

Jackson County Management Plan

**Jackson County Mental Health Department
Central Point of Coordination
201 W. Platt Street
Maquoketa, IA 52060
563-652-4246**

Mission Statement:

It is the belief of Jackson County that the provision of services to the Mentally Ill, Chronically Mentally Ill, Mentally Retarded and Developmentally Disabled is in the best interest of the residents of this county. The County strives to fund the least restrictive, most efficient, cost-effective services available to the residents of the County. Jackson has developed this plan guided by the principles of choice, empowerment and community.

Rule 25.12(1) Geographic Area

The County shall provide funding for services to individuals who reside in Jackson County. If the individual requesting services is a resident and has legal settlement in Jackson County the County requests that the individual utilize the service providers within the County. The County shall pay for services provided to consumers outside of Jackson County if:

- The service is included in this plan.
- It has been determined that the consumer has legal settlement in Jackson county.
- It has been determined to be in the best interest of the consumer to receive services outside of their county of legal settlement.

DEFINITIONS:

Access Point Jackson County Service Providers which have been identified shall refer a person with a disability requesting funding to the Central Point of Coordination Administrator.

Adjusted Gross Income : Total income less allowable federal tax deductions.

Board: The Jackson County Board of Supervisors.

Central Point of Coordination Administrator: The Mental Health Coordinator who is designated by Jackson County Board of Supervisors. The Central Point of Coordination Administrator shall have at a minimum a Baccalaureate Degree in a Human Services field with two years of experience working with people with Mental Illness, Mental Retardation and Developmental Disabilities. The Central Point of Coordination Administrator shall have demonstrated abilities in program administration.

Completed Application: The Application Form completed, signed and all necessary supporting documentation completed and filed with the Central Point of Coordination Administrator.

County For purposes regarding this document, indicates Jackson County.

Chronic Mental Illness: Persons with a chronic mental illness means persons aged 18 and over with a persistent mental or emotional disorder that seriously impairs their functioning relative to such primary aspects of daily living as personal relations, living arrangements, or employment.

Persons with chronic mental illness typically meet at least one of the following criteria:

- Have undergone psychiatric treatment more intensive than outpatient care, more than once in a lifetime (i.e. emergency services, alternative home care, partial hospitalization or inpatient hospitalization).
 - Have experienced at least one episode of continuous, structured supportive residential care other than hospitalization.
- In addition, these persons typically meet at least two of the following criteria, on a continuing or intermittent basis for at least two years:
- Are unemployed, or employed in a sheltered setting, or have markedly limited skills and a poor work history.
 - Require financial assistance for out-of-hospital maintenance and may be unable to procure this assistance without help.
 - Show severe inability to establish or maintain a personal social support system.
 - Require help in basic living skills.
 - Exhibit inappropriate social behavior which results in demand for intervention by the mental health or judicial system.

In atypical instance, a person who varies from the above criteria could still be considered to be a person with chronic mental illness.

Developmentally Disabled: Person with a severe, chronic disability which:

- Is attributed to mental or physical impairment or a combination of mental and physical impairments.
- Is manifested before the person attains the age of 22.
- Is likely to continue indefinitely.
- Results in substantial functional limitation in three or more of the following areas of life activity: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, and economic self-sufficiency.
- Reflects the person's need for a combination and sequence of services which are of lifelong or extended duration and are individually planned and coordinated; unless this term is applied to infants and young children from birth to the age of five inclusive, who have substantial developmental delay or specific congenital or acquired conditions with a high probability of resulting in developmental disabilities if services are not provided.

Earned Income: Wages being received for current employment.

Fair and Reasonable (Iowa Code Chapter 347.16): The rate of compensation to providers as defined in this plan.

County Assistance: Payments made by the County for bills relating to Mental Health or Developmental Disabilities.

Mental Illness: People who have a current diagnosis of a mental illness as defined in the Diagnostic and Statistical Manual, fourth Edition (DSM IV). Diagnoses which fall into this category are not limited to, the following: schizophrenia, major depression, manic depressive (bipolar) disorder, adjustment disorder, and personality disorder. Also included are organic disorders such as dementia, substance-induced disorders, and "other" organic disorders, including physical disorders such as brain tumors. (Excluded are V diagnoses, psychoactive substance use disorders, and developmental disorders.)

Mental Retardation: Persons with mental retardation means persons with significantly sub-average intellectual functioning, existing concurrently with related limitations in two or more applicable adaptive skill areas. Mental retardation refers to substantial limitations in present functioning and manifests before the age of 18.

- Intellectual functioning is defined as the results obtained by assessment with one or more of the individual administered general intelligence tests developed for the purpose of assessing intellectual functioning .
- The criteria for significantly sub-average intellectual functioning is defined as an intelligence quotient(IQ) score of 70 - 75 or below.
- Applicable adaptive skill areas are defined as communication, self-care, home living, social skills, community use, self-direction, health and safety, functional academics, leisure and work.

Poverty Level: The poverty level as set by the United States Department of Health and Human Services.

Resources: Assets as defined in this plan.

POLICIES AND PROCEDURE MANUEL

SECTION 1: THE SYSTEM MANAGEMENT SECTION 25.13(1)

A. PLAN DEVELOPMENT:

The Jackson County Mental Health Assistance Plan will be developed with the input of various stakeholders. These stakeholders shall include, but not be limited to, consumers, family members, county officials, advocates, and providers. Jackson County has established a Mental Health Advisory Board to meet these requirements. The Board shall be composed of at least three people, representing consumers, advocates, funders, service providers, program monitors and other individuals who have demonstrated a concern for persons with chronic mental illness, mental retardation, or developmental disabilities. The committee shall retain a representative balance and shall assure that less than 50% of its membership is composed of service providers. Meetings will be held minimally, four times a year, for this advisory board. This Board was initially established by sending an invitation to participate to individuals who had completed a Central Point of Coordination Application for Jackson County and had legal settlement in Jackson County. Also, membership was requested from guardians and/or parents of consumers, service providers within Jackson County, and from the Jackson County Board of Supervisors. The purpose of the Advisory Board is to advise the Board of Supervisors in all matters pertaining to the needs of, and services for, any person who is requesting funding for services from the Jackson County Mental Health Department. To this end the committee will review and evaluate the appropriateness, effectiveness, and efficiency of the service being provided, and make recommendations regarding need for development, expansion, and modification of such services.

The Advisory Board shall have the following responsibilities:

- Represent people from Jackson County who may need or want services.
- Review and make recommendations for program policies.
- Develop and review the Mental Health Department organizational plan.
- Review and make recommendations for the program budget.
- Review and make recommendations regarding evaluation of the program.

In addition, The Central Point of Coordination Administrator shall seek input from various organizations/ groups for the development of the Jackson County Mental Health Assistance Plan. These shall include, but not be limited to:

- The client counsel at DAC Inc.
- HUGS, peer support group.
- Parent support groups.
- Individuals who reside in residential programs in Jackson County.
- Information shall be requested from all agencies that Jackson County utilize for service provision. Meetings will be held minimally, four times a year, with the providers within Jackson County, these meetings shall also included input from The Iowa Department of Vocational Rehabilitation.

B. PLAN ADMINISTRATION:

The Board of Supervisors from Jackson County has determined that it is in their best interest to directly administer this plan. Jackson County has chosen to develop the managed plan for the MI/CMI and the MR/DD consumers together. The County has designated the Mental Health Coordinator's office as the Central Point of Coordination and has designated the Jackson County Mental Health Coordinator to be the administrator of this program.

DUTIES OF CENTRAL POINT OF COORDINATION ADMINISTRATOR

- Accept applications for County Assistance from persons residing within Jackson County, and shall supply standard application forms for this purpose.
- Investigate the factual statements presented on each application for County Assistance to determine their accuracy and reliability. Determine eligibility of each applicant according to the guidelines set out in this plan and notify the applicant of a decision.
- Arrange for vendor payments to be made on behalf of applicants determined to be eligible for County Assistance.
- Work cooperatively with the Jackson County Board of Supervisors.
- Implement procedures for operation of the County Assistance Plan.
- Prepare and develop an annual county budget, for the plan's implementation, to be submitted to the County Board of Supervisors.
- Represent Jackson County at conferences and meetings as requested by the County Board of Supervisors.
- Coordinate assigned projects, as required, by the Jackson County Board of Supervisors.
- Work with provider agencies/consumers for determination and delivery of services.
- Provide ongoing public education, in various accessible formats, as to the function and process of the Central Point of Coordination.
- Negotiate, together with the County Board of Supervisors, all agency or service provider contracts for service agreements.
- Have a process of collaboration with the court system to encourage the court's cooperation and coordination with the Central Point of Coordination process.

