



**Mental Health/
Disability Services of the
East Central Region**

FY23 ANNUAL REPORT

**SUBMITTED
12/01/23**

GEOGRAPHIC AREA: Benton, Bremer, Buchanan, Delaware, Dubuque, Iowa, Johnson, Jones, Linn

APPROVED BY ADVISORY BOARD: 11/30/2023

APPROVED BY GOVERNING BOARD: 11/30/2023

Table of Contents

Introduction	2
A. Services Provided and Individuals Served	2
Table A. Number of Individuals Served for Each Service by Diagnostic Category	2
Table B. Unduplicated Count of Individuals by Age and Diagnostic Category	2
B. Regionally Designated Intensive Mental Health Services	4
Table C. Expenditures	6
Table D. Revenues	11
D. Status of Service Development in FY2023	12
E. Outcomes/Regional Accomplishments in FY2023	14
Appendix A	20

Introduction

The Mental Health/Disability Services of the East Central Region was formed under Iowa Code Chapter 28E to create a Mental Health and Disability Service Region in compliance with Iowa Code 225C.57. The annual report is a component of the Management Plan which includes three parts: Annual Service and Budget Plan, Annual Report and Policies and Procedures Manual in compliance with Iowa Administrative Code 441.25.

The FY2023 Annual Report covers the period of July 1, 2022 to June 30, 2023. The annual report includes documentation of the status of service development, services actually provided, individuals served, designated intensive mental health services, a financial statement including revenues, expenditures and levies and specific regional outcomes for the year.

A. Services Provided and Individuals Served

This section includes:

- The number of individuals in each diagnostic category funded for each service
- Unduplicated count of individuals funded by age and diagnostic category
- Regionally designated Intensive Mental Health Services

Table A. Number of Individuals Served for Each Service by Diagnostic Category

Disability Group	Children	Adult	Unduplicated Total	DG
Mental Illness	979	6,797	7,776	40
Mental Illness, Intellectual Disabilities	1	25	26	40, 42
Mental Illness, Intellectual Disabilities, Other Developmental Disabilities	0	5	5	40, 42, 43
Mental Illness, Other Developmental Disabilities	1	25	26	40, 43
Intellectual Disabilities	2	57	59	42
Intellectual Disabilities, Other Developmental Disabilities	1	4	5	42, 43
Other Developmental Disabilities	0	52	52	43
Total	984	6,965	7,949	

This number represents a 35% increase in total number of people served over FY22. Adults and children served demonstrated equal increases.

Table B. Unduplicated Count of Individuals by Age and Diagnostic Category

FY 2023 Actual GAAP	MH/DS of the East Central Region	MI (40)		ID(42)		DD(43)		BI 47		Other		Total
		Adult	Child	A	C	A	C	A	C	A	C	
Core												
	Treatment											
42305	Psychotherapeutic Treatment - Outpatient	142	3									145
42306	Psychotherapeutic Treatment - Medication Prescribing	36										36
43301	Evaluation (Non Crisis) - Assessment and Evaluation	2										2
71319	State MHI Inpatient - Per diem charges	19										19

73319	Other Priv./Public Hospitals - Inpatient per diem charges	3																3
	Basic Crisis Response																	
32322	Support Services - Personal Emergency Response System	2								1								3
44301	Crisis Evaluation	171	84															255
44302	23 Hour Observation and Holding	31	1															32
44307	Mobile Response	1,755	718															2,473
44312	Crisis Stabilization Community Based Services (CSCBS)	28	1															29
44313	Crisis Stabilization Residential Service (CSRS)	193	6															199
44396	Access Center start-up/sustainability/coordination	1,494	25															1,519
	Support for Community Living																	
32325	Support Services - Respite Services									1								2
32329	Support Services - Supported Community Living	64	1	19														114
	Support For Employment																	
50362	Voc/Day - Prevocational Services	2		2														5
50364	Voc/Day - Job Development	7		2														9
50367	Day Habilitation	21		17	1					20								59
50368	Voc/Day - Individual Supported Employment	12		12						6								30
	Recovery Services																	
45366	Peer Family Support - Peer Support Services	5																5
	Service Coordination																	
	Sub-Acute Services																	
64309	Sub-Acute Services (6+ Beds)	2																2
	Core Evidence Based Treatment																	
42398	Assertive Community Treatment (ACT)	5																5
	Core Subtotals:	3,994	839	53	1	59												4,946
	Mandated																	
74XXX	Commitment Related (except 301)	1,066	96															1,162
75XXX	Mental health advocate	1,569	84															1,653
	Mandated Subtotals:	2,635	180															2,815
	Core Plus																	
	Justice System Involved Services																	
25XXX	Coordination services	261	5															266
46305	Mental Health Services in Jails	1,340	7															1,347
46399	Justice System - Involved Services - Other	341	1															342
	Additional Core Evidence Based Treatment																	
42366	Psychotherapeutic Treatment - Social Support Services	543	2															545
42397	Psychotherapeutic Treatment - Psychiatric Rehabilitation	4																4
	Core Plus Subtotals:	2,489	15															2,504
	Other Informational Services																	

05373	Public Education Services	58	51																		109	
	Other Informational Services Subtotals:	58	51																			109
Community Living Support Services																						
22XXX	Services management	838	17	76	3	77	2															1,013
31XXX	Transportation	33	1	9	1	8																52
32326	Support Services - Guardian/Conservator	7		11		2																20
32399	Support Services - Other	6				1																7
33340	Basic Needs - Rent Payments	1																				1
33345	Basic Needs - Ongoing Rent Subsidy	40	2	3																		45
33399	Basic Needs - Other	15	2																			17
41306	Physiological Treatment - Prescription Medicine/Vaccines	12		1																		13
41307	Physiological Treatment - In-Home Nursing	1																				1
42396	Psychotherapeutic Treatment - Community Support Programs	5																				5
63329	Comm Based Settings (1-5 Bed) - Supported Community Living	1																				1
63XXX	RCF 1-5 beds	1																				1
	Community Living Support Services Subtotals:	960	22	100	4	88	2															1,176
Congregate Services																						
64329	Comm Based Settings (6+ Beds) - Supported Community Living	3																				3
64XXX	ICF-6 and over beds	1																				1
64XXX	RCF-6 and over beds	164		2		1																167
	Congregate Services Subtotals:	168		2		1																171
Administration																						
Uncategorized																						
Regional Totals:		10,304	1,107	155	5	148	2															11,721

