

MINUTES
ASSET Administrative Team

July 3, 2019, 12:15 p.m.

United Way of Story County, 315 Clark Avenue, Ames IA

The Analysis of Social Services Evaluation Team (ASSET) Administrative Team met at 12:15 p.m. at United Way of Story County, 315 Clark Avenue with the following members present: Keith Hobson, Jean Kresse, Tim Lubinus, Deb Schildroth, and Karla Webb.

APPROVAL OF JUNE 5, 2019 MINUTES

Amendments were made. Moved by Kresse, seconded by Schildroth, to approve the June 5, 2019 minutes with amendments. Motion carried unanimously.

TREASURER'S REPORT

No report was provided.

NEW BUSINESS

Review New/Expanded Service Applications

Eyerly Ball – Senior Outreach Counseling – Ms. Schildroth said she believes the service to include community education, therapy, and consultation on senior mental health issues. Senior providers, seniors, or concerned family members can call to receive consultation. Ms. Kresse said therapy and education are different services. Ms. Webb said CICS contracts for therapy already. She said part of this could be reimbursable through the therapy visit. She said CICS does fund Eyerly Ball for education, but that will be capped at 12 hours to providers per year. Ms. Kresse asked about their Connections program. Ms. Schildroth said that service is for helping clients leaving the hospital to keep appointments. Ms. Webb said that service also assists clients in the community to connect with other needed services. Ms. Kresse asked if consultation includes family members calling to ask about their senior, how that is funded as those are questions that are already fielded by agencies. Ms. Webb said LifeLong Links also provides that type of assistance. It was noted that consultation isn't a service that CICS would contract for currently. Ms. Kresse asked if consultation would be Service Coordination (3.13).

Eyerly Ball CEO Cynthia Steidl-Bishop, Senior Outreach Counseling Director Mark Kendall and Director of Clinical Services Heather Thomas entered the meeting. Mr. Kendall told the group that Senior Outreach Counseling has been providing services in the Polk County area for 30 years in-home for clients over age 60 that have significant barriers to accessing therapy in a clinic setting. He said every situation doesn't fit Medicaid definition of "home bound" but in some cases the senior shouldn't be driving. Mr. Kendall said there has to be a voluntary, psycho/social assessment done to have a mental health diagnosis. This service does not include senior companion or grief assistance. It was noted this is generally a bi-weekly service. He said clients are in charge of what they want to work on. Mr. Kendall said in Polk County there are 18 senior centers, and he does monthly presentations to 16 of them, and also provides presentations at assisted living centers that include training for staff or information to clients.

Ms. Webb asked what services Medicaid funds. Mr. Kendall said Medicaid does not pay for the service inside the home. He said physical health services in the home are paid for by Medicaid but not mental health services. Medicaid does pay for the therapy if the client is on an elderly waiver. Mr. Lubinus asked about the presentations. Mr. Kendall said the top requested presentations have been Senior Bullying. Ms. Kresse asked how it was determined there is a need for in-home services. Mr. Kendall said when he took the position six years ago, there were occasional requests for in-home therapy for services. He said

there are clients that are coming into to the clinic that shouldn't be. Ms. Thomas said there are pockets of people that need services and don't know how to manage their mental health needs. She said some of those people get committed because of the lack of support in the community. She said mobility issues are a real problem. Ms. Thomas said at least 12 clients in the Ames/ Story County area are easily identifiable for this service of the existing clients. Mr. Kendall said 10,000 people a day are reaching age 65. He said starting with one therapist is appropriate. Ms. Kresse said it doesn't appear conversations with HSS and MGMC Home Health have taken place, both of which do outreach to seniors in homes.

