

Central Iowa Community Services Mental Health and Disability Services FY 2018 Annual Service and Budget Plan



CICS

Supporting Individuals. Strengthening Communities.

Geographic Area: Serving the Counties of Boone, Franklin, Hamilton, Hardin, Jasper, Madison, Marshall, Poweshiek, Story, and Warren Counties.

Approved by the CICS Governing Board March 23, 2017.

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Introduction

Central Iowa Community Services (CICS) was formed under Iowa Code Chapter 28E to create a Mental Health and Disability Service Region in compliance with Iowa Code 331.390.

In compliance with IAC 441-25 the CICS Management Plan includes three parts: Annual Service and Budget Plan, Annual Report, and Policies and Procedures Manual.

CICS Management Plan is available on the CICS website www.cicsmhds.org and the DHS website <http://dhs.iowa.gov>.

The Annual Service and Budget Plan has been approved by the CICS governing board and is subject to approval by the Director of the Department of Human Services.

Planning and budgeting efforts for FY 18 have been less complex due to having met core service standards. We would be remiss if we claimed success in the service arena without recognizing our providers. Despite the climate of uncertainty providers have faced settling into the MCO system, they have continued to persevere despite delayed payments and challenging process. Our focus for the remainder for FY 17 and FY 18 are in the area of Crisis Services and Jail Diversion. We will also address two of the most prevalent needs facing our residents, housing and transportation, and we'll incorporate serving individuals with Brain Injury into our service coordination and funding array.

We occasionally find challenges in building a statewide system of care as many of the known solutions are geared toward urban areas. Adapting the solutions to rural areas while meeting both accreditation and integrity of the service is our goal.

Boone County

900 W. 3rd St.
Boone, Iowa 50036
Phone: (515) 433-0593
Fax: (515) 432-2480
Office Hours: Monday – Friday, 8:00am - 4:30pm

Franklin County

123 1st Ave. SW
Hampton, Iowa 50441
Phone: (641) 456-2128
Fax: (641) 456-2852
Office Hours: Monday – Friday, 8:00am - 4:30pm

Hamilton County

500 Fairmeadow Dr.
Webster City, Iowa 50595
Phone: (515) 832-9550
Fax: (515) 832-9554
Office Hours: Monday – Friday, 8:00am - 4:30pm

Hardin County

1201 14th Ave.
Eldora, Iowa 50627
Phone: (641) 939-8167
Fax: (641) 939-8247
Office Hours: Monday – Friday, 8:00am - 4:30pm

Jasper County

115 N. 2nd Ave. East
Newton, Iowa 50208
Phone: (641) 791-2304
Fax: (641) 787-1302
Office Hours: Monday – Friday, 8:00am - 4:30pm

Madison County

209 E. Madison St.
Winterset, Iowa 50273
Phone: (515) 462-2931
Fax: (515) 462-3076
Office Hours: Monday – Friday, 8:00am - 4:30pm

Marshall County

101 E. Main St.
Marshalltown, Iowa 50158
Phone: (641) 754-6390
Fax: (641) 754-6391
Office Hours: Monday – Friday, 8:00am - 4:30pm

Poweshiek County

200 4th Ave W.
Grinnell, Iowa 50112
Phone: (641) 236-9199
Fax: (641) 236-1349
Office Hours: Monday – Friday, 8:00am - 4:30pm

Story County

126 S. Kellogg Ave. Suite 001
Ames, Iowa 50010
Phone: (515) 663-2930
Fax: (515) 663-2940
Office Hours: Monday – Friday, 8:00am - 4:30pm

Warren County

1007 S. Jefferson Way
Indianola, Iowa 50125
Phone: (515) 961-1068
Fax: (515) 961-1142
Office Hours: Monday – Friday, 8:00am - 4:30pm

Access Points

An access point is a part of the CICS service system that is trained to complete the MH/DS regional applications and refer individuals for service eligibility.

Access points are educated to respond to the individual’s stated and assessed needs by providing linkage to appropriate programs. CICS will provide ongoing training on the referral and application process for all funding streams and comprehensive continuous integrated system of care.

Primary Access Points	Address	Phone Number
Boone County Community Services	900 W 3rd St, Boone IA 50036	515-433-0593
Franklin County Community Services	123 1st Ave SW, Hampton IA 50441	641-456-2128
Hamilton County Community Services	500 Fairmeadow Dr., Webster City IA 50595	515-832-9550
Hardin County Community Services	1201 14th Ave, Eldora IA 50627	641-939-8167
Jasper County Community Services	115 N 2nd Ave E, Newton IA 50208	641-791-2304
Madison County Community Services	209 E Madison St, Winterset IA 50273	515-462-2931
Marshall County Community Services	101 East Main, Marshalltown IA 50158	641-754-6390
Poweshiek County Community Services	200 4 th Ave W, Grinnell IA 50112	641-236-9199
Story County Community Services	126 S Kellogg Ave Suite 001, Ames IA 50010	515-663-2930
Warren County Community Services	1007 S Jefferson Way, Indianola IA 50125	515-961-1068
Access Points	Address	Phone Number
Berryhill Center for Mental Health	1610 Collins Street, Webster City IA 50595	515-832-6626
Capstone Behavioral Healthcare, Inc	306 N 3rd Ave E, Newton IA 50208	641-792-4012
Center Associates	9 N 4th Ave, Marshalltown IA 50158	641-752-1585
Central Iowa Residential Services Inc.	111 E Linn St, Marshalltown IA 50158	641-752-5762
Christian Opportunity Center	1602 N 14th St, Indianola IA 50125	515-961-3653
Crossroads Mental Health	1223 E Buchanan Street, Winterset IA 50273	515-462-3105
Eyerly Ball Community Mental Health Services	105 S Marshall, Boone IA 50036	515-298-0181
Eyerly Ball Community Mental Health Services	2521 University Blvd, Suite 121, Ames IA 50010	515-598-3300
Eyerly-Ball Mental Health	1301 Center St, Des Moines IA 50139	515-243-5181
Genesis Development	927 8th Street, Boone IA 50036	515-432-7288
Genesis Development	115 E Washington, Winterset IA 50273	515-462-9083
Genesis Development	1809 W 2nd Ave, Indianola IA 50125	515-961-6918
Hansen Family Hospital Behavioral Health Services	322 ½ College Ave, Iowa Falls IA 50156	641-648-6491
Hardin County FIA Friendship Club	602 South Oak St, PO Box 622, Iowa Falls IA 50156	641-648-7500
House of Mercy	200 N 8th Ave E, Newton IA 50208	641-792-0717
House of Mercy	310 North Buxton St, Indianola IA 50125	515-358-7610
Integrated Treatment Services	303 S 2 nd Ave W, Newton IA 50208	641-792-0045
Madison County Memorial Hospital	300 W Hutchings St, Winterset IA 50273	515-462-2373
Mary Greeley Medical Center	1111 Duff Ave, Ames IA 50010	Adult Behavioral Unit - 515-239-2683 Emergency Room - 515-239-2155 TLP - 515-239-6747
MIW, Inc.	909 S 14th Ave, Marshalltown IA 50158	641-752-3697
Midwest Counseling	821 5 th Ave, Grinnell IA 50112	319-668-1217
Optimae LifeServices	1730 1st Ave E, Newton IA 50208	641-787-9133
Optimae LifeServices	104 S. Hazel, Ames, IA 50010	515-956-2600
Orchard Place Guidance	808 5th Ave, Des Moines IA 50309	515-244-2267
Story County Medical Center	640 S 19th St, Nevada IA 50201	515-382-2111
Van Diest Medical Center	2350 Hospital Dr., Webster City IA 50595	515-832-9400