B. Regionally Designated Intensive Mental Health Services

The region has designated the following provider(s) as an **Access Center** which has met the following requirements:

- Immediate intake assessment and screening that includes but is not limited to mental and physical conditions, suicide risk, brain injury, and substance use.
- Comprehensive person-centered mental health assessments by appropriately licensed or credentialed professionals.
- Comprehensive person-centered substance use disorder assessments by appropriately licensed or credentialed professional.
- Peer support services.
- Mental health treatment.
- Substance abuse treatment.
- Physical health services.
- Care coordination.
- Service navigation and linkage to needed services.

<u>Date Designated</u>	<u>Access Center</u>
2/1/21	Guidelink, Iowa City
2/1/21	Mental Health Access Center of Linn County, Cedar Rapids

The region has designated the following **Assertive Community Treatment (ACT)** teams which have been evaluated for program fidelity, including a peer review as required by subrule 25.6(2), and documentation of each team’s most recent fidelity score.

<u>Date Designated</u>	<u>ACT Teams</u>	<u>Fidelity Score</u>
7/1/2005	UIHC, Johnson	115
7/1/2018	RHD, Bremer, Buchanan, Delaware, Jones	108
8/1/2018	RHD, Benton	109
7/1/2005	Abbe Center for Community Mental Health, Linn	122
10/24/2019	Hillcrest, Dubuque	114
7/1/2018	UIHC, Iowa	115

The region has designated the following **Subacute** service providers which meet the criteria and are licensed by the Department of Inspections and Appeals.

<u>Date Designated</u>	<u>Subacute</u>
	Penn Center, Iowa City – beds not operational at this time
3/15/2021	Penn Center, Cedar Rapids

The region has designated the following **Intensive Residential Service** providers which meet the following requirements:

- Enrolled as an HCBS 1915(i) habilitation or an HCBS 1915(c) intellectual disability waiver supported community living provider.
- Provide staffing 24 hours a day, 7 days a week, 365 days a year.
- Maintain staffing ratio of one staff to every two and one-half residents.
- Ensure that all staff have the minimum qualifications required.
- Provider coordination with the individual’s clinical mental health and physical health treatment, and other services and support.
- Provide clinical oversight by a mental health professional
- Have a written cooperative agreement with an outpatient provider.
- Be licensed as a substance abuse treatment program or have a written cooperative agreement.
- Accept and service eligible individuals who are court-ordered.
- Provide services to eligible individuals on a no reject, no eject basis.
- Serve no more than five individuals at a site.
- Be located in a neighborhood setting to maximize community integration and natural supports.
- Demonstrate specialization in serving individuals with an SPMI or multi-occurring conditions and serve individuals with similar conditions in the same site.

A designated IRSH provider shall meet these criteria at initial application and annually thereafter.

<u>Date Designated</u>	<u>Intensive Residential Services</u>
	In Development – opening date March, 2024

Table C. Expenditures

Fiscal Year 2023	MH/DS of East Central Region	MI (40)	ID (42)	DD (43)	BI	Admin (44)	Other	Total
Core								
	Treatment							
42305	Psychotherapeutic Treatment - Outpatient	\$1,032,208						\$1,032,208
42306	Psychotherapeutic Treatment - Medication Prescribing	\$594,067						\$594,067
43301	Evaluation (Non Crisis) - Assessment and Evaluation	\$446						\$446
71319	State MHI Inpatient - Per diem charges	\$1,034,443						\$1,034,443
73319	Other Priv./Public Hospitals - Inpatient per diem charges	\$18,862						\$18,862
	Basic Crisis Response							
32322	Support Services - Personal Emergency Response System	\$3,255		\$570				\$3,825
44301	Crisis Evaluation	\$90,490						\$90,490
44302	23 Hour Observation and Holding	\$10,715						\$10,715
44305	24 Hour Crisis Response							\$
44307	Mobile Response	\$3,088,771						\$3,088,771
44312	Crisis Stabilization Community Based Services (CSCBS)	\$577,159						\$577,159
44313	Crisis Stabilization Residential Service (CSRS)	\$2,110,934						\$2,110,934
44396	Access Center start-up/sustainability/coordination	\$3,422,665						\$3,422,665
	Support for Community Living							
32320	Support Services - Home Health Aides							\$
32325	Support Services - Respite Services		\$1,399	\$17,440				\$18,838
32328	Support Services - Home/Vehicle Modification							\$
32329	Support Services - Supported Community Living	\$4,245,602	\$183,424	\$124,732				\$4,553,759
42329	Psychotherapeutic Treatment - Intensive Residential Services							\$
	Support For Employment							
50362	Voc/Day - Prevocational Services	\$2,117	\$20,706	\$2,516				\$25,340
50364	Voc/Day - Job Development	\$3,402	\$571					\$3,973

