

**COUNTY SOCIAL SERVICES  
FY23 ANNUAL REPORT**



**SUBMITTED  
11/30/2023**

**GEOGRAPHIC AREA:** *Allamakee, Black Hawk, Butler, Chickasaw, Clayton, Fayette, Floyd, Grundy, Howard, Mitchell, Tama, and Winneshiek Counties*

**APPROVED BY ADVISORY BOARD: 11/15/2023**

**APPROVED BY GOVERNING BOARD: 11/29/2023**

## Table of Contents

<b>Introduction .....</b>	<b>2</b>
<b>A. Services Provided and Individuals Served.....</b>	<b>4</b>
Table A. Number of Individuals Served for Each Service by Diagnostic Category .....	4
Table B. Unduplicated Count of Individuals by Age and Diagnostic Category.....	7
<b>B. Regionally Designated Intensive Mental Health Services .....</b>	<b>7</b>
<b>C. Financials .....</b>	<b>9</b>
Table C. Expenditures.....	9
Table D. Revenues.....	13
<b>D. Status of Service Development in FY2023 .....</b>	<b>14</b>
<b>E. Outcomes/Regional Accomplishments in FY2023 .....</b>	<b>15</b>

## Introduction

County Social Services Mental Health and Disability 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.

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 provided, individuals served, designated intensive mental health services, a financial statement including revenues, expenditures, etc. and specific regional outcomes for the year.

### FY2023 Employment Summary

County Social Services has been a single employer since January 1, 2020. The transition from county employees to CSS employees has had many advantages such as uniformity with following one employee policy handbook, collaboration with employer vendors, more consistency with supervision of employees, etc.

On July 1, 2022 CSS offered a trial period through December 2022 for all employees to be given an option to work from home 1 day per week. Employees who chose to participate were asked to communicate this desire to their supervisors and had to sign a work from home agreement and application form with approval from their supervisor. It was important for all supervisors and coworkers to develop a work from home schedule to ensure our local offices provided coverage of employees to serve the public daily.

On July 1, 2022 CSS also offered a trial period through December 2022 to allow employees to use additional Medical Leave for up to 24 hours within a fiscal year (7/1-6/30) for the following reasons:

1. An employee's appointments for a chronic medical/brain health condition. (*Definition of chronic: conditions that last 1 year or more and require ongoing medical attention or limit activities of daily living or both*)
2. Family medical appointments when they require assistance
3. An employee's child is sick and cannot be left alone

Effective July 1, 2022 the CSS Board HR Committee and Board approved a 3% salary step schedule as a baseline for new hires. This salary tool has helped with determining a starting wage/salary for new employees and provides our existing employees with a 3% or higher salary increase each fiscal year when COLA adjustments are approved.

In August 2022 CSS offered employees the opportunity to complete an annual satisfaction survey to provide feedback about what is going well and identify areas needed for improvement. Results were shared with employees, the HR committee, and CSS Board.

In December 2022 the CSS Board HR Committee and CSS Board reviewed both additional policies- working from home 1 day a week and the additional medical leave hours and it was approved to continue these as employee benefits, therefore these policies were added to our CSS employee handbook. Our employees provided us with

positive feedback relating to improving their work-life balance and they are very appreciative of these additional benefits, which we feel is beneficial to CSS for employee satisfaction and retention.

At the CSS employee all-staff meeting on March 17<sup>th</sup>, 2023 employees worked together to establish an updated CSS Mission Statement, Vision Statement, and Core Values. Our prior mission, vision, and values had not been updated for several years so consensus was to go through this exercise together and vote on suggestions that were given.

***CSS updated Mission/Vision/ and Core Values:***

CSS Mission Statement- CSS empowers individuals to create better lives for themselves through community partnerships.

CSS Vision Statement- CSS assists individuals by navigating high-quality services and supports to meet their needs.

CSS Core Values-

- Welcoming
- Individual Focused
- Supportive and Respectful Relationships
- Easily Accessible
- Community Embedded
- Personal Growth and Development

CSS continues to assess employment trends and opportunities in this ever-changing workforce. We review our employee handbook on an annual basis based on recommendations made by our employees and the CSS Board HR Committee. We strive to make CSS a great place to work for our employees.

CSS Governing Board Members:

During FY23, CSS had a Board of Supervisor from every county within the Region represented on the CSS Board. This was in addition to:

- one individual who utilizes mental health and disability services or is an actively involved relative of such an individual.
- one individual representing adult service providers.
- one individual who utilizes mental health and disability services or is an actively involved relative of such an individual.
- one individual representing children’s behavioral health service providers
- one individual representing the education system.
- one individual who is a parent of a child who utilizes children’s behavioral health services or actively involved relatives of such children.

\*Please see the appendix for a list of Governing Board Members and Advisory Board Members.

## **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	COUNTYSOCIALSERVICES MHDS Region	MI (40)		ID(42)		DD(43)		BI (47)		Other		Total
		A	C	A	C	A	C	A	C	A	C	
<b>Core</b>												
	<b>Treatment</b>											
42305	Psychotherapeutic Treatment - Outpatient	113	6									119
42306	Psychotherapeutic Treatment - Medication Prescribing	241	7	2		1						251
71319	State MHI Inpatient - Per diem charges	9	1									10
73319	Other Priv./Public Hospitals - Inpatient per diem charges	1										1
	<b>Basic Crisis Response</b>											
44301	Crisis Evaluation	505	165	2	1							673
44307	Mobile Response	477	94	9		2	1	1				584
44313	Crisis Stabilization Residential Service (CSRS)	57										57
44396	Access Center start-up/sustainability/coordination	121										121
	<b>Support for Community Living</b>											
32329	Support Services - Supported Community Living	52		23		15		5				95
	<b>Support For Employment</b>											

50362	Voc/Day - Prevocational Services			1		1															2
50367	Day Habilitation	4		11		5															20
50368	Voc/Day - Individual Supported Employment	5		10		8															23
50369	Voc/Day - Group Supported Employment	2		1		2															5
	<b>Recovery Services</b>																				
	<b>Service Coordination</b>																				
24376	Health Homes Coordination - Coordination Services	1																			1
	<b>Sub-Acute Services</b>																				
64309	Sub Acute Services (6+ Beds)	20		1																	21
	<b>Core Evidence Based Treatment</b>																				
42398	Assertive Community Treatment (ACT)	5																			5
	<b>Core Subtotals:</b>	161	27			3															198
		3	3	60	1	4	1	6													8
	<b>Mandated</b>																				
46319	Iowa Medical and Classification Center (Oakdale)	16																			16
74XXX	Commitment Related (except 301)	373	42	1																	416
75XXX	Mental health advocate	631	37	10																	678
	<b>Mandated Subtotals:</b>	1020	79	11																	1110
	<b>Core Plus</b>																				
	<b>Justice System Involved Services</b>																				
25XXX	Coordination services	159	1	8		3															171
46305	Mental Health Services in Jails	585	2	18		4															609

	<b>Additional Core Evidence Based Treatment</b>												
42366	Psychotherapeutic Treatment - Social Support Services	25		3									<b>28</b>
	<b>Core Plus Subtotals:</b>	<b>769</b>	<b>3</b>	<b>29</b>		<b>7</b>							<b>808</b>
	<b>Other Informational Services</b>												
	<b>Community Living Support Services</b>												
22XXX	Services management	515	39	72	9	4	2	9	1	6			<b>702</b>
23XXX	Crisis Care Coordination	7	1										<b>8</b>
31XXX	Transportation	177	1	13		5							<b>196</b>
32326	Support Services - Guardian/Conservator	25		48		2			1				<b>76</b>
32327	Support Services - Representative Payee	1											<b>1</b>
33340	Basic Needs - Rent Payments	19		1									<b>20</b>
33345	Basic Needs - Ongoing Rent Subsidy	14											<b>14</b>
33399	Basic Needs - Other	12											<b>12</b>
41305	Physiological Treatment - Outpatient	14											<b>14</b>
41306	Physiological Treatment - Prescription Medicine/Vaccines	29											<b>29</b>
42396	Psychotherapeutic Treatment - Community Support Programs	3											<b>3</b>
42399	Psychotherapeutic Treatment - Other			43		2							<b>45</b>
46306	Prescription Medication (Psychiatric Medications in Jail)	578	2										<b>580</b>

	<b>Community Living Support Services Subtotals:</b>	<b>139</b>		<b>17</b>		<b>5</b>		<b>1</b>						<b>170</b>
		<b>4</b>	<b>43</b>	<b>7</b>	<b>9</b>	<b>1</b>	<b>9</b>	<b>7</b>						<b>0</b>
<b>Congregate Services</b>														
64329	Comm Based Settings (6+ Beds) - Supported Community Living	13												13
64XXX	RCF-6 and over beds	21		1										22
	<b>Congregate Services Subtotals:</b>	<b>34</b>		<b>1</b>										<b>35</b>
<b>Administration</b>														
<b>Uncategorized</b>														
<b>Regional Totals:</b>		<b>483</b>	<b>39</b>	<b>27</b>	<b>1</b>	<b>9</b>	<b>1</b>	<b>2</b>						<b>564</b>
		<b>0</b>	<b>8</b>	<b>8</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>3</b>						<b>1</b>

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

<b>Disability Group</b>	<b>Children</b>	<b>Adult</b>	<b>Unduplicated Total</b>	<b>DG</b>
Mental Illness	353	3027	3380	40
Mental Illness, Intellectual Disabilities	2	73	75	40, 42
Mental Illness, Intellectual Disabilities, Other Developmental Disabilities	0	1	1	40, 42, 43
Mental Illness, Other Developmental Disabilities	5	20	25	40, 43
Mental Illness, Brain Injury	0	12	12	40, 47
Intellectual Disabilities	8	119	127	42
Intellectual Disabilities, Other Developmental Disabilities	0	5	5	42, 43
Other Developmental Disabilities	5	30	35	43
Other Developmental Disabilities, Brain Injury	0	1	1	43, 47
Brain Injury	0	5	5	47
<b>Total</b>	<b>373</b>	<b>3293</b>	<b>3666</b>	<b>99</b>

**B. Regionally Designated Intensive Mental Health Services**

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

- Immediate intake assessment and screening that includes but is not limited to mental and physical conditions, suicide risk, brain injury, and substance use.
- Comprehensive person-centered mental health assessments by appropriately licensed or credentialed professionals.
- Comprehensive person-centered substance use disorder assessments by appropriately licensed or credentialed professional.
- Peer support services.



- Mental health treatment.
- Substance abuse treatment.
- Physical health services.
- Care coordination.
- Service navigation and linkage to needed services.

<u>Date Designated</u>	<u>Access Center</u>
7/1/2020	North Iowa Regional Services (ACSC) – Waterloo, 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>
7/1/2020	Resources for Human Development – Waterloo, IA	12/8/22 - 100
4/1/2021	Inspiring Lives – Fayette County	9/16/22 - 85

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>
7/1/2020	North Iowa Elite Mental Health Services – Waterloo, IA
7/19/2021	Inspiring Lives, Fayette 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.