Targeted Case Management

CICS offers access to cost effective, evidence based, conflict free Targeted Case Management as described in IAC 441-25.21(1)g. With the implementation of Managed Care Organizations, case management rests with the MCOs.

Designated case management agencies serving CICS are accredited according to the rules of the Department of Human Services. Targeted Case Managers meet the qualifications as defined in IAC 441-24. Targeted Case Management meets the following expectations:

- Performance and outcome measures relating to the safety, work performance, and community residency of the individuals receiving the service.
- Standards including but not limited to social history, assessment, service planning, incident reporting, crisis planning, coordination, and monitoring for individuals receiving the services.
- Methodologies for complying with the requirements of sub rule 441-25.21 g, which may include the use of electronic record keeping and remote or internet based training.

CICS has identified the following providers for case management to offer services to individuals enrolled in the Medicaid program.

Case Management Entity	Address	Phone number
Easter Seals	2920 30 th St, Des Moines IA 50322	515-274-1529
Community Support Advocates	6000 Aurora Ave Suite B, Des Moines IA 50322	515-883-1776
Child Serve	5406 Merle Hay Road, Johnston IA 50131	515-727-1476
DHS Case Management	400 S W 8 th St, Des Moines IA 50319	515-242-6877
Jasper office		641-787-0318
Marshall office		641-844-1510
UnitedHealthcare Plan of the River Valley, Inc.	1089 Jordan Creek Parkway, West Des Moines, IA 50266 Website: http://www.uhcommunityplan.com/	1-800-464-9484 TTY: 711
Amerigroup Iowa, Inc.	PO Box 71099, Clive, IA 50325 Website: http://www.myamerigroup.com/IA	1-800-600-4441 TTY: 711
AmeriHealth Caritas Iowa, Inc.	PO Box 1516, Des Moines, IA 50305 Website: http://www.amerhealthcaritasia.com/	1-855-332-2440

The local offices of CICS also provide Service Coordination for individuals who do not qualify for case management.

Crisis Services

Crisis Services include crisis prevention, response, and resolution strategies.

Basic Crisis Services

Emergency services and basic crisis response are provided through the Community Mental Health Centers and providers listed below.

Emergency Service Providers:

Area	Provider	Location	Phone
Boone	Eyerly Ball Community Mental Health Services	105 S Marshall, Boone, IA 50036	515-298-0181
Franklin	Behavioral Health Options	4 Hawthorne, Mason City, IA 50402	641-512-5565
Franklin	Mason City Clinic	250 S. Crescent Dr., Mason City, IA 50401	641-494-5200
Franklin	Berryhill Center for Mental Health	1610 Collins Street, Webster City IA 50595	515-832-6626
Hamilton	Berryhill Center for Mental Health	1610 Collins Street, Webster City IA 50595	515-832-6626
Hardin	Center Associates	9 N 4th Ave, Marshalltown IA 50158	641-752-1585
Jasper	Capstone Behavioral Healthcare, Inc	306 N 3 rd Ave E, Newton IA 50208	641-792-4012
Madison	Crossroads Mental Health	1223 E Buchanan Street, Winterset IA 50273	515-462-3105
Marshall	Center Associates	9 N. 4th Ave, Marshalltown IA 50158	641-752-1585
Poweshiek	Capstone Behavioral Healthcare, Inc	200 4 th Ave W, Grinnell IA 50112	641-260-8270
Story	Eyerly Ball Community Mental Health Services	2521 University Blvd, Suite 121, Ames IA 50010	515-598-3300
Warren	Eyerly Ball Community Mental Health Services	1301 Center St, Des Moines, IA 50139	515-243-5181
Regional Crisis Phone Line	Foundation 2, Inc.	1714 Johnson Ave. NW, Cedar Rapids, IA 52405	Phone: 844-258-8858 Text: 800-332-4224 Chat: www.Foundation2CrisisChat.org

24 hour access to crisis response and evaluation: The Community Mental Health Centers (CMHC's) have trained mental health professionals available by phone 24 hours per day, as well as walk-ins during business hours. The primary goals of these agencies are crisis assessment, resolution, and screening for inpatient hospitalization. CICS provides an on-call stipend to providers to ensure service is available in each county. CICS contracts with Foundation 2 for 24 hour crisis phone line service for the CICS region.

Crisis Evaluation: CICS provides funding to the Mental Health Centers and identified providers to assist with quicker access to crisis psychiatric and therapy appointments. These services are available to all residents of CICS. CICS funds an administrative fee and guarantees payments for crisis appointments that are not filled and/or not billable through 3rd party payers.

Walk-in Services: During normal business hours of operation. Walk-in services provide face-to-face screening and intervention on an unscheduled basis. Walk-in services are directed at achieving one or more of the following outcomes: immediate relief of distress in crisis situations, referral to or arrangement for additional mental health services or substance abuse services which may be needed, self-directed access to mental health services.

Planning for FY 18

The focus of crisis planning in FY 18 will be to continue to develop service and supports to assist individuals at an earlier stage of crisis to avoid the need for more intensive services. Focus will also be on continuum of care services to support individuals residing in the community and training providers in evidence based practices.

Prevention, Education, and Public Awareness

Prevention begins with community education. CICS is planning for regional staff to become certified trainers for Mental Health First Aid (MHFA) and to facilitate additional MHFA trainings in FY 18. CICS has identified support for Crisis Intervention Training for Law Enforcement. A current CICS staff member is facilitating trainings in Trauma Informed Care and Cultural Competency and Linguistic Competency. CICS will continue to work with NAMI of Central Iowa to expand public education and awareness and family and consumer support to all areas of the region. CICS will continue to allocate funding to Mental Health Centers for community crisis response and public education.