50367	Day Habilitation	\$312,965	\$145,011	\$156,085			\$614,060
50368	Voc/Day - Individual Supported Employment	\$20,531	\$183,023	\$23,318			\$226,873
50369	Voc/Day - Group Supported Employment						\$
	Recovery Services						
45323	Peer Family Support - Family Support						\$
45366	Peer Family Support - Peer Support Services	\$7,781					\$7,781
	Service Coordination						
21375	Case Management - 100% County						\$
24376	Health Homes Coordination - Coordination Services						\$
	Sub-Acute Services						
63309	Sub Acute Services (1-5 Beds)						\$
64309	Sub Acute Services (6+ Beds)	\$2,000					\$2,000
	Core Evidence Based Treatment						
4422	Consultation - Educational and Training Services	\$403,227					\$403,227
32396	Supported Housing						\$
42398	Assertive Community Treatment (ACT)	\$35,637					\$35,637
45373	Peer Family Support - Family Psycho-Education						\$
45379	Peer Family Support - System Building and Sustainability						\$
	Core Subtotals:	\$17,017,278	\$534,135	\$324,661			\$17,876,074
	Mandated						
46319	Iowa Medical and Classification Center (Oakdale)						\$
72319	State Hospital Schools - Inpatient per diem charges						\$
74XXX	Commitment Related (except 301)	\$328,457					\$328,457
75XXX	Mental health advocate	\$274,046					\$274,046
	Mandated Subtotals:	\$602,503					\$602,503
	Core Plus						
	Justice System Involved Services						
25XXX	Coordination services	\$612,452					\$612,452
44346	Crisis Services - Telephone Crisis Service	\$146,751					\$146,751
44366	Warm-Line						\$

46305	Mental Health Services in Jails	\$450,966					\$450,966
46399	Justice System - Involved Services - Other	\$80,663					\$80,663
46422	Crisis Prevention Training	\$78,661					\$78,661
46425	Mental Health Court related expenses						\$
74301	Commitment - Civil Prescreening	\$69,076					\$69,076
	Additional Core Evidence Based Treatment						
42366	Psychotherapeutic Treatment - Social Support Services	\$271,959					\$271,959
42397	Psychotherapeutic Treatment - Psychiatric Rehabilitation	\$30,415					\$30,415
	Core Plus Subtotals:	\$1,740,943					\$1,740,943
	Other Informational Services						
3371	Information and Referral Services	\$29,183					\$29,183
4372	Planning and/or Consultation Services (Client Related)						\$
4377	MHDS Contract Provider Incentive Payment						\$
4399	Consultation						\$
4429	Planning and Management Consultants (Non-Client Related)						\$
5373	Public Education Services	\$1,463,821					\$1,463,821
	Other Informational Services Subtotals:	\$1,493,004					\$1,493,004
	Community Living Support Services						
6399	Academic Services						\$
22XXX	Services management	\$752,310	\$124,350	\$137,377			\$1,014,037
23XXX	Crisis Care Coordination						\$
31XXX	Transportation	\$81,971	\$38,822	\$27,716			\$148,509
32321	Support Services - Chore Services						\$
32326	Support Services - Guardian/Conservator	\$9,418	\$14,625	\$2,375			\$26,418
32327	Support Services - Representative Payee						\$
32335	Consumer-Directed Attendant Care						\$
32379	Support Services - System Building and Sustainability						\$

32399	Support Services - Other	\$527		\$849			\$1,376
33330	Mobile Meals						\$
33340	Basic Needs - Rent Payments	\$550					\$550
33345	Basic Needs - Ongoing Rent Subsidy	\$94,181	\$4,449				\$98,630
33399	Basic Needs - Other	\$8,475					\$8,475
41305	Physiological Treatment - Outpatient						\$
41306	Physiological Treatment - Prescription Medicine/Vaccines	\$8,434	\$205				\$8,639
41307	Physiological Treatment - In-Home Nursing	\$113					\$113
41308	Physiological Treatment - Health Supplies and Equipment						\$
41399	Physiological Treatment - Other						\$
42309	Psychotherapeutic Treatment - Partial Hospitalization						\$
42310	Psychotherapeutic Treatment - Transitional Living Program						\$
42363	Psychotherapeutic Treatment - Day Treatment Services						\$
42379	Psychotherapeutic Treatment - System Building and Sustainability						\$
42396	Psychotherapeutic Treatment - Community Support Programs	\$3,871					\$3,871
42399	Psychotherapeutic Treatment - Other						\$
44304	Crisis Services - Emergency Care	\$116,989					\$116,989
44379	Crisis Services - System Building and Sustainability						\$
44399	Other Crisis Services						\$
46306	Prescription Medication (Psychiatric Medications in Jail)						\$
50361	Vocational Skills Training						\$
50365	Supported Education						\$
50379	Voc/Day - System Building and Sustainability						\$
50399	Voc/Day - Day Habilitation						\$
63310	Comm Based Settings (1-5 Bed) - Assisted Living						\$
63329	Comm Based Settings (1-5 Bed) - Supported Community Living	\$10,537					\$10,537

63399	Comm Based Settings (1-5 Bed) - Other							\$
63XXX	ICF 1-5 beds							\$
63XXX	RCF 1-5 beds	\$580						\$580
	Community Living Support Services Subtotals:	\$1,087,956	\$182,451	\$168,317				\$1,438,724
Congregate Services								
50360	Voc/Day - Sheltered Workshop Services							\$
64310	Comm Based Settings (6+ Beds) - Assisted Living							\$
64329	Comm Based Settings (6+ Beds) - Supported Community Living	\$46,873						\$46,873
64399	Comm Based Settings (6+ Beds) - Other							\$
64XXX	ICF-6 and over beds							\$
64XXX	RCF-6 and over beds	\$3,372,080	\$194	\$20,907				\$3,393,181
	Congregate Services Subtotals:	\$3,418,953	\$194	\$20,907				\$3,440,053
Administration								
11XXX	Direct Administration					\$2,238,015		\$2,238,015
12XXX	Purchased Administration					\$305,751		\$305,751
	Administration Subtotals:					\$2,543,766		\$2,543,766
Uncategorized								
422	Educational and Training Services (Not MH/DD)	\$1,201						\$1,201
	Uncategorized Subtotals:	\$1,201						\$1,201
	Regional Totals:	\$25,361,838	\$716,779	\$513,886		\$2,543,766		\$29,136,270

	(45XX-XXX)County Provided Case Management							\$
	(46XX-XXX)County Provided Services							\$

** 24 hour crisis line and warm line are transitioning from additional core to state wide core services with state funding.

