

**Cherokee County MH/DD Services Management Plan  
Annual Report FY08**

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It is the intent of this report to summarize and measure the progress of the Cherokee County MH/DD Services Management Plan for the time period of July 1, 2007 through June 30, 2008. This report will cover the second year of the current strategic plan for FY07 – FY 09. This report will contain data on the following county information:

- ↪ Progress towards goals and objectives
- ↪ Documentation of stakeholder input
- ↪ Actual provider network
- ↪ Actual expenditures
- ↪ Actual scope of services
- ↪ Number, type, and resolution of appeals
- ↪ Quality assurance implementation, findings and impact on plan
- ↪ Waiting list information

***Overview of Fiscal Year 2007-2008***

**Here is a brief overview of some of the changes and highlights of the year.**

- The new residency law was implemented on July 1, 2007 to assist individuals who have residency in one county and legal settlement in another to have easier access to services.
- Our offices moved into a larger, more barrier-free facility – Plains Area Mental Health Center.
- The decision to hire an additional case manager was made due to the increased amount of paperwork and changes in federal rules made by CMS regarding case management.
- Lindy Reinhart resigned her position as Clerical Support Staff and Suzanne Gustafson was hired in her place.
- Cherokee County lowered its sliding fee scale from 300% to 250% following a public hearing beginning July 1, 2007.
- Cherokee County signed a 28E Agreement in order to prepare for the new CSN System to be rolled out in FY09.
- The Cherokee County Community Services Director began serving on new boards this year. They include: AEA Transition Advisory Board, Iowa Vocational Rehabilitation Regional Team, and the Youth Transition Meeting.
- The Cherokee County Community Services Director continued to take part in several meetings and boards. They include: Cherokee Mental Health Institute Citizens Advisory Meeting, Northwest Iowa Contracting Consortium, CPC Regional Meetings, Case Management Meetings, HCBS Quarterly Meetings, Cherokee County Residential Services Board, Plains Area Mental Health Center quarterly meetings, Northwest Iowa Empowerment, Cherokee County Crisis Management Team.
- The Cherokee County Community Services Director also took part in the CPC 101 trainings offered to assist new CPC's in understanding their positions.
- The Northwest Iowa Contracting Consortium experienced the process of using CRIS to negotiate rates for the first time. While it was uncertain how to use the reports provided by CRIS, we all found the helpfulness in the reports.
- Cherokee County Community Services Department and the Self-Determination Project Team hosted a mini-conference for individuals receiving services and staff in order to provide training and understanding in the areas of self-advocacy, natural disasters, funding streams and life choices.
- A new "household" definition was implemented in FY08 to determine eligibility for county funding.

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*Progress on Goals and Objectives*

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**GOAL**

**The Cherokee County disability service system will provide more individualized supports for people with disabilities so that they are more able to make informed choices which will lead to interdependence with the communities of their choice.**

**OBJECTIVE 1:**

Throughout the timeline of this plan, Cherokee County will provide, support and encourage educational opportunities for people with disabilities which will lead to responsible, informed decision making.

**ACTION STEPS:**

- 1.) Beginning FY07, the Cherokee County Community Services Department, with the help of the Cherokee County Self-Determination Project Team, will organize and host semi-annual educational opportunities in the areas of "life decisions." These sessions will be focused around the message of "How to be a good \_\_\_\_\_" and will cover areas such as: employee, boyfriend/girlfriend, friend, and neighbor. These sessions will also be open to family members and provider agency staff who are interested in attending.

*Not completed during FY07.*

*A mini-conference was held on April 9, 2008. It was decided by the Self-Determination Project Team to complete the entire training session on these "life decisions" at one time instead of trying to arrange semi-annual trainings when it would be difficult to get everyone together. The Community Services Director, arranged presentations and discussions with the group in attendance in the areas of, being a good employee, boyfriend/girlfriend, friend and neighbor. A total of 21 consumers attended the training. Availability to the training was limited to consumers in order to have a more open conversation amongst participants, which was achieved. It was decided having families and agency staff may limit consumer participation.*

- 2.) Each year, the Cherokee County Community Services Director, Case Management Agency and the local providers will continue to use person-centered planning tools such as the Essential Lifestyle Plan, the Individualized Action Plan and other resources as developed. Through this process we will continue to help people identify their values and work towards having those present in their lives.

*Cherokee County Community Services, Case Management Agency and local providers continue to work closely together to create a more person-centered approach to providing services to the individuals we serve. We plan to hold formal training for new staff on the person-centered approach as well as a refresher course for staff that have been through the initial training. Plans to involve family in this training have also been discussed.*

*Training in FY08 was held July 30 and 31, 2007 in the Community Services Office. Mae Hingtgen, certified trainer, provided training on the first day to new staff who hadn't had Person-Centered Thinking training before. Eight staff attended the training. A family training was held that evening to inform families on the Person-Centered Approach and how staff was trained to work with their family member. Only four family members attended the training, which was disappointing and only three consumers' families were represented. The second day of training was used as a refresher course for staff that has been through the initial training. Eighteen staff from local agencies attended the training, which provided helpful feedback and a boost in the services provided by Cherokee County agencies. **See Attachment B for a copy of the article.***

- 3.) During FY07, FY08, and FY09, Cherokee County will continue to financially support people with disabilities to attend the Mental Health Consumer Conference, which focuses on self-advocacy

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and responsible decision-making. Two thousand dollars will be appropriate each year and will be expended on a first come, first serve basis.

*Cherokee County did not fund any individuals to attend the conference in FY07. Reminders were sent out to providers as well as individuals who have attended the conference in the past and there was no interest.*

*Once again, Cherokee County did not fund any individuals to attend the conference. Funds have been allocated for anyone choosing to attend.*

- 4.) Throughout the length of this plan, Cherokee County will encourage the use of natural supports in this area. This will be accomplished by social skill development and the building of “bridges” between people with disabilities and the general public.

*During FY07, Cherokee County Community Services Director contacted “Best Buddies”, a nation-wide organization that assists in setting up “chapters” in schools and communities to provide peer-to-peer connection between the community and individuals with disabilities. No funding was available to set up chapters at this time, but we have shown interest should this become available. Cherokee County Community Services, Case Management Agency and local providers continue to “connect” with the communities in Cherokee County through educational opportunities and public service announcements. A radio spot was completed in May 2007 involving Cherokee County Community Services Director and a local provider. A newspaper article was also printed in June 2007 to outline the services provided in Cherokee County. Each local provider created information about their services to be included in the article. **See Attachment A for a copy of the article.***

*In May 2008, an Open Forum was sponsored by the Cherokee County Coaches Team. The Coaches Team felt there was a need for the communities in Cherokee County to understand the roles of provider agencies and the consumers so the community may understand how to provide more of a supportive relationship. Invitations were sent out to approximately thirty businesses and all area churches to have informal discussion in the areas of hiring individuals with disabilities, working with individuals who are shopping in their businesses, encouraging volunteerism, involving people in church, etc. An article was also placed in the county newspaper to explain the role of the Coaches Team and invite all to attend. It was also the intent to not only educate the community, but to also look to the community to educate us on myths and concerns about people with disabilities so we may build those bridges through education and understanding. Besides the attendance of the Coaches Team, only two other individuals attended this “open forum”. **See Attachment C for a copy of the article.***

**GOAL**

***The Cherokee County disability service system will provide more individualized supports for people with disabilities to lead fulfilled lives that offer choices and opportunities within the scope of a person’s abilities, so that they are able to make informed choices which will lead to interdependence with the communities of their choice.***

**OBJECTIVE 2:**

Throughout the timeline of this plan, Cherokee County will provide support to local providers so that they may continue to listen to, encourage, and support people with disabilities.

**ACTION STEPS**

- 1.) At least twice during the course of this plan, the Cherokee County Project Team will plan and hold an event that recognizes direct care and administrative staff at the local provider agencies. This is being done in order to show appreciation for the people who provide direct services and to educate the general public regarding the important work these agencies perform.

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*Completed in August 2006 with a picnic for agency staff and families. Door prizes and games were also provided as a way to thank them for the excellent service provided in Cherokee County.*

*The Cherokee County Project Team did not hold an event to recognize direct care staff. While they feel it is important, it is very time consuming and the Project Team felt there were other needs to be addressed.*

- 2.) Between FY07 and FY09, Cherokee County will continue to work with the Northwest Iowa Contracting Consortium in order to ensure the providers in Cherokee County receive adequate funding to meet their agency needs.  
*Quarterly meetings are held in Northwest Iowa with 9 counties attending. Rate negotiations were held in December 2006 involving Board of Supervisors, providers and CPC's from the 9 county consortium. In FY07, Cherokee County also became members of CRIS.*  
*The Northwest Iowa Contracting Consortium continued to meet again this year on a quarterly basis. Efforts to contact legislators and educate them on the funding issues were made. The Cherokee County Community Services Director attended the CRIS training. There has been much discussion regarding how the Northwest Iowa Contracting Consortium should use the information provided by CRIS. The entire consortium feels that CRIS will be a helpful tool during rate negotiations held each December.*
- 3.) During this plan period, Cherokee County will further develop the use of "Person-Centered Thinking Coaches." This team of direct care staff who are peer mentors in the person-centered approach will continue to meet to strengthen their use of the person-centered skills and continue to coach their peers when working with people with disabilities.  
*Enhanced Coaches Training was scheduled to take place in June 2007, but was rescheduled to take place next FY07. The Coaches Team continued to meet on a monthly basis in FY07. The Coaches Team provides inter-agency supports and tests their person-centered skills through the sharing of client issues and suggestions. The skills are also used during consumer meetings to create more focus on needs and wants of the individual instead of the needs and wants of the rest of the team.*  
*The Cherokee County Coaches Team continued to meet on a nearly monthly basis to assist each other in supporting those we serve in the county. In conjunction with the Person-Center Training, this was also used to enhance the skills the Coaches Team mentors to their co-workers within their agencies. The purpose of the Coaches Team continues to involve the direct staff who work with our consumers every day and assisting them in understanding important aspects of work with individuals with disabilities. The Coaches Team has become an excellent resource in determining the needs of staff and consumers in Cherokee County.*
- 4.) Throughout the duration of this plan, Cherokee County will continue to hold regular (at least quarterly) meetings with local providers in a roundtable discussion atmosphere,  
*This is an on-going process through the Self-Determination Project Team. The meetings are held every other month for approximately 1 – 1 ½ hours each time. See stakeholder input for additional information.*  
*The Self-Determination Project Team continues to meet 6 times per year. A list of stakeholders and meeting times are listed later in this annual report. Specific information is shared with the Project Team and the opportunity for open discussion is always available to each and every team member.*
- 5.) Each year, the Cherokee County Community Services Director, Case Management Agency and local providers will continue to enhance the implementation of person-centered planning. The Cherokee County Community Services Director, a certified Person-Centered Thinking instructor, will provide training to local providers in this area, as needed.