Response

Consultation Services: Consultation services to local hospitals, emergency personnel, and law enforcement are available. CICS financially supports access to tele-psychiatry at participating local hospital emergency rooms and county jails for this purpose through eVizzit- Integrated Telehealth Partners (ITP). ITP contracts directly with health care providers specializing in the provision of telehealth psychiatric services who are qualified to provide the clinical services required. The service is available on a 24-hour basis to each hospital. ITP will endeavor to make a psychiatric provider available to patients with a wait of no longer than two hours. ITP also provides access to appointment-based psychiatric services to the inmates of each jail located within the region that contracts for this service. Currently seven jails and five hospitals are utilizing ITP services, and two additional hospitals have started the process to access ITP services in the Emergency Department. This service will continue to be made available to the remaining hospitals and jails in the region.

Resolution

Service Coordination: Providers of crisis services make referrals for coordination of services and needed follow-up with the region as appropriate. CICS has service coordination staff in each local office to assist with follow-up.

Individual Support Plans: Resolution of crises are handled through the normal services and supports people receive and are required elements in the treatment and support plans that are prepared by Network Providers, Integrated Health Homes, Targeted Case Management, and Service Coordination. Customized plans are developed to help an individual identify the triggers that lead to crisis and coping mechanisms or natural supports to help them relieve symptoms to avoid crisis situations. Some agencies also develop a Wellness Recovery Action Plan (WRAP) that complements the coordination plan. When these plans are developed, the goal is to figure out an environment and support structure that works for a person to mitigate the triggers that lead to crisis. The CICS Service Coordination unit provides intake, referral, and eligibility functions and acts as the case worker for ongoing regionally funded cases.

Additional Planning

CICS planning includes a continuum of services and supports in order to meet the diverse needs of individuals. It is the intention of CICS that planning efforts will be dynamic to meet the needs of the region. CICS has categorized the services as emergent, urgent, and routine in order to provide intervention at the earliest point. Emergent services include: Crisis Line, Early Access to screening in the local Emergency rooms, Inpatient—with a need to determine placement options for those refused by Inpatient units, 23 Hour Observation, Residential Crisis Stabilization, and Community Based Stabilization including mobile response. Urgent includes: Transition Homes, Crisis Psychiatric and Therapy appointments through local providers, and Jail Diversion. Routine includes: Supported Community Living Services, Vocational services, Outpatient services, Family and Peer support, Service Coordination, Public Education, Permanent Supportive Housing, Peer Self-Help Drop-in Center, and Transportation.

Emergent:

Crisis Line: Central Iowa Community Services contracts with Foundation 2, Inc. to provide a Crisis Line that serves the residents of the counties within the CICS region. Foundation 2, Inc. has the ability to geographically restrict the

incoming toll free line to residents of the counties included in the region. The Crisis Phone Line is available 24 hours a day and 7 days a week, chat and text options are available 9AM-3PM Monday through Friday. The purpose is to achieve immediate relief of distress in pre-crisis and crisis situations, reduction of the risk of escalation of a crisis, arrangements for emergency responses when necessary to protect individuals in a crisis, and referral of callers to appropriate services when other or additional intervention is required. Foundation 2's counselors provide crisis counseling and/or linkage to resources in the CICS region as needed. Community resource information is provided to Foundation 2 for appropriate local referrals. CICS will continue contracting for the Central Iowa Crisis Line and would like to have discussions with regions statewide on the development of a statewide crisis phone line. CICS will continue to consider utilizing a warm line or peer run help line also.

Early Access to screening: CICS funds emergency telehealth psychiatric services in the emergency room for participating hospitals through a CICS contracted provider, eVizzit dba Integrated Telehealth Partners (ITP). ITP provides access to a provider of psychiatric services on a 24 hour basis. ITP contracts directly with health care providers specializing in the provision of telehealth psychiatric services who are qualified to provide the clinical services required. ITP will endeavor to make a psychiatric provider available to patients with a wait of no longer than two hours. CICS reviews ITP's monthly tele psychiatry utilization report and works with ITP and local emergency rooms to expand the service area and improve access to Crisis evaluations.

Inpatient: The local emergency rooms located throughout CICS have identified access to inpatient units as a problem area in regards to individuals with complex needs. CICS provides access to Integrated Telehealth Partners (ITP) to provide assessments to determine appropriate level of care for individuals who present or are taken to the local emergency rooms. ITP provides a Psychiatrist or Psychiatric ARNP to provide a full mental health or Substance Abuse assessment via tele psychiatry. ITP also coordinates the appropriate level of care and provides follow up for individuals during the length of their stay at the ER.

Additional solutions will be sought through developing a region wide work group similar to a project that staff participated with in Jasper County. Skiff Medical Center convened a workgroup including Hospital and ER staff, judicial system, law enforcement, Mental Health and Substance Abuse providers, and CICS staff. The group has been successful in better communication and collaboration between the parties involved and plan to continue meeting to develop additional solutions. CICS would like to develop a region wide workgroup to address these issues in FY 18.

CICS is working with other regions, other funders, and providers to address the issue of alternatives to inpatient hospitalization, including use of crisis stabilization and development of 23 hour observation and subacute services.

Residential Crisis Stabilization: CICS contracts with Mary Greeley Medical Center's Transitional Living Program (TLP) in Ames for crisis stabilization and hospital diversion. CICS also contracts with Hope Wellness Center to provide Residential Based Crisis Stabilization. The purpose of the Hope Wellness Center is to reduce the number of people who, during a mental health crisis, are involuntarily hospitalized, or inappropriately incarcerated. Individuals receive professional, short-term intervention and are linked to ongoing support, services and community resources. CICS continues to evaluate the need for crisis stabilization services to be located within the CICS region. CICS is exploring opportunities to collaborate with an adjoining region to develop Residential Based Sub-Acute services.

23-hour Observation: CICS contracts with Mary Greeley Medical Center for 23-hour observation services. CICS is exploring opportunities to collaborate with an adjoining region for expansion of this service.

Mobile response: Eyerly Ball staff serves as a liaison for police and dispatch as follow up to mental health related calls. Staff assess individual needs, identify interventions, and refer for ongoing supports. CICS is exploring options to collaborate with an adjoining region for mobile crisis services.

Community Based Stabilization: CICS has earmarked funds to develop community based stabilization with local county providers. CICS is exploring opportunities to collaborate with an adjoining region to develop Community Based Crisis Stabilization services including Community Based Sub-Acute services.