Table D. Revenues

MH/DS of the East Central Region		
FY22 Annual Report Ending Fund Balance		\$16,355,900
Adjustment to 6/30/22 Fund Balance		-\$302,337
Audited Ending Fund Balance as of 6/30/22 (Beginning FY23)		\$16,053,563
Local/Regional Funds		\$985,200
Delinquent Property Tax		
Other Governmental Revenues	\$57,908	
Charges for Services		
Client Fees		
Interest	\$743,340	
Use of Money & Property		
Miscellaneous	\$183,952	
Other Budgetary Funds (Polk Transfer Only)		
State Funds		\$16,653,063
State/Federal pass thru Revenue		
State Regional Service Payments	\$16,653,063	
State Incentive Funds		
Other		
Federal Funds		\$0
Social services block grant		
Medicaid		
Other		
Other		
Total Revenues		\$17,638,264

Total Funds Available for FY23	\$33,691,827
FY23 Actual Regional Expenditures	\$29,136,270
Acceptable Encumbrance	\$500,000
Accrual Fund Balance as of 6/30/23	\$4,055,557

D. Status of Service Development in FY2023

During FY23, the East Central Region's provider network continued to experience the effects of a nationwide-workforce shortage. With an understanding that people who need brain health and disability supports will not receive them without a strong provider network, the East Central Region has extended a great deal of effort into supporting the provider network in remaining stable over the past three years. Service development has been impacted by these circumstances, however, with an outstanding effort and commitment of the region's providers, FY23 did demonstrate service development in the following adult and children's services.

During this fiscal year, the region continued to support the operations of two access centers and two access hubs as central aspects of the region's crisis continuum. This system ensures continuity of services throughout the region as a person can present at any of the facilities and be transferred to another, if necessary, for the most appropriate care. Service growth within this network during FY23 included expanded hours of availability at all centers, the centralization of Crisis Stabilization Services and Sub-Acute services in Linn County, 23-hour observation service implementation, and opportunities for mindfulness activities at Guidelink Center. The region's providers remain committed to ensuring these vital services offer citizens of the region timely and responsive care in critical situations. Also, in the realm of adult crisis services, Foundation 2 was able to expand Crisis Stabilization Community Based Services to the remaining counties in the region.

The East Central Region has been committed to the development of Intensive Residential Support services with a failed attempt in FY22. During FY23, the East Central Region and the Eastern Iowa Region collaborated with the intent of using the resources and expertise of both regions to successfully develop IRSH services. In the spring of 2023, the regions issued a joint Request for Proposals and received one successful application. The regions have invested in startup costs for the provider to purchase and renovate the home as well as recruit and train staff. This process will take time, so service implementation is planned during the second half of FY24. The East Central Region was granted an encumbrance allowance for the startup of this service in the amount of \$500,000 and will expend those funds within the timeline allowed for FY23 encumbrance projects.

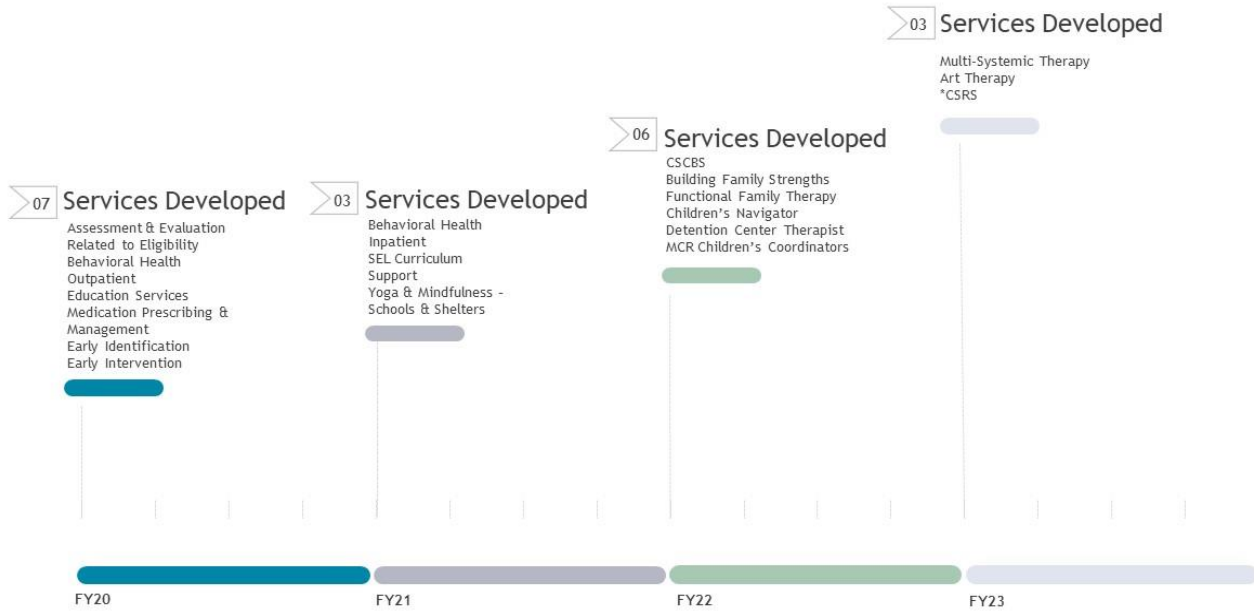
ECR continued to support and expand partnerships with law enforcement. During FY23, the region increased the number of law enforcement liaison positions by another two to bring the total regionally supported positions to eight. These positions provide de-escalation, triage, and care coordination with law enforcement agencies in order to reduce arrest and incarceration of people experiencing a brain health crisis. In FY23, the region offered a second LE Liaison to the larger counties. In two of the counties, the expansion supported the city law enforcement due to size and need. The region intends to support at least one of these positions in each county, so expansion will continue as local law enforcement is able to implement the position.

