6. Educate the Warren County community about community-based services for people with disabilities, and encourage natural supports for consumers serviced.

Goal #3: *To increase community based employment opportunities for consumers.*

Plan of Action

1. Continue to participate in the monthly Family Care Team meetings and work with community partners in determining supported employment needs.
2. Encourage consumers to look at supported employment and find alternate socialization opportunities for consumers who have reached their maximum potential at the workshop.
3. Assist providers in work site assessments by offering opportunities in the mental health office, as well as, exploring possibilities county-wide.
4. Collaborate with TCM's and other service providers to assess consumer's eligibility and appropriateness for community employment as an alternative to prevocational services.
5. Explore the impact of the Job Access and Reverse Commute (JARC) funds to increase the availability of employment in Des Moines.

** Warren County realizes that to accomplish this goal, additional funding will be necessary.

Goal #4: *To increase consumer awareness of services available and ensure easy access to services that are available through the county, particularly those transitioning from high school to adult services.*

Plan of Action

1. Attend Family Care Team meetings monthly through the school year, to collaborate with providers, courts, schools, and other community partners regarding potential consumers, educating school officials on the CPC process, and providing information on service options.
2. An effort will be made to continue to make presentations to the schools on transitioning students to services.
3. Stakeholder meetings will be published in local newspapers, which are open to the public.
4. Make available training and learning opportunities for interested parties on various topics pertinent to mental health related issues.
5. Collaborate with the county social worker to assist in arranging services and applying for assistance, while developing a system to ensure easy access to services.

Goal #5: *To increase the availability of appropriate housing for Warren County consumers.*

Plan of Action

1. Continue to work with DHS case managers and social workers, Eyerly-Ball SCL staff, and various providers to determine specific needs of the identified consumers.
2. Determine the cost to the county of the housing services, if made available.
3. Work with local providers on various avenues in establishing more community based living environments.
4. Explore options of accessing other funding streams, to minimize the dollars necessary from the County.

** Warren County realizes that to accomplish this goal, additional funding will be necessary.

PREVIOUS STRATEGIC PLAN GOALS

The following goals will be continued as on-going considerations regarding the service system for Warren County. Pieces of some goals were included in current goals for 2006-2009 according to priorities expressed by consumers, family members, providers, and other community partners.

Goal #1 To increase consumer participation in the Managed Care process.

Goal #2 To increase community support involvement of consumers with chronic mental illness.

Goal #5 To decrease time spent determining service eligibility based on completed CPC applications received.

Goal #7 To continue to address quality assurance and continuous quality improvement particularly in the areas of:

- *service eligibility guidelines*
- *customer designed services*
- *availability of emergency psychiatric services*
- *taking a proactive stand in addressing potential consumer needs.*

WHAT TYPES OF SERVICES ARE AVAILABLE?

The following matrix lists all of the services funded by Warren County. The services are organized by the State definitions of services. An "X" in the box under the diagnosis (MI=Mental Illness, CMI=Chronic Mental Illness, MR=Mental Retardation, DD=Developmental Disability, and BI=Brain Injury) means that we fund that service for that diagnosis.