DUTIES OF THE CENTRAL POINT OF COORDINATION OFFICE

- The Central Point of Coordination Office staff shall set up an appointment for the Applicant to fill out the Central Point of Coordination application if this was not done at an access point.

- If the applicant can not come to an appointment, he or she shall notify the Central Point of Coordination Office in advance of the appointment and the appointment shall either be rescheduled or an application shall be sent to the Applicant to complete. The application shall be returned to the Central Point of Coordination office within ten (10) days in order for the Applicant to be eligible for assistance.
- If the Applicant is in a position where he or she cannot complete an application, the Central Point of Coordination office shall be notified of this. The Central Point of Coordination office shall then allow this application to be completed when the Applicant is able but shall not authorize funding until it is completed.
- If the Applicant or a concerned party does not notify the Central Point of Coordination Administrator of his or her inability to attend an appointment prior to that appointment nor completes the mailed application the Central Point of Coordination office shall attempt to contact the applicant . If the Central Point of Coordination office is unable to contact the applicant it will view this as notice from the Applicant that he or she no longer requires assistance and shall result in a determination that the Applicant is not eligible for assistance.
- Determine eligibility of each applicant according to the guidelines set out in this Plan and notify the Applicant of a decision within 20 working days. If the individual is over the income or resource limit, a meeting will be scheduled within thirty calendar days to review the information on the application. If the consumer is above guidelines as set forth in this plan, they will be instructed of the appeal process in writing.
- Track services and payments made on behalf of all Central Point of Coordination approved consumers.
- Collaborate with other funders, service providers, consumers and their families or authorized representatives, and advocates to assure that services authorized by the Central Point of Coordination Administrator are responsive to consumers' needs and desires and are cost efficient and least restrictive.

C. THE FINANCIAL ACCOUNTABILITY PROCESS:

The Jackson County Mental Health Coordinator shall on an annual basis develop a budget for the provision of mental health services in Jackson County. The budget shall be submitted to the Jackson County Board of Supervisor's for review and approval. There will be a public hearing regarding the proposed budget on an annual basis. The time and date of the public hearing will be published in the local newspapers within Jackson County.

Prior to the development of budget for submission, the Jackson County Mental Health Coordinator shall request individual budgets, which include rate increase requests, from all the agencies which provide services to individuals with legal settlement in Jackson County. The Jackson County Mental Health Coordinator may request documentation of actual costs through The Financial and Statistical Report for Purchase of Services Contract form. For agencies located outside of Jackson County, the Jackson County Mental Health Coordinator may obtain verification of costs from the local Central Point of Coordination Administrator.

The Jackson County Mental Health Coordinator shall make this request in a time period, which is reasonable for the agencies to submit their individual budgets. The Mental Health Coordinator shall send a letter to the agencies with this request that includes the date for submission. The Jackson County Mental Health Coordinator shall compare the requests with the current usage of funds and current enrollment of individuals within the specific program to the projected funds and the projected enrollment of individuals within the specific programs. Jackson County makes the future projections of usage from historical data, current enrollment, and future individual plans.

Jackson County may utilize nontraditional payment mechanisms if it is determined to be in the best interest of the individual and cost effective for the County.

D. RISK-BEARING MANAGED CARE CONTRACTS:

Jackson County has chosen not to enter into a risk-bearing managed care contract.

E. FUNDING POLICY:

FUNDING AUTHORIZATION

FIRST TIME SERVICES.

The Central Point of Coordination Office staff shall set up an appointment for the Applicant to fill out the Central Point of Coordination application if this was not done at an access point.

- If the applicant can not come to an appointment, he or she shall notify the Central Point of Coordination Office in advance of the appointment and the appointment shall either be rescheduled or an application shall be sent to the Applicant to complete. The application shall be returned to the Central Point of Coordination office within ten (10) days in order for the Applicant to be eligible for assistance.
- If the Applicant is in a position where he or she cannot complete an application, the Central Point of Coordination office shall be notified of this. The Central Point of Coordination office shall then allow this application to be completed when the Applicant is able but shall not authorize funding until it is completed.
- If the Applicant or a concerned party does not notify the Central Point of Coordination Administrator of his or her inability to attend an appointment prior to that appointment nor completes the mailed application the Central Point of Coordination office shall attempt to contact the applicant. If the Central Point of Coordination office is unable to contact the applicant it will view this as notice from the Applicant that he or she no longer requires assistance and shall result in a determination that the Applicant is not eligible for assistance.
- The Mental Health Coordinator will determine eligibility of each applicant according to the guidelines set out in this Plan and notify the Applicant of a decision within 20 working days. If the individual is over the income or resource limit, a meeting will be scheduled within thirty calendar days to review the information on the application. If the consumer is above guidelines as set forth in this plan, they will be instructed of the appeal process in writing.
- The applicant will be assigned a case manager or case monitor who will meet with the individual and assess what services the individual will need to access to achieve the highest level of independence. The case manager or case monitor will develop a plan with the individual and their team members. The case monitor or case manager will submit a funding request to the Mental Health Coordinator, who will authorize funding for services.
- The applicant will receive a written notice of decision informing them of the funding, which has been approved. The entity, which is providing the service, will receive a copy of the funding which has been approved.

ONGOING SERVICES

Annually (unless an individual's income or resources have changed) the Mental Health Coordinator's office will require submission of a Central Point of Coordination Review Form. The applicant will receive a written notice of decision informing them of their continued eligibility. The entity providing the service will receive a copy of this notice.

The applicant may request a change in services at any time throughout the year when it has been determined that a change would be in the best interest of the applicant. The applicant's team will meet and the case manager or case monitor will request funding authorization from the Mental Health Coordinator. The individual will receive a notice of decision terminating their current services. A copy will be sent to the entity providing the service. The individual will receive a notice of decision stating which requests have been approved for funding. If the applicant is not satisfied with the decision, they may request an appeal of the decision.

CLAIMS

Billing Protocol

Claims for reimbursement shall be submitted to the Central Point of Coordination Administrator's Office at the Jackson County Courthouse, 201 West Platt, Maquoketa, Iowa. Claims are processed on a biweekly basis.

Legal Settlement

Legal settlement will be determined by the Mental Health Coordinator when the office receives an applicant's initial central point of coordination application. In those cases where the person making application to the Central Point of Coordination Administrator, has legal settlement in a county other than a county served by this Central Point of Coordination, the Central Point of Coordination Office shall coordinate the authorization of payment for services with the county of legal settlement, or with the state for those with state case status. When a consumer is a resident of Jackson County, the County will provide funding for services while legal settlement is being investigated. To enroll individuals in the State Payment Program there is a collaborative effort between the local DHS office, Case Managers, Case Monitors and the Central Point of Coordination Administrator.

F. CONFLICT OF INTEREST

The Jackson County Mental Health Coordinator functions in a capacity, which may run into conflicts with the County Case Management Program. The following guidelines will be utilized in this area:

- The case manager shall advocate for the consumer without fear of reprisal or loss of employment status.
- Services provided to consumers shall be provided within the total budget.
- Information from the case managers shall be provided to the Central Point of Coordination for planning and budgeting purposes.
- Appeals of the Central Point of Coordination decisions shall be made to the Board of Supervisors.
- Any Conflict of Interest will be disclosed on the Notice of Decision.

G. PROVIDER NETWORK SELECTION AND CONTRACTING PROCESSES

APPLICATION AND CREDENTIALING

Jackson County has determined that they will utilize the current network of service providers to administer this plan. This network of providers may be expanded to meet the consumers needs, upon the request of the consumer and/or case manager/case monitor. For consideration in becoming part of this network of providers, a provider of Case Management, Community Supported Living Arrangements, other Mental Health Service Providers or Community Mental Health Centers must be accredited by the mental health and developmental disabilities commission per Iowa Code chapter 441— (225C).

The process that will be utilized to select non-traditional providers will be for an agency or individual to submit their proposal for service to the Mental Health Coordinator. The Mental Health Coordinator will present the proposal to the Mental Health Advisory Board for review. The Mental Health Advisory Board will review the proposals and make their recommendation to the Jackson County of Board of Supervisors.

CONTRACTING

Jackson County has determined that it is in the County's best interest to enter into a 28E agreement with the State of Iowa. The County has requested that the State negotiate the contract and establish the rate with the provider. If a provider does not have a contract with the state Jackson County will negotiate a contract with the provider. For providers outside of Jackson County the County may choose to honor the contract, which has been developed by the agencies Host County.