As part of the entire continuum of jail diversion services, the region also began supporting a Jail Social Worker position in two of our larger counties. This is a new position that is jointly funded by the region and the local law enforcement agency to assist with crisis de-escalation in the jails as well as successful transition and referral to services upon release. In addition, ECR continued collaboration with the other MH/DS regions in the state in a contract with Solution Point+ to provide Crisis Intervention Team (CIT) training for all new law enforcement officers who attend the Iowa Law Enforcement Academy. Local CIT training with Solution Point+ was also supported during this fiscal year. The final aspect of the jail diversion continuum included meetings with all justice involved parties in each of the counties to communicate the region's intentions for jail diversion, build relationships, and create further opportunities for collaboration. Each session was well attended, and the discussions will foster greater outcomes for people who experience brain health issues and enhance existing partnerships.

Since the mandate to develop children's behavioral health services was passed by the Iowa Legislature, the East Central Region has committed to not only ensuring that the required services are available but has also worked

diligently to develop additional services to address and prevent children’s brain health concerns. The timeline below demonstrates the region’s commitment to expanding access for children and families.

ECR Children’s Service Development



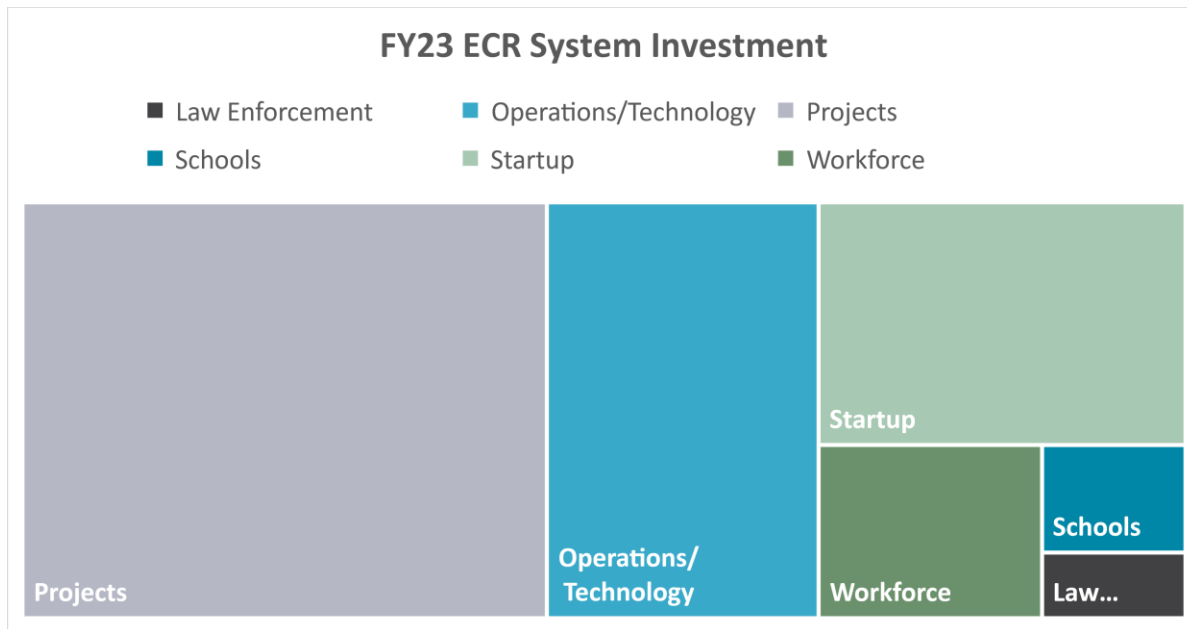
One service in particular has been more difficult to develop in the past 3 years. In FY22, the region offered a Request for Proposals to develop Children’s Crisis Stabilization Residential Services then executed a contract with Tanager Place for the service. During FY23, Tanager Place built a new facility for this service, but implementation has been delayed by construction and the inability of the provider to receive certification for the service. Tanager Place has made multiple attempts to receive the certification, but the state agency has been unable to complete the necessary tasks. The region also had an approved encumbrance project for this service development and was able to fulfill those requirements by the end of FY23.

The East Central Region also recognizes that 8 children’s CSRS beds are not sufficient for the size and population of the region, so another RFP was issued in the spring of 2023. CommUnity Crisis Services successfully submitted a proposal at that time. During FY23, the region assisted the provider with the purchase of a facility. Renovations are ongoing with expected service implementation in the spring of 2024.