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*At the time this Action Step was written, Mae Hingtgen was still Community Services Director. She has since accepted a different job with the State of Iowa. Mae has agreed to travel back to Cherokee County to provide this training as our needs arise and as her schedule permits. Enhancing the person-centered approach is also completed using the members of the Coaches Team.*

*Person-Centered Thinking training was addressed earlier in this report. The Coaches Team has also been addressed in their role with Person-Centered Thinking.*

**GOAL**

**The Cherokee County disability service system will provide more individualized supports for people with disabilities to lead fulfilled lives that offer choices and opportunities within the scope of a person's abilities so they are able to make informed choices which will lead to interdependence with the communities of their choice.**

**OBJECTIVE 3:**

During FY07 through FY09, Cherokee County will facilitate at least 2 events aimed at increasing community awareness and understanding of disability issues.

**ACTION STEPS:**

- 1.) Before the end of FY08, the Cherokee County Community Services Department will sponsor an event for family members of people with disabilities. This event will help family members understand the person-centered approach that Cherokee County utilizes, the concept of balancing rights and responsibilities, guardianship/payee issues, and allow family members to seek answers to questions as well as support from each other.  
*Not completed in FY07.*  
*Mae Hingtgen, HCBS Specialist and Certified Person Centered Thinking Trainer, provided Person Centered Thinking training to family members of people with disabilities. While there was a low turnout for the event, those in attendance were appreciative of the opportunity to understand the approach used in Cherokee County. Only four family members attended. The training was aimed at approaching the topics listed above. The training was not as involved due to the lack of participation from families.*
- 2.) When Staff Appreciation weeks are scheduled, each provider will write a summary of their agency and the duties their staff perform to be used as public service announcements in the local paper, so the community can become educated regarding the service delivery in Cherokee County.  
*During FY07, a picnic was held to thank the agency staff for their hard work. While no write-ups were put in the local paper at the time, a large article was published in the local paper in June 2007 with contributions from local providers to assist the public in understanding our roles in working with individual who have disabilities.*  
*The Community Services Director encourages providers to offer whatever information they deem appropriate to the public regarding the services in their agencies. Agencies can always add any information they choose to a public service announcement as per their agency needs. An article on the Coaches Team in May 2008 did provide some information on the work agencies do with those they provide services to. This was not completed formally this year.*
- 3.) By the end of FY09 the Cherokee County Community Services Department and Cherokee County Work Services will explore the possibility of reorganizing the Business Advisory Council, so that more employers in the Cherokee County area will understand disabilities and be more likely to hire people with disabilities to work at their businesses.

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*Not completed in this FY, however the Cherokee County Community Services Director has had some discussion with the Co-Director of Cherokee County Work Services to look at organizing a Business Advisory Council.*

*Cherokee County Work Services has not shown much interest in starting up a Business Advisory Council. An effort was made by the Coaches Team during the May 2008 Community Open Forum to involve businesses in the discussions in hopes to open up communication as to why they are willing to hire people with disabilities or why they are hesitant to do so. There were no business members in attendance.*

**GOAL**

**The Cherokee County disability service system will provide more individualized supports for people with disabilities to lead fulfilled lives that offer choices and opportunities within the scope of a person's abilities.**

**OBJECTIVE 4:**

Cherokee County will conduct efficient use of taxpayer dollars through the management of Fund 10 in order to prevent waiting lists for services and to maintain funding for a full array of services for people who have Cherokee County legal settlement.

**ACTION STEPS**

- 1.) Cherokee County Community Services Director will annually maintain and supervise the MH/DD Budget.  
*Accomplished and ongoing. For FY07, the fund balance ended at 18%. This was in large to the additional state funds we received due to our low fund balance in FY06.*  
*Accomplished and ongoing. For FY08, the fund balance ended quite low at -4.5%. The Community Services Director budgeted for growth and community services dollars however due to a shortage of funds from the State; Cherokee County did not receive these dollars. If funds would have been available, we would have received \$59,000. Cherokee County also reconciled over \$35,000 in disputes with the State, which had added up over the last 10 years.*
- 2.) Cherokee County Board of Supervisors will oversee and approve the annual mental health budget.  
*Accomplished and ongoing. The Cherokee County Board of Supervisors actively monitors and provides advice on the MH/DD budget.*  
*Accomplished and ongoing. The Cherokee County Board of Supervisors actively monitors and provides advice on the MH/DD budget.*
- 3.) Throughout the timeline of this plan the Community Services Director will monitor levy rates and expenditures then work with the Board of Supervisors and Project Team as necessary to avoid a waiting list in Cherokee County.  
*Cherokee County has never had a waiting list for services and maintained that status during FY07.*  
*Cherokee County has never had a waiting list for services and maintained that status once again during FY08. Discussions were held with the Board of Supervisors regarding the FY09 year in preparation for funding of service problems. The sliding fee scale was lowered from 300% federal poverty level down to 250% federal poverty level beginning July 1, 2007. This was approved through a public hearing in June 2007.*
- 4.) Cherokee County will collaborate with the courts/judicial referee to ensure cost containment and protect the rights of those who are involuntarily committed.

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*Accomplished and on-going. During a time of statewide tension between the court system and county MH/DD services, Cherokee County has maintained a close, cooperative relationship with the Clerk of Court, Magistrate, Judge, County Attorney and Sheriff to prevent unnecessary commitments and undue delay of services to people who are in need of immediate hospitalization and/or treatment.*

*Accomplished and on-going. There seems to be a very comfortable protocol in Cherokee County which involves a wide variety of entities in Cherokee County. Cooperation has been essential to prevent unnecessary commitments. The Community Services Director had a meeting in August 2007, with the Cherokee County Attorney, Cherokee County Assistant Attorney and the District Clerk of Court to further discuss the current protocol and everyone thought it was a protocol easy to work with. The Clerk of Court agreed to share concerns brought up by the Judge as they came up.*

- 5.) Cherokee County CPC Administrator will track funds using the CoMis program in order to do future planning in the service system.

*Accomplished. During FY07 the Cherokee County CoMis system was used to provide information regarding applicant information, service authorization and expenditures. CoMis was also used to assist in creating client profiles to be sent in for approval of applicant to the State Payment Program (SPP).*

*Accomplished in FY08. During this fiscal year, CSN (Community Services Network) has been developed. CoMis will phase out and this web-based system will phase in sometime in FY09. The Community Services Department had some problems with the CoMis program during the FY08 year with the system duplicating payments. This decreased the efficiency of entering information. Much time was spent on running the duplicate payment query and deleting the duplications. Assistance was provided on a limited basis for the problem.*

- 6.) As funds allow, Cherokee County will continue to fund a full array of services as well as supports that are not statutorily mandates such as transportation, socialization and educational opportunities.

*In FY07, a ½ day cut was instituted for all 100% county funded individuals receiving work activity services. This was instituted in October 2006 and continued until the end of FY07. There were also limitations put on outpatient therapies at the local Community Mental Health Center. Individuals were limited to 8 outpatient sessions. Cherokee County Community Services Director worked closely with the staff at the mental health center to ensure the individuals received the adequate number of sessions they needed. The Cherokee County Board of Supervisors authorized the Community Services Director to authorize additional sessions based on individual need.*

*During FY08, the ½ day cut in work activity services was lifted. Limitations at the local Community Mental Health Center continued with the understanding no one would go without services needed. The relationship between Plains Area Mental Health Center and Cherokee County has been strong and understanding. The sliding fee scale for outpatient mental health services was lowered from 300% federal poverty level down to 250% federal poverty level.*

**Documentation of Stakeholder Input**

During the course of FY08, the Cherokee County Community Services Department has relied heavily on the Cherokee County Self-Determination Project Team for ongoing input and evaluation of services.

**SELF-DETERMINATION PROJECT TEAM**

Community Services Director  
Cherokee County Case Manager  
Cherokee County Supervisor

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3 MH/DD Providers  
MH Provider  
Family Member  
5 Self-Advocates  
Community Member

The Self-Determination Project Team meets every other month and has given input regarding direct care staff recognition, person-centered thinking implementation, case management activities and future program development. Specific details of this input are provided in the FY07 – FY09 Strategic Plan. The Self-Determination Project Team met on the following dates:

- July 17, 2007 – Topics discussed were Person-Centered Thinking Training, Parent Survey results, Community Involvement Update, County Strategic Plan, Case Management Updates, HF2780 Residency Law
- September 11, 2007 – Introduction of new team members, County Strategic Plan, Person-Centered Thinking Review, Case Management Updates, Mini-Conference Planning
- November 13, 2007 – Conference Update, Case Management Updates, County Management Plan Changes,
- January 15, 2008 – April 9 Conference Update, Case Management Updates, Mental Health Transformation Workgroups, Management Plan, Budget Issues, Medicaid Audit in Iowa
- March 11, 2008 – Conference Update for April 9, Case Management, Statewide County Funding Issues, CSN Program, Consumer Choices Option
- May 13, 2008 - Review of April 9 conference, Coaches Team Plan for Open Forum, Case Management, Statewide county funding issues, funding of non-mandated services for FY09 will not be limited at this time, ID Action Voting Grant application will soon be sent in to provide training for people with disabilities to have their voices heard, SRTS Transportation increase.