H. DELEGATED FUNCTIONS:

In addition to being an access point, Jackson County has delegated to the Gannon Center for Community Mental Health, the function of determining the consumers co-payment if applicable and sending them their notice of decision. The Gannon Center for Community Mental Health will forward the Central Point of Coordination Applications to the Mental Health Coordinator for further processing. In those cases where the person making application to the Central Point of Coordination Administrator, has legal settlement in a county other served by this Central Point of Coordination, the Central Point of Coordination Office shall coordinate the authorization of payment for services with the county of legal settlement, or with the state for those individuals with state case status. When a consumer is a resident of Jackson County, the County will provide funding for services while legal settlement is being investigated. To enroll individuals in the State Payment Program there is a collaborative effort between the local DHS office, Case Managers, Case Monitors and the Central Point of Coordination Administrator.

I. ACCESS AND REFERRALS

Access points within Jackson County are:

- Andrew Jackson Care facility, rural route Bellevue
- DAC Inc., Maquoketa
- Gannon Center for Community Mental Health, Maquoketa
- Jackson County Case Management
- Jackson County Clerk of Court

These Access Points have available for consumers' Jackson County's Central Point of Coordination Application. The Access Points may have the consumer fill out the application or may refer the consumer to the Jackson County Mental Health Coordinator's office to complete the application. In addition to being an access point, Jackson County has delegated to the Gannon Center for Community Mental Health, the function of determining the consumers co-payment if applicable and sending them their notice of decision. The Gannon Center for Community Mental Health will forward the Central Point of Coordination Applications to the Mental Health Coordinator for further processing. In those cases where the person making application to the Central Point of Coordination Administrator, has legal settlement in a county other than a county served by this Central Point of Coordination, the Central Point of Coordination Office shall coordinate the authorization of payment for services with the county of legal settlement, or with the state for those with state case status. When a consumer is a resident of Jackson County, the County will provide funding for services while legal settlement is being investigated. To enroll individuals in the State Payment Program there is a collaborative effort between the local DHS office, Case Managers, Case Monitors and the Central Point of Coordination Administrator.

J. STAFFING PLAN:

Jackson County shall employ an adequate number of staff persons to administer the County Assistance Plan. The Jackson County Mental Health Department has been designated as the Central Point of Coordination. Jackson County shall employ at least one person in this department who meets the qualifications of a central point of coordination administrator and who shall be designated to implement the central point of coordination process. Elected county or state officials shall not be hired or appointed as the central point of coordination administrator.

K. APPLICATION FORM:

Individuals requesting funding for services from Jackson County shall complete a Central Point of Coordination Application form. These application forms are available at the access points. Individuals applying at the Gannon Center for Community Mental Health may complete the Central Point of Coordination Application form / Gannon Center / Maquoketa. The Jackson County Central Point of Coordination Administrator may accept an application form from another County or State Mental Health Facility if it has all of the required administrative information.

See Attachment, these current application forms will be updated as required.

L. CONSUMER ACCESS

1. WHERE DO I GO TO GET MENTAL HEALTH SERVICES?

If you are a resident of Jackson County (live within Jackson County) and wish to receive mental health services you may go to any of the following providers:

- **ANDREW/ JACKSON CARE FACILITY**
- **DAC**
- **GANNON CENTER FOR COMMUNITY MENTAL HEALTH**
- **JACKSON COUNTY CASE MANAGEMENT SERVICES**

If you need assistance with paying for any of these services the provider will have you complete a Central Point of Coordination Application. This application will be forwarded to the Jackson County Mental Health Coordinator. The Mental Health coordinator's office is located in the courthouse at 201 West Platt, Maquoketa.

. HOW DO I KNOW IF I AM ELIGIBLE FOR MENTAL HEALTH SERVICES?

REFERRAL SERVICES

You may contact any local provider and request services. The provider will make the referral to the Jackson County Central Point of Coordination Administrator. Applications are available in the following Jackson County organizations: Mental Health Coordinator's Office, County Case Management Office, Local DHS Offices, Mercy Hospital in Dubuque, Gannon Center in Maquoketa and the Andrew\Jackson Care Facility.

OUTPATIENT SERVICES

The Gannon Center in Maquoketa provides outpatient services for individuals who live in Jackson County and / or have legal settlement in Jackson County. If you live outside of Jackson County you

may request that the County fund outpatient services for you. However, if possible, you may be requested to go to the Gannon Center in Maquoketa.

INPATIENT SERVICES

Voluntary Hospitalizations: Voluntary hospitalizations will only be paid with County assistance funds when an applicant has met all eligibility requirements and has no other available sources. Voluntary hospitalizations will be pre-screened by the consumer's county mental health center and referred to the appropriate state institution. If a bed is not available at the Mental Health Institute, the Central Point of Coordination Administrator may approve up to 5 days at a public/private hospital.

COURT ORDERED SERVICES

In case of an emergency or involuntary services, the Central Point of Coordination Administrator must be contacted by the applicant [or an interested party such as a family member, social worker, provider etc. acting on the behalf of the applicant]. This contact must occur within 24 hours [one business day] for an application for assistance to be considered. Submission of a completed application form must follow within 10 days. The following guidelines shall be followed for those persons which the County has financial responsibilities.

1. **Involuntary Hospitalizations:** A person hospitalized involuntarily is subject to the same eligibility guidelines as stated above. The Central Point of Coordination office may be notified by the applicant, hospital staff, County Attorneys, the Clerk of Court, Advocates or any other concerned parties. If the applicant or designee does not follow through with the completion of an application within 10 days, it will be determined that this applicant does not require County Assistance funds. Preferred provider agreements with local hospitals may dictate how involuntary hospitalization stays will be paid For those individuals for whom Jackson County has obligation to pay for evaluations, Jackson County utilizes Samaritan Health Systems in Clinton and Mercy Hospital in Dubuque. For those individuals who require additional treatment, Jackson County utilizes the Mental Health Institute in Independence.
2. **Emergencies:** A consumer who has been approved for county funded services may require acute care hospitalization. The Central Point of Coordination should be notified within 24 hours or one business day of the emergency actions taken. The counties will consider payment of ONLY the services identified in this plan.

Diagnosis

To be eligible for funding you must have a diagnosis as defined in the DSM-IV (Diagnostic and Statistical Manual of Mental Disorders). For services other than court ordered or outpatient you must have a disability determination from the Social Security Administration. Receive either a social security check or SSI checks.

County of legal settlement must be determined.

The state of Iowa uses the method of legal settlement to determine which county will pay for the services you are requesting. Legal settlement is determined by how long a person has lived in a county without receiving mental health services. If a person has lived in a county for an entire year after they turned 18 without services then that is the county, which will pay for your services. This determination will not effect the date, which you may want to start receiving

services. If the Central Point of Coordination Office feels that you may have legal settlement in another county besides Jackson County you may start those services while the investigation is going on.

Notice of decision.

The Central Point of Coordination Office will send you a written notice of decision within 20 working days of receiving a completed application. This notice of decision will inform you if you are eligible for services. It will also indicate which services are approved for funding at this time. In the event you would need to be placed on a waiting list for services it would indicate how long before you may access services. If you do not agree with the notice of decision you may request an appeal. This will take place with the Jackson County Board of Supervisors.

HOW ARE SERVICES DECIDED?

THE FIRST TIME

After the Central Point of Coordination application is completed, it will be reviewed. In order for the County to complete an initial assessment an applicant may be asked to:

- Sign a completed release of information form. It will be explained to you exactly what will be requested. You will be given copies of the releases.
- Have your insurance card with you, for example your title 19 card.
- If requested, provide the County with a copy of your pay stub or last year's income tax form. You will have either a case monitor or case manager assigned to you to assist you in applying for the services that you are requesting. They will explain the services with you and review which agency provides the service in the community. A funding request will be submitted to the Central Point of Coordination Administrator. You will receive a notice of decision informing you of what has been approved.
- If you are not satisfied with the decision, you may appeal the decision.

APPEAL PROCESS

1. Every applicant whether granted assistance or not, shall be informed of the Central Point of Coordination Administrator's decision in writing, and of the applicant's right to appeal such decision to the Jackson County Board of Supervisors. The applicant shall be informed:
 - Of the method of which appeal may be taken, and
 - That he or she may represent him or herself, or may be represented by counsel at the applicant's expense.
 - That he or she may be given assistance with their appeal from a Case Manager/Social Worker if they so desire.
2. The written appeal or communication shall be made to the Central Point of Coordination Administrator within ten (10) days of the Central Point of Coordination Administrator's determination, shall provide applicant's current address and telephone number, and shall state the reasons for appeal. Any written appeal or communication to the Central Point of Coordination Administrator by or on behalf of an Applicant requesting appeal of the Central Point of Coordination Administrator's determination. The appeal shall be received by the Central Point of Coordination Administrator and put immediately upon the Board's agenda in accordance of Chapter 21, Code of Iowa, for the next regular Board Meeting. This shall occur provided that such appeal shall not be heard sooner than five (5) working days after appeal is taken. The applicant

shall be informed immediately, by telephone or by ordinary mail, of the date and time of the hearing before the Board. Applicant and Applicant's attorney upon written authorization from Applicant shall gain access by the Central Point of Coordination Administrator to the Applicant's relief case file upon request.