Ms. Kresse asked about the case load. Ms. Thomas said this would be a part time therapist to begin with. Twenty active clients would be equivalent to a half-time position. Ms. Schildroth asked about the consultation portion of the service. Mr. Kendall said consultation would include a provider calling, or a person concerned about significant changes in a family member's health. He said sometimes doctors, and sometimes the seniors call for assistance. Ms. Webb asked if he finds people are reaching out for assistance and in some cases mental health is not the primary service needed. She said other agencies provide service coordination for housing and food issues. She asked if the people contacting them are asking about all issues or only mental health. Mr. Kendall said they are calling about all needs. He said Eyerly Ball has referral sources. Ms. Schildroth said if a volunteer at HSS delivers a meal and notices something, they will make contact with HSS Outreach staff to follow up. Ms. Kresse said the prevention/ education piece is already funded by CICS. Ms. Webb said the contract says a maximum of twelve hours. She said certain topics are allowed, and if the topic did not fit the service description, Eyerly Ball would need to request funds from other funders.

Senior Outreach Counseling was discussed as including Therapy, Prevention/Education, and Consultation. Ms. Kresse said ASSET doesn't have a defined service for consultation but has a service coordination service. She said the service is packaged, but ASSET sees three services, two of which are already funded. Ms. Steidl-Bishop said Education through CICS, and Therapy through CICS or the elderly waiver. Ms. Schildroth said Story County cannot directly fund a mental health service, and that has to go through the region. Ms. Steidl-Bishop said when looking at priorities, she saw the service as fitting in the health section of UWSC's priorities for health, and in education. She said if Eyerly Ball is to move forward with this service it made sense to request that funding from UWSC. Ms. Webb said Medicaid could be a hiccup for CICS. Because Medicaid will not fund the service in the home, CICS will need to make a decision on the ability to fund. Ms. Steidl-Bishop said many of the senior service providers coming to Ames are private pay/ for profit.

Ms. Schildroth said conceptually this service makes sense. Ms. Kresse said if MGMC Home Health encounters a mental health need, she is unsure how they deal with the need. It was noted that HSS and MGMC Home Health would be great resources. Ms. Thomas said those agencies may run into the same funding barriers. Ms. Steidl-Bishop said they are struggling to find funding, but as they are seeing the need they are going to keep seeking funding. Ms. Thomas said there is no way their clients will be able to private pay so they will continue to fight to find funding. Ms. Kresse said if ASSET doesn't have the funding to fully fund the half-time position, and the funding doesn't come in at enough to provide the position, the funding may not make a difference.

Ms. Schildroth said funding for this service could be requested under the existing ASSET services of Eyerly Ball of Public Education and Therapy. It was noted that Service Coordination is the closest to consultation, which is ASSET Service 3.13. Mr. Hobson asked where the new person would have an office. Ms. Thomas said Ames. The position would be full-time, half time in the clinic and half time doing Senior Outreach until the program grows. Mr. Kendall said the other option would be to lower the age

and serve some under 65. Ms. Webb said the individual would have to meet the CICS criteria to receive funding. She said they will have to work through this with the CICS administrative team on if this could be funded.

Ms. Steidl-Bishop, Ms. Thomas, and Mr. Kendall left the meeting.

Ms. Webb said she needs to seek clarification from CICS about funding the service because Medicaid will not. It was mentioned if Eyerly Ball is looking at serving between 12-20 more clients in homes, an expansion may not be needed.

Moved by Kresse, seconded by Schildroth, to decline a New Service for the consultation portion of the proposed service. Motion approved unanimously.

It was discussed that consultation is just part of doing business. It was noted that if Eyerly Ball would like to request further funding under Therapy and Prevention, that can be done under the existing services. Ms. Schildroth asked about funding through the City and UW under Public Education. Ms. Kresse said Eyerly Ball has requested that in the past.

Mr. Hobson said the manual was updated to include language for collaborating with other agencies. It was noted that the need for the service was not based on specifics. Discussion ensued.

ACPC – Expanded School Age Program – Ms. Kresse said there are children standing outside the schools before school that may not be able to pay for the school age service. She said the issue ACPC had was finding and keeping staff because the service is early morning and afternoon. The school district will give them space. Ms. Kresse said she prefers expanding an existing service over beginning a new service for this need.

