

**FRANKLIN COUNTY MANAGEMENT PLAN**  
**Mental Health, Mental Retardation, and Developmental Disability Services**

**Three Year Strategic Plan**  
**FY2010 – FY2012**

**MISSION STATEMENT**

It is the intent of the Franklin County Managed Mental Health Care Services Plan to provide delivery of quality and meaningful mental health services to eligible consumers in the least restrictive manner within the confines of the county's mental health budget while coordinating the clients' personal needs with available consumer-responsive services.

**VISION 441 – 25.18 (331)**

Under the guidance of the Franklin County Mental Health Services Management Plan, we intend to fund a continuum of services and supports which will ensure consumer choice, empowerment, and community integration for persons with disabilities in Franklin County. We strongly advocate for equity of services on a statewide basis.

**Needs Assessment 25.18 (1)**

Mental Health Services system planning is the result of on-going local needs assessment. Franklin County's MH/MR/DD – TCM Advisory Board meets quarterly to review local programming and to help set the course for future system changes. At least annually, collected statistical data and survey results are evaluated. CPC and Case Management staff serves on numerous service agency boards and committees from which system information is secured. Analysis of these arenas reveals the local system service needs and is incorporated into this strategic plan. It is the objective of Franklin County to fund the services that consumers choose and require, thus enabling each person to be empowered to live a fulfilling life to the greatest extent possible. In addition to the regular meetings a special meeting of the advisory Board was held on March 12<sup>th</sup> to review this plan. The Strategic Plan was presented at public hearing on March 30<sup>th</sup>.

**Goals and Objectives 25.18 (2)**

The following goals and objectives have been selected for development.

**Objective:** Greater input from clients, family members and providers

**Problem:** Of the 118 satisfaction surveys mailed out last year only 43 were returned and no actual items were identified as needs.

**Goal 1:** Increased return on satisfaction questionnaires

**Action 1:** We will update our satisfaction survey with input from clients, family members and providers.

**Action 2:** Staff will discuss with Advisory Board the option of completing the satisfaction surveys during actual client face to face visits.

**Needed Resources:** Staff time, Advisory Board Time

**Measure of Progress:** Return on satisfaction questionnaires will increase by 10% per year or to 66% by FY2012

**Goal 2:** Begin Provider Meetings to discuss Community Capacity to meet the needs of Franklin County residents.

**Action 1:** Staff will discuss with Advisory Board the goal of having every provider of services in Franklin County attend quarterly meetings.

**Action 2:** Staff will invite provider agencies and establish a meeting schedule to identify service gaps and remediate those gaps.

**Needed Resources:** Staff time, Advisory Board Time

**Measure of Progress:** By FY2012 Franklin County will have an ongoing MH/DD Interdisciplinary Team that meets on a quarterly basis to meet the needs of the residents of Franklin County.

**Objective:** Expanded opportunities for clients to receive adequate and appropriate services  
**Problem:** Franklin County has made inroads to many schools and other social services and Law Enforcement agencies but not all work with Franklin County on a regular basis. This creates a possibility of gaps in service delivery from youth to adult and from inpatient to outpatient.

**Goal 1:** The communities of Franklin County will become more knowledgeable and supportive of people with disabilities including an understanding of how funds are generated and expended for services.

**Action 1:** Educational system will be informed on mental health services and have knowledge on the referral process of students with disabilities.

**Action 2:** CPC/representative will attend IEPs of students age 16 or older who are identified as being eligible for services under the county management plan.

**Action 3:** Educational system will be provided with information that will further their knowledge of additional resources for all students with disabilities.

**Action 4:** Staff will arrange educational presentations for the schools and citizens in Franklin County.

**Action 5:** There will be a designated liaison at each school site and provider agency that will be identified and contacted annually by a member of Franklin County CPC/TCM.

**Action 6:** There will be a designated liaison at each Hospital and Emergency Response Agency that will be identified and contacted annually by a member of Franklin County CPC/TCM.

**Action 7:** There will be a designated liaison at each Law Enforcement Agency that will be identified and contacted annually by a member of Franklin County CPC/TCM.