APPEALS HEARINGS:

1. The Jackson County Board of Supervisors shall hear Applicant's appeal at the time scheduled in the agenda unless continuance is requested by Applicant and granted by the Board. Applicant shall be permitted to present any evidence desired in support of the appeal by personal testimony, by having other witnesses testify, by offering documentary evidence and by reasonable cross-examination of other witnesses, if present. The technical rules of evidence shall not apply. The Board may set reasonable times for the present action of the parties at any appeal. The Applicant's file shall be admitted into evidence. The Board may question the Applicant and the Central Point of Coordination Administrator shall present the Board with the reasons for determination. The appeal shall be tape recorded. If the Applicant so requests, the hearing before the Board shall not be an open meeting under Chapter 21, Code of Iowa, since the confidential files of the applicant shall be in evidence. When the Board deliberates on the appeal, no persons other than Board members, the County Attorney, the County Auditor, and assistants to these elected officials shall be present. The Board's deliberations shall not be tape-recorded.
2. The Board shall make a decision on the appeal within ten (10) working days after the hearing. The Board's findings of fact and decision shall be based only on the evidence submitted during the hearing. Immediately after making its decision the Board shall mail to Applicant at his or her last known address, by ordinary mail, its decision in writing. The decision shall state the reasons for the actions and shall also state that an appeal can be made to the District Court from the Board's determination, and shall state the method by which such an appeal may be taken.
 1. Any appeal from the Board's decision to the District Court shall be allowed within the time and by the manners and procedures established under the Iowa Administrative Procedures Act, Chapter 17A, Code of Iowa.
 2. If the appellant has state case status, responsibility for the final administrative decision on an appeal shall rest with the department, following the procedures established in 441 – Chapter 7.

ONGOING SERVICES

- If you have Title 19 and requested a case manager, the case manager will meet with you regularly to ensure you are receiving the services which are helping you to become as independent as possible.
- If you do not have a case manager, you may, or you may ask someone to contact the case monitor when you need a change of services.
- Once a year you will receive an Central Point of Coordination Application Review Form. This needs to be completed and sent back to the office so your services are not interrupted.

1. WHAT SERVICES ARE AVAILABLE FOR INDIVIDUALS WITH MENTAL RETARDATION?

Mental Retardation: Persons with mental retardation means persons with significantly below average intellectual functioning, existing concurrently with related limitations in two or more applicable adaptive skill areas. Mental retardation refers to substantial limitations in present functioning and manifests before the age of 18.

- Intellectual functioning is defined as the results obtained by assessment with one or more of the individual administered general intelligence tests developed for the purpose of assessing intellectual functioning.
- The criteria for significantly sub-average intellectual functioning is defined as in intelligence quotient (IQ) score of 70 - 75 or below.
- Applicable adaptive skill areas are defined as communication, self-care, home living, social skills, community use, self-direction, health and safety, functional academics, leisure and work.

SERVICES AVAILABLE FOR YOU IF YOU HAVE A DIAGNOSIS OF MENTAL RETARDATION

- Case Management
- Case Monitoring
- **Residential**
- Community Support (staff will come to your home and assist you as determined).
- Residential placement (example: Andrew Jackson Care)
- Home and Community Based Waiver Services for individuals with mental retardation
- **Vocational**
- Enhanced Work Activity
- Supported Employment
- Sheltered Work
- Work Activity
- Transportation

WHAT SERVICES ARE AVAILABLE FOR INDIVIDUALS WITH A DEVELOPMENTAL DISABILITY?

Developmentally Disabled: Person with a severe, chronic disability which:

- Is attributed to mental or physical impairment or a combination of mental and physical impairments.
- Is manifested before the person attains the age of 22.
- Is likely to continue indefinitely.
- Results in substantial functional limitation in three or more of the following areas of life activity: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, and economic self-sufficiency.
- Reflects the person’s need for a combination and sequence of services, which are of lifelong or extended duration and are individually, planned and coordinated. Unless, this term is applied to infants and young children from birth to the age of five inclusive, who have substantial developmental delay or specific congenital or acquired conditions with a high probability of resulting in developmental disabilities if services are not provided.

SERVICES AVAILABLE TO YOU IF YOU ARE DEVELOPMENTALLY DISABLED.

- Case Management
- Case Monitoring
- **Residential**

- Community Support (staff will come to your home and assist you as determined).
- Residential placement (example: Andrew Jackson Care)
- **Vocational**
- Enhanced Work Activity
- Supported Employment
- Sheltered Work
- Work Activity
- Transportation

WHAT SERVICES ARE AVAILABLE FOR INDIVIDUALS WITH MENTAL ILLNESS?

Mental Illness: People who have a current diagnosis of a mental illness as defined in the Diagnostic and Statistical Manual, fourth Edition (DSM IV). Diagnoses, which fall into this category, are not limited to, the following: schizophrenia, major depression, manic-depressive (bipolar) disorder, adjustment disorder, and personality disorder. Also included are organic disorders such as dementia, substance-induced disorders, and “other” organic disorders, including physical disorders such as brain tumors. (Excluded is V diagnoses, psychoactive substance use disorders, and developmental disorders.)

SERVICES AVAILABLE TO YOU IF YOU ARE MENTALLY ILL

- Attorney fees
- Court Advocate
- Outpatient Therapy
- Community Support through the Gannon Center
- Day Treatment
- Involuntary hospitalization
- Involuntary hospitalization at the Mental Health Institute
- Sheriff’s fees

WHAT SERVICES ARE AVAILABLE FOR INDIVIDUALS WITH CHRONIC MENTAL ILLNESS?

Chronic Mental Illness: Persons with a chronic mental illness means persons aged 18 and over with a persistent mental or emotional disorder that seriously impairs their functioning relative to such primary aspects of daily living as personal relations, living arrangements, or employment. Persons with chronic mental illness typically meet at least one of the following criteria:

- Have undergone psychiatric treatment more intensive than outpatient care, more than once in a lifetime (i.e. emergency services, alternative home care, partial hospitalization or inpatient hospitalization).
- Have experienced at least one episode of continuous, structured supportive residential care other than hospitalization. In addition, these persons typically meet at least two of the following criteria, on a continuing or intermittent basis for at least two years:
- Are unemployed, or employed in a sheltered setting, or have markedly limited skills and a poor work history.
- Require financial assistance for out-of-hospital maintenance and may be unable to procure this assistance without help.
- Show severe inability to establish or maintain a personal social support system.
- Require help in basic living skills.

- Exhibit inappropriate social behavior, which results in demand for intervention by the mental health or judicial system.

In a typical instance, a person who varies from the above criteria could still be considered to be a person with chronic mental illness.

SERVICES AVAILABLE TO YOU IF YOU HAVE A CHRONIC MENTAL ILLNESS

- **Case Management**
- **Costs related to Commitments**
- Attorney fees
- Court Advocate
- Involuntary hospitalization
- Involuntary hospitalization at the Mental Health Institute
- Sheriff's fees
- **Outpatient Services**
- Outpatient Therapy
- Community Support through the Gannon Center
- Day Treatment
- **Residential Services**
- Community Support Services
- RCF
- RCF/PMI
- Group Home`
- Respite
- **Vocational**
- Supported Employment
- Sheltered Work
- Transportation

WHAT SERVICES ARE AVAILABLE FOR BRAIN INJURY?

Jackson County determined in 1996 to continue funding for individuals, who had a diagnosis of Brain Injury, which the County already was paying for. The County is a provider of Case Management Services for individuals with a diagnosis of Brain Injury. The County Case Management Service will assist an individual in receiving services through this waiver, which is funded by the State and Federal government.

M. CONSUMER ELIGIBILITY:

To be eligible for County Assistance, an applicant must comply with the following established requirements:

APPLY FOR ALL ALTERNATE SOURCES OF ASSISTANCE:

- County Assistance funds shall not be utilized until all other sources of public assistance have been exhausted [i.e. Title XIX, MHAP, etc.] Applicants shall be referred to programs as appropriate. A person shall complete the Central Point of Coordination Application form and provide additional required documentation to the Central Point of Coordination Administrator. The Central Point of Coordination Administrator must receive and review the application for any payment to be authorized. In the event verbal funding is given for an emergency case and after the application has been reviewed, the individual does not meet the criteria in the plan, further funding will not be authorized. The application will be updated on an annual basis for continued funding for services.
- Meet income and resource guidelines.
- Agree to use the applicant's own resources as specified in Section IV of this plan.
- Apply any private health insurance benefits towards the cost of care.
- Seek available work if health and other circumstances permit as determined by the Central Point of Coordination Administrator and register with Job Service of Iowa if deemed appropriate by the Central Point of Coordination Administrator.
- Apply for all other public assistance programs. (i.e. unemployment compensation, Social Security Disability, RR Pension, Veterans Benefits, food stamps, FIP, SSI, Medically Needy, Medicaid (T-19), etc) and fulfill all program requirements to provide information to determine eligibility and to remain eligible.
- An individual must have a diagnosis as defined in the DSM-IV (Diagnostic and Statistical Manual of Mental Disorders). If an individual has made application for a disability determination, the County may fund the services required to stabilize the individual. This may include the maintenance costs. In the event the County does pay for the maintenance costs, the

consumer will be required to pay back to the County any moneys expended towards this maintenance.