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

<u>Date Designated</u>	<u>Intensive Residential Services</u>
3/30/2023	Inspiring Lives – West Union, IA
In Process	Elevate – Waterloo, IA (designation in FY24)

## C. Financials

**Table C. Expenditures**

FY 2023 Accrual	County Social 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 **	\$ 151,342	\$ -	\$ -	\$ -		\$ 151,342
42306	Medication prescribing & management **	\$ 78,093	\$ 882	\$ -	\$ -		\$ 78,975
43301	Assessment, evaluation, and early identification **	\$ 183	\$ -	\$ -	\$ -		\$ 183
71319	Mental health inpatient therapy-MHI	\$ 279,516	\$ -	\$ -	\$ -		\$ 279,516
73319	Mental health inpatient therapy **	\$ 824	\$ -	\$ -	\$ -		\$ 824
	<b>Crisis Services</b>						
32322	Personal emergency response system	\$ -	\$ -	\$ -	\$ -		\$ -
44301	Crisis evaluation	\$ 279,093	\$ 1,628	\$ -	\$ -		\$ 280,721
44302	23 hour crisis observation & holding	\$ -	\$ -	\$ -	\$ -		\$ -
44305	24 hour access to crisis response	\$ -	\$ -	\$ -	\$ -		\$ -
44307	Mobile response **	\$ 1,040,579	\$ 26,120	\$ 5,091	\$ 1,049		\$ 1,072,839
44312	Crisis Stabilization community-based services **	\$ -	\$ -	\$ -	\$ -		\$ -
44313	Crisis Stabilization residential services **	\$ 780,327	\$ -	\$ -	\$ -		\$ 780,327
44396	Access Centers: start-up / sustainability	\$ 50,975	\$ -	\$ -	\$ -		\$ 50,975
	<b>Support for Community Living</b>						
32320	Home health aide	\$ -	\$ -	\$ -	\$ -		\$ -
32325	Respite	\$ -	\$ -	\$ -	\$ -		\$ -
32328	Home & vehicle modifications	\$ -	\$ -	\$ -	\$ -		\$ -
32329	Supported community living	\$ 856,336	\$ 227,138	\$ 98,871	\$ 33,538		\$ 1,215,884
42329	Intensive residential services	\$ 253,443	\$ -	\$ -	\$ -		\$ 253,443
	<b>Support for Employment</b>						
50362	Prevocational services	\$ -	\$ 1,663	\$ 119	\$ -		\$ 1,782
50364	Job development	\$ -	\$ -	\$ -	\$ -		\$ -
50367	Day habilitation	\$ 14,454	\$ 110,845	\$ 33,345	\$ -		\$ 158,644
50368	Supported employment	\$ 11,967	\$ 42,260	\$ 80,893	\$ -		\$ 135,121
50369	Group Supported employment-enclave	\$ 1,004	\$ 1,153	\$ 4,046	\$ -		\$ 6,203

	<b>Recovery Services</b>						
45323	Family support	\$ 198	\$ -	\$ -	\$ -		\$ 198
45366	Peer support	\$ 35,700	\$ -	\$ -	\$ -		\$ 35,700
	<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	\$ 230,484	\$ 1,200	\$ -	\$ -		\$ 231,684
	<b>Core Evidenced Based Treatment</b>						
04422	Education & Training Services - provider competency	\$ 314	\$ -	\$ -	\$ -		\$ 314
32396	Supported housing	\$ -	\$ -	\$ -	\$ -		\$ -
42398	Assertive community treatment (ACT)	\$ 18,839	\$ -	\$ -	\$ -		\$ 18,839
45373	Family psychoeducation	\$ -	\$ -	\$ -	\$ -		\$ -
	<b>Core Domains Total</b>	<b>\$ 4,083,672</b>	<b>\$ 412,889</b>	<b>\$ 222,365</b>	<b>\$ 34,588</b>		<b>\$ 4,753,514</b>
	<b>Mandated Services</b>						
46319	Oakdale	\$ 36,563	\$ -	\$ -	\$ -		\$ 36,563
72319	State resource centers	\$ -	\$ -	\$ -	\$ -		\$ -
74XXX	Commitment related (except 301)	\$ 162,145	\$ 566	\$ -	\$ -		\$ 162,711
75XXX	Mental health advocate	\$ 244,661	\$ 1,404	\$ -	\$ -		\$ 246,065
	<b>Mandated Services Total</b>	<b>\$ 443,368</b>	<b>\$ 1,971</b>	<b>\$ -</b>	<b>\$ -</b>		<b>\$ 445,339</b>
	<b>Additional Core Domains</b>						
	<b>Justice system-involved services</b>						
25xxx	Coordination services	\$ 89,335	\$ 8,509	\$ 1,700	\$ -		\$ 99,545
44346	24 hour crisis line*	\$ -	\$ -	\$ -	\$ -		\$ -
44366	Warm line*	\$ -	\$ -	\$ -	\$ -		\$ -
46305	Mental health services in jails	\$ 267,227	\$ 5,522	\$ 2,251	\$ -		\$ 275,000
46399	Justice system-involved services-other	\$ -	\$ -	\$ -	\$ -		\$ -
46422	Crisis prevention training	\$ 67,786	\$ -	\$ -	\$ -		\$ 67,786
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	\$ 90,037	\$ 3,946	\$ -	\$ -		\$ 93,983
42397	Psychiatric rehabilitation (IPR)	\$ -	\$ -	\$ -	\$ -		\$ -

	<b>Additional Core Domains Total</b>	<b>\$ 514,385</b>	<b>\$ 17,978</b>	<b>\$ 3,951</b>	<b>\$ -</b>		<b>\$ 536,315</b>
<b>Other Informational Services</b>							
03371	Information & referral	\$ -	\$ -	\$ -	\$ -		\$ -
04372	Planning, consultation &/or early intervention (client related) **	\$ -	\$ -	\$ -	\$ -		\$ -
04377	Provider Incentive Payment	\$ -					\$ -
04399	Consultation Other	\$ -	\$ -	\$ -	\$ -		\$ -
04429	Planning and Management Consultants (non-client related)	\$ -	\$ -	\$ -	\$ -		\$ -
05373	Public education, prevention and education **	\$ 189,073	\$ -	\$ -	\$ -		\$ 189,073
	<b>Other Informational Services Total</b>	<b>\$ 189,073</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>		<b>\$ 189,073</b>
<b>Community Living Supports</b>							
06399	Academic services	\$ -	\$ -	\$ -	\$ -		\$ -
22XXX	Services management	\$ 1,070,690	\$ 151,565	\$ 90,010	\$ 25,656		\$ 1,337,920
23376	Crisis care coordination	\$ -	\$ -	\$ -	\$ -		\$ -
23399	Crisis care coordination other	\$ -	\$ -	\$ -	\$ -		\$ -
24399	Health home other	\$ -	\$ -	\$ -	\$ -		\$ -
31XXX	Transportation	\$ 67,033	\$ 22,761	\$ 14,334	\$ 324		\$ 104,451
32321	Chore services	\$ -	\$ -	\$ -	\$ -		\$ -
32326	Guardian/conservator	\$ 40,950	\$ 83,100	\$ 3,600	\$ 1,800		\$ 129,450
32327	Representative payee	\$ 225	\$ -	\$ -	\$ -		\$ 225
32335	CDAC	\$ -	\$ -	\$ -	\$ -		\$ -
32399	Other support	\$ -	\$ -	\$ -	\$ -		\$ -
33330	Mobile meals	\$ -	\$ -	\$ -	\$ -		\$ -
33340	Rent payments (time limited)	\$ 24,332	\$ 585	\$ -	\$ -		\$ 24,918
33345	Ongoing rent subsidy	\$ 73,371	\$ -	\$ -	\$ -		\$ 73,371
33399	Other basic needs	\$ 54,085	\$ -	\$ -	\$ -		\$ 54,085
41305	Physiological outpatient treatment	\$ 573	\$ -	\$ -	\$ -		\$ 573
41306	Prescription meds	\$ 2,544	\$ -	\$ -	\$ -		\$ 2,544
41307	In-home nursing	\$ -	\$ -	\$ -	\$ -		\$ -
41308	Health supplies	\$ -	\$ -	\$ -	\$ -		\$ -
41399	Other physiological treatment	\$ -	\$ -	\$ -	\$ -		\$ -
42309	Partial hospitalization	\$ -	\$ -	\$ -	\$ -		\$ -
42310	Transitional living program	\$ -	\$ -	\$ -	\$ -		\$ -

42363	Day treatment	\$ -	\$ -	\$ -	\$ -		\$ -
42396	Community support programs	\$ 3,880	\$ -	\$ -	\$ -		\$ 3,880
42399	Other psychotherapeutic treatment	\$ -	\$ 194,400	\$ 8,100	\$ -		\$ 202,500
43399	Other non-crisis evaluation	\$ -	\$ -	\$ -	\$ -		\$ -
44304	Emergency care	\$ -	\$ -	\$ -	\$ -		\$ -
44399	Other crisis services	\$ -	\$ -	\$ -	\$ -		\$ -
45399	Other family & peer support	\$ -	\$ -	\$ -	\$ -		\$ -
46306	Psychiatric medications in jail	\$ 23,800	\$ -	\$ -	\$ -		\$ 23,800
50361	Vocational skills training	\$ -	\$ -	\$ -	\$ -		\$ -
50365	Supported education	\$ -	\$ -	\$ -	\$ -		\$ -
50399	Other vocational & day services	\$ -	\$ -	\$ -	\$ -		\$ -
63XXX	RCF 1-5 beds (63314, 63315 & 63316)	\$ -	\$ -	\$ -	\$ -		\$ -
63XXX	ICF 1-5 beds (63317 & 63318)	\$ -	\$ -	\$ -	\$ -		\$ -
63329	SCL 1-5 beds	\$ -	\$ -	\$ -	\$ -		\$ -
63399	Other 1-5 beds	\$ -	\$ -	\$ -	\$ -		\$ -
	<b>Community Living Supports</b>	<b>\$ 1,361,484</b>	<b>\$ 452,411</b>	<b>\$ 116,043</b>	<b>\$ 27,780</b>		<b>\$ 1,957,718</b>
	<b>Other Congregate Services</b>						
50360	Work services (work activity/sheltered work)	\$ -	\$ -	\$ -	\$ -		\$ -
64XXX	RCF 6 and over beds (64314, 64315 & 64316)	\$ 442,735	\$ 22,780	\$ -	\$ -		\$ 465,514
64XXX	ICF 6 and over beds (64317 & 64318)	\$ -	\$ -	\$ -	\$ -		\$ -
64329	SCL 6 and over beds	\$ 555,077	\$ -	\$ -	\$ -		\$ 555,077
64399	Other 6 and over beds	\$ -	\$ -	\$ -	\$ -		\$ -
	<b>Other Congregate Services Total</b>	<b>\$ 997,812</b>	<b>\$ 22,780</b>	<b>\$ -</b>	<b>\$ -</b>		<b>\$ 1,020,591</b>
	<b>Administration</b>						
11XXX	Direct Administration					1,091,331	\$ 1,091,331
12XXX	Purchased Administration					209,644	\$ 209,644
	<b>Administration Total</b>					<b>\$ 1,300,974</b>	<b>\$ 1,300,974</b>
	<b>Regional Totals</b>	<b>\$ 7,589,794</b>	<b>\$ 908,028</b>	<b>\$ 342,360</b>	<b>\$ 62,368</b>	<b>\$ 1,300,974</b>	<b>\$ 10,203,524</b>
(45XX-XXX)County Provided Case Management						\$ 119,596	\$ 119,596
(46XX-XXX)County						\$ -	\$ -