**PERSON-CENTERED COACHES TEAM**

Lisa Langlitz	Community Services Director
Lynda Holmich	Cherokee County Case Manager
Lori Siefken	MH/DD Provider/Advocate
Kelly Carlson	MH/DD Provider/Advocate
Diana Ockerman	MH/DD Provider/Advocate
Peg Christensen	MH/DD Provider/Advocate
Carrie Smeltzer	MH/DD Provider/Advocate
Sue Van Roekel	MH/DD Provider/Advocate
Gaylene Booth	MH/DD Provider/Advocate
Maureen Peterson	MH/DD Provider/Advocate
Nicole Campbell	MH/DD Provider/Advocate

The Person-Center Coaches Team meets monthly to receive additional training in the person-centered approach. The goal of the team is to increase knowledge and use opportunities and challenges to support and advocate for the individuals served. The team is then prepared to take the skills they have learned and informally teach them to their peers in the work setting. The Person-Centered Coaches Team received further training in the Person-Centered Approach.

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During FY08, an attempt was made to “Build Bridges” between the community and service providers and consumers. While the Open Forum did not produce the numbers and open communication, the Coaches Team is willing to try it again.

***Actual Provider Network***

During FY08, Cherokee County expended county dollars from the MH/DD Services Fund to support people with disabilities to the following providers:

Associates for Psychological and Therapy Services	Cherokee County Work Services
Cherokee Mental Health Institute	Cherokee Regional Medical Center
Christian Opportunity Center	Clarinda Geriatric Psyche Unit
Concerned, Inc.	Dan Meloy
Echo Plus, Inc.	Glenwood Resource Center
Homestead	Hope Haven
Hudson Law Firm	Ida Services Inc.
Johnson County Sheriff	Life Skills Training Center
Link Associates	Loughlin Law Firm
Mainstream Living	Mid-Step Services
Miller Law Firm	Oak Haven Care Facility
Park Place	Pathways for Emotional Wellbeing
Plains Area Mental Health Center	Plymouth County Sheriff
REM Leadway	Season’s Center
Siouxland Mental Health Center	Siouxland Regional Transit System
Spencer Municipal Hospital	Stephen Hankens
The Pride Group	Village Northwest
Woodward Resource Center	

***Number, type, and resolution of appeals***

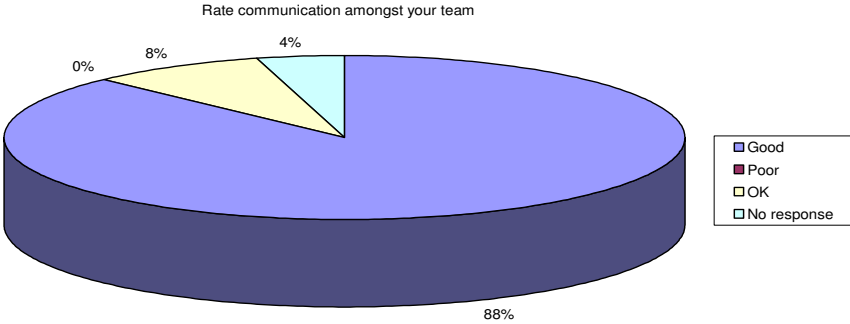
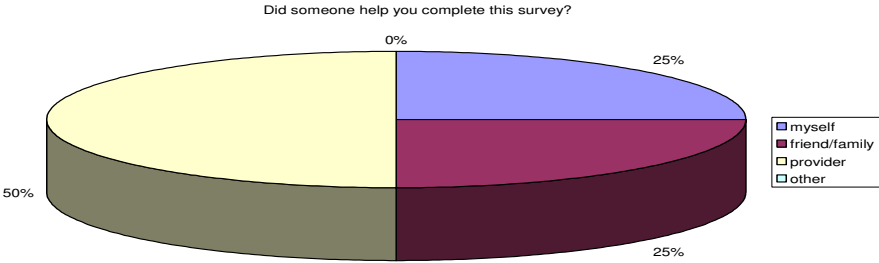
During FY07, there were no appeals for services.

During FY08, there were no appeals for services.

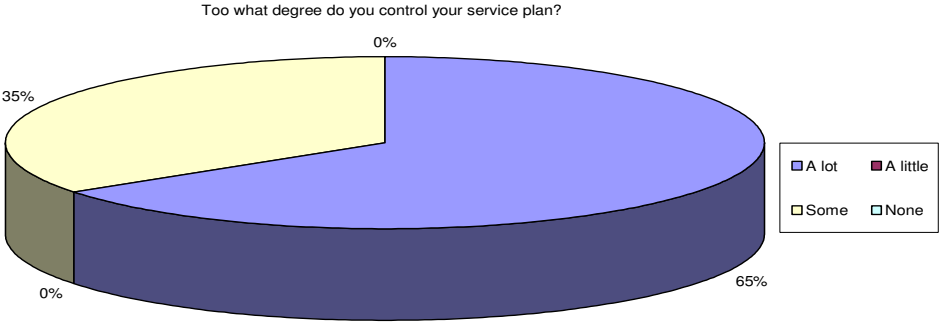
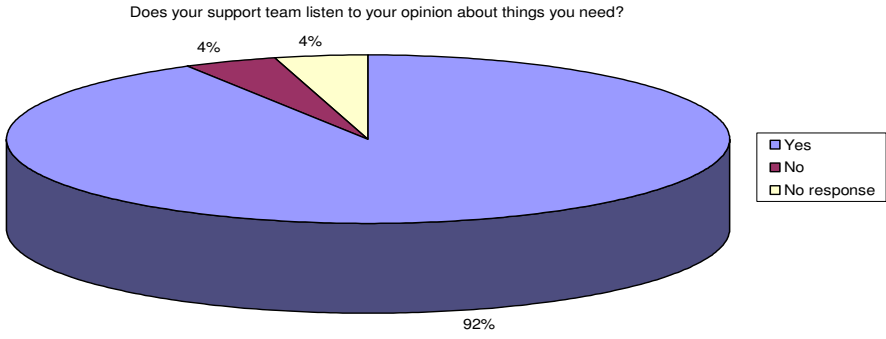
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Quality assurance implementation, findings and impact on plan

Community Services Department - 39 surveys were sent, 25 were returned

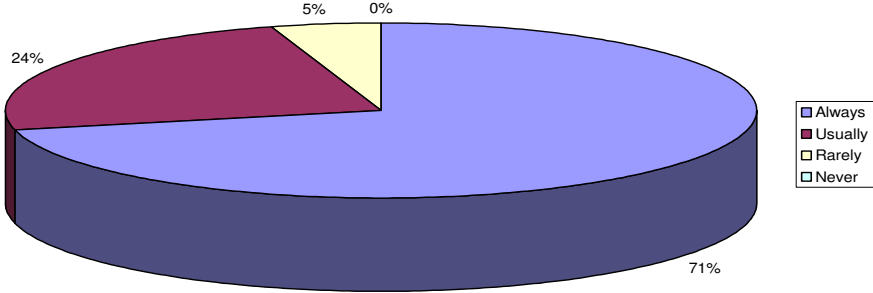


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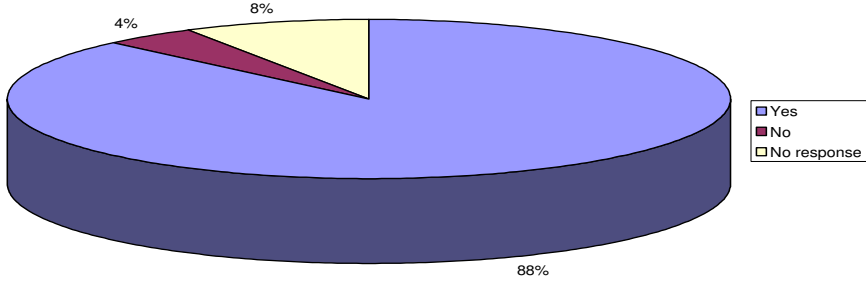


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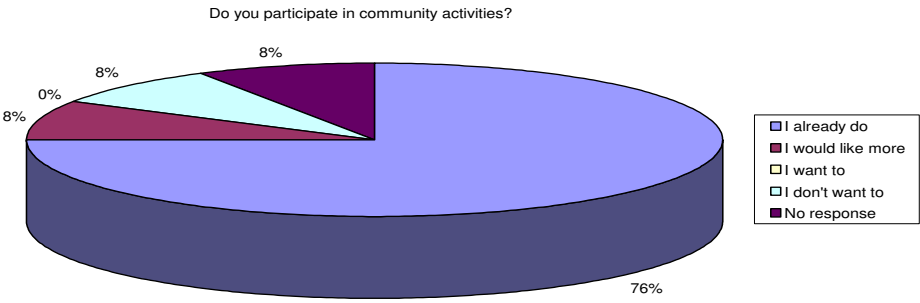
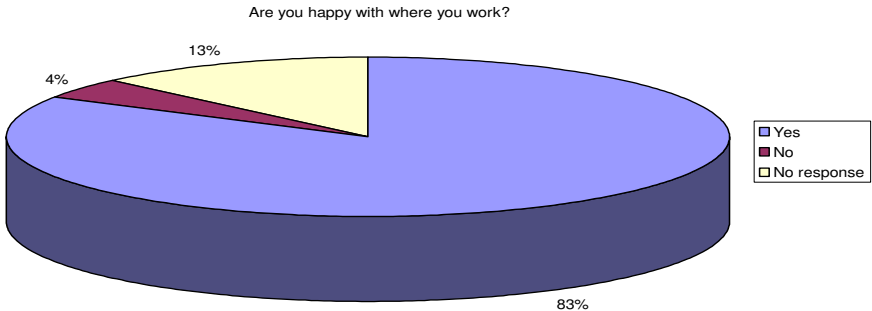
Does someone help you advocate for things you want and need?



Are you happy with where you live?



