



## County Social Services Integrated Case Management Annual Report – FY 23

### Advisory Board Members:

- ❖ Jan Baumler
- ❖ Bethany Hanson
- ❖ Rachel Pickar

### Staff Members:

- ❖ Raina Kellogg – Supervisor
- ❖ Carolyn Edgar – Case Manager
- ❖ Mary McKinnell – CSS CEO



## County Social Services Integrated Care Management

### Annual Review

### FY 2023 Summary

County Social Services Integrated Care Management (ICM) received a three-year accreditation in March of 2020 through the Iowa Department of Human Services. The accreditation expired in February 2023. On February 2, 2023, HHS granted an extension through February 2024.

The CSS ICM program has made progress on all established goals for the fiscal year. Establishing a consistent Advisory Board has been a challenge over the past year. Fortunately, since March 2023, we have three individuals who are actively on the Board. We have also worked on ensuring that individuals are aware of our program and how to access services. Due to being a very small program, we continue to work on cross-training ICM employees so duties could be filled if the need arises.

County Social Services ICM completes a Performance Improvement Plan annually. The plan is intended to assure continuous quality improvement. This summary is intended to report on progress toward each of the outcome areas identified for FY 2023 and to serve as a basis for identifying improvement goals for the FY 2024 plan.

**Mission:** County Social Services empowers individuals to create better lives for themselves through community partnerships.

**Values:** Choice, Empowerment & Community

## Demographics

### **Number of Individuals Served:**

- During Fiscal Year 2023, 32 different individuals were served by the Case Management program. October, March & April, each had one individual discharged due to no longer qualifying for the HIPP program. In March, an individual was discharged due to death. There were no new admits in FY23. Total number of individuals served at the end of FY23 is 28.

### **Referrals:**

- No referrals in FY23

### **Admits:**

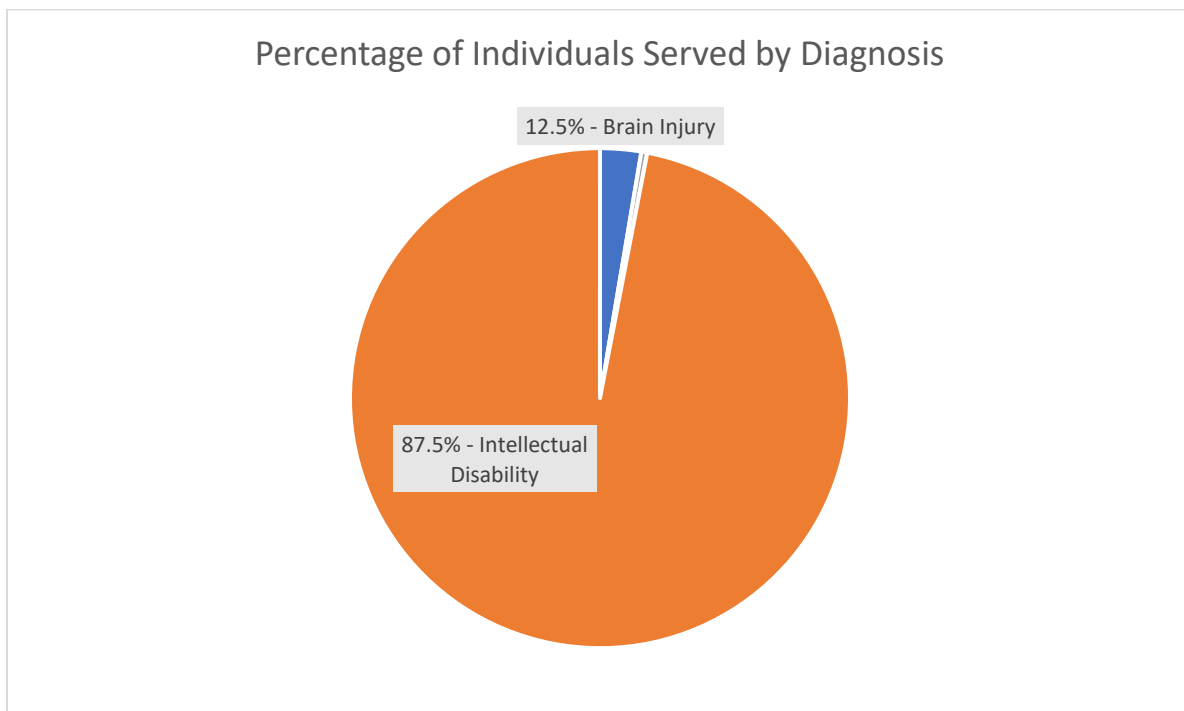
- No new admits in FY23

### **Discharges:**

- There were 4 discharges in FY23. 3 were due to no longer qualifying for the HIPP program and 1 was due to a death.