Provided Services							
<b>Regional Grand Total</b>							\$ 10,323,120

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

\*\*Core services for children with a serious emotional disturbance

(SED)

### Table D. Revenues

FY 2023 Accrual	County Social Services MHDS Region		
<b>Revenues</b>			
	<b>FY22 Annual Report Ending Fund Balance</b>		<b>\$ 8,547,408</b>
	<b>Adjustment to 6/30/22 Fund Balance</b>		
	<b>Audited Ending Fund Balance as of 6/30/22 (Beginning FY23)</b>		<b>\$ 8,547,408</b>
	<b>Local/Regional Funds</b>		<b>\$ 659,794</b>
1010	Delinquent Property Tax	-	
25XX	Other Governmental Revenues	192,307	
4XXX-5XXX	Charges for Services	-	
5310	Client Fees	-	
60XX	Interest	412,964	
6XXX	Use of Money & Property	-	
8XXX	Miscellaneous	54,523	
9040	Other Budgetary Funds (Polk Transfer Only)	-	
	<b>State Funds</b>		<b>\$ 8,991,174.60</b>
24XX	State/Federal pass thru Revenue	-	
2644	State Regional Service Payments	8,991,175	
2643	State Incentive Funds	-	
	Other	-	
	<b>Federal Funds</b>		<b>\$ 108,366.12</b>
2344	Social services block grant	-	
2345	Medicaid	108,366	
	Other	-	
	Other	-	
	<b>Total Revenues</b>		<b>\$ 9,759,334</b>

<b>Total Funds Available for FY23</b>	<b>\$ 18,306,741</b>
<b>FY23 Actual Regional Expenditures</b>	<b>\$ 10,323,120</b>
<b>Accrual Fund Balance as of 6/30/23</b>	<b>\$ 7,983,622</b>

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

### **FY2023 Adult & Children Services Development**

The County Social Services Region worked extensively to continue service development during FY2023. At the end of FY2023 the region had in place all required core services for adults and children, with the exception of Intensive Residential Service Homes (IRSH), in which a provider was designated but staffing issues prevented it from opening in FY2023.

#### **Children's Services Development**

FY23 was a year of expanding services for children's services provided by the Region. The CSS Region strives to be an active participant in statewide mental health services for children. CSS believes our role for children is similar to our role for adults, assisting families in navigating the often-complex array of LTSS services. CSS continued to purchase coping kits with sensory and emotion regulation tools for school districts within our region. CSS' Children's Coordinator assembled the backpacks and distributed them to classrooms and providers. These kits had several fidget type activities, stress balls, sensory stickers, and fine motor activities for the children to use. To assist families and providers in accessing information, CSS started hosting monthly education training sessions in FY2023 to increase awareness and understanding of CBH services available in the region. CSS hosted Children's Advisory Committee meetings with established committee members from all specified roles and CSS staff participated in several different youth events and councils to assist in letting people know about children's behavioral health services within the Region.

Youth Crisis Stabilization Residential Services: CSS committed to an investment of over \$1 million to assist North Iowa Regional Services in developing a Youth Crisis Stabilization Residential Services program in Black Hawk County. This program, which will be accessible to all counties within the Region, was slated to open early 2023 but did not actually open until June 2023 due to construction delays. North Iowa Regional Services named their children's CSRS, Brownstone. To ensure youth were served while waiting for North Iowa Regional Services to complete the construction work at the Brownstone facility, the CSS Region had an agreement with CICS Region (host region) and YSS for usage of the Crisis Stabilization Residential Services youth beds located in Mason City, IA.

Behavioral Health Intervention Services (BHIS): CSS continued funding support for BHIS services for youth in FY23. This funding is for youth with no other payment source. CSS was fortunate to secure contracts with a network of BHIS providers that will serve every county within the CSS Region.

#### **Adult Services Development**

Crisis Stabilization Residential Services: CSS had been working with Inspiring Lives to develop two Adult Crisis Stabilization Residential Service beds within their facility in Fayette County during FY2023. These beds did not come to fruition in FY2023 due to Inspiring Lives choosing to develop other crisis service options prior to implementing CSRS services. There is currently no timeline for the opening of this service.

#### Assertive Community Treatment (ACT):

CSS has two ACT providers in the Region, RHD and Inspiring Lives. CSS completed a fidelity review with RHD & Inspiring Lives in FY23. During FY2023 RHD agreed to start serving individuals in Tama County through their ACT program. With Tama County now being served, all counties in the CSS Region have access to ACT services.

#### Intensive Residential Services Home (IRSH):

CSS has been working with Elevate and Inspiring Lives on developing IRSH services within the Region. During FY23, Inspiring Lives was designated by CSS in March of 2023. Inspiring Lives has MCO contracts and could serve individuals. Unfortunately, lack of staffing is a large barrier to being able to take referrals. Currently, everything is approved but without employees to staff the site, they have not yet opened to serve any individuals. No anticipated opening date has been provided. Elevate anticipated a start date of their IRSH sometime in FY2023 as well. Elevate found a location for their 5 bed, IRSH in FY22. This location was reviewed by an HCBS specialist and given a green light to go forward with plans for the home. Elevate, with financial support from the CSS Region, purchased & remodeled the site in FY2023. Unfortunately, construction delays moved back the opening date for this IRSH site into FY 2024.

#### Encumbered Funds for FY23:

Funds were encumbered in FY23 for the purpose of start-up costs for IRSH and Crisis Services. The funds were used to expand and enhance core services within the Region. County Social Services encumbered \$1,777,828.42 and spent \$1,044,581.42 of those funds. This is money that we were able to utilize in the Region rather than return to the state in FY22 by committing to continued work on specific projects.

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

### **Core Services Access Standards**

Treatment services: Mental health outpatient therapy, medication prescribing & management, assessment & evaluation and mental health inpatient services are all readily available in the Region. County Social Services ensures that all individuals in the Region have access to mental health services by aiding with funding for individuals who are uninsured or underinsured. CSS will also honor host Region contracts for outpatient mental health services. With four inpatient psychiatric units, the Region also meets access standards for this service.

Crisis Services have continued to be a focus of investment and time, as the availability and benefit of these lifeline services to all members of the Region are more widely known throughout the community.

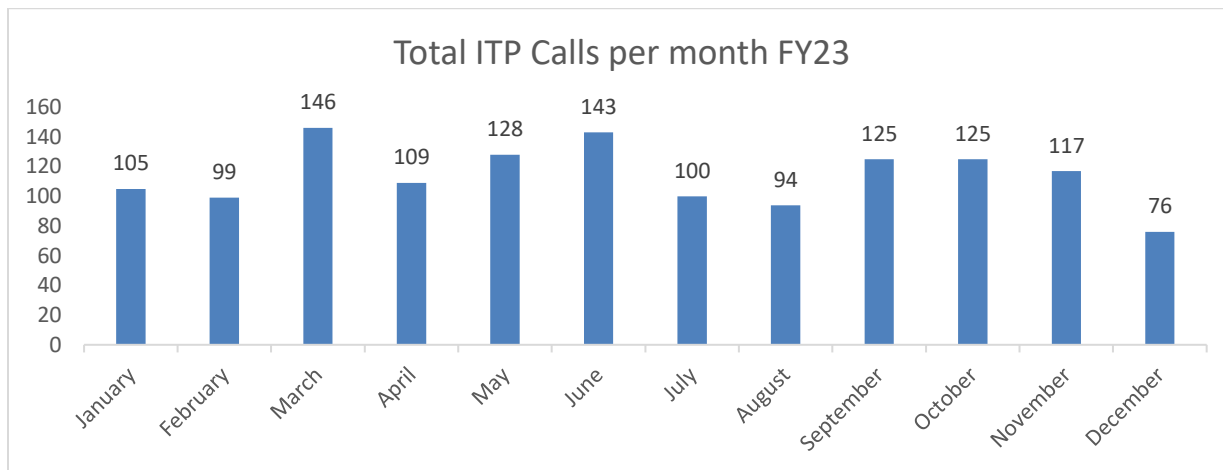
Crisis Evaluation continues to be offered though out the CSS Region through the Community Mental Health Centers and providers. CSS continues to financially support telepsychiatry services at participating local hospital emergency rooms, jails, access center and West Union Residential Facility (WURF). This service was provided throughout the CSS Region by Integrated Telehealth Partners (ITP) through 3/31/2023. On 4/1/2023, Flowstate Health started providing this service throughout the CSS Region. In addition to evaluation/assessment, Flowstate Health also will locate an available psychiatric bed if inpatient care is identified as needed. Jail information/locations will be addressed later in this report.

At the end of FY23, Flowstate Health was available in the following local hospital emergency rooms (Flowstate Health is not offered in Black Hawk County as the hospitals in Black Hawk County have a psychiatrist on staff. Butler & Tama Counties do not have local hospitals):

- Allamakee – Veterans Memorial Hospital - Waukon
- Clayton – Guttenberg Municipal Hospital, Mercy One Elkader Medical Center
- Winneshiek – Winneshiek Medical Center
- Fayette- Gunderson Palmer Lutheran Hospital & Clinic
- Howard – Regional Health Services of Howard County
- Chickasaw – Mercy Medical Center, New Hampton
- Mitchell – Mitchell County Regional Health Center
- Floyd – Floyd County Medical Center
- Grundy – Grundy County Memorial Hospital



During FY23, 1,367 calls were made to ITP & Flowstate Health from the County Social Services Region. This is an increase from the 1,223 calls made during FY2022. This breaks out to 1,040 calls from the Emergency Departments & access center, 283 were made from the local jails and 44 were made from WURF (West Union Residential Facility). These numbers are total calls – they are not unduplicated.



**23-Hour Observation and Holding:**

CSS has worked with Elevate to provide this service to the entire CSS Region, adults & children, by the end of April 2021. Elevate is accredited to provide 23-hour observation and holding services based out of Black Hawk County. Elevate provided this service with a nurse on-call 24 hours a day. Elevate has received further instruction from HHS that a nurse must be on site 24 hours a day so are in the process of creating a model that will make that sustainable.

**24-Hour Access to Crisis Response Services:**

The Community Mental Health Centers, located throughout the CSS Region, have trained health professionals available by phone 24 hours a day, in addition to walk in access during business hours. The CSS Region guarantees funding assistance to individuals presenting to the Mental Health Centers who are unable to afford care. The CSS Region also supports Mobile Crisis Response services, run by Elevate, that can be accessed 24 hours a day. 988 is a 24/7 National Crisis Line and Your Life Iowa runs a 24/7 crisis/text line.