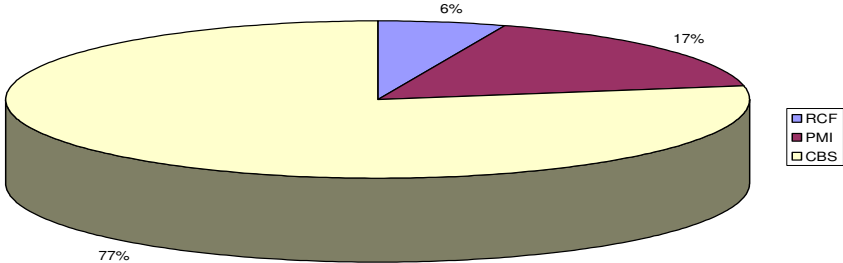
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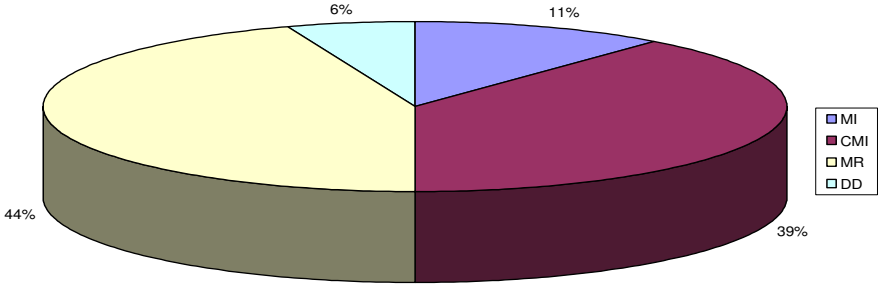
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Cherokee County - State Payment Program

Unduplicated persons served by service



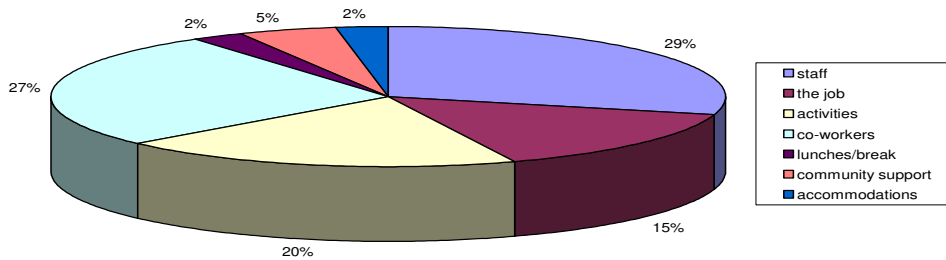
Unduplicated persons served by diagnosis



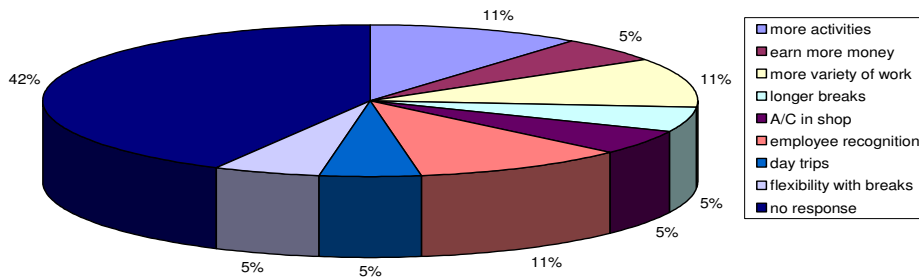
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Cherokee County Work Services Quality Assurance Survey

Things liked about Facility Based Employment in Cherokee County



Facility Based Employment suggested improvement

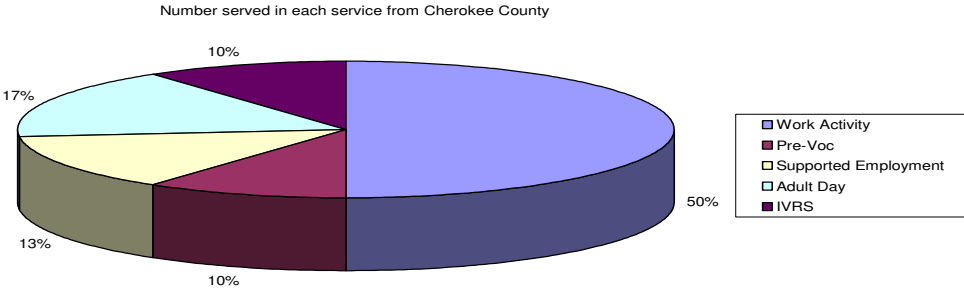


Number served from Cherokee County in FY08 - 40

Number of new individuals placed in Community Based Employment in FY08- 0

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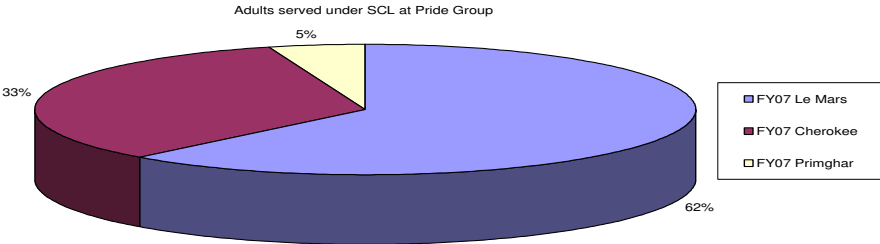
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**The Pride Group Quality Assurance Survey**

The Pride Group’s corporate office is located in Le Mars, Iowa. The Pride Group provides services in Cherokee, Plymouth and O’Brien Counties. The statistics have been provided by The Pride Group’s total agency survey for FY07.

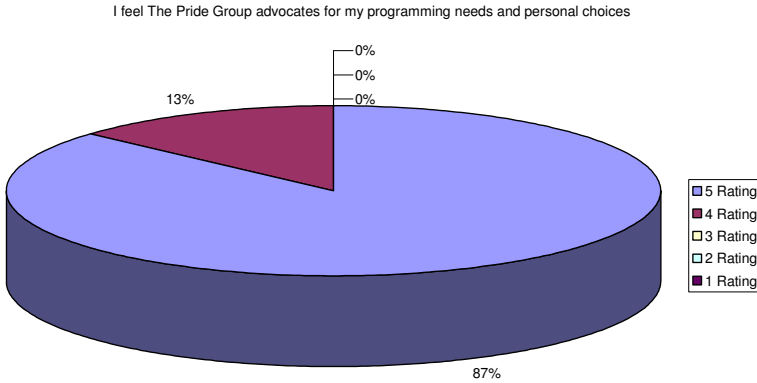
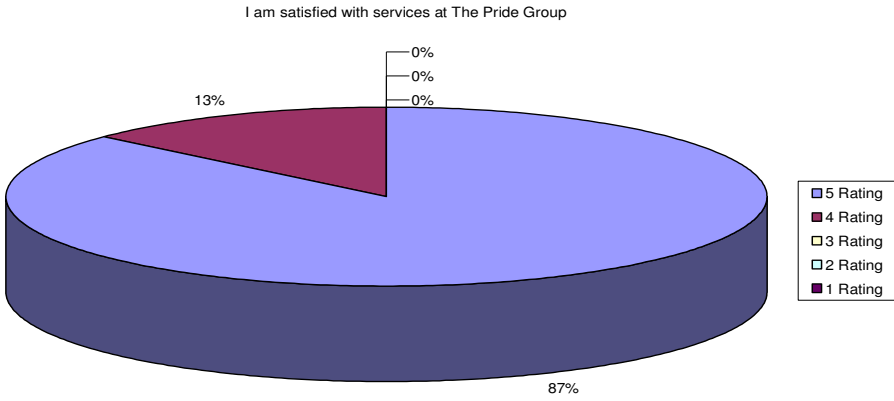
Supported Community Living- Consumer Survey  
On a scale from 1-5 with 5 being the highest rating and 1 being the lowest.



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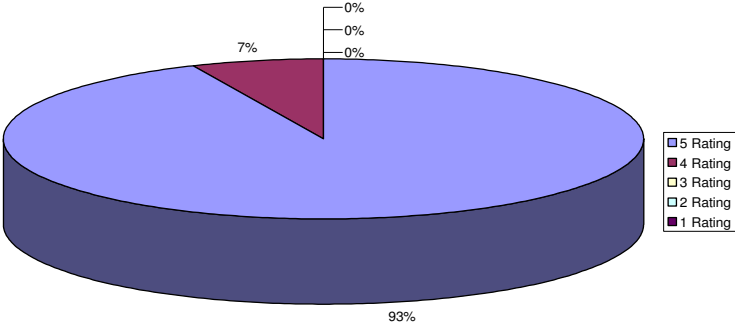


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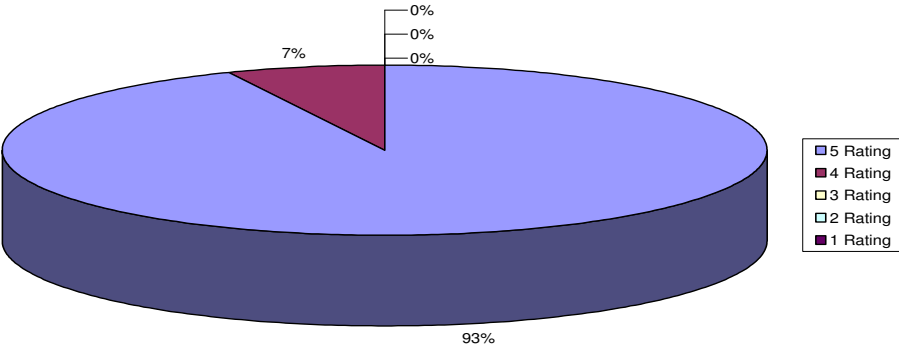
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I feel The Pride Group treats me with dignity and respect

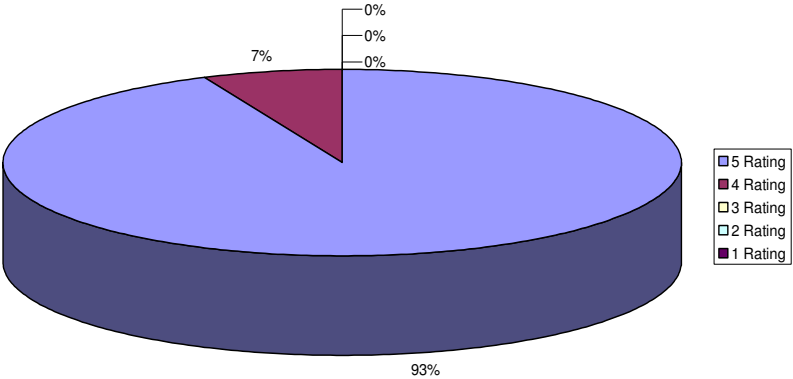


I feel The Pride Group listens and acts upon my request



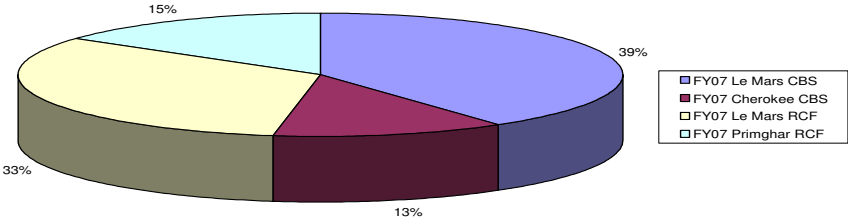
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I feel the Pride Group meets their mission by assisting me to live a good quality life