Urgent:

Transition homes: During FY 17 CICS implemented three Transitional Living Centers that are strategically located in the region. The Transitional Living Center provides services to individuals in the community that struggle with the ongoing management of their mental illness, developmental disability, intellectual disability, or brain injury (e.g., following doctor orders, taking/obtaining medications, attending scheduled therapy/psychiatric appointments, following parole/probation guidelines). Individuals receive services and supports while residing in the transition home. Stable and safe housing aids individuals in achieving identified goals and managing their ongoing health needs while decreasing the likelihood of hospitalization and/or legal involvement. The individuals residing in the transition home develop a 30, 60, 90 day transition plan with the goal of obtaining the necessary resources and supports to live independently in the community and/or are referred to a program that can continue to provide the level of services needed over an extended period of time. CICS is considering expansion of additional Transitional Living Centers in the region.

Crisis Psychiatric and Crisis Therapy appointments through local providers: CICS will continue to provide access to crisis psychiatric appointments. In FY 17 we added access to crisis therapy appointments to Community Mental Health Centers and providers; we will continue to offer this in FY 18.

Jail Diversion: CICS has made tele psych available to inmates located in the jails in the region at the discretion of local law enforcement. ITP provides appointment-based psychiatric services to the inmates of each jail located within the region that contracts for this service. ITP facilitates services for the contracted hours upon a schedule arranged between the jail and available provider. Therapy services are also available through various providers. Intensive Case Management Services are available in the following counties: Boone, Franklin, Hamilton, Hardin, Jasper, Madison, Story, and Warren. Expansion to Marshall and Poweshiek County is being planned. Jail Diversion services are a collaboration of regionally funded services and local planning efforts to fit the needs of the individual county. CICS has budgeted additional funds for Crisis Intervention Training (CIT) for law enforcement.

Routine Services:

Community Based Services: CICS allows for expansion of the service network as needs arise. Providers are encouraged to expand services to meet the needs of clients in all Community Based Services. FY 18 will mark the fourth year for the vocational services expansion RFP. CICS will be expanding outcome measures and methodology to encourage providers to focus on community based employment. CICS will continue to work with providers on sustainability of supported employment services through fee for service reimbursement structure.

Outpatient Services: We continue to work on increasing the provider network for outpatient services and collaborating with providers on recruitment and retention of professional staff. To address the statewide shortage of Psychiatric Services, CICS has turned to telemedicine to increase access to underserved areas. The use of tele psychiatry will improve timely access and reduce hospital admissions.

Family and Peer Support: Recovery services through peer and family support is an identified need. CICS continues to be assisted by NAMI of Central Iowa for Peer to Peer and Family to Family trainings and with developing local support groups.

Service Coordination: CICS has increased the FTE status for our Service Coordination Unit to meet identified needs in each community. Utilizing Service Coordinators allows us to manage services at a local level through use of a continuum of care. CICS Service Coordinators are trained in options counseling and other specialized training such as SSI/SSDI Outreach, Access and Recovery (SOAR). CICS has two additional Service Coordination Specialists to

assist with transitioning individuals in congregate care and transitional care settings into suitable community based services. Service Coordination Specialists have been trained to complete the LOCUS assessment; these assessments assist with determining individual service needs.

Public Education: CICS will continue to offer Mental Health First Aid training to local communities. We are also offering other specialized training and educational opportunities provided by Community Mental Health Centers and other informative trainers. CICS will be providing training in Evidence Based Practices with continuing to provide training in Trauma Informed Care and Cultural Competency and Linguistic Competency for providers of service in our area.

Transportation: Although transportation is not identified as a core service, it has been identified as one of the major barriers to receiving services. We contract with providers throughout the region for transportation services. CICS utilizes Central Iowa Juvenile Detention for transportation to crisis stabilization units and for other voluntary transport needs. CICS plans to develop a Request for Proposal to enhance the transportation provider network in the region.

Permanent Supportive Housing: CICS has spent a considerable amount of time developing options for housing including assisting individuals to acquire and maintain housing. This involves the continued development of Community Based Supports for individuals, including an educational component regarding tenant rights and responsibilities.

Peer Self-help Drop-in Center: In FY17 with the expansion of Drop-in Center services to Boone and Franklin County, this service is now available in the following counties: Boone, Hardin, Franklin, Jasper, Marshall, Poweshiek, and Story County. Additional expansion for Drop-in Center services is planned for FY18.

Scope of Services and Projection of Need

The FY 18 budget was developed by the finance team, based on utilization for the current year. The budget was reviewed by the CICS Finance Committee made up of appointed auditors and treasurers, and the CICS finance team. The final step of the budget process is approval by the CICS Governing Board.

Utilization data from the Community Services Network and an inventory of available services and providers in the CICS communities are reviewed annually. Throughout the year, CICS staff, the regional advisory board, and local stakeholders identified unmet needs and areas for service development. Additional information from state agencies, consumers, and providers is gathered through needs assessments and quality reviews and analyzed to determine if there are gaps in services or if barriers exist due to service offered, adequate provider network, restrictions on eligibility, restrictions on availability, or location. CICS attempts to develop plans to meet the needs and allocate funds accordingly.

As stated in Iowa Code 331.397 (2) *Within funds available the region shall pay for such services for eligible persons when payment through the medical assistance program or another third party payment is not available unless the person is on a waiting list for such payment or it has been determined that the person does not meet the eligibility criteria for any such service.* As the funder of non-Medicaid services, CICS is filling the gap for funding for services and support for individuals who are ineligible for Medicaid, prior to eligibility determination for Medicaid, and for services not covered. CICS assists individuals in applying for all funding available to them and will collaborate on individualized planning for services and supports, incorporating all funding streams available through regional Service Coordinators.

Pooled funds pay for all services claims. Administrative claims are paid through locally held funds retained in the counties.

The chart below identifies and defines specific services and projects funds needed, based on current utilization and available services. Additional funds are budgeted to improve service access and the development of additional services, including crisis and evidence based treatment.