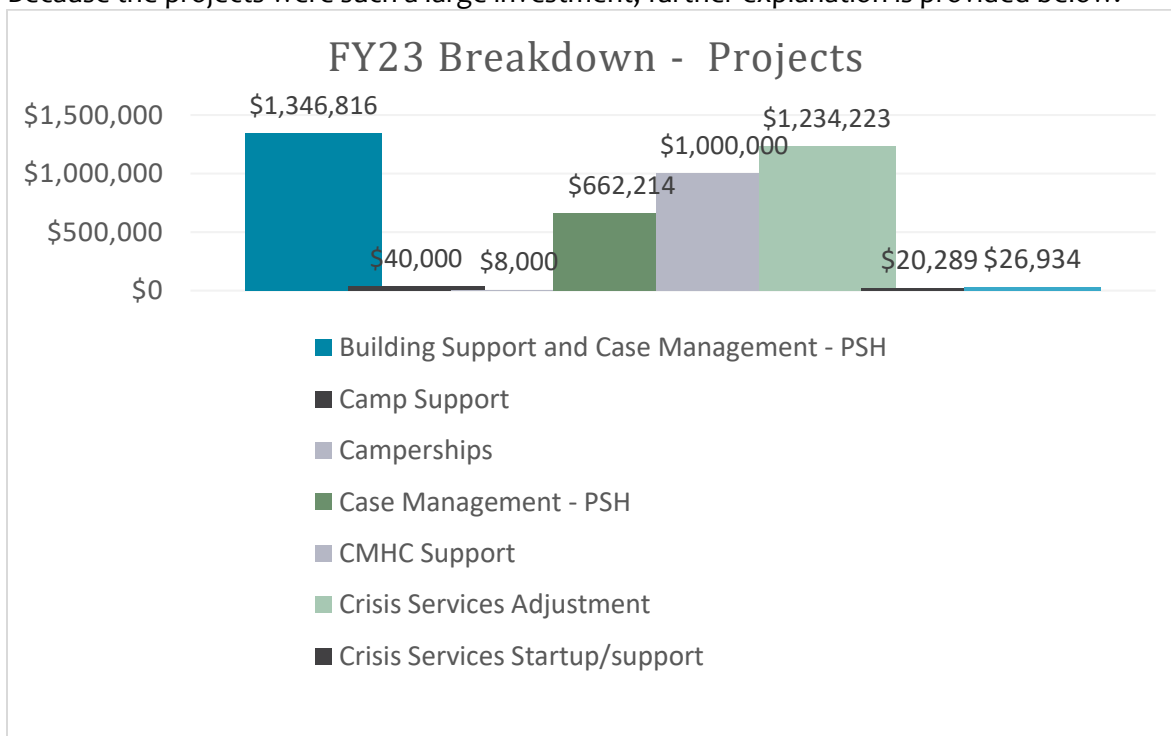
Further children’s behavioral services expansion included hiring a second Children’s Navigator. The Navigators’ role is to build relationships with school districts and provide support for families who have a child in a behavioral health crisis who have been previously unsuccessful in finding solutions for their child. With the identified growing need to coordinate children’s behavioral health services, the region chose to hire an additional Navigator and split the duties between the two geographically. One serves the northern part of the region and the other serves the southern. The region also continues to support a dedicated position of Children’s Coordinator in each of the Mobile Crisis Response providers. These positions ensure timely response to children’s crises in school, home, or community settings, and work with school personnel to develop appropriate supports and interventions for children to reduce the likelihood of repeated crises.

E. Outcomes/Regional Accomplishments in FY2023

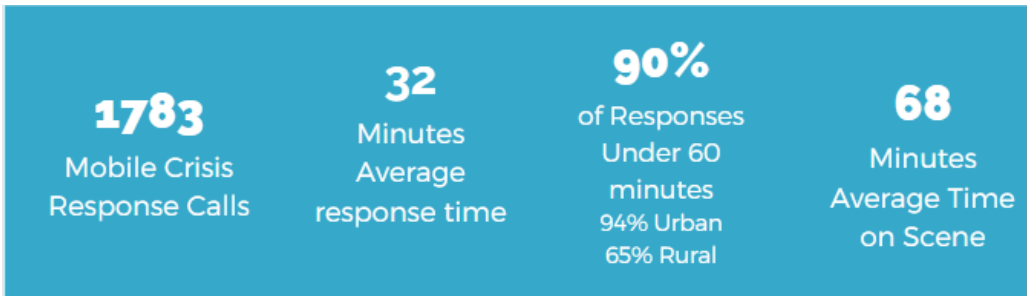
FY23 was again a year of unique challenges. In addition to continued workforce instability and system strain for providers, the East Central Region was tasked with reducing the total fund balance to 20%. In an effort to meet this expectation, the Regional Governing Board approved \$9.6 million in additional funding throughout the second half of the fiscal year. The region actively used these funds to invest in the provider network through direct authorizations, grants, and other funding opportunities to develop and enhance services available to our citizens. The impact of these investments is demonstrated by the tables below in relation to the region’s Strategic Plan and real-time needs assessment.



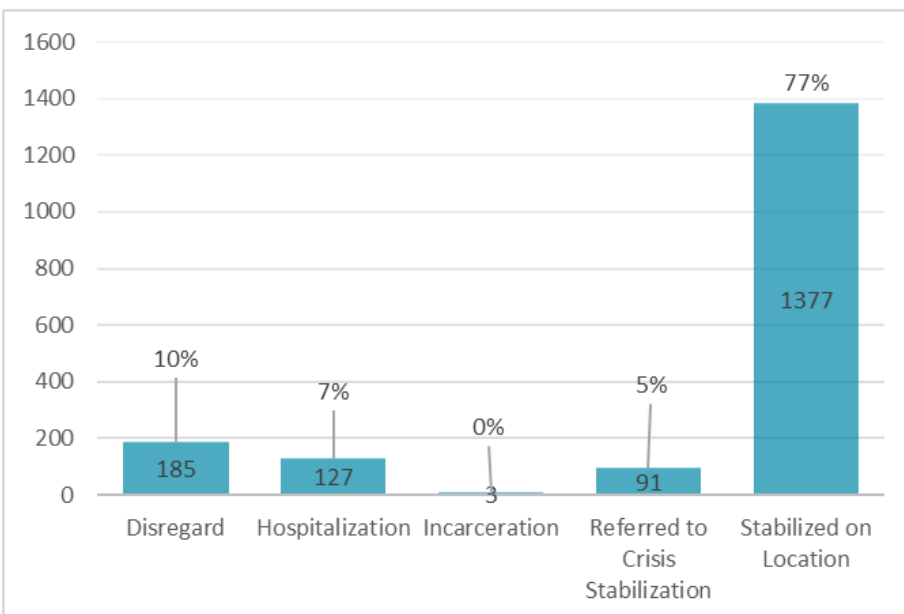
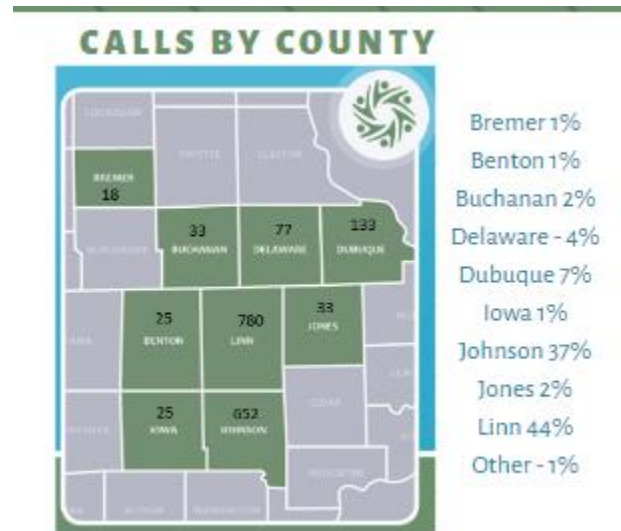
Because the projects were such a large investment, further explanation is provided below:



In addition, like other parts of the state and country, the East Central Region has observed an increasing acuity of need for brain health services. A key component to responding to that need is crisis services. The East Central Region established Mobile Crisis Response years ago, so FY23 was an opportunity to analyze usage relative to county, responsiveness, and service outcomes. The tables below represent the last six months of service in this fiscal year.



These graphics provide evidence that the region will monitor to evaluate the need for enhanced service delivery and implementation to reduce the likelihood of citizens experiencing further trauma related to a brain health crisis.



An intentional effort to bring cohesiveness and a long-range vision to the Region was implemented during FY20 in the development of a 5-year Strategic Plan. Regional staff engaged in preparatory work and the Regional Governing Board developed five broad goals for the Region in February, 2020. These five goals include:

- Access
- Array of Services
- Effective Partnerships
- Fiscal Responsibility
- Cohesive Region

The Regional Governing Board believes these goals will ensure that adults and children with brain health and developmental issues will receive the support they need in an environment that is collaborative, so that no single system bears the entire responsibility. These goals also ensure that the Region meets statutorily mandated policy and fiscal responsibilities in a manner that ensures the Region's strength as a whole.

Because the goals are so broad, each year the Regional Governing Board approves Priority Initiatives that will be the focus for the ensuing fiscal year. These Priority Initiatives are set in May after the legislative session concludes, so the Region may adapt to any Code changes. Unfortunately, the legislative session was not complete by the time the board considered these priority initiatives, but the Regional Governing Board moved forward with a good faith effort. With these initiatives as the region's compass, effort and intention were focused on the following areas:

Priority Tier 1

- Effectively implement the region's FY23 budget in order to ensure service delivery and utilization are **balanced** with fiscal responsibility to lower the region's fund balance to the legislatively directed amount
- Work towards a greater, more **unified data** structure which will utilize data more efficiently to drive services. This will include the discovery of available data and opportunities for integration with the ultimate goal of creating a region-wide data warehouse
- Pursue the development of more robust **data analytics** through contract to develop and implement a financial dashboard for the region's website
- Effectively facilitate an evaluation of the continuum of **crisis services** in the region to ensure the availability of services is "right-sized" to support access
- Work with the ECR provider network to plan, design, and implement **systemic training** for mid-level management in order to positively influence staff retention
- Contract for an evaluation of **service coordination** available throughout the region to include regional services as well as provider care coordination activities to determine if there are gaps, obstacles, or duplications

Priority Tier 2

- Continue to discover and address how the current **workforce** shortages impact ECR's ability to meet the goals of Access, Array of Services and Effective Partnerships. This will include the exploration of further technology integration in service delivery as part of the solution
- Advocate with state and national policy makers and funders for enhanced integration of **co-occurring disorders** in Iowa's MH/DS system
- Partner with **healthcare** agencies and organizations to provide targeted brain health support for employees who have been challenged in their profession over the past two years
- Implement broader and more comprehensive **brain health prevention** services for children

- Pursue the **centralization** of regional administration with a minimum of creating opportunities for equity of pay among staff

Priority Tier 3

- Implement recommendations from the **Peer Support** Evaluation to include the enhancement of available peer support services
- Implement a **training plan** for regional staff that identifies needed, regular training as well as allows flexibility for individual choice. Integrate the plan with the regional internal Continuous Quality Improvement Plan to ensure consistency of training as well as implementation of learning
- Creatively continue service development for people who have **complex needs** which may include collaboration with other regions

Each quarter regional staff provides an update on these priorities to the Regional Governing Board. This gives the board and staff an opportunity to monitor progress and direct efforts to ensure that the region's five-year goals will be realized.

The East Central Region has a Coordinator of Disability Services that has the responsibility of tracking Evidence Based Practices provided within the region, along with Quality Assurance for all services. The region had active participation on statewide EBP committees this year as well as continued participation on the Permanent Supportive Housing committee that has been in existence for several years.