Matrix for Warren County Funded Services

SERVICE	MI	CMI	MR	DD	BI
4x03 Information and Referral	X	X	X	X	X
4x04 Consultation	X	X	X	X	X
4x05 Public Education Services	X	X	X	X	X
4x06 Academic Services					
4x11 Direct Administrative	X	X	X	X	
4x12 Purchased Administrative					
4x21- 374 Case Management- Medicaid Match		X	X	X	
4x21- 375 Case Management -100% County Funded					
4x21- 399 Other					
4x22 Services Management	X	X	X	X	
4x31 Transportation (Non-Sheriff)		X	X	X	
4x32- 320 Homemaker/Home Health Aides. (HCBS Only)			X		
4x32- 321 Chore Services					
4x32- 322 Home Management Services (HCBS Only)			X		
4x32- 325 Respite			X		
4x32- 326 Guardian/Conservator					
4x32- 327 Representative Payee		X	X		
4x32- 328 Home/Vehicle Modification (HCBS Only)			X		
4x32- 329 Supported Community Living		X	X	X*	
4x32- 399 Other		X			
4x33- 345 Ongoing Rent Subsidy					
4x33- 399 Other					
4x41- 305 Outpatient	X	X	X	X	X***
4x41- 306 Prescription Medication **	X	X	X	X	
4x41- 307 In-Home Nursing (HCBS Only)			X		
4x41- 399 Other					
4x42- 305 Outpatient	X	X	X	X	X***
4x42- 309 Partial Hospitalization		X			
4x42- 399 Other					
4x43- Evaluation	X	X	X	X	
4x44- 363 Day Treatment Services		X			
4x44- 396 Community Support Programs					
4x44- 397 Psychiatric Rehabilitation					
4x44- 399 Other					
4x50- 360 Sheltered Workshop Services		X	X	X*	

WARREN COUNTY MANAGEMENT PLAN

4x50- 362 Work Activity Services		X	X	X*	
4x50- 364 Job Placement Services		X	X		
4x50- 367 Adult Day Care		X	X	X*	
4x50- 368 Supported Employment Services		X	X	X*	
4x50- 369 Enclave		X	X	X*	
4x50- 399 Other					
4x63- 310 Community Supervised Apartment Living Arrangement (CSALA) 1-5 Beds		X	X	X*	
4x63- 314 Residential Care Facility (RCF License) 1-5 Beds		X	X	X*	
4x63- 315 Residential Care Facility For The Mentally Retarded (RCF/MR License) 1-5 Beds		X	X	X*	
4x63- 316 Residential Care Facility For The Mentally Ill (RCF/PMI License) 1-5 Beds		X	X	X*	
4x63- 317 Nursing Facility (ICF, SNF or ICF/PMI License) 1-5 Beds					
4x63- 318 Intermediate Care Facility For The Mentally Retarded (ICF/MR License) 1-5 Beds			X	X	
4x63- 329 Supported Community Living		X	X	X*	
4x63- 399 Other 1-5 Beds		X	X	X*	
4x6x- 310 Community Supervised Apartment Living Arrangement (CSALA) 6 & over Beds		X	X	X*	
4x6x- 314 Residential Care Facility (RCF License) 6 & over Beds		X	X	X*	
4x6x- 315 Residential Care Facility For The Mentally Retarded (RCF/MR License) 6 & over Beds		X	X	X*	
4x6x- 316 Residential Care Facility For The Mentally Ill (RCF/PMI License) 6 & over Beds		X	X	X*	
4x6x- 317 Nursing Facility (ICF, SNF or ICF/PMI License) 6 & over Beds					
4x6x- 318 Intermediate Care Facility For The Mentally Retarded (ICF/MR License) 6 & over Beds			X	X	
4x6x- 399 Other 6 & over Beds					
4x71- 319 Inpatient/State Mental Health Institutes	X	X	X	X	
4x71- 399 Other					
4x72- 319 Inpatient/State Hospital Schools			X	X	
4x72- 399 Other					
4x73- 319 Inpatient/Community Hospital	X	X	X	X	
4x73- 399 Other					
4x74- 300 Diagnostic Evaluations Related To Commitment	X	X	X	X	X***
4x74- 353 Sheriff Transportation	X	X	X	X	X***
4x74- 393 Legal Representation for Commitment	X	X	X	X	X***
4x74- 395 Mental Health Advocates	X	X	X	X	X***
4x74- 399 Other	X	X	X	X	X***

* Warren County consumers with Developmental Disabilities receive funding according to the State mandates for services. Those consumer's grandfathered into Warren County's system on 6/30/96 will follow the stipulations set forth for Mentally Retarded consumers.