Scope of Services/Projection of Funds Needed					
Other Funding Sources	Domains and Services				
	Treatment			Projection of need	Development & Expansion Cost
Medicaid and private insurance	Assessment & evaluation	The clinical review by a mental health professional of the current functioning of the individual using the service in regard to the individual's situation, needs, strengths, abilities, desires, and goals to determine the appropriate level of care.		\$30,000	\$35,000 Standardized assessment
Medicaid and private insurance	Mental health outpatient therapy	Includes medication prescribing and management, therapy. Access standards: emergency within 15 minutes of contact, urgent within one hour of contact or 24 hours of phone contact, routine within 4 weeks of request for appointment (within 45 miles).		\$100,000	\$230,000 Expansion
Medicaid and private insurance	Mental health inpatient therapy (private) MHI	24 hour settings that provide services to treat acute psychiatric conditions. Primary goal is to provide a comprehensive evaluation, rapidly stabilize symptoms, address health and safety needs, and develop a comprehensive and appropriate discharge plan. Access within 24 hours and close proximity.		\$50,000 \$300,000	
Basic Crisis Response					
Medicaid	Personal emergency response system	An electronic device connected to a 24 hour staffed system which allows the individual to access assistance in the event of an emergency.		\$10,000	
Medicaid and private insurance	Crisis evaluation	The process used with an individual to collect information related to the individual's history and needs, strengths, and abilities in order to determine appropriate services or referral during an acute episode. Access within 24 hours.		\$200,000	\$365,000 Expansion
Medicaid	24 hour access to crisis response	Outpatient (24 Hour Crisis Response Services)- short term individualized mental health services following a crisis screening or assessment, which are designed to restore the individual to prior functional level.		\$90,000	

Support for Community Living				
Medicaid and private insurance	Home health aide	Unskilled medical services which provide direct personal care. This service may include assistance with activities of daily living, such as helping the recipient to bathe, get in and out of bed, care for hair and teeth, exercise, and take medications specifically ordered by the physician.	\$20,000	
Medicaid	Respite	A temporary period of relief and support for individuals and their families provided in a variety of settings. The intent is to provide a safe environment with staff assistance for individuals who lack an adequate support system to address current issues related to a disability. Respite may be provided for a defined period of time; respite is either planned or provided in response to a crisis.	\$10,000	
Medicaid	Home & vehicle modifications	A service that provides physical modifications to the home or vehicle that directly address the medical health or remedial needs of the individual that are necessary to provide for the health, welfare, and safety of the member and to increase or maintain independence.	-	
Medicaid	Supported community living	Services provided in a non-institutional setting to adult persons with mental illness, intellectual, or developmental disabilities to meet the persons' daily living needs. Access standards within 4 weeks of request.	\$975,000	
Support for Employment				
Medicaid Voc Rehab	Prevocational services	Prevocational services- services that focus on developing generalized skills that prepare an individual for paid or unpaid employment. Skill development includes but is not limited to following directions, attending to tasks, task completion, problem solving, and safety and mobility training. Prevocational services can be provided in a variety of settings.	\$150,000	
Medicaid	Day habilitation	Services that assist or support the individual in developing or maintaining life skills and community integration. Services shall enable or enhance the individual's functioning, physical and emotional health and development, language and communication development, cognitive functioning, socialization and community integration, functional skill development, behavior management, responsibility and self-direction, daily living activities, self-advocacy skills, or mobility.	\$225,000	
Medicaid Voc Rehab	Job development	An approach to helping individuals participate as much as possible in competitive work in integrated work settings that are consistent with the strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice of the individuals. Services are targeted for individuals with significant disabilities for whom competitive employment has not traditionally occurred; or for whom competitive employment has been interrupted or intermittent as a result of a significant disability including either individual or group supported employment, or both, consistent with evidence based practice standards published by the Substance Abuse and Mental Health Services Administration. Access standards within 60 days of request.	\$275,000	\$325,000
Medicaid Voc Rehab	Supported employment			Supported Employment
Medicaid	Group Supported employment-enclave	Group Supported Employment- the job and training activities in business and industry settings for groups of no more than eight workers with disabilities. Group settings include enclaves, mobile crews, and other business based workgroups employing small groups of workers with disabilities in integrated, sustained, paid employment.	\$10,000	

Recovery Services				
Medicaid	Family support	Family support peer specialist and peer support specialist that assist the family of an individual to live successfully including, but not limited to, education and information, individual advocacy, family support groups, and crisis response.	\$30,000	\$30,000 Training and enhancement
Medicaid	Peer support		\$20,000	\$40,000 Training and development
Service Coordination				
Medicaid	Case management	Service provided by a case manager, service coordinator, or Health Home through an interdisciplinary array of medical care, behavioral health care, and community-based social services and supports. Assists individuals in gaining access to needed medical, social, educational, and other services through assessment, development of a care plan, referral, monitoring, and follow-up using a strengths-based service approach that helps individuals achieve specific desired outcomes leading to a healthy self-reliance and interdependence with their community. Access within 10 days of request.		
Medicaid	Health homes			
Core Evidence Based Treatment				
Social Services Block Grant	Education & Training Services - provider competency	Educational and Training Services means training related to provider competency in delivering co-occurring integrated services, trauma-informed services, and evidence based practices.	\$100,000	
	Supported housing	Supportive housing means a combination of housing and services intended as a cost-effective way to help people live more stable, productive lives; tenancy not predicted on services.		\$1,000,000 Development
Medicaid	Assertive community treatment (ACT)	An intensive and highly integrated approach for community mental health service delivery. ACT programs serve individuals whose symptoms of mental illness result in serious functioning difficulties in several major areas of life, often including work, social relationships, residential independence, money management, and physical health and wellness.		\$75,000
	Family psychoeducation	Family psychoeducation- services including the provision of emotional support, education, resources during periods of crisis, and problem-solving skills consistent with evidence based practice standards published by the Substance Abuse and Mental Health Services Administration.		\$50,000
Mandated Services				
State	Oakdale	Hospital Services provided at Iowa Medical & Classification Center Code of Iowa Chapter 812.	\$100,000	
	Commitment related (except 301)	Diagnostic Evaluations/Sheriff transportation/Legal representation	\$450,000	
	Mental health advocate		\$250,000	

