

COUNTY SOCIAL SERVICES MAY BOARD MEETING

The May County Social Services Board meeting was held May 25th 2016 at the Tama County Conservation office
2283 Park Rd. Toledo, IA 52342

Present: Dennis Koenig, Allamakee, Craig White, Black Hawk, Ron McCartney, Clayton, Phil Dougherty, Cerro Gordo, Rick Holthaus, Chickasaw, Bev Juhl, Emmet, Jeanine Tellin, Fayette, Roy Schwickerath, Floyd, Jim Ross, Grundy, Joel Voaklander, Mitchell, Clarence Siepker, Pocahontas, Larry Vest, Tama, Ken Abrams, Worth, Megan Taets, Sylvia Mork, Daphne Schlange, Karen Dowell, Felicia Bates, Ashely Lutgen, Dave O'Neal, Gina Hiler, Tami Frakes, Carol Keune, Terri Kuntz, Mark Kuhn, Todd Rickert, Libby Ricketts.

Satellite, Jan McGovern, Howard Co, Roger Tjarks, Kossuth, Bill Jensvold, Winnebago, Ron Sweers, Hancock Karl Helgevold, Wright, Monica Paulsen, Jen Sheenhan, Jan McGovern, Sue Morse, Lynn Phillips, Stephanie Kuhn, Sandra Mireles, Tammy Hawbacker.

Agenda:

1. Call County Social Services Board Meeting to order.
Motion by: Worth County
Second: Chickasaw County
Motion Carried
2. Introductions and welcome by host. Supervisor Vest
Noon lunch at King Towers in Tama
3. Approve today's agenda and the minutes of April 27, 2016
Motion by: Worth County
Second: Chickasaw County
Motion Carried
4. Consumer report, Gene Shrandt
Gene was not present at this meeting
5. Jim Aberg has submitted his resignation from the CSS Board as the Provider Representative because of his decision to retire from Opportunity Village. We appreciate Jim's faithful service to the CSS Board and representation of the CSS Provider Network.
 - a. Review and action to accept Jim's resignation from the CSS Board effective immediately.
Motion By: Black Hawk County
Second: Mitchell County
Motion Carried
 - b. Review and action to convene a regional provider meeting Friday, June 10th at 10:00 AM at the CSS Hub, 1450 Dunkerton Road, Waterloo, Iowa. To elect a new provider representative, review provider issues and concerns, and review new provider contracts.

Bob reported CSS will Elect new provider representative; will discuss collected information for new provider contracts, we will first review the language and review for June BOS meeting
6. Update of legislation and discuss the ongoing development of Mental Health Advocate rules and training.- LRC Update and discuss April 6th Advocate Meeting/Training. Libby Reekers, Legislative Review Committee Member (10 minutes)

MHA- rules were approved by Admin rules committee on April 6th, 2016 except for data collection and will go into effect May 1st, 2016. This is still being worked out and we are not sure where this stands right now?

DHS will go to Admin rules committee in June 2016- 70 day delay for data collection rules.

MHA Annual meeting in April 2016- 22 MHA attended

Important for MHA to use CSN system- notes/share info between MHA between counties and regions

Commitment info section- info added

Distributed MHA rules-

MHA coverage- comment #4 workforce coverage- initial draft rules states when MHA is gone there should be adequate coverage, another MHA should cover; page 5- provide advocate staff to cover county's caseload at all times- travel required, extended staff's absences- another advocate has to cover Polk County has something set up when advocate gone, another advocate fill in while person is gone

MHA would consult with BOS on this- payment issues, up to MHA to get their replacement while gone
Talked to judge, need order to see person in different county

MHA on May 1st- have to give clients by Iowa Code- contact with client in 5 days- phone/letter/face to face contact within 15 days, Pamplet- role of MHA/ crisis services available in each county/CSS crisis line/ombudsmen office contact info/ and County Grievance Procedure Process/ grievance on what MHA have said/done/not done- go to county HR dept and discuss with her/ then go to county BOS/then go to Ombudsmen

7. We are now entering our second year of development for our I-START Team (the regional interdisciplinary team that responds to and supports individuals with intellectual disability who also suffer from severe interfering behavior that puts them at risk for crisis). David O'Neal, Iowa Project Manager from Seattle, is completing his site visit and will give us an update of the program locally and nationally. (30 minutes)

Presentation by David O-Neal: ISTART began within CSS region in Nov 2015

ISTART- network of team for individuals with Intellectual Disabilities- tools, enhance community support, jail diversion, hospital discharges, need to have comm supports in place to get indiv out of hospitals and jails
Enhance capacity into systems supports to provide ID individuals care