The region's Adult Advisory Committee is an active committee that meets monthly. In reviewing the annual progress with the committee, members were complimentary to the region in the areas of provider investment through education and training that are relevant to provider-identified needs, support for technology purchases, and support for workforce recruitment and retention. However, it was noted that there are still significant challenges to workforce stability across the spectrum of human services professionals, so the region should continue these efforts. From a policy perspective, the committee acknowledged the importance and value of regional advocacy and planning for the integration of co-occurring treatment for those who experience substance use and brain health issues. Awareness was another topic that was recognized, including the region's awareness of the need to sustain crucial services and intentionally using existing services as well as the region's outreach efforts to reduce stigma related to mental illness through the Pat the Llama campaign and use of the term brain health as an alternative to mental health. Access to services in regard to the region's Access Centers, the pilot of Assisted Outpatient Treatment, Peer and Family Support, the Law Enforcement Liaisons, and the availability of Crisis Intervention Training were items that were also recognized as successes in FY23. Of particular value was the committee's praise of the strength of relationships in the region. These relationships include regional staff with providers, providers' relationships with one another that foster collaboration, and the region's demonstrated commitment to transparency and inclusion. This committee is a valuable partner for regional planning and also suggested ideas in which the region can continue to grow and develop such as support for a growing population of people with complex needs. These suggestions will be incorporated in future years' Annual Service and Budget Plan.

The region continued to actively support community education as well as learning and professional growth through training opportunities this fiscal year. Crisis Intervention Team training (CIT), Mental Health First Aid, Youth Mental Health First Aid, Applied Suicide Intervention Skills Training (ASIST), and Question/Persuade/Refer (QPR) were offered. The ECR continued to support local NAMI chapters in offering In Our Own Voice and NAMI Connections. Peer Support Specialists were able to attend Wellness Recovery Action Plan (WRAP) training. C3 De-escalation, Resilient Suicide Response, Suicide Prevention 101, Compassion Resilience, Supporting Clients with Dual Diagnosis, Responding to Complex Behaviors, Supporting Individuals with Brain Health and ID, Understanding Youth and Brain Health, and Brain Health 101 trainings were also provided. The ECR partnered with ISU Extension to assist in providing workbooks for the Powerful Tools for Caregivers sessions within the nine-county area. Post Traumatic

Purpose with Travis Howze and the showing of the film *My Ascension* were hosted by the ECR, along with a time for an in-person question and answer session with Emma Benoit. In FY23, ECR also established the ECR Excellence Academy to support the provider network. Training is offered to all providers in the region to enhance and support leadership skills among mid-level management within the agencies. Modalities for this training include in-person, a learning management system for online instruction, and monthly support Zoom meetings.

ECR Organizational Chart



REGIONAL
GOVERNANCE
STRUCTURE

Regional Governing Board

Members: Dewey Hildebrandt (*Chair*), Ben Rogers (*Vice Chair*), Gary Bierschenk, Dawn Vogel, Jonathan Degen, Shirley Helmrichs, Ann McDonough, Rod Sullivan, Ned Rohwedder, Diane Brecht, Jenn Day, Amy Grask, Stan Rheingans, Angela Zimpher

Mae Hingtgen
Chief Executive Officer

Lucia Herman
Children's Behavioral
Health Coordinator

Peggy Petlon
Provider Relations
Coordinator

Samantha Berglin
Quality Assurance &
Evidence Based
Practices Coordinator

Jan Heidemann
Operations
Coordinator

Mona Onken
Utilization Review
Coordinator

Julie Davison
Intake & Claims
Coordinator

Jody Bridgewater
Access Coordinator
HIPAA Privacy Officer

Jan Shaw
Social Work
Supervision
Coordinator

Deb Seymour-Guard
Finance Coordinator
HIPAA Security Officer

Marilyn Austin
Iowa County Liaison

Appendix A

REGIONAL GOVERNING BOARD

Name	Representation
Gary Bierschenk	Benton County
Duane Hildebrandt	Bremer County
Dawn Vogel	Buchanan County
Shirley Helmrichs	Delaware County
Ann McDonough	Dubuque County
Jon Degen	Iowa County
Rod Sullivan	Johnson County
Ned Rohwedder	Jones County
Ben Rogers	Linn County
Stan Rheingans	Education Rep
Jenn Day	Peer
Angela Zimphur	Parent
Diane Brecht	Adult Provider Rep
Amy Grask	Children's Provider Rep

ADULT ADVISORY COMMITTEE

Name	Representation	County
Diane Brecht	Provider of MH/DS Services	Delaware
Jenn Day	Peer	Johnson
Stacie Lane	Parent	Linn
Lowel Yoder	Provider of MH/DS Services	Johnson
Theresa Phillips	Parent	Iowa
Stephanie Brooks	Provider of MH/DS Services	Bremer
Cody Brinkman	Provider of MH/DS Services	Buchanan
Janae Schmitt	Provider of MH/DS Services	Dubuque
Judy Breja	Provider of MH/DS Services	Benton
Jeannine Scandridge	Provider of MH/DS Services	Iowa
Theresa Graham Mineart	Provider of MH/DS Services	Linn
Braxton Morrison	Peer	Benton
Jenn Wolff	Peer	Bremer
Jean Ohlen	Peer	Benton
Steve Miller	Peer	Linn
Ben Rogers	RGB Liaison	Linn

CHILDREN'S ADVISORY COMMITTEE

Name	Representation	County
Amy Grask	Provider of MH/DS Services	Linn
Robin Hoffman	Provider of MH/DS Services	Linn
Linda Duffy	Provider of MH/DS Services	Dubuque
Shalon Frye	Educator	Buchanan
Stan Rheingans	Educator	Dubuque/Delaware

Jim Hassenius	Juvenile Court	Benton
Sydney Mason	Advocate	Johnson
Carrie Slagle	Advocate	Linn
Melisa Lammers	Department of Health & Human Services	Bremer
Tammy Wetjen-Kesterson	Early Childhood Iowa	Iowa
Erin Monighan	Early Childhood Iowa	Benton
James Hauschild	Law Enforcement	Delaware
Vicki Ries	Childcare Provider	Delaware
Angela Zimpher	Parent	Buchanan
Vacant	Pediatrician	
Melissa Paulsen	Provider of MH/DS Services	Jones
Ann McDonough	RGB Liaison	Dubuque