**Habilitation – Consumer Survey**  
On a scale from 1-5 with 5 being the highest rating and 1 being the lowest.

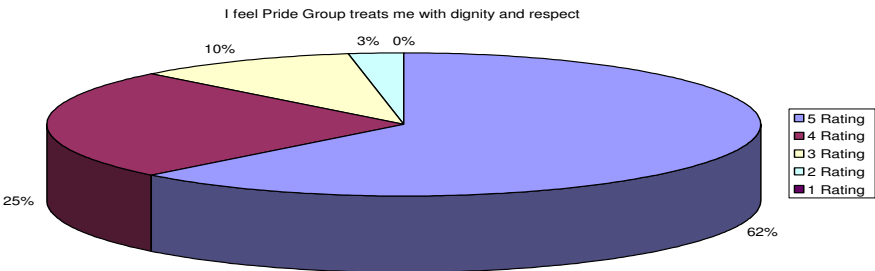
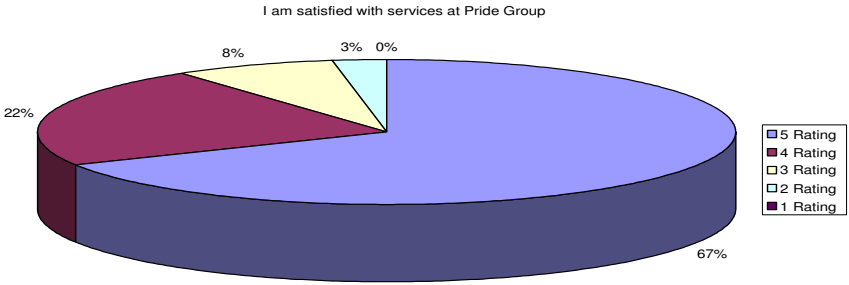
Adults served under Habilitation at Pride Group



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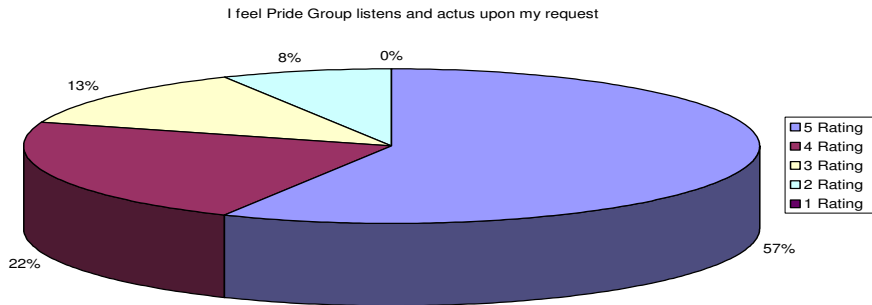
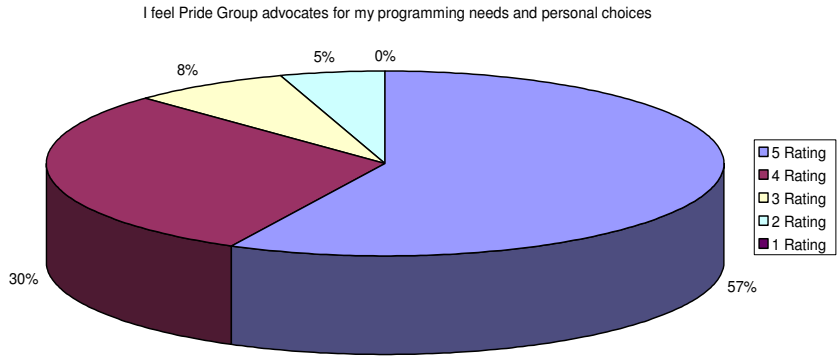
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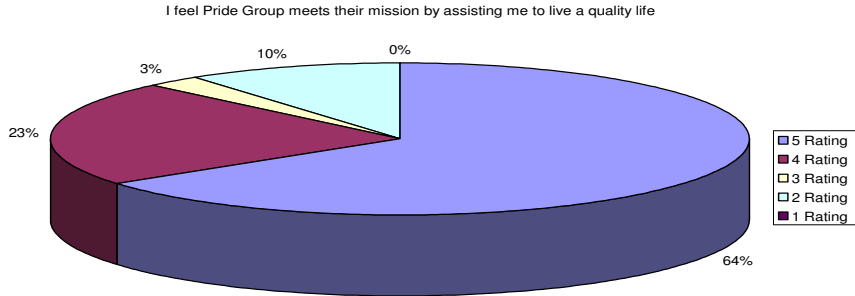
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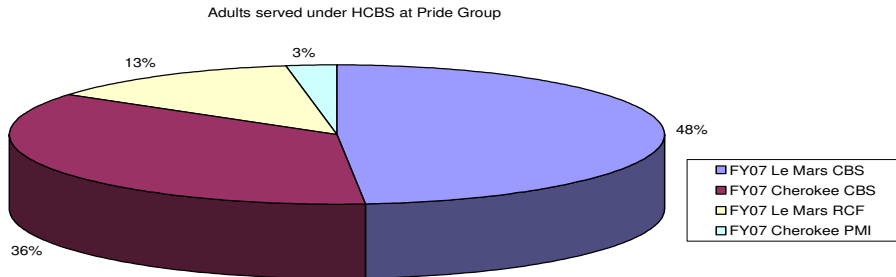
**Cherokee County MH/DD Services Management Plan  
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Home and Community Based Services – Consumer Survey  
On a scale from 1-5 with 5 being the highest rating and 1 being the lowest.

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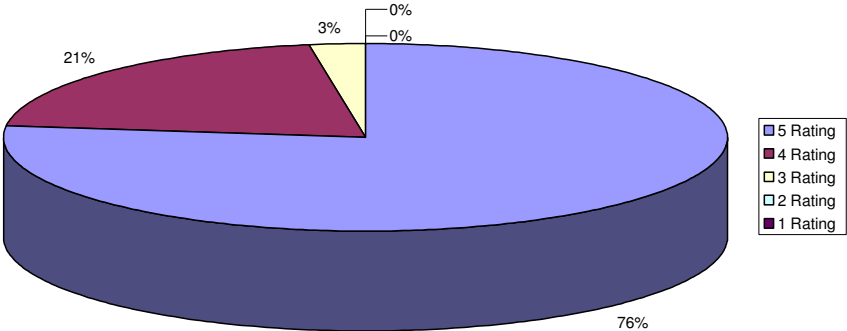


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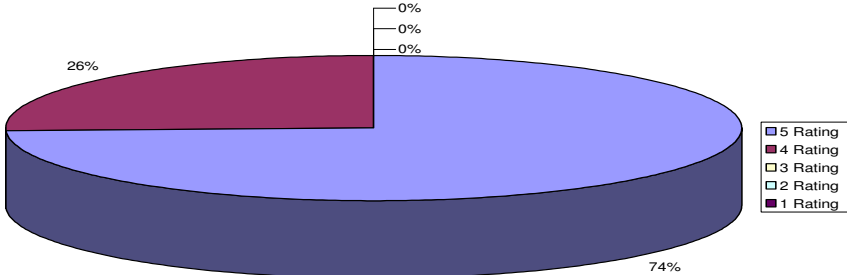
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I am satisfied with services at Pride Group



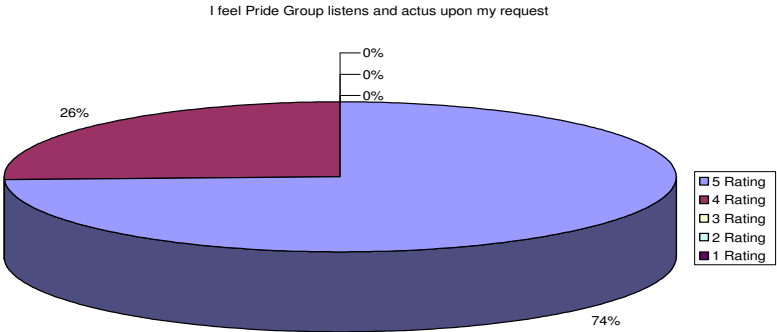
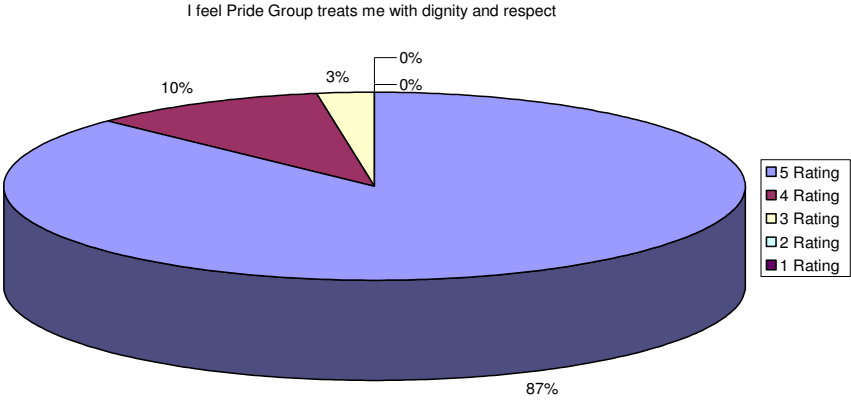
I feel Pride Group advocates for my programming needs and personal choices



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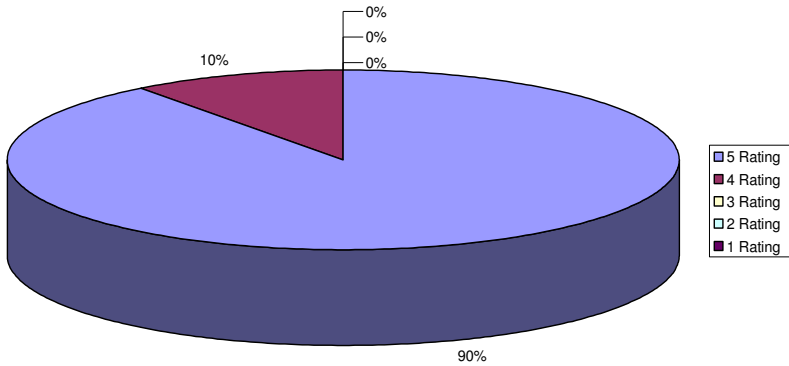
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I feel Pride Group meets their mission by assisting me to live a quality life



**Number served from Cherokee County in FY08 - 17**

In FY08, two individuals were moved from daily SCL to hourly SCL. Requests were made to Mid-Step Services, our other local provider; however no Quality Assurance information was received.