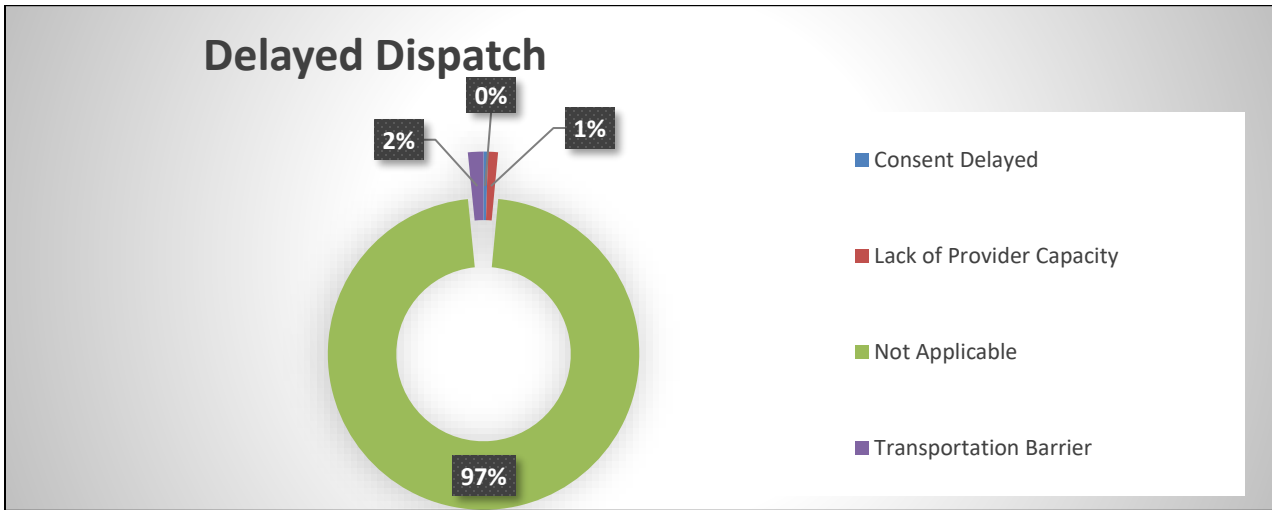
**Mobile Crisis Response:**

Elevate has provided Mobile Crisis Response Services to Black Hawk County in the CSS Region since 9/1/2020. On 4/1/2021, MCR services were expanded to the additional 11 counties in the current CSS Region for both children and adults. County Social Services has collaborated with the other Regions in the State of Iowa to develop a data spreadsheet that the Mobile Crisis providers fill out monthly. This is to ensure each Region is measuring the same data. Elevate has been a good partner in ensuring this data is returned to County Social Services monthly.

There were 1,078 total calls to Elevate Mobile Crisis Response in FY23. That averages out to about 90 Mobile Crisis calls per month. There is a small drop in overall all calls from FY22 (1,105) but nothing statistically significant.

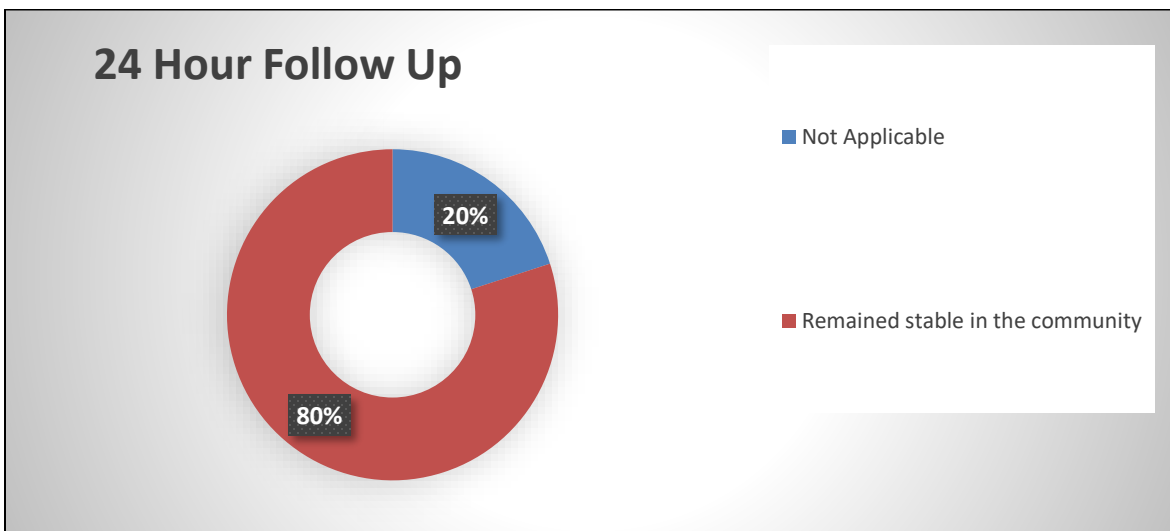


timeliness standard. 97% of all Mobile Crisis Response calls in the CSS Region were answered in 60 minutes or less. The graph below shows the percentage of calls where dispatch was delayed and why.



Crisis Stabilization Community Based Services:

Elevate currently provides CSCBS in the CSS Region but not yet as extensively as the program is intended. Elevate uses trained peer support specialists to provide CSCBS after a mental health professional assesses the level of care & then refers to the program. This was done on a limited basis in FY23. Elevate continues to work on expanding this program. The graph below shows results of 24 hour follow up after an individual received CSCBS.



Crisis Stabilization Residential Services:

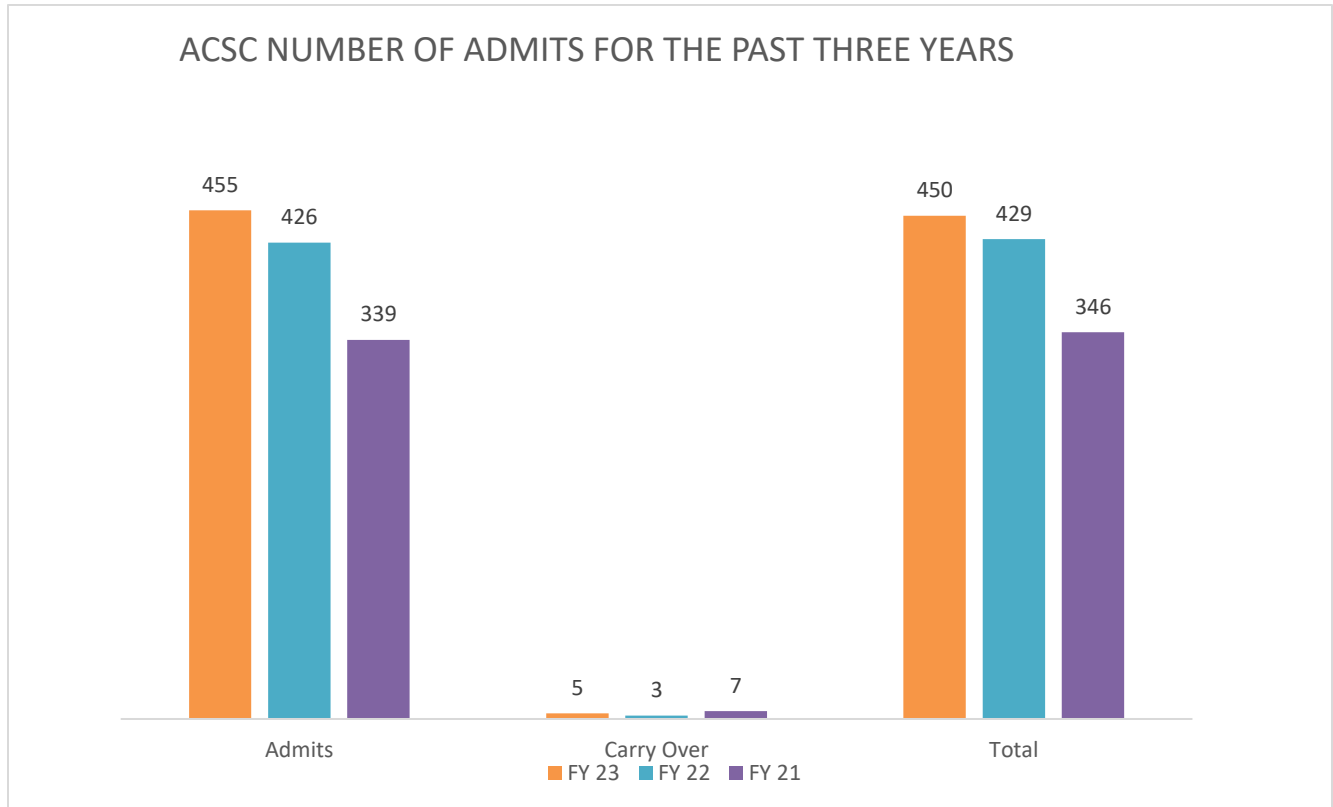
**Youth:** In FY2023, CSS had Crisis Stabilization Residential Services available to children and their families during a crisis through Youth & Shelter Services (YSS). YSS is located outside of the CSS Region. YSS is in Cerro Gordo

County (CICS Region). The children’s coordinator did refer children to this program in FY23 but all the children had Medicaid so the Region did not fund any services in this area for FY23.

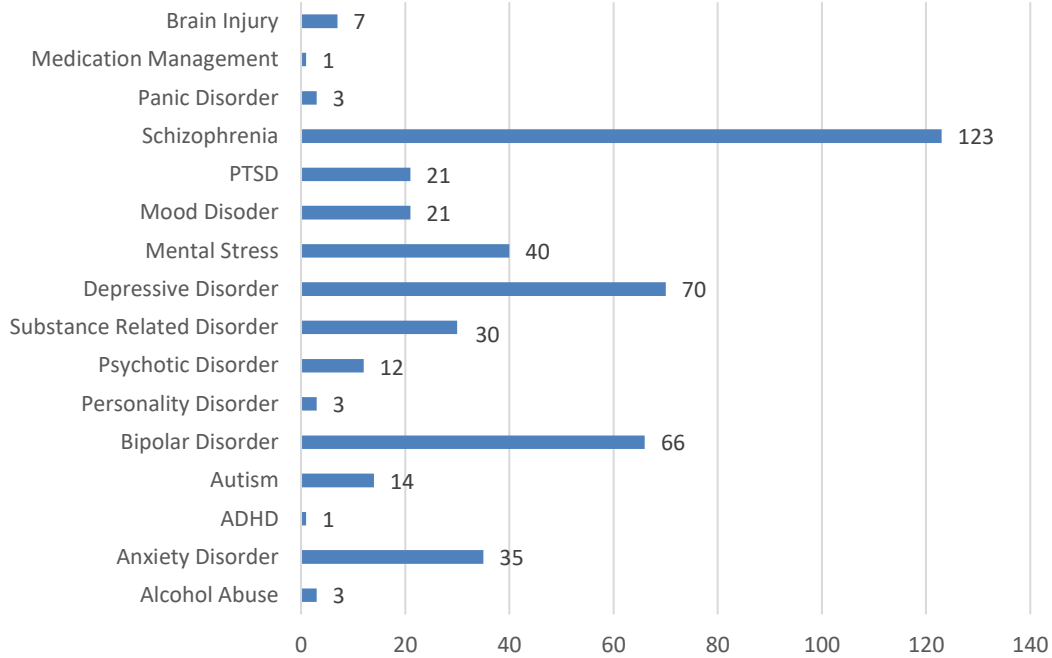
As reported earlier, North Iowa Regional Services opened Brownstone at the end of FY23. With a provider now located within the CSS Region, we anticipate an increase in utilization for FY24.