Additional Core Domains

Comprehensive Facility & Community Based Crisis Services				
	24 hour crisis line	Crisis Hotline (fee paid to vendor) (24 Hour Crisis Line) Telephone crisis service- program that operates a crisis hotline either directly or through a contract. The service shall be available 24 hours a day and seven days a week including, but not limited to, relief of distress in pre-crisis and crisis situations, reduction of the risk of escalation, arrangements for emergency on-site responses when necessary, and referral of callers to appropriate services.	\$140,000	
	Warm line	Social Support (Warm Line) - a line staffed by peer counselors, who provide nonjudgmental, nondirective support to an individual who is experiencing a personal crisis.		\$50,000
Medicaid	Mobile response	A mental health service which provides on-site, face-to-face mental health crisis services for individuals experiencing a mental health crisis. Mobile crisis staff have the capacity to intervene, wherever the crisis is occurring, including but not limited to the individual's place of residence, emergency rooms, police stations, outpatient mental health settings, schools, recovery centers, or any other location where the individual lives, works, attends school, or socializes.	\$100,000	\$400,000 Development in rural areas
Medicaid and private insurance	23 hour crisis observation & holding	A level of care provided up to 23 hours in a secure and protected, medically staffed, psychiatrically supervised treatment environment.	\$50,000	\$300,000 Expansion
Medicaid	Crisis Stabilization community-based services	Services provided in community-based settings to de-escalate and stabilize an individual following a mental health crisis.		\$400,000 Development
Medicaid	Crisis Stabilization residential services	Services provided in short-term, non-community-based residential settings to de-escalate and stabilize a mental health crisis.	\$50,000	\$450,000 Expansion
Sub-Acute Services				
Medicaid	Subacute services-1-5 beds	Partial Hospitalization (Sub Acute Services)- a comprehensive set of wraparound services for persons who have had or are at imminent risk of having acute or crisis mental health symptoms that do not permit the persons to remain in or threatens removal of the persons from their home and community, but who have been determined by a mental health professional and a licensed health care professional and a licensed health care professional, subject to the professional's scope of practice, not to need inpatient acute hospital services.		
Medicaid	Subacute services-6 and over beds			\$500,000 Development

Justice System-Involved Services				
	Mental health services in jails	Outpatient mental health services provided to individuals in criminal justice settings.	\$300,000	\$200,000 Expansion into all counties
	Coordination services	Justice System Involved Coordination- service coordination provided to individuals in the justice system.	\$250,000	\$150,000 Expansion into all counties
	Crisis prevention training	Educational and Training Services Safety training for law enforcement, first responders, etc., regarding mental health awareness such as Crisis Intervention Training (CIT).		\$50,000
	Mental health court related costs	Legal & Court-Related Services (Mental Health Court related expenses).		\$5,000 Develop through partnerships
	Civil commitment prescreening evaluation	Evaluations completed prior to commitment with goal to divert individuals from commitment process.		\$5,000
	Justice system-involved services-other	Other support services within the justice system.	\$50,000	\$25,000
Additional Core Evidence Based Treatment				
Medicaid	Psychiatric rehabilitation (IPR)	Psychiatric Rehabilitation- is for individualized services designed to increase the consumer's ability to function independently to prevent or reduce the need for services in a hospital or residential setting and to promote the consumer's recovery of the ability to perform a valued role in society.	\$60,000	
	Peer self-help drop-in centers	Social Support services- drop in centers and Clubhouse centers.	\$375,000	\$200,000 Expansion
Other Informational Services				
	Information & referral	Information & Referral are activities designed to provide facts about resources available/help to access those resources.	\$25,000	
	Public education	Public Education Services- activities provided to increase awareness and understanding of the causes and nature of conditions or situations which affect a person's functioning in society. Focus on prevention activities, which are designed to convey information about the cause of conditions, situations, or problems that interfere with a person's functioning or prevent their occurrence or reduce their effect; the abilities and contributions to society of all people; the causes and nature of conditions or situations which interfere with a person's ability to function; and the benefits that providing services and supports have for the community and for the individual.	\$75,000	

Other Community Living Support Services

	Services management	Services Management - is designed to help individuals and families identify service needs and coordinate service delivery but which do not constitute case management.	\$1,350,000	
Medicaid	Transportation	Transportation is for services for consumers to conduct business errands or essential shopping, to receive medical services not reimbursed through Title XIX, to go to and from work, recreation, education or day programs, and to reduce social isolation.	\$200,000	\$155,000 Expansion
	Guardian/conservator	Guardian/Conservator - is for activities provided as required by the court system to handle the personal business of the individual.	\$20,000	
	Representative payee	Activities provided to manage an individual's finances.	\$40,000	
Community Resources	Rent payments (time limited)	Rent payment to avoid homelessness.	\$175,000	
Community Resources	Other basic needs	Other costs associated with basic necessities.	\$15,000	
Medicaid and private insurance	Physiological outpatient treatment	Activities designed to prevent, halt, control, relieve, or reverse symptoms or conditions which interfere with the normal physiological functioning of the human body.	\$20,000	
Medicaid and private insurance	Prescription meds	Prescription medication, including medication prescribed for psychiatric conditions.	\$25,000	
	Transitional living program	Transitional living means any type of living situation that is transition with the primary purpose or mission to help the individual become a productive member of society; length of stay may vary but is not permanent housing.	\$750,000	\$250,000 Expansion
Medicaid	Community support programs	Community Support Programs- is for comprehensive programs to meet individual treatment and support needs of consumers which enable consumers with a mental illness, intellectual disability, or a developmental disability to live and work in a community setting.	\$60,000	
	Vocational skills training	Training for specific skills related to a specific job or position and/or customized employment.	\$15,000	

Other Congregate Services

	Work services (work activity/sheltered work)	Sheltered Workshop Services- is for services provided by a facility carrying out a recognized program of rehabilitation, habilitation, or education for persons with disabilities, designed to lead to competitive employment, or provision of long-term, remunerative employment.	\$45,000	
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	RCF 6 and over beds	Residential care refers to long-term care given to adults or children who stay in a residential setting rather than in their own home or family home.	\$1,090,000	
Projection of need based on current services and funding			\$8,675,000	
Funds allocated for expansion of services				\$5,290,000

Expenditure Budget

Below is the complete CICS Fiscal Year 2018 budget by Chart of Account code and separated by diagnostic code.

Budget by Service Definition and Population Groups

FY 2018 Budget	CENTRAL IOWA COMMUNITY SERVICES	Mental Illness (40)	Intellectual Disability (42)	Developmental Disability (43)	Brain Injury (45)	Admin (44)	Total
Core Domains							
Treatment							
43301	Assessment & evaluation	\$50,000	\$5,000	\$5,000	\$5,000		\$65,000
42305	Mental health outpatient therapy	\$300,000	\$10,000	\$10,000	\$10,000		\$330,000
71319	Mental health inpatient therapy-MHI	\$300,000					\$300,000
73319	Mental health inpatient therapy	\$50,000					\$50,000
Basic Crisis Response							
32322	Personal emergency response system	\$3,000	\$3,000	\$2,000	\$2,000		\$10,000
44301	Crisis evaluation	\$550,000	\$5,000	\$5,000	\$5,000		\$565,000
44305	24 hour access to crisis response	\$75,000	\$5,000	\$5,000	\$5,000		\$90,000
Support for Community Living							
32320	Home health aide	\$5,000	\$5,000	\$5,000	\$5,000		\$20,000
32325	Respite		\$5,000		\$5,000		\$10,000
32328	Home & vehicle modifications						\$ -
32329	Supported community living	\$750,000	\$75,000	\$100,000	\$50,000		\$975,000
Support for Employment							
50362	Prevocational services	\$50,000	\$25,000	\$50,000	\$25,000		\$150,000