COUNTY ASSISTANCE INCOME AND RESOURCE LIMITS SHALL BE SET AT THE FOLLOWING LEVELS:

- No income and no resources.
- Net income at or below 133% of poverty level.
- \$2000.00 in resources for a single person or \$3000.00 for a couple.
 - A) Client participation will be determined according to Appendix A, poverty level guidelines, for those above 133% poverty level see Appendix A.

Day care expenses for work hours shall also be deducted. Persons receiving vocational services shall pay 50% of their earned income excluding the first \$71.00 that is over the income limit as a client participant for these services.

Any transfer of property made within two years prior to the application and for the purpose of qualifying for County Assistance renders the family ineligible for County Assistance.

- In the event the consumer has a joint checking or savings account, the account will be counted towards income or resource. The amount counted will be determined by what the consumer contributed towards the account.
- CD's, Stocks, Bonds and IRA's will be counted towards income and the consumer will need to cash them to pay towards the cost of their services.
- If an individual receives a back payment through Social Security Supplemental Insurance the money will be considered income for six months, the remaining amount will be considered resource. If the back payment is Social Security or Social Security Disability Insurance the payment will be considered income for the month it is received and resource after the first month. The Central Point of Coordination Administrator may require verification on how the money was spent to determine eligibility.
- All real and personal resources of the family, including income from any source minus current monthly expenses, shall be considered available in making determinations for granting County Assistance with the following exceptions:
 - The applicant's place of residence, in the event the individual needs placement in a facility and they have a spouse, the spouse's residence will be exempt. If the residence is a farm, the house and any land that is attached to the farm house will be disregarded.
 - Personal possessions and household furniture.
 - Tools and equipment used for home and family maintenance or employment.
 - One motor vehicle, and one additional vehicle if individual applying for County Assistance has a spouse with a valid driver's license and demonstrates a need.

- Burial lots and funeral trusts. These shall not exceed a value of \$6,500. Per individual or \$13,000 per couple.
- Term Life Insurance.
- Life Insurance. The face value of the Life Insurance shall not exceed \$1,500.

Jackson County will be using the following formula to determine if there will be a co-payment required from the consumer. Third party insurance does not count towards the cost of the service. The county will coordinate with the consumer for their co-payment. The consumer shall only be required to contribute until their income is at 133% of the poverty guidelines. The guidelines established are based on the Federal Poverty Levels (see Appendix A). The family size will be determined by members of the household, living at the same address, who are allowable deductions on an individuals tax return.

- If a consumer is at or below 133% of the poverty the county will pay for the service.
- If a consumer is between 133% and 150% of the poverty level they will contribute 10% of the cost of the service to the agency providing the service.
- If the consumer is between 150% and 185% of the poverty level they will contribute 20% of the cost of the service to the agency providing the service.
- If the consumer is between 185% and 250% of the poverty level they will contribute 30% of the cost of the service to the agency providing the service.
- If the consumer is between 250% and 300% of the poverty level they will contribute 40% of the cost of the service to the agency providing the service.
- If the consumer is at or above the 300% of the poverty level they will pay the total amount of the cost of their services.

Concerning commitment costs to a private, public or state hospital, the Code of Iowa governs financial responsibility of the consumer. In these instances the County Board of Supervisors may determine the amount the consumer is responsible to contribute. For services provided for residents who have legal settlement in Jackson County by the Gannon Center for Community Mental Health, the Gannon Center will inform you of your required co-payment.

- If an applicant receives Title XIX they are automatically eligible for an entitlement service regardless of other eligibility criteria. If the individual has applied for public assistance and has been denied in the past six months a copy of the denial will be accepted.

N. CONFIDENTIALITY

PURPOSE:

To define a process which is in accordance with State and Federal regulations to protect each consumer's right to the confidential management of their records. The staff in the Mental Health Department is trained in confidentiality regulations at the time of their job orientation.

DEFINITIONS:

- **Administrative Information:** This information includes an individual's name, Identifying number, age, sex, address, dates and character of professional services provided to the individual, fees for the professional services, third party payer number of a patient, if known, name and location of the facility where treatment is received, the date of the individual's admission to the facility, and the name of the individual's attending physician or attending mental health professional. (Iowa Code, 228.1)
- **Mental Health Information:** This means oral, written or recorded information which indicates the identity of an individual receiving professional services and which relates to the diagnosis, course, or treatment of the individual's mental or emotional condition.
- **Consumer Record/File:** Information regarding a consumer which is formally maintained in a specific manner whether that system be a hard file or information stored on a computer system. Hard copies are kept in locked file cabinets in the Mental Health Coordinator's Department. Information stored on the computer system are protected by passwords.

AUTHORIZED PERSONNEL:

Personnel who are authorized to have access to consumer files are limited to the following:

- The person receiving services, or their legal representative. Legal representative shall include, but is not limited to the parent of a minor, or a court appointed guardian.
- Staff of the Jackson County Mental Coordinator's Office.
- Other persons or agencies for whom the person receiving services has given consent.
- Parent- the biological or adoptive parent, or person having legal custody of a minor.
- Legal guardian – person (s) appointed by the court, charged with either limited or complete duties as ordered by the court.

CONSUMER INFORMATION REGARDING CONFIDENTIALITY

At the point that services are requested, the applicant and/or their legal representative shall be advised about their right to privacy. They shall be instructed on how information is collected, maintained and stored, how information shall be used, and the procedure regarding release of information.

RELEASE OF AND/OR OBTAIN INFORMATION

- Administrative information shall only be released or disclosed upon written consent of the consumer or the consumer's guardian.
- There shall be one release per agency or individual.
- Exceptions are permitted only for disclosures permitted or required by law.
- Unless otherwise required by law, the consumer shall be notified of any release.
- The consumer or legal representative has the right to inspect the information which will be disclosed and has the right to revoke/refuse authorization.
- The consumer or legal representative shall receive a copy of the signed release of information.
- Upon receipt of a release of information request which is in accordance with federal and state regulations, administrative information only will be forwarded and a copy of the authorization placed in the consumer's file. Mental Health information which may be in the file cannot be re-released from the Central Point of Coordination office in accordance with regulations.

HOW CAN I BE SURE MY PRIVACY WILL BE RESPECTED?

Overview and General Principles: The purpose of this section is to describe what happens to personal information and records provided by, for, and about consumers who apply for mental health and developmental disability services in our county. It explains the general rules and the practical safeguards that apply to each and every stage of the application, service delivery and appeals process. Also discussed are release of information forms and the state and federal laws that govern the disclosure of mental health, HIV/AIDS, substance abuse and other personal information.

We are committed to providing cost-effective services that match your unique strengths, circumstances, priorities, abilities and capabilities. To do so, and with your written permission, our staff must obtain and exchange records, information and finances, employment, living arrangements, benefits and other personal matters. Developing a comprehensive service plan usually involves many individuals and organizations. Bringing people together is the best way we know to help you choose and begin receiving supports, referrals, case management and other services.

Confidentiality Safeguards: We are equally committed to respecting your privacy and keeping confidential the information, records and files we compile, or that you share with us. Confidentiality means:

- We will get your written consent, or your legal guardian's written consent, before we give information to others. We will tell you, and your legal guardian, who received the information or records.
- We will only release information or records to others when they need to know the information to accomplish a specific task.
- We will let you, or a person designated by you, review and copy your records. No fee will be charged for reviewing or copying records.
- We will conduct interviews with you in private settings where the public can not overhear any of the discussions.

- We will conduct case management reviews, make referrals and discuss and transact other consumer-related business in similarly private settings. We will not discuss information about you in elevators, restaurants or other public places or gatherings, or at our homes.
- We will share and maintain paper and computer files in a manner that prevents the public from seeing or having access to them. This means that records will be returned each day to a file cabinet that is locked. It also means that a person cannot get into a computer file without a password.
- We will make sure that fax machine transmissions are directed to the proper persons, and that personal and confidential information is not communicated by cellular phone, e-mail or other non-secure, unencrypted means, without your written consent.