** Warren County will not fund physician prescribed psychiatric medication assistance beyond two months unless the individual provides verification of application or denial of eligibility for Medicaid and the indigent prescription program or who fails to pursue other benefits with due diligence.

*** Individuals with brain injuries are ineligible for Warren County funding except when services are related to a civil commitment. Contact the CPC office for more information about services available for people with brain injuries.

SERVICES AND SUPPORTS

Review process will be as needed.

SERVICE	POPULATION ELIGIBILITY	PROVIDER	ACCESS POINT	SPECIAL CRITERIA
Psychiatric Medication Assistance	MI/CMI	Hy-Vee Medicap Abbe Center Wagner Pharmacy	YES	To be eligible for psychiatric medication assistance, the individual must immediately apply for Medicaid and the pharmaceutical indigent program. Verification of application or denial must be provided to the CPC Office. Failure to provide verification will limit eligibility to two (2) months.
Individual & Systems Advocacy	MI/CMI/MR/DD	Mental Health Advocate	NO	Commitment
Legal Representation	MI/CMI/MR/DD	Local Attorneys under a court commitment or attorney in the area of commitment	NO	Commitment
Consultation	MI/CMI	Eyerly-Ball Community Mental Health Center Des Moines Child Guidance Center Mental Health Center in consumer's catchment area	YES	None
Case Management – Medicaid	CMI/MR/DD	DHS CSA Easter Seals Southeast Iowa Case Management	YES	Case Management Standards
Diagnosis & Evaluation Related to commitment	MI/CMI	Broadlawns Medical Center Mercy Franklin Mary Greeley University of Iowa Eyerly-Ball Mental Health Center in consumer's catchment area		Court Ordered

WARREN COUNTY MANAGEMENT PLAN

Transportation	CMI/MR/DD*	RRACAP Yellow Cab REA Concerned Inc. Southern Iowa Trolley Hope River Bend Transit DTA	Yes	Need Based
Physiological Treatment	MI/CMI	Broadlawns Medical Center Mercy Clinic Warren County Public Health Nurse Mental Health Center in consumer's catchment area	YES	Need Based
Psychotherapeutic	MI/CMI	Eyerly-Ball Des Moines Child Guidance Center The Richmond Center Mental Health Center in consumer's catchment area	YES	Need Based
Psychological Testing/Psychiatric Evaluations	MI/CMI/MR/DD	Eyerly-Ball Des Moines Child Guidance Center Hearthstone Counseling Mental Health Center in consumer's catchment area	YES	To determine diagnosis and service eligibility
Supported Employment	CMI/MR/DD*	COC Goodwill Industries Genesis Development Hope Haven Systems Unlimited	YES	Need Based

WARREN COUNTY MANAGEMENT PLAN

Work Activity/Enclave	CMI/MR/DD*	Concerned, Inc Progress Industries Opportunity Village Goodwill Industries	YES	Need Based
Sheriff Transportation	MI/CMI/MR/DD	Warren County Sheriff or Sheriff in the area of the commitment	NO	Commitment
Day Treatment	MI/CMI	Broadlawns Medical Center Mental Health Center in consumer's catchment area	YES	Need Based
Sheltered Workshop	CMI/MR/DD*	COC Concerned, Inc Progress Industries REA MIW Goodwill Industries Genesis Development Innovative Industries Link Associates Options of Linn County New Hope Village TENCO Industries Hope Haven Country View Estates Nishna Productions Crossroads Opportunity Living	YES	Need Based
Placement at Hospital	MI/CMI/MR/DD	Broadlawns Medical Center Mental Health Center in consumer's catchment area	YES	Commitment and voluntary admission as mandated by the Iowa Code <i>Mary Greely and Mercy Franklin may be accessed during the 72-hour hold of an involuntary commitment process</i>