**Adult:**

North Iowa Regional Services provides CSRS services to the entire CSS Region. The chart below shows the number of admissions for the entire Fiscal Year. As the chart shows, yearly admit totals continue to increase for the entire fiscal year. This is not an unduplicated number of admittances.



## REASON FOR REFERRALS



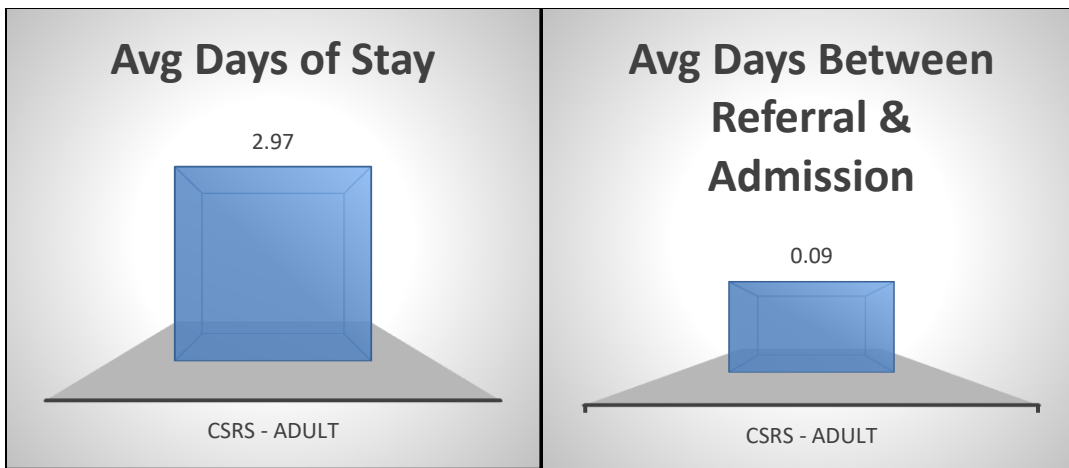
**TOTAL REFERRALS = 450**

The chart above shows the reasons for referrals throughout the fiscal year.

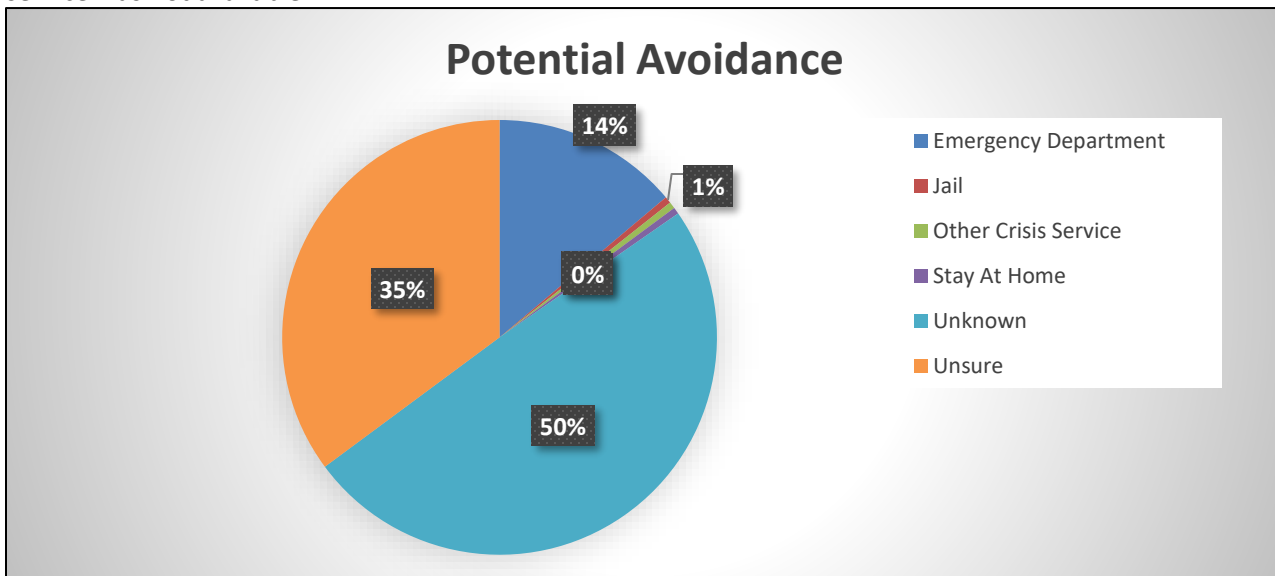
Starting 1/1/2023, NIRS has been filling out a monthly spreadsheet for CSS. The information listed below is for the months of January – June 2023. For that six-month period, 205 adults accessed CSRS services.

There are times a person is referred to CSRS, but not admitted due to needing a different level of care, or if there is no capacity. For the six-month period in FY23, 29 individuals were not admitted after referral. The charts below show the average number of days a person stayed in the CSRS for the six-month period that data was reported.

HHS has set a timeliness standard that a person should be served within 120 minutes from the time of referral. The time between referral and admission is important to show how quickly a client can access the service once referred.

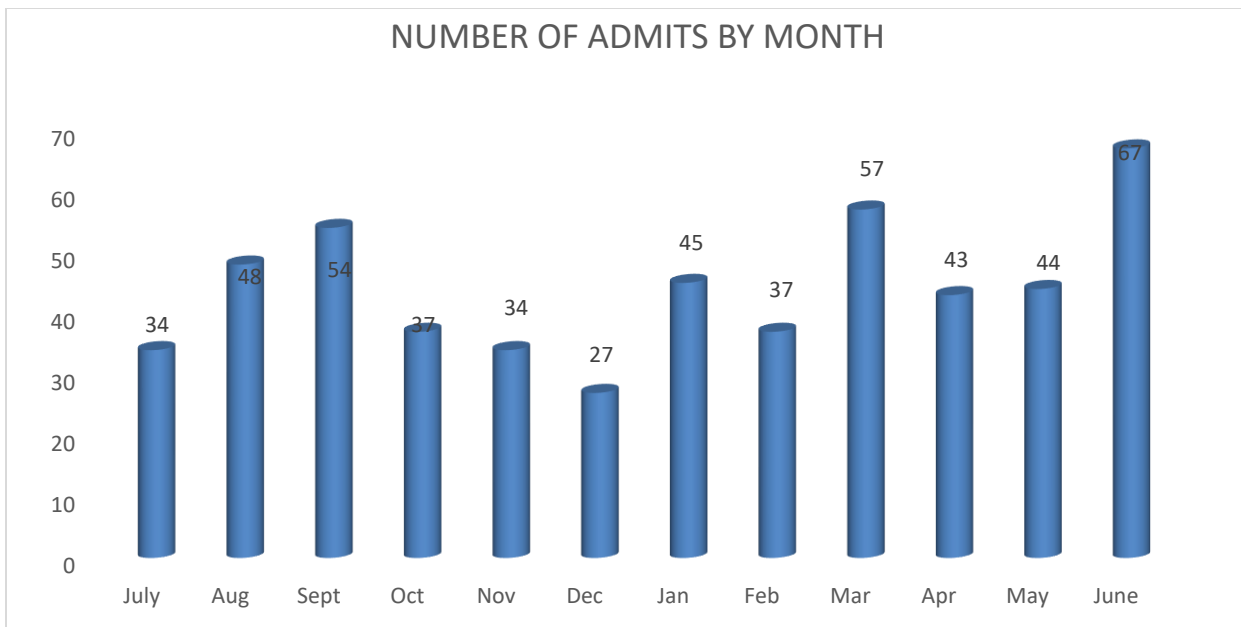


This chart shows where the client may have ended up if the CSRS crisis service was not available to them. This is not a definite potential avoidance tool since it is based on what the client states they would have done if the service was not available.

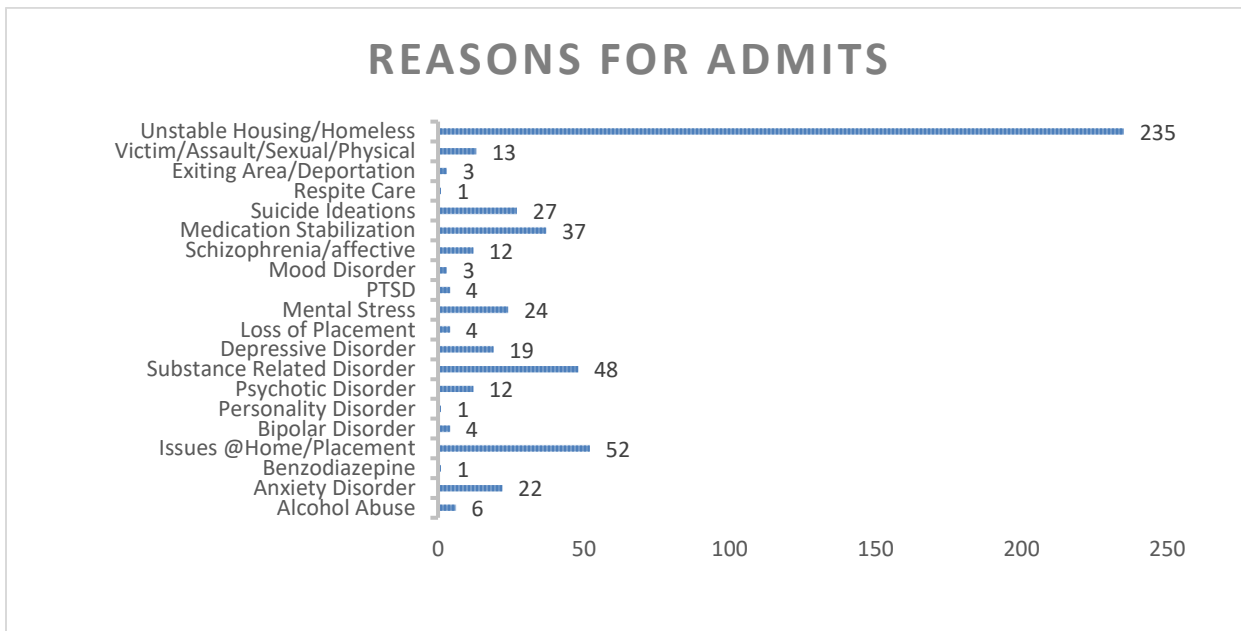


Access Center Services within CSS are also provided by North Iowa Regional Services. In FY2021, the Access Center had 186 admissions; in FY2022 that number rose to 453. In FY23 the number of admissions rose to 527. It should be noted that this is not an unduplicated number of people it is just the total number of admissions.