**Needed Resources:** Staff time, Advisory Board Time

**Measure of Progress:** By FY2012 Franklin County will have an ongoing interaction with the agencies identified above.

**Service Matrix: FY10 – FY12 25.18 (3)**

SERVICE	MI	CMI	MR	DD
4x03 <u>Information and Referral</u>	X	X	X	X
4x04 <u>Consultation</u>	X	X	X	X
4x05 <u>Public Education Services</u>	X	X	X	X
4x06 <u>Academic Services</u>	X	X	X	X
4x11 <u>Direct Administrative</u>	X	X	X	X
4x12 <u>Purchased Administrative</u>				
4x21- 374 <u>Case Management- Medicaid Match</u>		X	X	X
4x21- 375 <u>Case Management -100% County Funded</u>				
4x21- 399 <u>Other</u>		X	X	X
4x22 <u>Services Management</u>	X	X	X	X
4x31 <u>Transportation (Non-Sheriff) 4031 – Emergency Only</u>	X	X	X	X
4x32- 320 <u>Homemaker / Home Health Aides</u>		X	X	X
4x32- 321 <u>Chore Services</u>				
4x32- 322 <u>Home Management Services</u>		X	X	
4x32- 325 <u>Respite</u>		X	X	
4x32- 326 <u>Guardian / Conservator</u>				
4x32- 327 <u>Representative Payee</u>		X	X	
4x32- 328 <u>Home / Vehicle Modification</u>			X	
4x32- 329 <u>Supported Community Living</u>		X	X	
4x32- 399 <u>Other</u>	X	X	X	X
4x33- 345 <u>Rent Subsidy (on-going)</u>		X	X	
4x33- 399 <u>Other</u>	X	X	X	X
4x41- 305 <u>Outpatient</u>	X	X	X	X
4x41- 306 <u>Prescription Medication</u>	X	X	X	X
4x41- 307 <u>In-Home Nursing</u>		X	X	
4x41- 399 <u>Other (Medical Supplies)</u>	X	X	X	X
4x42- 305 <u>Outpatient</u>	X	X	X	X
4x42- 309 <u>Partial Hospitalization</u>		X		
4x42- 399 <u>Other</u>				
4x43- <u>Evaluation</u>	X	X	X	X
4x44- 363 <u>Day Treatment Services</u>		X		

4x44- 396 Community Support Programs		X		
4x44- 397 Psychiatric Rehabilitation	X	X		
4x44- 399 Other		X		
4x50- 360 Sheltered Workshop Services		X	X	X
4x50- 362 Work Activity Services		X	X	X
4x50- 364 Job Placement Services	X	X	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		X	X	X
4x63- 310 Community Supervised Apartment Living Arrangement (CSALA) 1-5 Beds		X	X	X
4x63- 314 Residential Care Facility (RCF) 1-5 Beds		X	X	X
4x63- 315 Residential Care Facility For The Mentally Retarded (RCF / MR) 1-5 Beds			X	
4x63- 316 Residential Care Facility For The Mentally Ill (RCF / PMI) 1-5 Beds		X		
4x63- 317 Nursing Facility (ICF, SNF, ICF / PMI) 1-5 Beds				
4x63- 318 Intermediate Care Facility For The Mentally Retarded (ICF / MR) 1-5 Beds			X	X
4x63- 329 Supported Community Living		X	X	
4x63- 399 Other 1-5 Beds				
4x64- 314 Residential Care Facility (RCF) 6-15 Beds		X	X	X
4x64- 315 Residential Care Facility For The Mentally Retarded (RCF / MR) 6-15 Beds			X	
4x64- 316 Residential Care Facility For The Mentally Ill (RCF / PMI) 6-15 Beds		X		
4x64- 317 Nursing Facility (ICF, SNF, ICF / PMI) 6-15 Beds				
4x64- 318 Intermediate Care Facility For The Mentally Retarded (ICF / MR) 6-15 Beds			X	X
4x64- 399 Other 6-15 Beds				
4x65- 314 Residential Care Facility (RCF) 16+ Beds		X	X	X
4x65- 315 Residential Care Facility For The Mentally Retarded (RCF / MR) 16+ Beds			X	
4x65- 316 Residential Care Facility For The Mentally Ill (RCF / PMI) 16+ Beds		X		
4x65- 317 Nursing Facility (ICF, SNF, ICF / PMI) 16+ Beds				
4x65- 318 Intermediate Care Facility For The Mentally Retarded (ICF / MR) 16+ Beds			X	X
4x65- 399 Other 16+ Beds				
4x71- 319 Inpatient / State Mental Health Institutes	X	X	X	X
4x71- 399 Other	X	X	X	X
4x72- 319 Inpatient / State Hospital Schools			X	X
4x72- 399 Other			X	X
4x73- 319 Inpatient / Community Hospital	X	X	X	X
4x73- 399 Other				
4x74- 300 Diagnostic Evaluations Related To Commitment	X	X	X	X
4x74- 353 Sheriff Transportation	X	X	X	X
4x74- 393 Legal Representation for Commitment	X	X	X	X
4x74- 395 Mental Health Advocates	X	X	X	X
4x74- 399 Other	X	X	X	X