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50367	Day habilitation	\$100,000	\$50,000	\$50,000	\$25,000		\$225,000
50364	Job development						\$ -
50368	Supported employment	\$300,000	\$200,000	\$50,000	\$50,000		\$600,000
50369	Group Supported employment-enclave	\$5,000	\$3,000	\$2,000			\$10,000
Recovery Services							
45323	Family support	\$50,000	\$5,000	\$5,000			\$60,000
45366	Peer support	\$50,000	\$5,000	\$5,000			\$60,000
Service Coordination							
21375	Case management						\$ -
24376	Health homes						\$ -
Core Evidence Based Treatment							
04422	Education & Training Services- provider competency	\$55,000	\$15,000	\$15,000	\$15,000		\$100,000
32396	Supported housing	\$750,000	\$100,000	\$100,000	\$50,000		\$1,000,000
42398	Assertive Community Treatment (ACT)	\$50,000			\$25,000		\$75,000
45373	Family psychoeducation	\$40,000			\$10,000		\$50,000
Core Domains Total		\$3,533,000	\$516,000	\$409,000	\$287,000		\$4,745,000
Mandated Services							
46319	Oakdale	\$100,000					\$100,000
74XXX	Commitment related (except 301)	\$350,000	\$50,000	\$50,000			\$450,000
75XXX	Mental health advocate	\$250,000					\$250,000
Mandated Services Total		\$700,000	\$50,000	\$50,000			\$800,000
Additional Core Domains							
Comprehensive Facility & Community Based Crisis Services							
44346	24 hour crisis line	\$140,000					\$140,000

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44366	Warm line	\$40,000			\$10,000		\$50,000
44307	Mobile response	\$450,000			\$50,000		\$500,000
44302	23 hour crisis observation & holding	\$300,000			\$50,000		\$350,000
44312	Crisis Stabilization community-based services	\$375,000			\$25,000		\$400,000
44313	Crisis Stabilization residential services	\$500,000					\$500,000
		Sub-Acute Services					
63309	Subacute services- 1-5 beds						\$ -
64309	Subacute services- 6 and over beds	\$400,000			\$100,000		\$500,000
		Justice System-Involved Services					
46305	Mental health services in jails	\$500,000					\$500,000
25xxx	Coordination services	\$400,000					\$400,000
46422	Crisis prevention training	\$50,000					\$50,000
46425	Mental health court related costs	\$5,000					\$5,000
74301	Civil commitment prescreening evaluation	\$5,000					\$5,000
46399	Justice-system involved services- other	\$45,000	\$10,000	\$10,000	\$10,000		\$75,000
		Additional Core Evidence Based Treatment					
42397	Psychiatric rehabilitation (IPR)	\$45,000	\$5,000	\$5,000	\$5,000		\$60,000
42366	Peer self-help drop-in centers	\$500,000	\$50,000	\$25,000			\$575,000
Additional Core Domains Total		\$3,755,000	\$65,000	\$40,000	\$250,000		\$4,110,000

Other Informational Services							
03XXX	Information & referral	\$25,000					\$25,000
04XXX	Consultation (except 422)						\$ -
05XXX	Public education	\$75,000					\$75,000
Other Informational Services Total		\$100,000	\$ -		\$ -		\$100,000
Other Community Living Support Services							
22XXX	Services management	\$450,000	\$450,000	\$450,000			\$1,350,000
31XXX	Transportation	\$250,000	\$50,000	\$50,000	\$5,000		\$355,000
32326	Guardian/conservator	\$5,000	\$5,000	\$5,000	\$5,000		\$20,000
32327	Representative payee	\$25,000	\$5,000	\$5,000	\$5,000		\$40,000
33340	Rent payments (time limited)	\$100,000	\$25,000	\$50,000			\$175,000
33399	Other basic needs	\$5,000	\$5,000	\$5,000			\$15,000
41305	Physiological outpatient treatment	\$10,000	\$5,000	\$5,000			\$20,000
41306	Prescription meds	\$10,000	\$5,000	\$10,000			\$25,000
42310	Transitional living program	\$700,000	\$100,000	\$100,000	\$100,000		\$1,000,000
42396	Community support programs	\$45,000	\$5,000	\$5,000	\$5,000		\$60,000
45399	Other family & peer support						\$ -
50361	Vocational skills training	\$10,000	\$5,000				\$15,000
Other Community Living Support Services Total		\$1,610,000	\$660,000	\$685,000	\$120,000		\$3,075,000

Other Congregate Services							
50360	Work services (work activity/sheltered work)	\$25,000	\$10,000	\$10,000			\$45,000
64XXX	RCF- 6 and over beds	\$750,000	\$100,000	\$150,000			\$1,000,000
64XXX	RCF PMI- 6 and over beds	\$90,000					\$90,000
Other Congregate Care Services		\$865,000	\$110,000	\$160,000			\$1,135,000
Administration							
11XXX	Direct Administration					\$1,500,000	\$1,500,000
12XXX	Purchased Administration					\$275,000	\$275,000
Administration Total						\$1,775,000	\$1,775,000
Regional Totals		\$10,563,000	\$1,401,000	\$1,344,000	\$657,000	\$1,775,000	\$15,740,000

Revenues

CICS does not anticipate funds from the state. CICS will rely on fund balance and local levies to meet the service needs for non-Medicaid services for FY 18. As in FY 17, CICS Governing Board equalized the levies for the 10 counties for FY 18.

FY 17 ESTIMATED FUND BALANCE	\$18,322,897
FY 18 LEVY RECOMMENDATION	\$7,266,941
TOTAL FUNDS FOR FY 18	\$25,589,838
FY 18 EXPENDITURE BUDGET	\$15,740,000
FY 18 ESTIMATED FUND BALANCE	\$9,849,839

Financial Forecasting

Historical service utilization is the starting point for all financial projections. Fiscal Year 2016 was the first year CICS used a combined regional budget, and that will provide a base for further analysis of expenditure trends. The pooling of services funds provides for standardization of the Chart of Account codes and more consistent reporting. Costs of additional services added throughout the year are analyzed prior to budgeting. We have also

added individuals with Brain Injury to our populations funded, which will increase our expenditures in core domains as well. The FY 18 budget was developed to allow for current funding levels, addition of BI funding, and development of additional crisis and other services.