Use of the Access Center continues to increase, and it has become an important component of accessing mental health services quickly within the CSS Region. The chart below shows admits to the access center broke out by month.



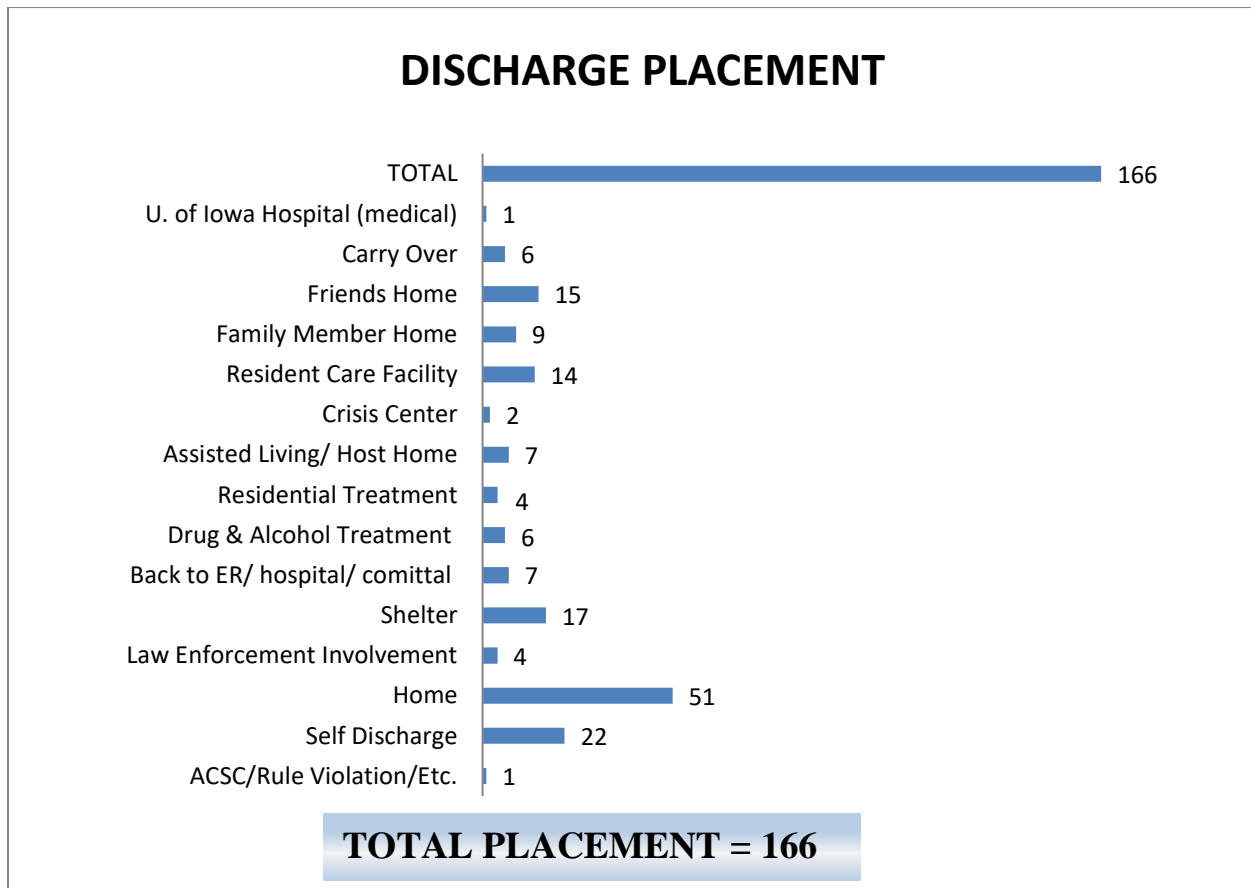
Individuals present to the Access Center with several different concerns. The table below shows the reasons for admitting in FY2023. Interestingly, unstable housing is the highest category again in FY23. Knowing why individuals are accessing crisis services assists the Region in planning for future services in the community.



Discharge planning is important for individuals utilizing the Access Center. More than half of the individuals presenting to Access in FY2023 discharged into Crisis Stabilization Residential Services, while 11% discharged home, 8% were taken to a hospital emergency department, 4% were found shelter beds, and the other 20% were taken to others' homes or various treatment programs.

Subacute services are an important part of the array of services for successful discharge from hospital or other tertiary care, or prison back into the community. CSS has two Subacute providers in the Region. Inspiring Lives in Fayette County has a 6-bed facility that had 8 admissions in FY2023. North Iowa Regional Services in Black Hawk County has a 10-bed facility. There continues to be strong utilization of this Subacute, with 166 people accessing this service in FY23.

Discharge planning from the Subacute Services is tailored to his or her wants and needs at the time of discharge. The majority of individuals accessing Subacute Services in FY23 returned to their home with follow up services in place.



**Additional Core Services**

Mental Health Services in Jail:

County Social Services has made a commitment to provide psychiatric assessment and evaluation services within our jails. We provided this service through a contract with Integrated Telehealth Partners through April of 2023. In April, County Social Services contracted with Flowstate Health to provide psychiatric care via telehealth. This allows the individual to be seen quickly and the jails benefit from this because they do not have to arrange for deputies to drive the individual to a provider that is sometimes located miles away. Every jail in our Region uses Flowstate Health services except for Black Hawk County who has a prescriber on location. CSS funds part of the cost of the prescriber at the Black Hawk County jail. Total Calls (not unduplicated) from jails for FY23 was 283 this is up slightly from FY22 (271).



### Jail Diversion:

County Social Services employs Service Coordinators throughout the Region. Each jail in the CSS Region has an assigned Service Coordinator to assist with obtaining funding for psychotropic medications and with discharge planning. In Black Hawk County, a service coordinator is embedded in the jail to work with individuals with identified mental health/disability diagnosis. That person assists in transition planning and coordination. County Social Services also employs a Transition Coordinator who assists with all transition planning for individuals coming out of prison with an identified Mental Health/Developmental Disability.

### CIT Training:

County Social Services is committed to working with local law enforcement by planning and funding CIT training. CSS partners with the other Regions in the State of Iowa to fund/offer CIT trainings throughout the state. Whenever a training is held, all law enforcement personnel throughout the entire CSS Region are notified and invited to attend. The more we can provide law enforcement the tools to assist individuals with mental illness safely and effectively, the more time they will have to focus on law enforcement. CIT should also aid in reducing arrests for individuals with mental illness.

## **Evidence Based Practices (EBP)**

### Assertive Community Treatment:

The County Social Services Region had two ACT providers in FY23. Resources for Human Development (RHD) has been an ACT provider for Black Hawk, Butler and Grundy Counties since 9/1/2016 and started providing ACT services in Tama County in FY2023. Inspiring Lives began providing ACT services for Allamakee, Chickasaw, Clayton, Fayette, Floyd, Howard, Mitchell and Winneshiek Counties on 4/1/2021.

Inspiring Lives is a Rural ACT provider and aims to serve areas in Northeast Iowa that traditionally have less access to services. Providing ACT services in this area is proving to be difficult due to the rural area that is being served. Few referrals were received in FY23. County Social Services provides funding on the weekends for Inspiring Lives ACT services as Medicaid does not pay for 7 days a week of ACT services. This funding is to assist in establishing this ACT program so that it is an available service to individuals living in those counties. County Social Services completed a fidelity review in FY23 of this ACT program.

RHD provided ACT services to individuals in the 2023 fiscal year. The County Social Services Region recognizes the difficulties with housing for many of the ACT participants and has provided long-term rent support for several individuals in this ACT program with no other rent funding. Without this rent support, these individuals would be unable to find housing. County Social Services did complete a third fidelity review in FY23.

### Individual Placement and Supports (IPS)

IPS is the newest of the Evidence Based Practices CSS has brought to the Region. Goodwill of NE Iowa began the process of applying for a technical support grant through the Center of Excellence for Behavioral Health, Administered through the University of Iowa, in January of 2023. The grant was awarded to Goodwill in May, after extensive staff training the program recently moved to full implementation. The IPS model of support is designed for rapid job placement; by creating career profiles based on client preferences and building solid relationships between job seekers and employers. Some additional IPS principles include provision of services in the community, zero exclusions, integrated teams, benefits planning, and time unlimited supports.

The Goodwill team is made up of 1 supervisor and 2 employment specialists. As the program is designed to serve individuals with severe and persistent mental illness, it also includes the mental health professionals as part of the team. The funding comes from Iowa Vocational Rehabilitation (IVRS), the Managed Care Organizations (MCO's), and the Region.

With employment being such an important part of recovery, it’s exciting to see how IPS will help make the lives of the people we serve more fulfilling and meaningful.

**Region Program Outcomes**

Service Coordination:

County Social Services has an assigned Service Coordinator for each county in the CSS Region. CSS believes that having an office presence in each county we serve encourages individuals and providers to seek assistance in navigating the often-confusing world of Long-Term Support Services (LTSS). Without having a physical presence in the county, individuals/agencies would not know who to call for assistance. County Social Services sees Service Coordinators as “navigators” of the LTSS system for individuals who do not currently have Medicaid or HCBS waiver services. The Service Coordinator will assess the individual and come up with a plan to assist the individual in accessing the needed LTSS services. The CSS Region does provide “gap” funding for services that are medically necessary for individuals who cannot access the LTSS system quickly.