Example- Marilyn multiple hospitalizations/ cross system crisis plan/ no hospitalizations since

Educating family and community members in Fort Dodge about difficult client and educate school about fetal alcohol syndrome

Allen Hospital client been there 156 days, turned down by every residential placement in state of Iowa twice
Medical admit for pneumonia. ISTART pulled together resources to serve in community, complicating factors to stay in hospital, found provider and now discussing d/c from hospital

ISTART is completing a comparison study CSS and rest of state of Iowa; Impact of small team vs the state
Reduce length of stay, hospital use, police involvement, nursing home individuals staying in communities, etc.

Iowa highest rate of hospitalizations in 10 states

CSS needs I-START coordinator in Decorah, Iowa

I START hosted clinical education team- get people from all entities interested in ID populations

Talk on PTSD with ID disability- monthly throughout region June 22nd in Mason City

What client wants/needs need to get to first- learning community

What is role between ISTART and MCO's- large # of hospitalizations- MCO want to keep them out of hospital, making systems talk to each other, Allen help with, way indiv perceived, crisis plan to stop hospitalizations

CSS is Building capacity to leverage MCO's

8. The HR Committee interviewed applicants for the I-START Directors position and are recommending Jim Aberg as the most qualified candidate to serve as the new CSS-I-START Director. Ken Hays, HR Committee
 - a. Review and action on the appointment of Jim Aberg as CSS-I-START Director at a starting salary of \$65,000 and salary increase of \$5,000 upon successful completion and certification as a START Coordinator.

We had 3 very qualified candidates reviewed by HR committee, Interviews were conducted;

Unanimous decision by all HR committee members

Do not have a start date established at this time for Jim Aberg

Employer for Jim Aberg- Cerro Gordo County employee

Office in CSS office in Mason City, Iowa (Jodi's Office on Eisenhower Ave)

Motion by: Floyd County

Second: Black Hawk County

Motion Carried

9. Staff and Board members have had an opportunity to anonymously evaluate the CEO. This sets benchmarks for the CSS 6 key values and will give a standard to measure against next year. As the head of the

organization the evaluation of leadership also speaks to the strengths, weaknesses, opportunities and threats to the organization. Based on the this feedback the attached action plan is presented to the CSS Board not only to improve the performance of the CEO but to better CSS as an organization.

a. Review and action on acceptance of CEO performance evaluation and plan for development.

Thank you for honest feedback:

Items of note- a lot of comments from staff, reflected on each of them

BOS comments were limited- challenge for BOS next year

Score- most notable score- present with people- highest priority as an organization, move that score to be more connected and aware- ideas/value to organization

Communication needs to continue to improve- is source of pride- CSS BOS deserves a lot of credit, COD and Admin team and put another layer Regional COD Sheila/Todd getting their sense of areas and leveraging Bob's presence. Bob will plan to spend at least 8 hours of instruction with all staff for next year.

Training and learning essential part of organization. Bob is hopeful to spend at least an hour with every staff member/ let's go to jail, ph, client, sense of value, shared mission, and connection

BOS comments- Bob respond to comments and improve, Appreciate bob's willingness to improve

BOS stated Bob Can't do all jobs- he has good qualified people in counties to do what they need to do

Pay increase discussion for Bob- executive committee decision and this will be brought to BOS mtg next month

Motion by: Tama

Second: Chickasaw

Motion Carried

10. NEI3A has moved forward with their commitment to engage in the Decorah Lifelong Link Center for Independent Living. They have agreed to enter into a letter of agreement with CSS and The Spectrum Network to share occupancy cost and a one stop shop for access to supports and services that will allow more individuals to remain independent in the community. The proposal being discussed for CSS is to move out of the current office on the Winneshiek Courthouse Campus to the Spectrum Network building that would be newly named the LifeLong Link Center for Community (Independent) Living. CSS would cover the occupancy cost for the "public" space. That portion of the building that would be available to anyone and any agency in the community. CSS would then also pay the occupancy cost of any designated work area for staff or contracted staff. TSN, NEI3A and CSS would like to plan moving into the LLC as early as July 1, 2016 if a final agreement can be reached prior to the June CSS meeting.

- a. Review and action on the proposal for development of a LifeLong Link Center for Independent Living in Decorah as outlined in the proposal.