Release of Information Authorization Forms: When you apply for services, you will be asked to read, review, date and sign a release of information form. You can always change your mind at any time and revoke your consent to release information. Also, you can decide that only certain people or agencies can receive this information. Services will not be automatically denied if you refuse to sign the release. However, without supporting information, it will be difficult, if not impossible for us to act on or approve any request.

The release identifies the persons and organizations that are free to share information and records about you. It also describes the types of information that can be released, the purposes for which the information can be released. It also notes that you have the right to withdraw or revoke your consent and inspect the materials that were disclosed. It must be signed and dated. You must sign and initial the form in two separate places to signify that you give us permission to release substance abuse or HIV/AIDS information or records.

Overview of Confidentiality Laws and Where to Find More Information: A host of federal and state laws and regulations apply to the disclosure of personal information. They are far too numerous for us to mention or detail in this policy and procedure manual section. The Iowa Code contains the laws of Iowa, many of which touch upon these matters and set forth our duties and responsibilities. All of these laws and regulations can be found in your public library and are available on the Internet.

O. EMERGENCY SERVICES:

In case of an emergency or involuntary services, the Central Point of Coordination Administrator must be contacted by the applicant [or an interested party such as a family member, social worker, provider etc. acting on the behalf of the applicant]. This contact must occur within 24 hours [one business day] for an application for assistance to be considered. Submission of a completed application form must follow within 10 days. The following guidelines shall be followed for those persons which the County has financial responsibilities.

- **Involuntary Hospitalizations:** A person hospitalized involuntarily is subject to the same eligibility guidelines as stated above. The Central Point of Coordination office may be notified by the applicant, hospital staff, County Attorneys, the Clerk of Court, Advocates or any other concerned parties. If the applicant or designee does not follow through with the completion of an application within 10 days, it will be determined that this applicant does not require County Assistance funds. Preferred provider agreements with local hospitals may dictate how involuntary hospitalization stays will be paid. For those individuals for whom Jackson County has obligation to pay for evaluations, Jackson County utilizes Samaritan Health Systems in Clinton and Mercy Hospital in Dubuque. For those individuals who require additional treatment, Jackson County utilizes the Mental Health Institute in Independence.
- **Emergencies:** A consumer who has been approved for county funded services may require acute care hospitalization. The Central Point of Coordination should be notified within 24 hours or one business day

of the emergency actions taken. The counties will consider payment of ONLY the services identified in this plan.

P. WAITING LISTS:

Appendix B is a Matrix of the system. All of the services the county provides are listed according to diagnoses. These services are prioritized with #1 being high priority and #4 being low priority. The County has allocated a specific number of units for each of these services. Priority designation will dictate where funds may be accessed in the case of emergencies. Services designated with a #1 are services that the County will not be placing on waiting lists because of entitlement status or legal mandates. At this time there is not a waiting list in Jackson County.

Q. CONTINUOUS QUALITY ASSURANCE:

Jackson County will provide continuous quality improvement through the goals previously stated in this plan. Through these goals Jackson County will provide ongoing and periodic evaluation of the service system. The Mental Health Advisory Board will be involved in the development of the quality assurance process. Consumer satisfaction will include input obtained through satisfaction surveys, and consumer meetings. The quality of provider services will be based on consumer surveys and achievement of desired outcomes. This will include the number and disposition of appeals of provider actions and the implementation of corrective action based on these appeals. The providers will be evaluated to ensure that services and supports are provided in accordance with provider contracts. From the information obtained an annual report will be provided to the County Board of Supervisors and the Mental Health Advisory Board and this information will be utilized in the development of future County Assistance Plans.

R. COLLABORATION:

Jackson County shall collaborate with other funders, service providers, consumers and their families or authorized representatives, and advocates to ensure that authorized services and supports are responsive to an individual needs and desires and also are cost efficient. The Central Point of Coordination Administrator shall present the court officials with a copy of the County Assistance Plan upon its approval and will provide the court officials copies of any amendments in the future. The Central Point of Coordination Administrator shall be available to meet with the court officials regarding any questions about the County Assistance Plan. The Central Point of Coordination Administrator will ensure that the court officials are aware of the services and supports available through the County Assistance Plan as alternatives to commitment, and will coordinate funding for services to persons who are under court ordered commitment, pursuant to Iowa Code chapters 222 or 229.

S. THE ONGOING EDUCATION PROCESS:

The Jackson County Mental Health Coordinator 's office will, in collaboration with the community, which includes service providers and stakeholders, develop ongoing educational processes and opportunities. These will be provided at both the local and state level. These opportunities will be funded through various sources including grant applications.

SECTION 2: THE PLAN ADMINISTRATION SECTION. 25.13(2)

A. APPLICATION:

1. WHERE DO I GO TO GET MENTAL HEALTH SERVICES?

If you are a resident of Jackson County (live within Jackson County) and wish to receive mental health services you may go to any of the following providers:

- **ANDREW/ JACKSON CARE FACILITY**
- **DAC**
- **GANNON CENTER FOR COMMUNITY MENTAL HEALTH**
- **JACKSON COUNTY CASE MANAGEMENT SERVICES**

If you need assistance with paying for any of these services the provider will have you complete a Central Point of Coordination Application. This application will be forwarded to the Jackson County Mental Health Coordinator. The Jackson County Mental Health Coordinator is Diane Blackburn. The Mental Health coordinator's office is located in the courthouse at 201 West Platt, Maquoketa.

FIRST TIME SERVICES.

The Central Point of Coordination Office staff shall set up an appointment for the Applicant to fill out the Central Point of Coordination application if this was not done at an access point.

- If the applicant can not come to an appointment, he or she shall notify the Central Point of Coordination Office in advance of the appointment and the appointment shall either be rescheduled or an application shall be sent to the Applicant to complete. The application shall be returned to the Central Point of Coordination office within ten (10) days in order for the Applicant to be eligible for assistance.
- If the Applicant is in a position where he or she cannot complete an application, the Central Point of Coordination office shall be notified of this. The Central Point of Coordination office shall then allow this application to be completed when the Applicant is able but shall not authorize funding until it is completed.
- If the Applicant or a concerned party does not notify the Central Point of Coordination Administrator of his or her inability to attend an appointment prior to that appointment nor completes the mailed application the Central Point of Coordination office shall attempt to contact the applicant. If the Central Point of Coordination office is unable to contact the applicant it will view this as notice from the Applicant that he or she no longer requires assistance and shall result in a determination that the Applicant is not eligible for assistance.

- The Mental Health Coordinator will determine eligibility of each applicant according to the guidelines set out in this Plan and notify the Applicant of a decision within 20 working days. If the individual is over the income or resource limit, a meeting will be scheduled within thirty calendar days to review the information on the application. If the consumer is above guidelines as set forth in this plan, they will be instructed of the appeal process in writing.
- The applicant will be assigned a case manager or case monitor who will meet with the individual and assess what services the individual will need to access to achieve the highest level of independence. The case manager or case monitor will develop a plan with the individual and their team members. The case monitor or case manager will submit a funding request to the Mental Health Coordinator, who will authorize funding for services.
- The applicant will receive a written notice of decision informing them of the funding, which has been approved. The entity, which is providing the service, will receive a copy of the funding which has been approved.

ONGOING SERVICES

Annually (unless an individual's income or resources have changed) the Mental Health Coordinator's office will require submission of a Central Point of Coordination Review Form. The applicant will receive a written notice of decision informing them of their continued eligibility. The entity providing the service will receive a copy of this notice.

The applicant may request a change in services at any time throughout the year when it has been determined that a change would be in the best interest of the applicant. The applicant's team will meet and the case manager or case monitor will request funding authorization from the Mental Health Coordinator. The individual will receive a notice of decision terminating their current services. A copy will be sent to the entity providing the service. The individual will receive a notice of decision stating which requests have been approved for funding. If the applicant is not satisfied with the decision, they may request an appeal of the decision.

B. ELIGIBILITY DETERMINATION

OUTPATIENT SERVICES

The Gannon Center in Maquoketa provides outpatient services for individuals who live in Jackson County and / or have legal settlement in Jackson County. If you live outside of Jackson County you may request that the County fund outpatient services for you. However, if possible, you may be requested to go to the Gannon Center in Maquoketa.

INPATIENT SERVICES

Voluntary Hospitalizations: Voluntary hospitalizations will only be paid with County assistance funds when an applicant has met all eligibility requirements and has no other available sources. Voluntary hospitalizations will be pre-screened by the consumer's county mental health center and referred to the appropriate state institution. If a bed is not available at the Mental Health Institute, the Central Point of Coordination Administrator may approve up to 5 days at a public/private hospital.