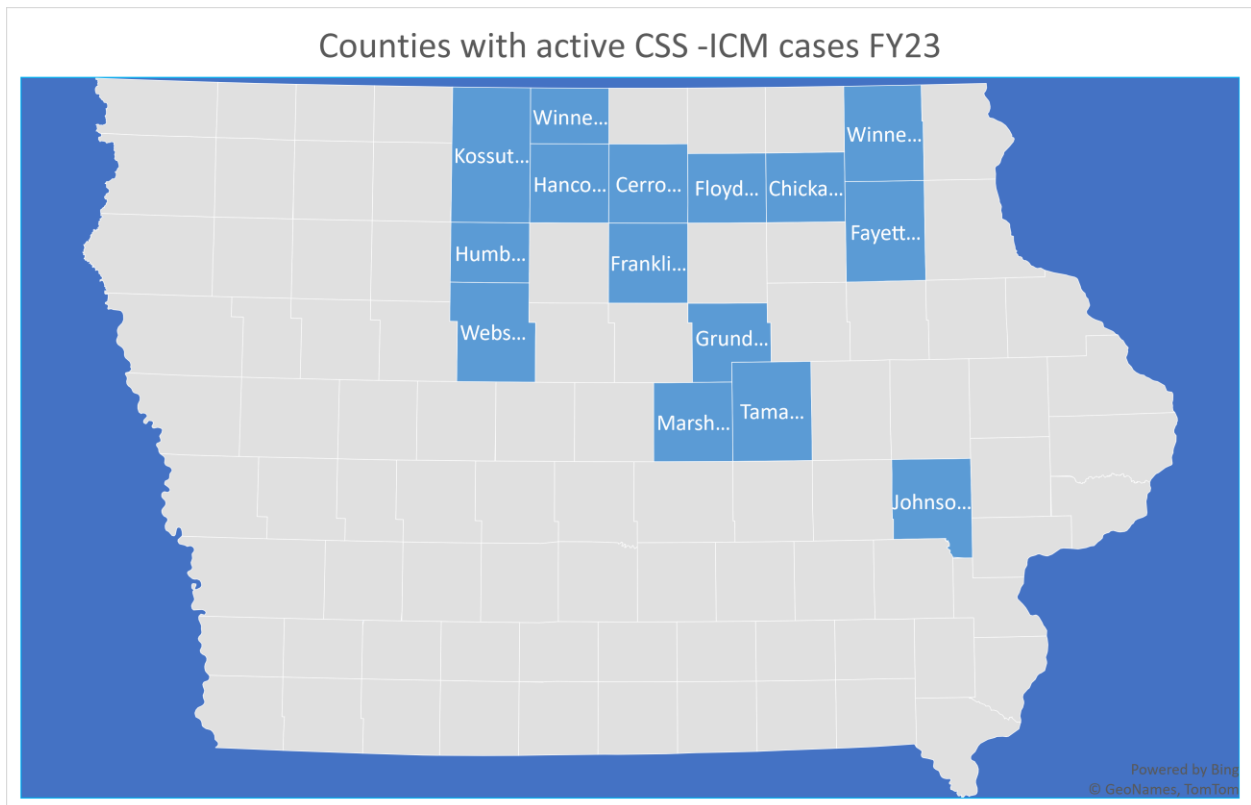
## Number of Individuals Served by diagnosis:

- **FY 2023 served 32 ICM individuals. The graph below shows the breakdown by diagnosis.**



## Where do we serve?

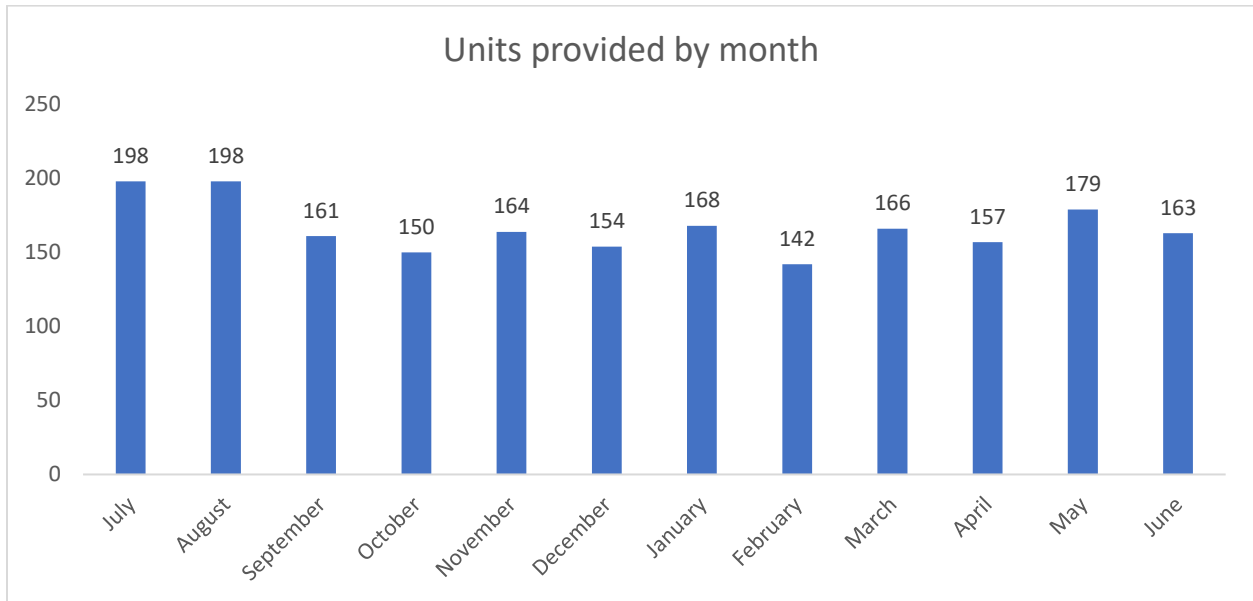
**Our office serves anyone who lives in the County Social Services (CSS) Region, but we also serve persons in neighboring Regions as well. The map below shows all the counties that the Case Management program served during FY23:**