Will have agreement by July 1st, 2016; win/win situation for Winneshiek County, per Winneshiek Co. BOS

Lifelong Links Call center connector with CSS on-call phone number

Jan 1st, 2017 operation manuals, etc

How do we create access, what need, when need, in community integrated, NEI3A share mission with us Spectrum building and spirit- how might this look in Decorah for us to move forward in other communities

How do we standardize this? Basic standards to communicate to citizens- individuals in need to know where to go for needs/services

Review vision/ principals/ review details

Bev Fredricks, Employment for Everyone-Becoming a one stop shop, expertise in every area, shifting around utilize space at Spectrum

NEI3A work with employment, and CSS good thing for individuals and community

Spectrum board member present- Staff excited about this and can have someone at help desk at all times, someone present

Winneshiek County looking into moving them to Smith Building? How affect DHS location? Annex free up space/how incorporate DHS CM- we want DHS CM- conflict of interest to co-locate with provider is in question from DHS

Can BOS dictate DHS be in location to provide CM services??

One stop shop- what will be public space? Welcoming as public resource/ use cost to draw down loan to Spectrum- \$200,000 annual cost of occupancy- negotiations

Training room/ interview room/ assess and connect individuals

Office of Consumer Affairs, CIL, and Peer Support Services within building, etc

Conversation with other providers in area to see if agree to effectiveness of services

CSS staff- intend to have COD, I start coordinator

NEI3A making deals with Spectrum already

Motion by: Winneshiek County

Second: Floyd County
Motion Carried

11. Review and action on financial report. Jodi Draper (see attached)
12. Review and action on claim runs. Jodi Draper

4/26/2016	\$243,980.43	5/17/2016	\$436,720.03
5/3/2016	\$405,464.37	5/24/2016	\$336,136.33
5/10/2016	\$307,251.05	Total	\$1,729,552.21

Jodi on Vacation- attached claims run

Motion by: Black Hawk County
Second; Butler County
Motion Carried

13. Program report. Karen Dowell
County Social Services FY 2017 Annual Service and Budget Plan was approved by DHS
Open email- fy 2015 audit- no issues of noncompliance, Jodi go over with them
June 2016 BOS mtg discuss ways to correct

14. Review and action on provider rate requests
Comp Systems Inc. PreVoc work services- \$9.91 per hour no longer Daily services
CSI- match MCO rate of \$9.91
Motion by: Floyd County
Second: Worth County
Motion Carried

15. Review and action to authorize the Chair to sign provider agreements with:
 - a. START Agreement for Services through June 20, 2017

Motion by: Black Hawk County
Second: Clayton County
Motion Carried

- b. Rjgrx, Inc. (Greenwood Drug) Business Associate Agreement

16. Exception to Policy: None

17. Administrator's Updates:

- a. 5 good things – current and prompt for claims team
IStart team- so intentional looking to person- collaboration
Staffing with Allen Hospital- people want to do right thing- everyone happy to be part of solution
Thanks to Sue, Howard Co MH first aide in Cresco, Kim Waters- MH first aide in Allamakee County; not just taking care of clients but community as well
ICM- growing; MCO's good customer, asking us to do more coordination, adding staff, meeting that need, incredible leadership/collaboration
Staff feeling pressured- MCO learning curves- reflect on clients with ID working uphill, about resilience, perseverance, team make difference in people's lives
My fitness pal app- counting calories- feel empowered, being healthy

- b. CSS Hub- Recovery Center, garden, we will find name that meets its mission
CSS training center- NI detention center- redo walls, floors, adding furniture, show vision of learning center, place to divert clients from jails into recovery

- c. Subacute Development- rules should be completed by Sept/Oct 2016 request to BOS to allocate 11 per capita beds to give law enforcement place to bring people who don't belong in jail

Weekly Fri am meeting to- Amber Edwards- prescriber be a part of this

CSS feels on track with this vision

Oct 2016 CSS annual law enforcement conference will be held

Stepping up committee in different counties- some folks going to San Antonio, TX to get started with CIT training, concentration of resources to triage folks, systemic change to treat citizens, support in jail- dramatically drops injuries by jailers and law enforcement

- d. Meeting with CMHC Directors- allocation with performance outcomes, suspicious of dollars, taking look at what look like for them, meeting again very soon , get consensus what look like, serve and count sliding fee scale, no insurance, etc

A lot of accountability in this to do things like to do within the community

- e. MHFA Waukon & Cresco

- 18. Adjourn; next meeting will be Wed, June 22, 2016 in Webster County.

Motion by: Winneshiek County

Second: Pocahontas County

Motion Carried