These results indicate that the Cherokee County service system is meeting the needs of those supported. However, as the county looks toward writing a new Strategic Plan for FY10 – FY12 additional detailed questions will be asked in a more personal setting (Focus Groups) in order to elicit exactly which services or supports are desired or not adequately available in this rural county. Concerns for placing individuals in community based employment must be addressed once again. One piece of the Strategic Action Plan for this time period addresses the need to begin a Business Advisory Committee which has met some resistance. By the lack of numbers of new placements in FY08, the need to relook at a BAC needs to be discussed once again.

The Cherokee County Community Services Director relies heavily on the Self-Determination Project Team to assist in quality assurance. The team consists of providers, local citizens, family members, and consumers. Open communication allows for quality assurance checks in regards to funding, service delivery by providers, and Cherokee County Case Management services.

Cherokee County joined County Rate Information System (CRIS) in FY2007. The purpose of CRIS is to establish rate setting based on actual cost, standardized service definitions, standardized units of

**Cherokee County MH/DD Services Management Plan  
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service, uniform classification of cost and consistent reporting to enable participating counties to negotiate appropriate reimbursement rates with covered MH/DD providers. CRIS also helps facilitate effective and efficient communication among participating counties and covered MH/DD providers through technical support and training. Cherokee County will make every effort to provide fair and reasonable rates to the providers in the county network.

***Waiting list information***

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During the course of FY07 Cherokee County did not maintain a waiting list. All services were fully funded with Support Team input after applicants met eligibility thresholds.

During the course of FY08 Cherokee County did not maintain a waiting list. All services were fully funded with Support Team input after applicants met eligibility thresholds.

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***Actual Expenditures & Actual Scope of Services***

**Mental Health Services Actually Funded**

Cherokee County has funded all statutorily mandated services including the following from the MH/DD Fund:

**County Dollars Spent by COA Code and Disability Type**

*Date Prepared*                      11/5/2008      *For Cherokee County FY: 2008*

<b>Account Code</b>	<b>Mental Illness</b>	<b>Chronic Mental</b>	<b>Mental Retardation</b>	<b>Developmental Disability</b>	<b>Other</b>	<b>Service Total</b>
<b>11000</b> Direct administrative	\$75.00		\$210.00			<b>\$285.00</b>
<b>21374</b> Case Management - T19 Match			\$4,016.44	\$252.13		<b>\$4,268.57</b>
<b>31000</b> Transportation (non-Sheriff)		\$18.00	\$10,465.58	\$366.00		<b>\$10,849.58</b>
<b>32320</b> Homemaker/Home Health Aid		\$16,480.00	\$9,320.00			<b>\$25,800.00</b>
<b>32325</b> Respite			\$6,892.51			<b>\$6,892.51</b>
<b>32328</b> Home/Vehicle Modification			\$126.29			<b>\$126.29</b>
<b>32329</b> Supported Community Living		\$9,414.50	\$4,295.61			<b>\$13,710.11</b>
<b>32399</b> Other		\$737.17				<b>\$737.17</b>
<b>41305</b> Physiological Tmt. Outpatient	\$9,555.57	\$653.16		\$170.00		<b>\$10,378.73</b>
<b>41399</b> Physiological Tmt. Other	\$15,225.40	\$5,196.00	\$144.00	\$1,005.00		<b>\$21,570.40</b>
<b>42305</b> Psychotherapeutic Tmt. Outpatient	\$31,050.68	(\$81.25)	\$245.00			<b>\$31,214.43</b>
<b>44363</b> Day Treatment Services		\$53.33				<b>\$53.33</b>
<b>44396</b> Community Support Programs	\$1,500.00	\$2,915.73				<b>\$4,415.73</b>
<b>44399</b> Other	\$300.00	\$200.00				<b>\$500.00</b>
<b>50362</b> Work Activity Services	\$2,733.74	\$21,174.04	\$147,940.17	\$28,623.94		<b>\$200,471.89</b>
<b>50367</b> Adult Day Care		\$340.06	\$20,952.21	\$1,275.86		<b>\$22,568.13</b>

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Account Code	Mental	Chronic Illness	Mental Mental	Developmental Retardation	Disability	Other	Service Total
<b>50368</b> Supported Employment Services		\$89.98	\$323.93	\$1,525.62	\$953.77		<b>\$2,893.30</b>
<b>50399</b> Other Vocational Services		\$24.33	\$1,452.01	\$1,432.59			<b>\$2,908.93</b>
<b>63310</b> Comm Supervised Apt Living (Comm. 1-5 Bed)		\$208.88	\$3,744.75	\$4,261.71	\$3,954.08		<b>\$12,169.42</b>
<b>63329</b> Supported Community Living (Comm. 1-5 Bed)			\$10,561.89	\$216,464.49	\$8,796.26		<b>\$235,822.64</b>
<b>64316</b> RCF/PMI (Comm. 6-15 Bed)			\$76,391.80				<b>\$76,391.80</b>
<b>65314</b> RCF (Comm. 16+ Beds)			\$23,667.83				<b>\$23,667.83</b>
<b>65315</b> RCF/MR (Comm. 16+ Beds)			\$1,133.03				<b>\$1,133.03</b>
<b>65318</b> ICF/MR (Comm. 16+ Beds)				\$278,920.13			<b>\$278,920.13</b>
<b>71319</b> Inpatient (State MHI)		\$27,785.97	\$95,207.72				<b>\$122,993.69</b>
<b>72319</b> Inpatient (State Hosp. School)				\$117,394.24			<b>\$117,394.24</b>
<b>74300</b> D & E Related to Commitment			\$250.00				<b>\$250.00</b>
<b>74353</b> Sheriff Transportation		\$348.40	\$31.50				<b>\$379.90</b>
<b>74393</b> Legal Representation (cmtmt court costs/legal fees)		\$700.00	\$125.00				<b>\$825.00</b>
<b>74395</b> Mental Health Advocates		\$75.00					<b>\$75.00</b>
<b>Total County</b>		<b>\$89,672.95</b>	<b>\$269,990.20</b>	<b>\$824,606.59</b>	<b>\$45,397.04</b>		<b>\$1,229,666.78</b>

County funding for Brain Injured populations are provided on a first-come, first-served basis and are capped at \$10,000 annually. The \$10,000 is currently encompassed with one individual who is being funded work activity services with these dollars.

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## **Attachment A**

### ***County provides services for people with disabilities***

Thursday, June 21, 2007

Contributed by Lisa Langlitz, Community services director

Cherokee County Community Services Department serves as the entry point for accessing county mental health funding for persons with disabilities. Some of these disabilities include mental retardation, developmental disabilities, brain injury, and chronic mental illness. The Community Services Department is responsible for monitoring all county mental health functions in Cherokee County including review of applications, determining eligibility for funding, service planning and authorization of all mental health expenditures. Within our department, Cherokee County also employs a case manager who provides coordination and monitoring of services for individuals. In order to receive case management services through our department, a person must be Medicaid eligible and have a need for coordination of more than one service. Once a person is determined eligible for case management, the case manager will find agencies to provide the needed services.

Cherokee County Community Services works closely with agencies in Cherokee County to provide needed services for people who have disabilities. Services are determined based on individual need. It is our goal to help educate the community regarding mental health services in Cherokee County. If you would like us to speak to your organization, please contact us at 225-6700. Our offices are currently located in The Depot. Beginning July 1, we will be in our new location at 203 East Bow Drive, on the north side of Plains Area Mental Health Center.

#### **Mid-Step Services' Cherry House Offers Cheerful Living**

Cherry House in Cherokee offers supervised community living and services to nine persons with mental disabilities who live independently with minimal support. Cherry House is the first facility of Mid-Step Services which began operations in Cherokee in 1978. After moving from its first site, today Cherry House is located a duplex at 794 & 798 N. 1st Street.

Mid-Step Services started as one home with six residents and four staff members in Cherokee 30 years ago. Mid-Step Services is an organization with 20 residential facilities and vocational programs serving the special needs of 300 individuals with mental and physical disabilities. There are 400 employees working in five communities. They provide services in homes, apartment buildings, vocational centers and programs in Cherokee, Lawton, Mowille, Sergeant Bluff and Sioux City Iowa.

Mid-Step residents receive care in all levels of living ranging from independent living in neighborhood home settings like Cherry House to those who need specialized care in intermediate care homes.

The Cherry House staff of 10 employees is led by coordinator Nicole Campbell. "We have a great home here in Cherokee and are grateful for the local support we have received," says Campbell. "Thanks to generous volunteers, churches, donors and businesses, about 18 months ago we were able to transform a garage into an office area and gathering space to benefit our Cherry House residents."

For information on how to be a volunteer buddy to a resident or make donations to Cherry House, contact Campbell at Cherry House at 225-2233.

## **Cherokee County MH/DD Services Management Plan Annual Report FY08**

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### **Achieving Success**

Pride Group, Inc. is a private, not-for-profit corporation with locations in Cherokee, Le Mars, and Primghar. We serve individuals who are diagnosed mentally disabled. Our mission is to help the individuals we serve achieve an excellent quality of life within the least restrictive setting possible.