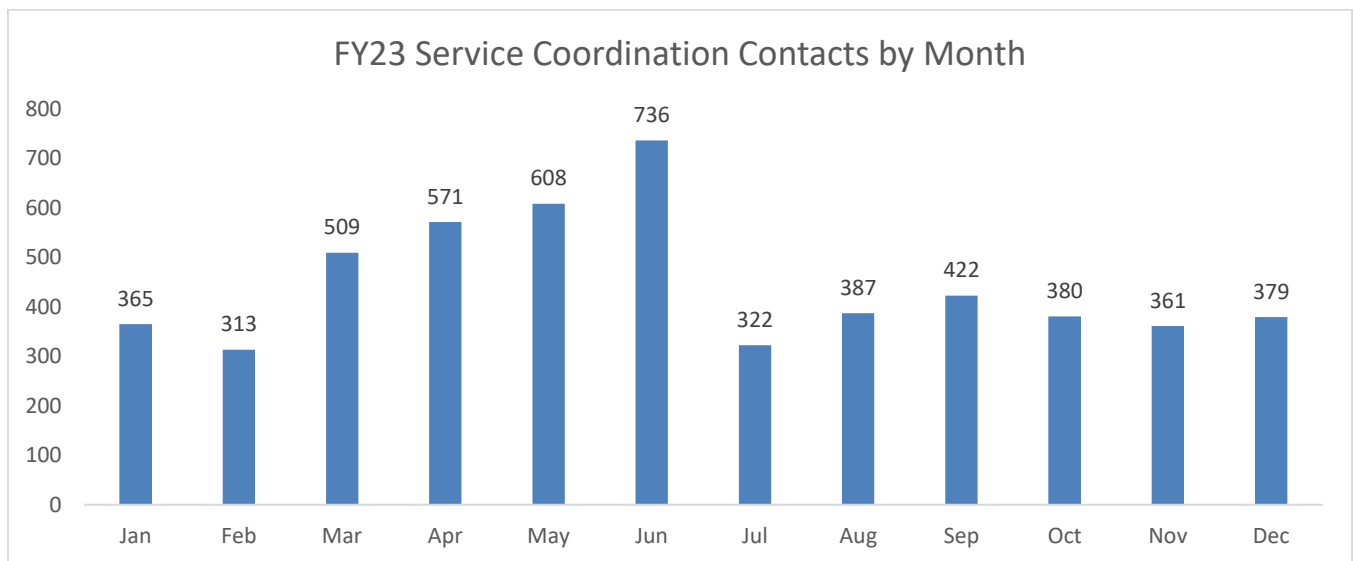
County Social Services strongly believes in the “no wrong door policy” so we also provide Information and Referral services to any person in the counties we serve. Information and Referral numbers represent individuals who are not on-going “clients” but need specific questions answered about services available to assist them in living and working in their community. In FY23, on average, CSS staff spent 33 hours per month providing information and referral to individuals.

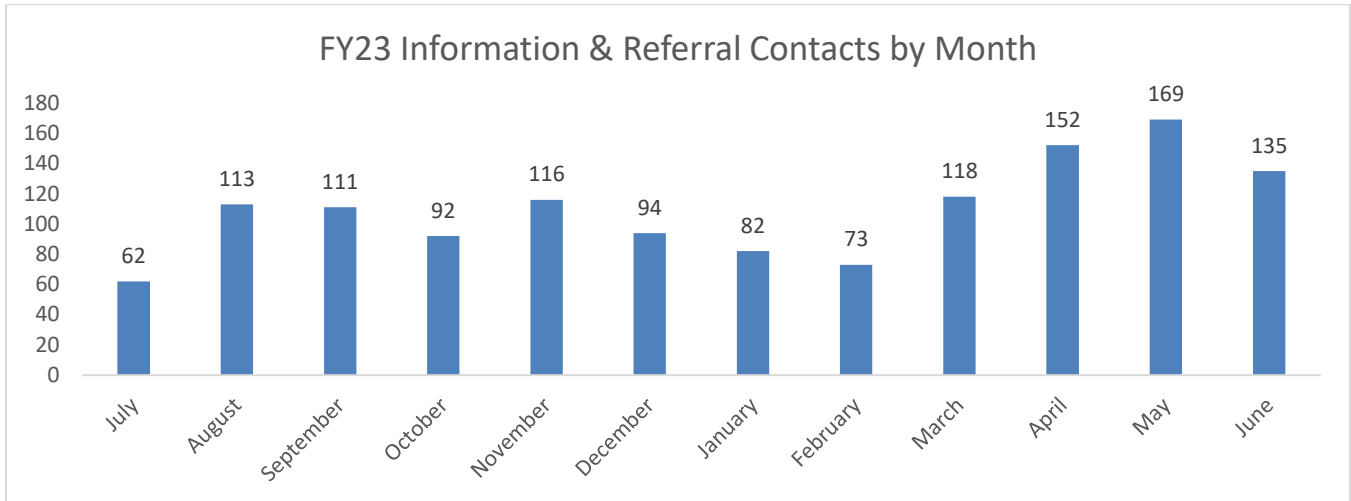
The following charts identify the number of contacts for Service Coordination and Information & Referral in FY2023.

**Service Coordination**

**Information & Referral**

<b>Number of SC client contacts</b>	<b>Average number of SC contacts/mo.</b>	<b>Unduplicated number of SC clients served</b>	<b>Number of I&amp;R contacts</b>	<b>Average number of I&amp;R contacts/mo.</b>	<b>Average number of minutes per I&amp;R client contact</b>
5354	446	673	1317	110	18





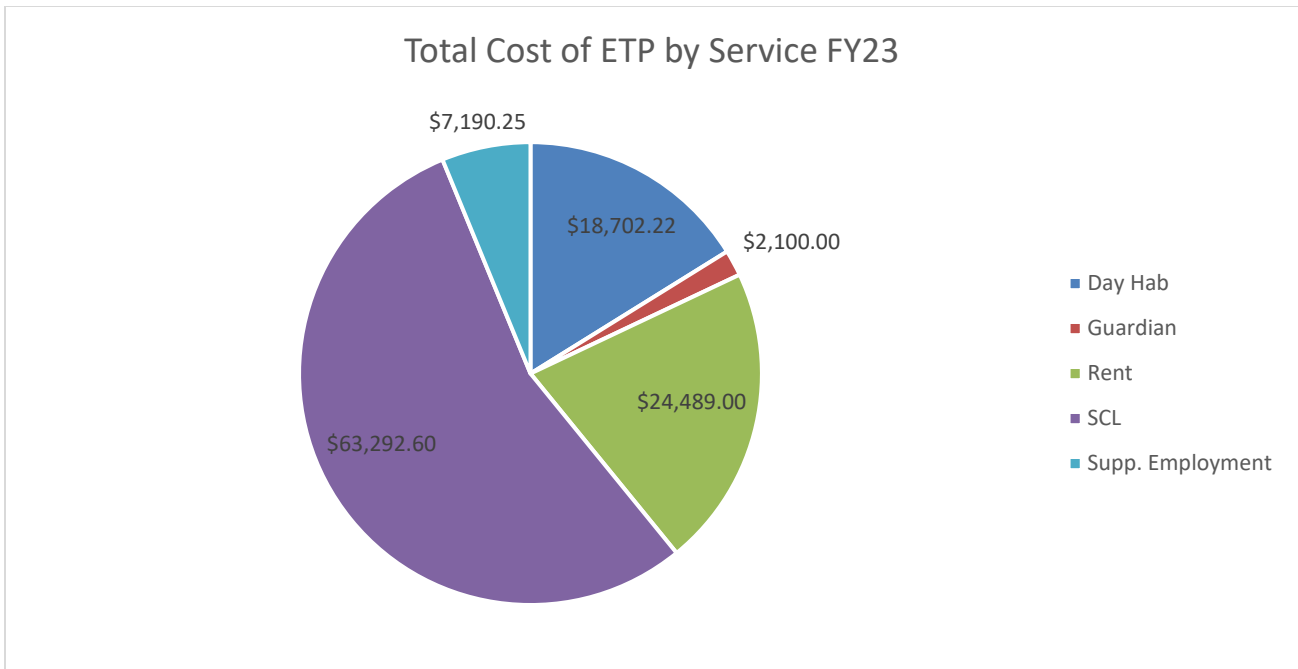
**Intake:** An important partner to Service Coordination, CSS Intake is always busy with new applications or application updates and performing the eligibility process. The total number of applications processed by CSS intake in FY2023 was 1500.

**Integrated Care Management (ICM):** County Social Services continues to provide case management for individuals who meet Fee for Service requirements through Iowa Medicaid. In FY2023, our case manager served 32 individuals in 15 Iowa counties and provided over 2,000 billable units of service. This exceeds 30,000 minutes of direct service. The results of the FY2023 Quality Improvement Survey show how this ICM program and its case manager are valued by the individuals served, their guardians, and the providers. The full CSS Integrated Care Management FY2023 Annual Report may be found on the CSS website at [www.countysocialservices.org/about/reports/](http://www.countysocialservices.org/about/reports/).

**Utilization Review:**

County Social Services' Utilization Review process is quite extensive. We use this process to ensure individuals receive medically necessary services and, at the same time, ensure the responsible use of Health and Human Services (HHS) allocated dollars. We continue to provide time-limited gap funding for individuals in the enrollment process of HCBS Habilitation Services and for individuals on a waiting list for one of the Medicaid HCBS waivers.

The Exception to Policy (ETP) is used to continue to bridge this gap, if needed, after the time-limited funding period has expired. ETPs must be filed by the individual's MCO care coordinator, IHH care coordinator, or CSS service coordinator if the ETP is for something other than gap funding (typically basic needs). 25 unduplicated individuals were granted ETPs during FY23.



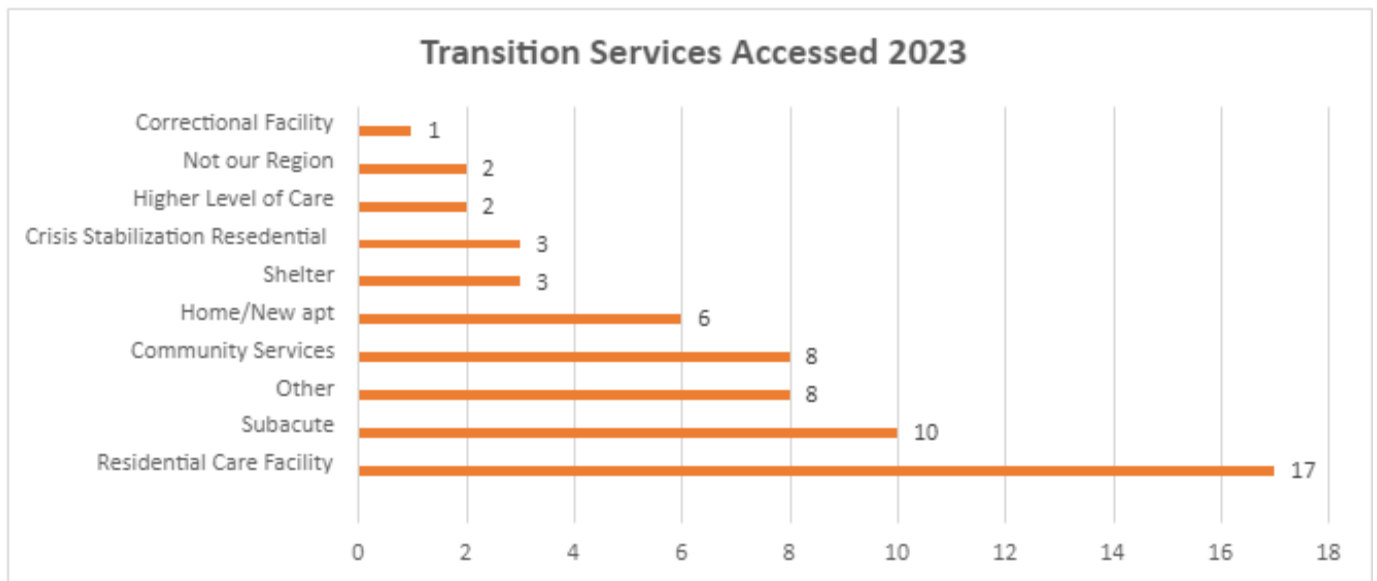
**\*Rent is the most frequently requested service but, as the graph above shows, Supported Community Living (SCL) is the service that the Region spends the most money on for ETPs.**

Transition: County Social Services employs a Transition Specialist to assist in discharge planning from tertiary care services and prisons. The Transition Specialist works directly with facilities, hospitals, and prisons to develop a discharge plan that will address the needs and desires of the individual being served. Many of these individuals may be unable to be discharged without this specialized discharge planning. Another added benefit of having a Transition Specialist work with providers is that it streamlines all discharges, so agencies only have one person to contact in the Region.