COURT ORDERED SERVICES

In case of an emergency or involuntary services, the Central Point of Coordination Administrator must be contacted by the applicant [or an interested party such as a family member, social worker, provider etc. acting on the behalf of the applicant]. This contact must occur within 24 hours [one business day] for an application for assistance to be considered. Submission of a completed application form must follow within 10 days. The following guidelines shall be followed for those persons which the County has financial responsibilities.

2. **Involuntary Hospitalizations:** A person hospitalized involuntarily is subject to the same eligibility guidelines as stated above. The Central Point of Coordination office may be notified by the applicant, hospital staff, County Attorneys, the Clerk of Court, Advocates or any other concerned parties. If the applicant or designee does not follow through with the completion of an application within 10 days, it will be determined that this applicant does not require County Assistance funds. Preferred provider agreements with local hospitals may dictate how involuntary hospitalization stays will be paid For those individuals for whom Jackson County has obligation to pay for evaluations, Jackson County utilizes Samaritan Health Systems in Clinton and Mercy Hospital in Dubuque. For those individuals who require additional treatment, Jackson County utilizes the Mental Health Institute in Independence.
3. **Emergencies:** A consumer who has been approved for county funded services may require acute care hospitalization. The Central Point of Coordination should be notified within 24 hours or one business day of the emergency actions taken. The counties will consider payment of ONLY the services identified in this plan.

ALL OTHER COUNTY FUNDED SERVICES

You must apply.

Complete the Central Point of Coordination Application form and provide additional required documentation to the Central Point of Coordination Administrator. The Central Point of Coordination Administrator must receive and review the application for any payment to be authorized. In the event verbal funding is given for an emergency case and after the application has been reviewed, the individual does not meet the criteria in the plan, further funding will not be authorized. The application will be updated on an annual basis for continued funding for services.

1. Central Point of Coordination Administrator and register with Job Service of Iowa if deemed appropriate by the Central Point of Coordination Administrator.
2. Apply for all other public assistance programs. (i.e. unemployment compensation, Social Security Disability, RR Pension, Veterans Benefits, food stamps, FIP, SSI, Medically Needy, Medicaid (T-19), etc) and fulfill all program requirements to provide information to determine eligibility and to remain eligible.
3. An individual must have a diagnosis as defined in the DSM-IV (Diagnostic and Statistical Manual of Mental Disorders). If an individual has made application for a disability determination, the County may fund the services required to stabilize the individual. This may include the maintenance costs. In the event the County does pay for the maintenance costs, the

consumer will be required to pay back to the County any moneys expended towards this maintenance.

4. Meet income and resource guidelines.
5. Agree to use the applicant's own resources as specified in Section IV of this plan.
6. Apply any private health insurance benefits towards the cost of care.
7. Seek available work if health and other circumstances permit.

You must be in financial need

County Assistance income and resource limits shall be set at the following levels:

1. No income and no resources.
2. Net income at or below 133% of poverty level.
3. \$2000.00 in resources for a single person or \$3000.00 for a couple.
 - A) Client participation will be determined according to Appendix A, poverty level guidelines, for those above 133% poverty level see Appendix A.

Day care expenses for work hours shall also be deducted. Persons receiving vocational services shall pay 50% of their earned income excluding the first \$71.00 that is over the income limit as a client participant for these services.

Any transfer of property made within two years prior to the application and for the purpose of qualifying for County Assistance renders the family ineligible for County Assistance.

4. In the event the consumer has a joint checking or savings account, the account will be counted towards income or resource. The amount counted will be determined by what the consumer contributed towards the account.
5. CD's, Stocks, Bonds and IRA's will be counted towards income and the consumer will need to cash them to pay towards the cost of their services.
6. If an individual receives a back payment through Social Security Supplemental Insurance the money will be considered income for six months, the remaining amount will be considered resource. If the back payment is Social Security or Social Security Disability Insurance the payment will be considered income for the month it is received and resource after the first month. The Central Point of Coordination Administrator may require verification on how the money was spent to determine eligibility.

All real and personal resources of the family, including income from any source minus current monthly expenses, shall be considered available in making determinations for granting County Assistance with the following exceptions:

1. The applicant's place of residence, in the event the individual needs placement in a facility and they have a spouse, the spouse's residence will be exempt. If the residence is a farm, the house and any land that is attached to the farm house will be disregarded.
2. Personal possessions and household furniture.

3. Tools and equipment used for home and family maintenance or employment.
4. One motor vehicle, and one additional vehicle if individual applying for County Assistance has a spouse with a valid driver's license and demonstrates a need.
5. Burial lots and funeral trusts. These shall not exceed a value of \$6,500. Per individual or \$13,000 per couple.
6. Term Life Insurance.
7. Life Insurance. The face value of the Life Insurance shall not exceed \$1,500.

Jackson County will be using the following formula to determine if there will be a co-payment required from the consumer. Third party insurance does not count towards the cost of the service. The county will coordinate with the consumer for their co-payment. The consumer shall only be required to contribute until their income is at 133% of the poverty guidelines. The guidelines established are based on the Federal Poverty Levels (see Appendix A). The family size will be determined by members of the household, living at the same address, who are allowable deductions on an individuals tax return.

- If a consumer is at or below 133% of the poverty the county will pay for the service.
- If a consumer is between 133% and 150% of the poverty level they will contribute 10% of the cost of the service to the agency providing the service.
- If the consumer is between 150% and 185% of the poverty level they will contribute 20% of the cost of the service to the agency providing the service.
- If the consumer is between 185% and 250% of the poverty level they will contribute 30% of the cost of the service to the agency providing the service.
- If the consumer is between 250% and 300% of the poverty level they will contribute 40% of the cost of the service to the agency providing the service.
- If the consumer is at or above the 300% of the poverty level they will pay the total amount of the cost of their services.

Concerning commitment costs to a private, public or state hospital, the Code of Iowa governs financial responsibility of the consumer. In these instances the County Board of Supervisors may determine the amount the consumer is responsible to contribute. For services provided for residents who have legal settlement in Jackson County by the Gannon Center for Community Mental Health, the Gannon Center will inform you of your required co-payment.

You must have a covered diagnosis

To be eligible for funding you must have a diagnosis as defined in the DSM-IV (Diagnostic and Statistical Manuel of Mental Disorders). For services other than court ordered or outpatient you must have a disability determination from the Social Security Administration. Receive either a social security check or SSI checks.

Your county of legal settlement must be determined

The state of Iowa uses the method of legal settlement to determine which county will pay for the services you are requesting. Legal settlement is determined by how long a person has lived in a county without receiving mental health services. If a person has lived in a county for an entire year after they turned 18 without services then that is the county, which will pay for your services. This determination will not effect the date, which you may want to start receiving services. If the Central Point of Coordination Office feels that you may have legal settlement in

another county besides Jackson County you may start those services while the investigation is going on.

C. NOTICE OF DECISION:

You will receive a notice of decision to tell you if you are eligible.

The Central Point of Coordination Office will send you a written notice of decision within 20 working days of receiving a completed application. This notice of decision will inform you if you are eligible for services. It will also indicate which services are approved for funding at this time. In the event you would need to be placed on a waiting list for services it would indicate how long before you may access services. If you do not agree with the notice of decision you may request an appeal. This will take place with the Jackson County Board of Supervisors. The Notice of Decision will include instructions on where to send an appeal. Also included on the Notice of Decision is notification that a consumer may have assistance with their appeal.

D. REFERRAL:

REFERRAL SERVICES

You may contact any local provider and request services. The provider will make the referral to the Jackson County Central Point of Coordination Administrator. Applications are available in the following Jackson County organizations: Mental Health Coordinator's Office, County Case Management Office, Local DHS Offices, Mercy Hospital in Dubuque, Gannon Center in Maquoketa and the Andrew Jackson Care Facility.

E. CONSUMER PLAN DEVELOPMENT:

All individuals receiving funding from Jackson County shall have a consumer /treatment plan developed. The consumer plan shall represent the planning process and shall address all relevant services and supports being provided. The plan shall also address what the outcome is projected and estimate a time frame for completion of the identified goals. These plans will be maintained in the consumers' file at the agency providing the services. These plans will be developed per the agencies accreditation standards and will provide a basis of accountability for the service request.

F. REQUEST FOR FUNDING:

Request for funding shall be directed toward staff in the Jackson County Mental Health Coordinator's office. If an individual is receiving Medicaid Case Management, the individual's case manager may request funding. If an individual is not eligible for case management services the case monitor shall request funding from the Central Point of Coordination Administrator. The request for funding shall be submitted on the service request form. (See Attachment)

G. SERVICE FUNDING AUTHORIZATION:

The Central Point of Coordination Administrator shall authorize funding for services. The Central Point of Coordination Administrator shall at a minimum possess a baccalaureate degree from an accredited school and has demonstrated competency in human service program administration and has two years of experience working with people with disabilities.

Emergency Services.