Our Programs are designed to help the consumers we serve manage their illness and/or disability, as well as helping them meet some specific goals that they set for themselves. The goal is outlined in their plan, then support staff implements activities and projects to help the consumer get closer to achieving their goals. All divisions offer individualized programming objectives that may include these services;

- Money Management
- Medication Management
- Nutrition
- Socialization
- Laundry Skills
- Assist with Application of Governmental Programs
- Meal Preparation
- Personal Hygiene
- Community Integration
- Work Training Programs
- Adult Basic Education
- Service Divisions in Cherokee include:

HCBS, (Home and Community Based Services) currently include the HCBS hourly, daily and Respite programs. The HCBS Daily Services are designed to assist and instruct the individual with daily living needs within the community setting of four people or less. The HCBS Hourly services are designed to assist and instruct the individual with daily living needs on an individual basis. The respite service is provided on a short term basis. It is designed to give families/caregivers relief from their duties with the consumer being served. This relief for the family may be enough to ensure that the consumer remains in the family home instead of an outside placement.

SCL, (Supported Community Living) Division provides support and stability for individuals who reside in apartments/houses. Services include personal assistance, daily living skill instruction, community integration and 24 hour emergency assistance.

West Cedar Division, Residential Care Facility for Persons with Mental Illness is an adult living arrangement licensed by the State of Iowa for 15 individuals. Food, shelter, personal development and social activities are provided for the consumers in a positive environment. The facility is staffed 24 hours a day by professional health care staff. West Cedar staff members work with and are supported by the local Mental Health Center personnel.

Lisa Shiley, Program Coordinator for The Pride Group wants this article to raise "Public Awareness" for Mental Health Services. "I would like the general public to understand that through proper treatment and management, persons with mental illness' and mental disabilities can be safely integrated within a community. Mental illness/disabilities are not prejudiced, they can affect anyone."

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**CCWS Provides Work Opportunities**

Cherokee County Work Services, Inc. was the start for adult services to disabled citizens of Cherokee County 39 years ago this August and back then was known as Cherokee Training Center. Later there was a name change and we were called Cherokee County Work Activity Center. Today this facility provides work for the people they serve by doing packaging, document shredding, salvaging, small assembly, and laundry for area businesses. Cherokee County Work Services, Inc. also provides training and assistance for those whose goal is to find employment in the community.

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**Attachment B**

**Culture of support training given**

Monday, August 13, 2007

By Mike Leckband, Staff Writer

Despite perceptions by many that people with disabilities require around-the-clock care, most only require a bit of support to live primarily independent lives.

Last week, members from the Cherokee County Work Services (CCWS), Mid Step Services and the Pride Group inc. met at the Cherokee County Community Services offices for a training seminar.

Speaking at the event was Mae Hingtgen, who works for the state of Iowa's HCBS (Home and Community Based Services). She is the former director of Cherokee County Community Services.

During this annual two-day training seminar, Hingtgen talked to area support givers on a variety of topics concerning the needs of their clients.

They also discussed problems that support givers face on a daily basis such as clients needing to be convinced of care needs they might not realize such as personal hygiene. There are frustrations support givers have resulting from the limitations they have in dealing with sometimes stubborn clients.

Many of the clients who utilize the services of the previously mentioned groups have many diverse needs including physical and mental.

Most of the community assumes that the support givers are the same as care givers. Even though the clients are on a very personal basis with their support givers, the agents are not full-time, around the clock care givers.

The goals of these agencies are to show their clients how to care for themselves and to offer support when needed. They coach clients to get into daily habits and build peer support based on the clients' individual needs.

Other examples of how to help their clients reach more independence are just little things that can be done around a client's home such as getting a stove for someone who enjoys cooking or providing community volunteer opportunities for clients who enjoy such activities.

It is not always the big stuff that makes a client independent, usually it is just a little thing that makes a difference in a client's life.

The purpose of the annual training was to review coaching principles and skills and how the coaches are being supported in their work and how they can support their organization in making changes.



Mae Hingtgen from the State's Home and Community Based Services met with area support givers for annual training. Photo by Mike Leckband [\[Click to enlarge\]](#)

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**Attachment C**

**Cherokee County has many mental health services**

Friday, May 9, 2008

By Mike Leckband, Staff Writer

Members of the community are invited to learn more about the various mental health services provided in Cherokee County. On May 20, a question and answer session for the public will be held at the Cherokee Depot.

Cherokee County Person-Centered Coaches Team (CCPCCT) is a group of individuals who provide direct support to individuals in need of mental health services.

“There is a lot of misconception about Mental Health,” said Cherokee County Community Services Director Lisa Langlitz. “When it comes down to quality care it all comes down to choices. Choices and to have people have a say in their lives” add Langlitz. “We have choices to they should too.”

The CCPCCT helps give people choices like vocational training, independent living, respite services (going into the home to stay) and transportation. All so that people who have disabilities can be fully active members of the community.

The CCPCCT is made of individuals from Cherokee County Case Management, The Pride Group, Mid Step Services and the Cherokee County Work Services.

According to Langlitz a coach is someone who “gets the concepts of Person-Centered Thinking (Person-Centered Thinking is a training program for improving skills and improvement of quality of care). This person may or may not have been through formal training and really understands and employs respectful, supporting practices in working with people with disabilities.

Using Person-Centered Thinking skills will mean that people with disabilities will be more independent and be involved more with the community.

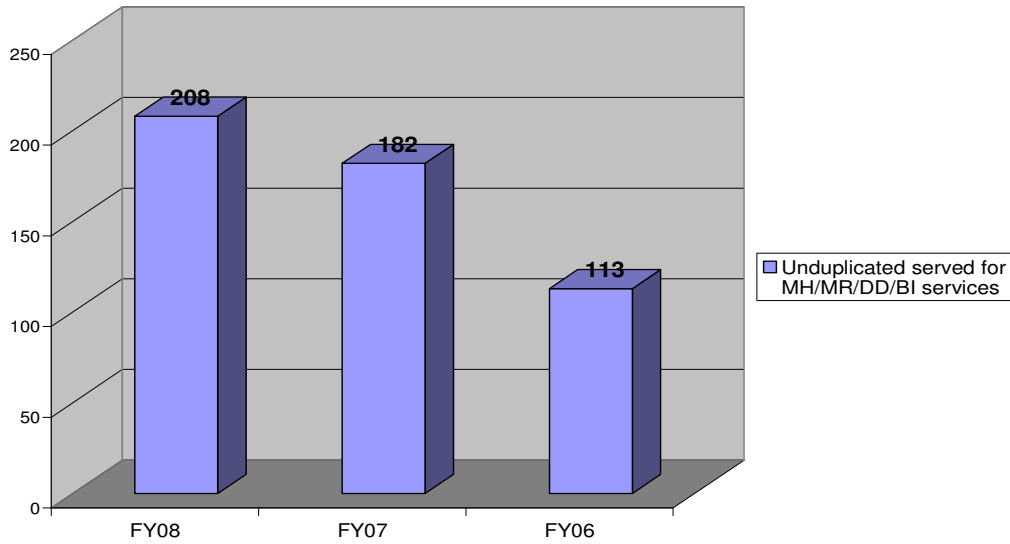
Using Person-Centered Thinking skills will mean that the lives of the disabled will improve and those providing services will likely develop the values needed to support people in having positive control over their lives.

May is Mental Health Awareness Month and Langlitz invites the community to the lower level of the Cherokee Depot on May 20. There will be a question and answer session from 9 a.m. to 10:30 a.m. so the community can learn more about the CCPCCT and all the agencies that serve Cherokee County. Getting involved is key to giving people with disability a chance to be part of the community.

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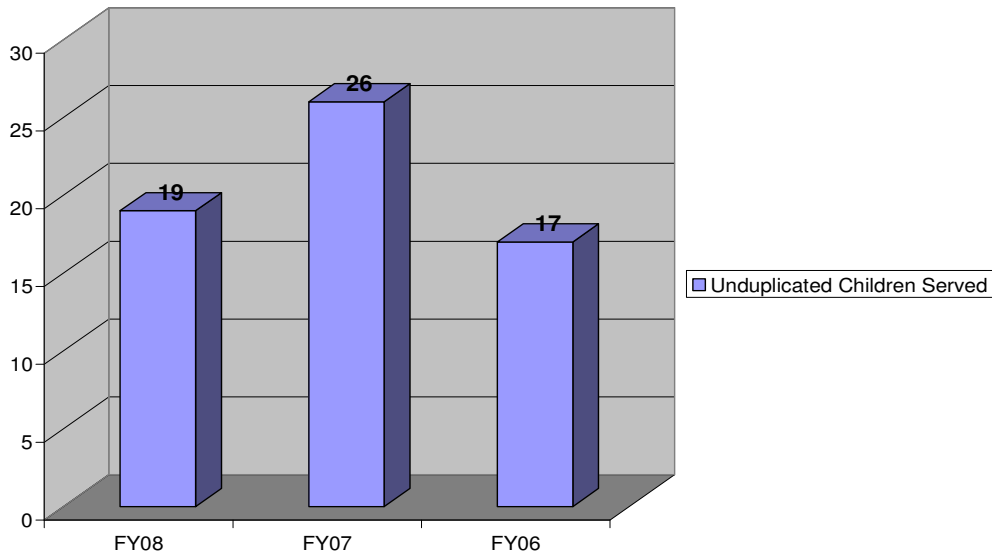
**FY08 CoMis Aggregate Reports**