WARREN COUNTY MANAGEMENT PLAN

Day Treatment	MI/CMI	Broadlawns Medical Center Mental Health Center in consumer's catchment area	YES	Need Based
Supported Community Living	CMI/MR/DD*	Abbe Center ChildServe COC Genesis Development Linn County Community Services Mainstream Living SIRF Systems Unlimited New Hope CIRSI Harlan Crest LSI Specialized Support Services Progress Industries ResCare Hope Haven Link Associates Creative Community Options Comprehensive Systems American Baptist Country Haven The Respite Connection	YES	Need Based
Community Support Programs	CMI	Eyerly- Ball	YES	Need Based
State Institutions	MI/CMI	Iowa Mental Health Institutes	YES	Court Ordered
State Institutions	MR	Iowa Mental Health Institutes	YES	Approved By Iowa Foundation for Medical Care Medicaid Approved
Adult Day Habilitation	CMI/MR	COC Genesis Development Goodwill Industries Concern, Inc.	YES	Waiver and Needs Based – Program will be developed as the need arises

WARREN COUNTY MANAGEMENT PLAN

Housing Supports, Other	CMI/MR	Crest Services Rainbow Center Chariton Group Home	YES	Need Based
RCF	CMI/MR/DD*	Chariton Group Home Country Haven Community Care of Charlotte Cedar Creek	Yes	Need Based
RCF/MR	MR	Crest Services	YES	Need Based
RCF/PMI	CMI	Plymouth Life Park Place Sunshine Homes Westminster House Abbe Center	YES	Need Based
ICF/MR	MR/DD	COC Opportunity Village Park Place Mosaic Behavioral Technologies Progress Industries Harmony House The Homestead Opportunities Unlimited Woodward Resource Center Glenwood Resource Center Clarinda MHI	YES	Need Based Approved by Iowa Foundation for Medical Care Medicaid Approved
Respite	MR	LSI Link Associates Respite Connection Easter Seals	YES	Need Based Approved by Iowa Foundation for Medical Care Medicaid Approved
CDAC	MR	Approved Provider	YES	Need Based

WARREN COUNTY MANAGEMENT PLAN

HCBS/MR	MR	Mainstream Living Genesis Development The Homestead LSI Link Associates CIRSI MIW Hope Haven New Hope RRACAP ChildServe Concerned, Inc Goodwill Industries Harlan Crest SIRF Innovative Industries Progress Industries REA ResCare Systems Unlimited TENCO Industries The Respite Connection North Iowa Vocational Center Comprehensive Systems	YES	Need Based Approved by Iowa Foundation for Medical Care Medicaid Approved
---------	----	---	-----	--

*Warren County consumers with Developmental Disabilities receive funding according to the State mandates for services. Those consumer's grandfathered into Warren County's system on 6/30/96 will follow the stipulations set forth for Mentally Retarded consumers.

MATRIX OF ACCESS POINTS AND FUNCTIONS

Agency with Application Available	CPC Application	Enrollment Eligibility	Service Authorization	Collection of Data
Central Point of Coordination	Y	Y	Y	Y
Eyerly-Ball Mental Health Center	Y	Y	Y Emergent/Urgent	Y
Court System	Y		Y Emergent/Urgent	Y
Area Education Agency	Y			Y
Department of Human Services	Y	Y		Y
H.O.P.E., Genesis Inc., Goodwill Industries, Mainstream Living, COC	Y			Y
Targeted Case Management	Y	Y		Y
Broadlawns Medical Center	Y	Y	Y Emergent/Urgent	Y
Des Moines Child and Adolescent Guidance Center	Y	Y	Y Emergent/Urgent	Y
Community Mental Health Centers of consumer's catchments area	Y	Y	Y Emergent/Urgent	Y
Clarinda MHI or MHI in the consumer's catchments area	Y	Y	Y Emergent/Urgent	Y
Warren County Social Worker	Y	Y		Y

**Enrollment/Eligibility – Broadlawns, MHI's, Eyerly Ball, Des Moines Child & Adolescent Guidance Center, and community mental health centers of consumer's residency are to send completed applications for authorization to Warren County.*