**Provider Network 25.18 (4)**

<u>AGENCY</u>	<u>SERVICE</u>	<u>ADDRESS</u>	<u>PHONE</u>
Access, Inc.	Waiver HCBS Work Activity RCF-MR Respite Transportation SCL	20 - 5th Street NW PO Box 268 Hampton, IA 50441	641-456-2532 Fax - 641-456-4682
Ambulance	ER transportation	Various	
Attorneys	(under court order)	Various	
Center for Child/Family Services		114 Nicholas Drive Marshalltown, IA 50158	515-752-7796

Cherokee Mental Health Institute	Acute Care	1251 West Cedar Loop Cherokee, IA 51012	712-225-2594
Choices Made Independently	SCL	721 Des Moines Street PO Box 455 Webster City, IA 50595	515-832-9591
Community Based Services	SCL	112 10 <sup>th</sup> Street SW Waverly, IA 50677	319-352-2990
Community Care of Glenwood	ICF-MR	114 East Green Street Glenwood, IA 51534	712-527-4841
Community Care, Inc.	RCF SCL Transportation Vocational	1611 330th Avenue Charlotte, IA 52731	319-677-2231
Comprehensive Systems, Inc.	Waiver HCBS RCF-MR ICF-MR Work Activity/Shelter Work Supported Employment SCL	1700 Clark Street Charles City, IA 50616	515-228-4842
Dallas County Care Facility	RCF	25747 North Ave Adel, IA 50003	515-993-4721
Duncan Heights, Inc.	RCF Respite	1465 Highway 18 Garner, IA 50438	641-923-3337 Fax - 641-923-3444
Echo Plus, Inc.	HCBS SCL Supported Employment Transportation Work Activity	1520 Sixth Ave. No Estherville, IA 51334	712-362-2192 Fax - 712-362-3449
Ellsworth Hospital	Court ordered Evaluations	110 Rocksylvana Iowa Falls, IA 50126	1-800-933-5169
Franklin County Community Services - Case Management	Case Management	123 1st Avenue SW Hampton, IA 50441	641-456-2128 Fax - 641-456-2852
Girling Health	HCBS Respite Home Health Aide SCL	1109 Highway 18 East P.O. Box 638 Algona, Iowa 50511	515-295-5551
Glenwood State Hospital School	ICF-MR	711 South Vine Glenwood, IA 51534	712-527-4811
Harmony House	ICF-MR	2950 West Shaulis Road Waterloo, IA 50701	319-234-4495
Home Care Services	Personal cares Support services	1720 Central Ave. E. Hampton, Iowa 50441	641-456-5830
Independence Mental Health Institute	In-patient services	Box 111 Independence, Iowa 50644	319-334-2583
Krysilis	Vocational	PO Box 13 Clarion, IA 50525	515-532-3221
Lutheran Services of Iowa	SCL	1010 Logan Ave Waterloo, IA 50703	319-233-3579
Medical Health Services		Various	
Mental Health Advocate Jackie Bailey		115 7 <sup>th</sup> St. NW, Mason City, IA 50401	641- 430-8098