The CICS 28E allows the CICS Governing Board to adjust the Mental Health levy to meet the budget needs. The CICS maximum levy cap is around 11.5 million. While there is disparity in the maximum per capita contribution cap for each county, the CICS Governing Board has adjusted the levy to the lowest maximum levy in our region in order to equalize contributions. CICS will use the regional fund balance to continue to develop services and supports.

Provider Reimbursement Provisions

CICS will contract with MHDS providers and non-traditional providers whose base of operation is in the region. CICS will also honor contracts that other regions have negotiated with their local providers.

Incorporating the System of Care Approach in Requests for Proposals and Contracts:

In order to support service expansion efforts, CICS may offer requests for proposals (RFPs) in combination with other strategies, including traditional fee for service, startup costs, and grant funds for specified services. CICS provides funding by incorporating all available funding, including insurance resources, in the system of care.

Request for Proposal:

CICS may issue a competitive request for proposal to expand services as needs are identified.

Fee for service:

Contractual requirements will be used to ensure that all system participants are aligned with system of care principles. Service providers shall provide monthly billing invoices within 60 days of service provision, and other information requested of the provider for utilization review. The monthly billings shall include the following information:

- Name and unique identifier of each individual served during the reporting period.
- Dates of service.
- Number of units of service delivered to each individual served.
- When requested, attendance records.
- Unit rate and total cost of the units provided to each individual. Copayments or other charges billed to other sources shown as deductions on the billing.
- Actual amount to be charged to the Region for each individual for the period.

Grant funds:

CICS may utilize block grant payments when a service does not fit the traditional fee for service method of payment and may be considered to cover costs of new services until a fee for service rate can be established. Other uses may be to provide access to crisis services.

CICS is beginning to incorporate outcomes into the provider contracts by collaborating with other regions. A performance payment structure is in development to be implemented in the future. In order to be successful, value based or performance payments must be coordinated with multiple payers in order for the financial incentives to be large enough to create change. CICS looks forward to working with all payment sources to achieve this initiative. In FY 18 CICS is committed to providing outcome participation incentives to providers.

All eligible bills shall be paid within 60 days of receipt of required documentation unless unforeseen circumstances exist.

Provider Network

CICS requires providers to meet all applicable licensure, accreditation, and certification standards.

CICS has identified the following providers currently contracting with the region. Additional providers, including non-traditional providers, may be added throughout the year as services are developed to meet the continuum of service needs of individuals.

Access, Inc.	PO Box 268		Hampton	50441
Arc of Story County	130 S. Sheldon Ave., Ste. 302		Ames	50010
Behavioral Health Options	PO Box 379		Mason City	50402
Berryhill Center	720 Kenyon Road		Ft. Dodge	50501
Boone County Transportation	328 Snedden Drive	PO Box 457	Boone	50036
Brian Vold, ARNP	814 Railroad St		Iowa Falls	50126
Capstone Behavioral Healthcare	306 N. 3rd Ave. E.		Newton	50208
Center Associates	9 North 4th Ave.		Marshalltown	50158
Central Iowa Juvenile Detention Center	2317 Rick Collins Way		Eldora	50627
Central Iowa Psychological Services	223 S. Walnut Ave.		Ames	50010
Central Iowa Recovery	500 Fairmeadow Dr.		Webster City	50595
Christian Opportunity Center	1602 North 14th St.		Indianola	50125
CIRSI, Inc.	111 E. Linn St.		Marshalltown	50158
Crossroads Mental Health Center	1003 Cottonwood Rd.		Creston	50801
Diamond Life	4912 Barnes City Rd.	PO Box 820	Montezuma	50171
Eyerly Ball Community Mental Health Center	945 19th St		Des Moines	50314
Foundation 2, Inc.	1714 Johnson Ave NW		Cedar Rapids	52405
Franklin County Service Center	502 2nd Ave SE		Hampton	50441
Friends Forever	500 Fairmeadow Dr.		Webster City	50595
Friendship Ark, Inc.	130 S. Sheldon Ave., Ste. 302		Ames	50014
Friendship Club	1201 14th Ave.		Eldora	50627
Genesis Development	401 W. McKinley	PO Box 438	Jefferson	50129
Goshorn Psych-Services, PLLC	410 E. Robinson St., Ste. A-2		Knoxville	50138
Grinnell Regional Medical Center	210 4th Ave.		Grinnell	50112

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Hansen Family Hospital	920 South Oak St		Iowa Falls	50126
HIRTA Transit	2824 104th St.		Urbandale	50322
House of Mercy	1409 Clark St		Des Moines	50314
Integrated Telehealth Partners	318 5th St		West Des Moines	50265
Integrated Treatment Services, LLC	303 S 2nd Ave W		Newton	50208
Jasper County Home Care	115 N. 2nd Ave. E., Ste. B1		Newton	50208
Legal Aid Society of Story County	937 6th St.		Nevada	50201
Lutheran Services in Iowa (LSI)	3125 Cottage Grove Ave.		Des Moines	50311
Madison County Public Transportation	1006 N. John Wayne Dr.		Winterset	50273
Mainstream Living	2012 E. 13th St.		Ames	50010
Mary Greeley Medical Center	1111 Duff Ave.	PO Box 863	Ames	50010
Mason City Clinic	250 S. Crescent Dr		Mason City	50401
Mid-Iowa Triumph Recovery Center, Inc.	101 W. Main St.	PO Box 1774	Marshalltown	50158
MIW, Inc.	909 S. 14th Ave.	PO Box 966	Marshalltown	50158
Midwest Counseling	PO Box 313		Williamsburg	52361
NAMI of Central Iowa	416 Douglas Ave., Ste 203		Ames	50010
NIVC Services	1225 S. Harrison Ave.		Mason City	50401
Optimae Life Services	602 E Grand Ave		Des Moines	50301
Orchard Place	2116 Grand Ave		Des Moines	50312
Pam Caviness, LISW, ASW, Inc.	517 Grand Ave., Ste. 102		Ames	50010
Progress Industries	1017 E. 7th St. N.		Newton	50208
Region Six/Peoplerides	903 E. Main St.		Marshalltown	50158
The Salvation Army	PO Box 1681		Ames	50010
Trilix Marketing Group	615 Third St., Ste. 300		Des Moines	50309
Van Diest Medical Center	2350 Hospital Dr		Webster City	50595
Youth & Shelter Services, Inc.	420 Kellogg Ave		Ames	50010