During FY2023, there were 60 referrals made to the CSS Transition Specialist. Six of the referrals are individuals that utilized transition services to move back into the community following prison sentences.

In FY2022, Subacute services was the number one transition service, followed by Crisis Stabilization Residential Services. In FY23, Residential Care Facility was the most utilized transition service. After a discharge placement is obtained for an individual, the Transition Specialist will refer to a Service Coordinator through the CSS Region, or an IHH or MCO Care Coordinator, for further planning.

Below is a graph showing outcomes where individuals were referred:



Public Education and Prevention are key to making sure the communities we serve are aware of services available and the opportunities to engage in activities to not only lessen the stigma of brain health, but aid in the prevention of it. CSS efforts in this area in FY2023, are highlighted below:

- Mental Health First Aid (MHFA) CSS offers Mental Health First Aid training throughout the Region to both our staff and any community agency that requests this service. At the end of FY23, CSS had two employees who were certified to train in both Adult and Youth MHFA. In addition, one of the instructors became certified in Teen MHFA in FY2023. Instructors are available to provide MHFA training to CSS staff, agencies, and community members within the Region. In FY23, CSS provided four different training courses for Adult MHFA. A total of 44 individuals were certified in Adult MHFA. In FY23, CSS provided six different training courses for Youth MHFA for a total of 78 individuals being certified. This includes newly hired staff at the newly developed CSRS youth agency (Brownstone).
- Challenge to Change is a Yoga + Mindfulness program that delivers inclusive, social-emotional curriculum to youth, providing self-regulation skills, building brain health and heart power. County Social Services provides funding for Live & on-line Yoga and Mindfulness in various classrooms throughout the CSS Region. County Social Services also provides funding for teachers in the CSS area to take a 95-hour teacher training course in Yoga and Mindfulness so they can continue to practice in their schools. In FY23, CSS extended funding to reach more schools/classrooms within the CSS Region.
- Trauma Informed Care: CSS offered Trauma Informed Care training to the staff at North Iowa Regional Services during FY23. 13 staff members attended this training.
- Training/Funding: CSS participated in either providing several trainings or provided funding for public education. Some of what was provided in FY2023 included funding for I-Start's CET trainings, WRAP facilitatory training funding, leadership training, stress management & self-care and training on co-occurring disorders.
- Local National Alliance on Mental Illness (NAMI) Chapters provide a great service to our communities. County Social Services continues to collaborate with the two Chapters in our Region, providing funds for each chapter every year. This funding allows outreach, education, and support to individuals and their families. The Region also supports the NAMI Basics and Family-to-Family classes held in Black Hawk

County each year by purchasing the class materials for each attendee. In FY23, 263 unduplicated individuals were served in Black Hawk County and surrounding communities. Some of the training opportunities provided by NAMI were several in person/on-line support groups for adults with brain health concerns. Family members and partners also attended these meetings. NAMI also held a Wednesday night educational presentation done by mental health professions regarding different mental health topics. Over 120 people attended these presentations. Peer-to-Peer classes were offered in November of 2022, and a six-week class for family members or caregivers was offered in May 2023. In addition to all of this, NAMI provided crisis outreach and support numerous times throughout the fiscal year. CSS values our partnership with our NAMI Chapters and supports the work they do in our communities.

- Transportation for crisis services: The County Social Services Region funds transportation to/from crisis services so that individuals who lack transportation can still access crisis services and to return home or to placement after accessing these services.

**Special Initiatives:**

County Social Services focused on developing a Children’s Crisis Residential Center in Waterloo. Due to construction delays this service opened in June of 2023.

County Social Services worked closely with Goodwill Industries of NE Iowa to work towards launching an Individual Placement and Support (IPS) vocational services in the Region. Goodwill Industries of NE Iowa began applying for a technical support grant through the Center of Excellence for Behavioral Health, Administered through the University of Iowa, in January 2023.

Initiatives continued in FY23 focusing on developing and opening Intensive Residential Service Homes (IRSH). One IRSH opened early FY24 despite plans to open in FY23. This was due to infrastructure delays and staffing issues. One IRSH continues to be in development.

During FY23, CSS transitioned from ITP to Flowstate to provide services in our rural hospitals and jails. This has resulted in more comprehensive assessments, appropriate referrals and improved response time.

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

**Adult and Children’s Behavioral Health Advisory Committees:**

County Social Services has one Adult Advisory Committee and one Children’s Advisory Committee. The Adult Advisory Committee currently meets three times a year – April, August and at the Annual Stakeholder Meeting in November. The CSS Service Coordination staff supports the facilitation of these meetings. In FY2023 the Adult Advisory Committee consisted of the following members:

Representing	Member(s)
CSS Governing Board Members	Greg Barnett, Butler County Board of Supervisors

	Dennis Keatley, Allamakee County Board of Supervisors
	Craig White, Black Hawk County Board of Supervisors
Service providers of adult mental health and disability services	June Klein-Bacon, Brain Injury Alliance of Iowa <b>(CHAIR)</b>
	Brittney Montross, Exceptional Persons, Inc. (Governing board rep)
	Melody Moser, Cedar Valley Community Support Services
	Tom Eachus, Black Hawk-Grundy Mental Health Center
Individuals who utilize service or the actively involved relatives of such individuals	Bruce Grant (Governing board rep)
Other Interested Parties	Dan Marx, Winneshiek County Sheriff
	Tony Thompson, Black Hawk County Sheriff

The County Social Services Children’s Behavioral Health Advisory Committee also meets three times a year, in April, October, and in November for the Annual Stakeholder meeting. The CSS Regional Coordinator for Children’s Behavioral Health Services facilitates the communication of this group and facilitates these meetings.

In FY2023 the Children’s Behavioral Health Advisory Committee consisted of the following members:

<b><u>Representing</u></b>	<b><u>Member(s)</u></b>
Parents/Actively Involved Relatives of a Child who Utilizes Children’s Behavioral Health Services	June Klein-Bacon, Brain Injury Alliance of Iowa (Governing board rep)
The Education System	Kristi Aschenbrenner, Osage Community Schools (Governing board rep)
	Donna Kitrick, Waterloo Community Schools <b>(CHAIR)</b>
	Dana Miller, Central Rivers AEA <b>(VICE CHAIR)</b>
	Amy Spieker, Charles City Schools

	Lindsey Staudt, Charles City CSD Special Education
Early Childhood Advocate	Melissa Holohan, NEICAC
Child Welfare Advocate	Melissa Clough, Community Partnership for Protecting Children
Children’s Behavioral Health Service Providers	Brittany Davie, Brownstone Youth Services
	Chrissa Hunt, Heart and Solutions
	Katie Wahl, Black Hawk Grundy MHC
The Juvenile Court System	Terrance Campbell, First Judicial District Juvenile Court Services
Pediatrician	Kendra Elwood, MercyOne Waterloo
	Stuart Feldman, MercyOne Waterloo
Child Care Provider	Brenda Loop, Child Care Resource & Referral
Local Law Enforcement	Sara Gieger, Black Hawk County
Regional Governing Board	Sharon Keehner, Clayton County Board of Supervisors
	Heidi Nederhoff, Grundy County Board of Supervisors

Local Boards

Many CSS staff members serve on local social services boards, which encourages collaboration within the local communities. Boards, such as Homeless Coalitions, AEA Transition Advisory Boards, Regional Transit and Regional Housing boards, are vital to the health of the individuals we serve so participation of our staff is valuable to the Region.

Collaboration with other MHDS Regions

The County Social Services CEO continues to participate in the CEO Collaborative, which meets monthly. This provides a wonderful networking opportunity and an opportunity to share ideas and strategies for moving the Regions forward positively. The CEO is also a member of the Iowa Mental Health Planning Council. CSS staff continue to serve on the CSN Operations Committee, which is also a great opportunity to learn how other Regions work and share operational ideas with each other. CSS staff attend the statewide Legislative Review Committee and Data Analytics Committee. Two CSS staff are CSN Expert Users. Other CSS staff participate in statewide workgroups and task forces as opportunities arise. During FY23 CSS staff also participated on the state-wide EBP group meetings to provide input to the CEO collaborative.

Annual Stakeholder Meeting

County Social Services holds its Annual Stakeholder Meeting each November. This FY2023 Annual Report was presented at the CSS Annual Stakeholder Meeting held in Black Hawk County, and on GoToMeeting, on Wednesday, November 15, 2023. There were 24 stakeholders present.



## Appendix:

### CSS Governing Board

#### July 1, 2022 to December 31, 2022:

Allamakee Larry Schellhammer

Black Hawk Craig White, 2021 CSS Board Chair

Butler Greg Barnett, 2021 CSS Board Secretary/Treasurer; 2022 Board Chair

Chickasaw Jacob Hackman; 2022 Board Vice Chair

Clayton Sharon Keehner

Fayette Jeanine Tellin

Floyd Roy Schwickerath

Grundy Heidi Nederhoff

Howard Pat Murray, 2022 CSS Board Secretary/Treasurer

Mitchell Mark Hendrickson

Tama Larry Vest

Winneshiek Gary Rustad

Adult Consumer Rep Eric Donat

CBH Parent/Relative Rep June Klein-Bacon

Education System Rep Kristi Aschenbrenner, Osage Community School District

Adult Services Provider Rep Brittney Montross, Exceptional Persons, Inc. (ex-officio)

CBH Provider Rep Katie Wahl, Black Hawk-Grundy Mental Health Center (ex-officio)

#### January 1, 2023 to June 30, 2023:

Dennis Keatly (Allamakee)

Greg Barnett (Butler): Chair 7/1/22 – 12/31/22; Vice Chair 1/1/23 – 12/31/23

Jacob Hackman (Chickasaw): Vice Chair 7/1/22 – 12/31/22; Chair 1/1/23 – 12/31/23

Pat Murray (Howard) Secretary/Treasurer

Tavis Hall (Black Hawk)

Doug Reimer (Clayton)

Janelle Bradley (Fayette)

Mark Kuhn (Floyd)

Heidi Nederhoff (Grundy)

Mark Hendrickson (Mitchell)

Bill Faircloth (Tama)

Mark Faldet (Winneshiek)

Bruce Grant (Adult Consumer Rep)

June Klein-Bacon (CBH Parent/Relative)

Kristi Aschenbrenner, Osage Community School District (Education System Rep)

Brittney Montross, Exceptional Persons, Inc (Adult Services Provider)