Mental Health Center of North Iowa	Outpatient Services	235 South Eisenhower Ave. Mason City, IA 50401	641-424-2075 1-800-700-4692
Mercy Home Care	Home Health Aide Respite	910 N. Eisenhower Mason City, IA 50401	1-800-274-5285
Mercy Medical Center - North Iowa	Court Ordered Evaluations	1000 4th Street SW Mason City, IA 50401	1-800-433-3883
Berryhill Mental Health Center	Outpatient services	720 South Kenyon Road Fort Dodge, Iowa 50501	515-955-7171
North Iowa Transition Center	Residential SCL	408 1st Street NW Mason City, IA 50401	641-424-8708
North Iowa Vocational Center	Sheltered Work Supported Employment Work Evaluations	PO Box 428 Mason City, IA 50401	641-423-3301
North Star Community Services	SCL	219 20 <sup>th</sup> Street Waverly, IA 50677	319-352-1425
Opportunity Village	ICF-MR Respite RCF-MR Waiver HCBS Sheltered Workshop Supported Employment Work Evaluations Transportation SCL	PO Box 622 Clear Lake, IA 50428	641-357-5277 FAX - 641-357-8719
Pharmacies		Various	
Prairie Ridge Treatment Center	Dual-diagnostic treatment	P.O. Box 1338 Mason City, Iowa 50401	515-424-2391 FAX - 515-424-0783
Public Health Nursing	Nursing services	1720 Central Ave. E. Hampton, Iowa 50441	641-456-5820
Sheriff Departments			
Spring Harbor	RCF Respite SCL HCBS Waiver	111 South Boulder Nora Springs, IA 50458	641-749-5372 Fax - 641-749-2630
Story County Community Life Program	HCBS Supported Employment SCL RCF	104 South Hazel Ave. Ames, Iowa 50010	515-956-2606
West Central Mental Health Center	Outpatient Services	2111 Greene Street Adel, IA 50003	515-993-4535
West Fork	Work Activity HCBS Waiver	1108 13th Street Humboldt, IA 50540	641-332-2841
Woodward State Hospital School	ICF-MR	1251 334th Street Woodward, Iowa 50276	515-438-2600

Franklin County is using or has utilized the above listed providers in securing services for eligible consumers. At any time that a consumer presents with needs that cannot be addressed by these providers, staff will research other options in an attempt to meet the consumer's needs in an environment which is the least restrictive possible. We will take into account observations and opinions of other CPC Administrators prior to making placements in facilities that are unknown to our agency staff.

**System Access 25.18 (5)**

To access the mental health services system, potential consumers or their authorized representative, must complete a Central Point of Coordination Application, provide verifications or documentation necessary to determine eligibility for funding, and assist in developing a care plan of individualized services.

The following trained access points may be utilized to complete the Central Point of Coordination (CPC) Application and will assist as outlined:

**Community Services of Franklin County**  
123 First Ave. SW  
P.O. Box 58  
Hampton, Iowa 50441

**(641) 456-2128**  
All CPC Functions

**Mental Health Center of North Iowa**  
235 South Eisenhower  
Mason City, Iowa 50401

**(641) 424-2075 or (800) 700-4692**  
Intake, Service Planning, Emergency  
Services, MHI Prescreening (Center Clients)

**Ellsworth Municipal Hospital**  
110 Rocksylvana Avenue  
Iowa Falls, Iowa 50126

**(641) 648-4631 or (800) 933-5169**  
In-take, Service Planning &  
Emergency Services (Commitments)

**Mercy Medical Center of North IA**  
1000 Fourth Street SW  
Mason City, Iowa 50401

**(641) 422-7000 or (800) 433-3883**  
In-take, Service Planning &  
Emergency Services (Commitments)

CPC Applications may also be received in the CPC Office of the county in which the applicant resides. Franklin County will honor the county of residence's plan in the funding of services.