In case of an emergency or involuntary services, the Central Point of Coordination Administrator must be contacted by the applicant [or an interested party such as a family member, social worker, provider etc. acting on the behalf of the applicant]. This contact must occur within 24 hours [one business day] for an application for assistance to be considered. Submission of a completed application form must follow within 10 days. The following guidelines shall be followed for those persons which the County has financial responsibilities.

- **Involuntary Hospitalizations:** A person hospitalized involuntarily is subject to the same eligibility guidelines as stated above. The Central Point of Coordination office may be notified by the applicant, hospital staff, County Attorneys, the Clerk of Court, Advocates or any other concerned parties. If the applicant or designee does not follow through with the completion of an application within 10 days, it will be determined that this applicant does not require County Assistance funds. Preferred provider agreements with local hospitals may dictate how involuntary hospitalization stays will be paid. For those individuals for whom Jackson County has obligation to pay for evaluations, Jackson County utilizes Samaritan Health Systems in Clinton and Mercy Hospital in Dubuque. For those individuals who require additional treatment, Jackson County utilizes the Mental Health Institute in Independence.
- **Emergencies:** A consumer who has been approved for county funded services may require acute care hospitalization. The Central Point of Coordination should be notified within 24 hours or one business day of the emergency actions taken. The counties will consider payment of ONLY the services identified in this plan.

First Time Services.

The Central Point of Coordination Office staff shall set up an appointment for the Applicant to fill out the Central Point of Coordination application if this was not done at an access point.

- If the applicant can not come to an appointment, he or she shall notify the Central Point of Coordination Office in advance of the appointment and the appointment shall either be rescheduled or an application shall be sent to the Applicant to complete. The application shall be returned to the Central Point of Coordination office within ten (10) days in order for the Applicant to be eligible for assistance.
- If the Applicant is in a position where he or she cannot complete an application, the Central Point of Coordination office shall be notified of this. The Central Point of Coordination office shall then allow this application to be completed when the Applicant is able but shall not authorize funding until it is completed.
- If the Applicant or a concerned party does not notify the Central Point of Coordination Administrator of his or her inability to attend an appointment prior to that appointment nor completes the mailed application the Central Point of Coordination office shall attempt to contact the applicant . If the Central Point of Coordination office is unable to contact the applicant it will view this as notice from the Applicant that he or she no longer requires assistance and shall result in a determination that the Applicant is not eligible for assistance.
- The Mental Health Coordinator will determine eligibility of each applicant according to the guidelines set out in this Plan and notify the Applicant of a decision within 20 working days. If the individual is over the income or resource limit, a meeting will be scheduled within thirty calendar days to review the information on the application. If the consumer is above guidelines as set forth in this plan, they will be instructed of the appeal process in writing.
- The applicant will be assigned a case manager or case monitor who will meet with the individual and assess what services the individual will need to access to achieve the highest level of independence. The case manager or case monitor will develop a plan with the individual and their team members. The case monitor

or case manager will submit a funding request to the Mental Health Coordinator, who will authorize funding for services.

- The applicant will receive a written notice of decision informing them of the funding which has been approved. The entity which is providing the service will receive a copy of the funding which has been approved.

H. SERVICE AND COST TRACKING:

Jackson County utilizes the COMIS (County Management Information System) to track services and supports, and payments made on behalf of all approved consumers. The tracking system provides an unduplicated consumer count and expenditure data. The tracking system also records denials of services and supports and indicated the reason why the applications were denied.

I. SERVICE MONITORING:

Annually (unless an individual income or resources have changed) the Mental Health Coordinator's office will require submission of a Central Point of Coordination Review Form. The applicant will receive a written notice of decision informing them of their continues eligibility. The entity providing the service will receive a copy of this notice.

The applicant may request a change in services at any time throughout the year when it has been determined that a change would be in the best interest of the applicant. The applicant's team will meet and the case manager or case monitor will request funding authorization from the Mental Health Coordinator. The individual will receive a notice of decision terminating their current services. A copy will be sent to the entity providing the service. The individual will receive a notice of decision stating which requests have been approved for funding. If the applicant is not satisfied with the decision, they may request an appeal of the decision.

J. APPEALS:

APPEAL PROCESS

1. Every applicant whether granted assistance or not, shall be informed of the Central Point of Coordination Administrator's decision in writing, and of the applicant's right to appeal such decision to the Jackson County Board of Supervisors. The applicant shall be informed:
 - Of the method of which appeal may be taken, and
 - That he or she may represent him or herself, or may be represented by counsel at the applicant's expense.
 - That he or she may be given assistance with their appeal from a Case Manager/Social Worker if they so desire.
2. The written appeal or communication shall be made to the Central Point of Coordination Administrator within ten (10) days of the Central Point of Coordination Administrator's determination, shall provide applicant's current address and telephone number, and shall state the

reasons for appeal. Any written appeal or communication to the Central Point of Coordination Administrator by or on behalf of an Applicant requesting appeal of the Central Point of Coordination Administrator's determination.

3. The Jackson County Board of Supervisors shall hear Applicant's appeal at the time scheduled in the agenda unless continuance is requested by Applicant and granted by the Board. Applicant shall be permitted to present any evidence desired in support of the appeal by personal testimony, by having other witnesses testify, by offering documentary evidence and by reasonable cross-examination of other witnesses, if present. The technical rules of evidence shall not apply. The Board may set reasonable times for the present action of the parties at any appeal. The Applicant's file shall be admitted into evidence. The Board may question the Applicant and the Central Point of Coordination Administrator shall present the Board with the reasons for determination. The appeal shall be tape-recorded. If the Applicant so requests, the hearing before the Board shall not be an open meeting under Chapter 21, Code of Iowa, since the confidential files of the applicant shall be in evidence. When the Board deliberates on the appeal, no persons other than Board members, the County Attorney, the County Auditor, and assistants to these elected officials shall be present. The Board's deliberations shall not be tape-recorded.
4. The Board shall make a decision on the appeal within ten (10) working days after the hearing. The Board's findings of fact and decision shall be based only on the evidence submitted during the hearing. Immediately after making its decision the Board shall mail to Applicant at his or her last known address, by ordinary mail, its decision in writing. The decision shall state the reasons for the actions and shall also state that an appeal can be made to the District Court from the Board's determination, and shall state the method by which such an appeal may be taken.
Any appeal from the Board's decision to the District Court shall be allowed within the time and by the manners and procedures established under the Iowa Administrative Procedures Act, Chapter 17A, Code of Iowa.
If the appellant has state case status, responsibility for the final administrative decision on an appeal shall rest with the department, following the procedures established in 441 – Chapter 7.

MANAGEMENT PLAN ANNUAL REVIEW: 441—25.17(331)

Jackson County shall prepare an annual review for the county stakeholders, the department of human services and the state county management committee. The annual review shall be submitted to the department for informational purposes by December 1. The annual review shall incorporate an analysis of the data associated

with the services managed during the preceding fiscal year by Jackson County. The annual review shall include, but not be limited to:

1. Progress towards goals and objectives.
2. Documentation of stakeholder involvement.
3. Actual provider network.
4. Actual expenditures.
5. Actual scope of services.
6. Number, type and resolution of appeals.
7. Quality assurance implementation, findings and impact on plan.
8. Waiting list information.

STRATEGIC PLAN: 441—25.18(331)

Jackson County shall submit a strategic plan which will describe the Jackson County's vision for its mental health, mental retardation, and developmental disabilities system for the ensuing three fiscal years. The strategic plan development will follow the procedure described in the Jackson County Policy and Procedure Manuel. The strategic plan shall be submitted, for informational purposes to the department by April 1, 2000 and by April 1 of every third year thereafter. Jackson County will hold a public hearing on the strategic plan prior to submission. The date and time of the public hearing will be published in all of the local newspapers within Jackson County. The strategic plan shall include, but not be limited to:

NEEDS ASSESSMENT. 25.18(1)

The strategic plan shall include an assessment of current needs. This plan shall describe how information from the annual reports from the previous years was incorporated into the current strategic plan and how the information will be used to develop future plans for the funding and provision of services to eligible groups.

GOALS AND OBJECTIVES. 25.18(2)

The strategic plan shall list goals and objectives that are guided by the system of choice, empowerment and community. The goals and objectives shall reflect the system which Jackson County to have in place in three years, the action steps which will be taken to develop the future system, and how progress toward implementation will be measured. Projected costs for future projects should also be included.

SERVICES AND SUPPORTS. 25.18(3)

The strategic plan shall list services and supports that Jackson County will fund, when requested by eligibility group.

PROVIDER NETWORK. 25.18(4)

The strategic plan shall include a list of providers used to provide the scope of services and supports described in the plan.

ACCESS POINTS. 25.18(5)

The strategic plan shall list designated access points and their function in the enrollment process.