How many billable units were provided in FY2023?

**one billable unit (ID/DD) = 15 minutes @ \$64.60 per unit**

**on billable unit (BI) = 15 minutes @ \$69.73 per unit**



**To ensure that the program remains cost neutral to the Region, it was estimated that 153 units needed to be provided each month. As the graph above shows, the ICM program met & exceeded the goal of 153 units each month with a monthly average of 167 units.**

**Total FY 23 budget for the ICM program was \$118,000. Total revenue received for FY23 was \$131,281.83. This resulted in a \$13,281.83 profit for the CSS Region.**

**The ICM program provided 2000 billable units during FY2023. 2000 units equals over 30,000 minutes of direct service or 500 hours of direct service.**



## Performance Improvement Plan Outcomes:

**Outcome #1: Through 6/30/2023, CSS ICM will work on establishing an Advisory Group with consistent member attendance on a quarterly basis.**

**Progress:** This goal was met in March of 2023 as three people were identified for the Advisory Board. The term for one of the Advisory Board members ended on 6/30/2023. This Advisory Board member chose to continue serving on the Board so we will not replace that position at this time.

**Outcome #2: Through 6/30/2023, CSS ICM will increase public awareness of the program through marketing of information on the CSS website, brochures, and public speaking.**

**Progress:** We have put the Case Management information on the CSS website and created new brochures. We attended Health Fairs and exit IEP meetings to discuss community-based services. This will be on-going to keep up the level of awareness. There does seem to still be a lack of awareness & understanding regarding the HIP program throughout the State of Iowa and this may be a focus needed in the upcoming year.

**Outcome #3: Through 6/30/2023, teach ICM case manager additional supervisory duties in Therap – such as billing – to ensure that all ICM staff are able to provide services if a staff member leaves.**

**Progress:** Carolyn continues to learn the process of billing. She has completed this about three times now. We will continue to have her complete this at least once a quarter to keep this skill current.

## Quality Assurance:

- County Social Services ICM program went through accreditation in February/March of 2020. A three-year accreditation was obtained through February of 2023. On February 2, 2023, HHS provided an extension of Chapter 24 accreditation through February of 2024.
- County Social Services ICM program was reviewed by Iowa Medicaid Enterprise (IME) Program Integrity Unit in April of 2023. The Program Integrity Unit randomly selected 11 files to review. The purpose of this review is to measure the accuracy of claim payments. There were no repayment/recoupment findings as a result of this review.
- County Social Services ICM program was reviewed by Iowa Medicaid Enterprise (IME) Quality Improvement Organization Services Units in 2023. The purpose of this is to perform a comprehensive quality review of all services received by randomly selected Medicaid members. In the 2 files reviewed, one file there were no concern noted. In the other file, guardian expressed concerns with the SCL provider and IME requested the Case Manager develop a plan to address those concerns. The Case Manager met with team members and created a solution to the guardian's concerns.
- County Social Services ICM completed a consumer/guardian & provider survey for FY23. Results received were very positive comments about how the CSS ICM Case Manager has helped. Results are included in this report.
- County Social Services ICM completed an annual incident tracking report for FY 2023. The total number of major incident reports received were 9. Total minor incident reports received were 2. There is no specific trend towards one individual as the majority of all incident reports were for different individuals. There were two Major Incident reports on one individual. This indicates a slight trend as both reports were for the same type of incident. Case Manager collaborated with the team on producing a plan to resolve these incidents. There also does not appear to be a trend





towards a specific provider. Most incidents happened when services were not provided. When a provider was involved, it was a one-time incident.

## **Performance Improvement Goals for FY24**

**Outcome #1:** Through 6/30/2024, The ICM case management program will work on cross training for all job positions.

**Outcome #2:** Through 6/30/2024, CSS ICM will ensure that all paperwork is in Therap to be able to bill by the 15<sup>th</sup> of the following month.

**Outcome #3:**