Unduplicated served for MH/MR/DD/BI services



**Served by Age-----**

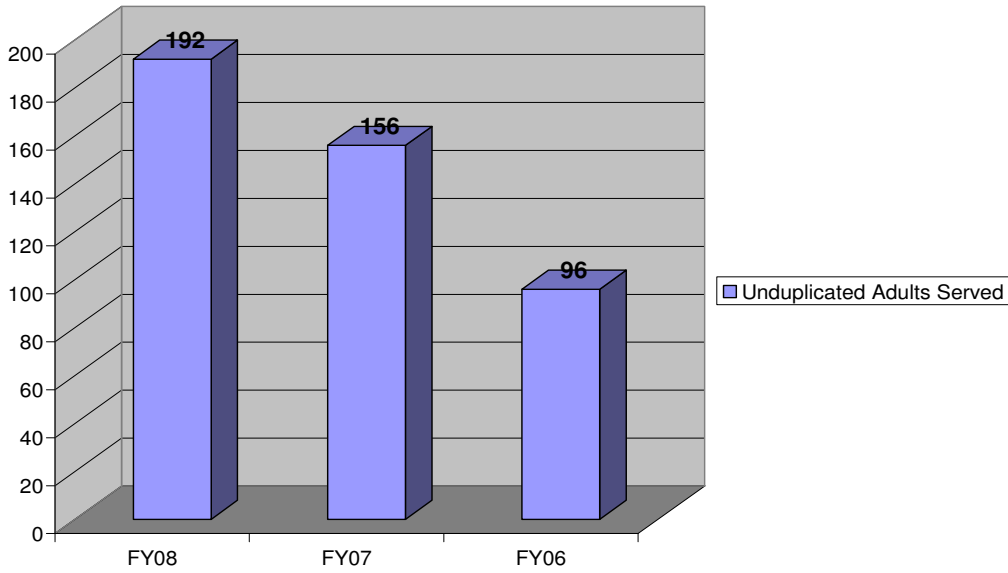
Unduplicated Children Served



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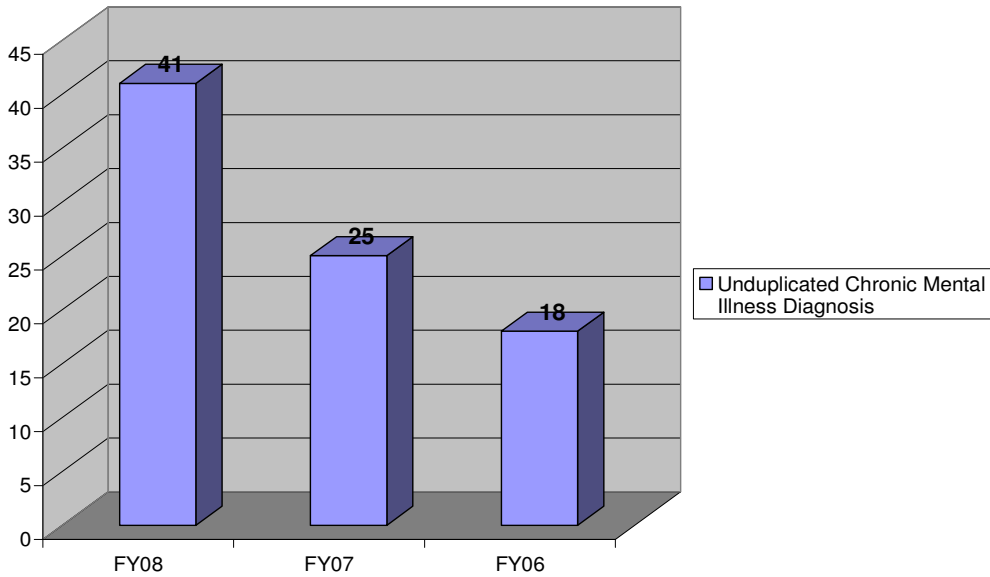
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Unduplicated Adults Served



**By Diagnosis----**

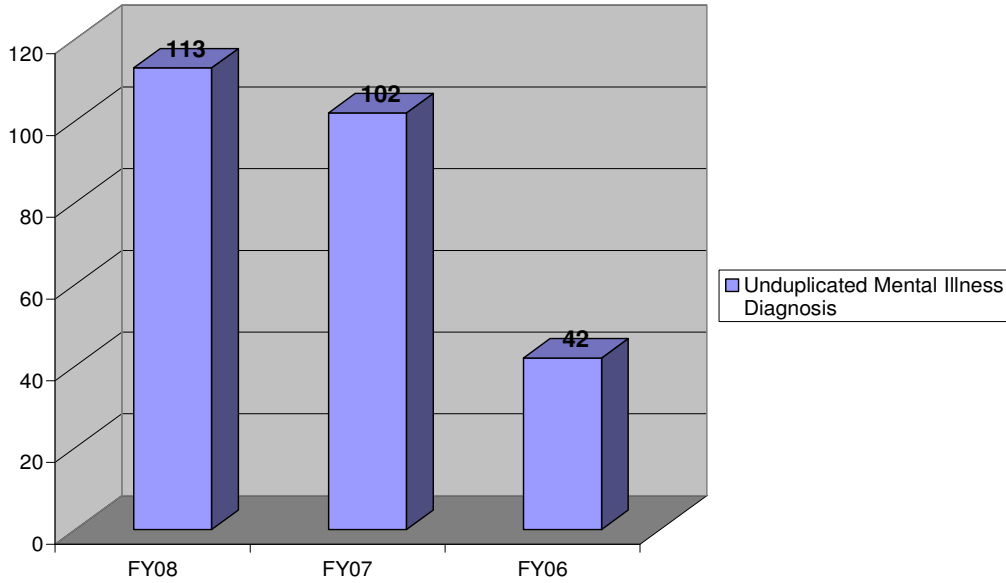
Unduplicated Chronic Mental Illness Diagnosis



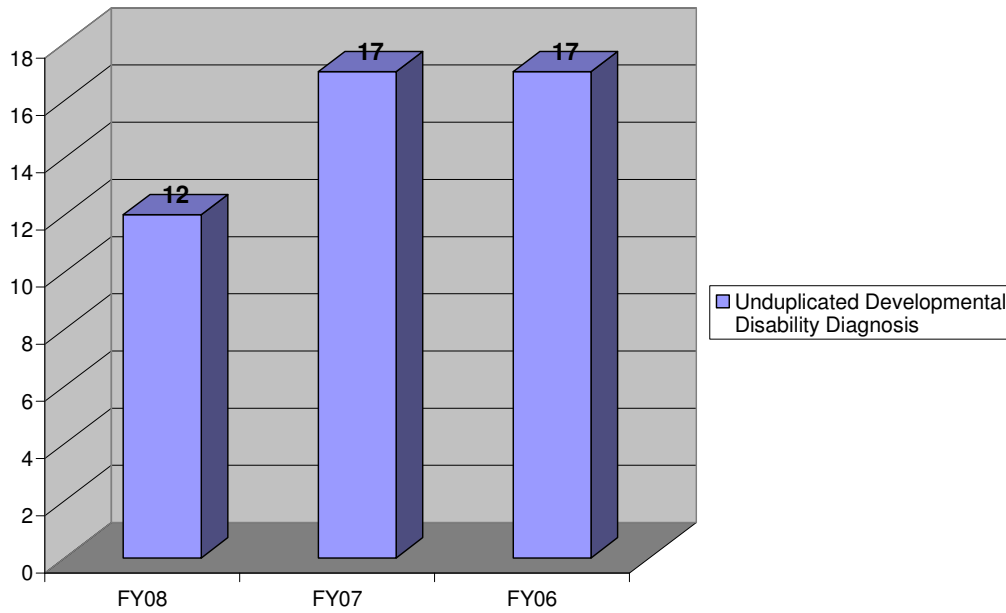
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Unduplicated Mental Illness Diagnosis

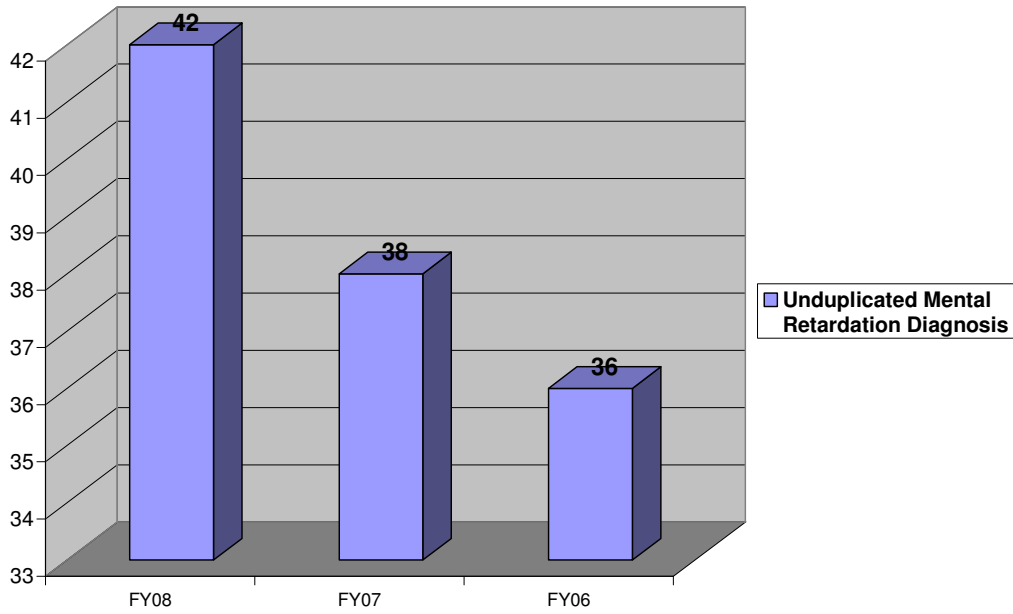


Unduplicated Developmental Disability Diagnosis



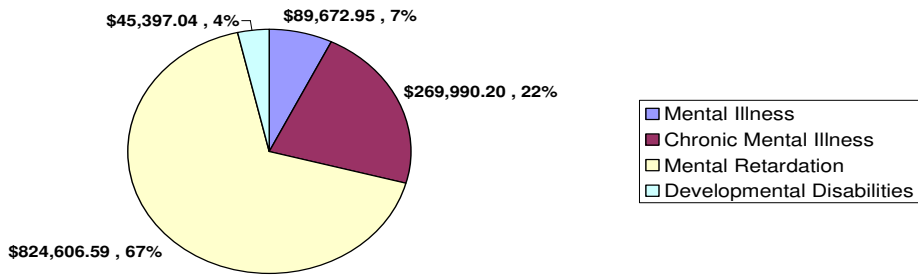
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**Unduplicated Mental Retardation Diagnosis**



**Expenditures by Diagnosis---**

Expenditures by Diagnosis in FY08



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