ACPC Director Elizabeth Miner and Assistant Director Sandee Bodholdt entered the meeting. Ms. Kresse asked about the total budget. Ms. Miner said the \$872,000 is for the entire school age program assuming growth in the school age program of 20 kids. Ms. Miner said up to 90 additional kids is possible. She said in their budget they allotted a growth of 20, but there is potential to grow more than that. She said one child averages \$1,035 per year on the sliding fee scale. Ms. Miner said the service will be expanded either way because the program is needed. Ms. Kresse said she appreciated the waitlist information provided by site. Ms. Kresse asked if ACPC knows early on if the sliding fee scale will be accessed. Ms. Miner said clients will ask about it when they call. She said referrals from the principals have been coming in and those will usually use the sliding fee scale. Ms. Miner said drop-in care was provided last year because parents were dropping children off early to stand outside, and they worked with those families to get them enrolled. Ms. Kresse asked about expansion sites. Ms. Miner said they are able to expand in all Ames Community School District sites. It was noted that summer camps are located at Fellows (2) and Northminster Presbyterian. Ms. Kresse asked how many school age children are on the sliding fee scale. The percentage of school age children on the sliding fee scale by site: Meeker 24%, Edwards 10%, Fellows 16%, Sawyer 20%, and Mitchell 22%. At the main center 25% are on the sliding fee scale. Ms. Kresse said the challenge is hiring staff. Ms. Miner said that's the biggest barrier to growth.

Ms. Miner and Ms. Bodholdt left the meeting.

Moved by Kresse, seconded by Schildroth, to approve the Expanded Service – School Age Care. Motion approved unanimously.

LSI – Early Childhood Parent Café – Ms. Kresse said LSI has a Family Development service. She said she doesn't see how Parent Café would be much different from the services currently provided. Ms. Webb asked if People Place is funded out of the Family Development service. Ms. Kresse said she believes most programs are funded out of that except for Parents as Teachers, which is provided in the home.

Ms. Schildroth said the Parent Café is a group setting and can involve families not involved with DHS. It was noted that DCAT funding is available January through June. It was discussed that Parent Café would fit under the Family Development service.

Moved by Kresse, seconded by Schildroth, to recommend any expansion be under the Family Development/ Education program, and not a new service. Motion carried unanimously.

YSS – Pre-Program Intervention Screening and Coordination of Services – Ms. Schildroth told the group this is already being funded in 19/20 with County funds (Outpatient) moved out of Juvenile Court funding and into ASSET. She said this is one of three services YSS received funding for through Juvenile Court previously. She said when she met with YSS a year ago, it was determined they would need to come to ASSET to appropriately define this service as Service Coordination. She explained the money is going toward the therapist to coordinate the client's needs and screen YSS clients to put them in the best service possible. She said YSS is receiving about \$60,000 this year and will be asking less next year as they narrow the scope. Service Coordination would be a new service.

Moved by Schildroth and seconded by to approve Service Coordination as a new service to YSS for the 2020/21 budget year.

It was clarified that the money will go from Outreach to Service Coordination.

Motion approved unanimously.

YSS – Outpatient Crisis Service – Ms. Schildroth said there are appointments reserved for clients. She said all dollars were not being used in outpatient therapy so YSS and the City discussed using the funding in this way and the City Council was supportive with the change. Ms. Schildroth said the funds reserve appointments for clients to come in and see the nurse practitioner or therapist. She said according to YSS, most appointments are filled, but even if they are not filled, the City will still pay for those slots. Mr. Hobson asked if the slot is used by someone with private insurance or Medicaid. Ms. Schildroth said YSS will bill the private insurance or Medicaid. Ms. Schildroth said the information will be submitted with the bill on how many reserved appointments there were and how many were used. She said if another source of funding is available, those sources are used first.

Ms. Schildroth said Mr. Phillips doesn't believe any changes need made to this process.

CFR Application – Ms. Kresse said CFR was an ASSET agency in the past. Mr. Hobson asked about other communities. Ms. Webb said surrounding county residents could be coming to Ames for treatment. It was noted CFR is headquartered in Fort Dodge. Discussion ensued.

Ms. Webb said CFR reserves beds in the residential program for the detox program so individuals can transition from detox to residential more easily. She said counties can fund detox services, but Story County does not have a contract with CFR for that service. Ms. Kresse said the fourth page of the application notes substance abuse and co-occurring treatment. Ages served for some services state 18+. She said the IDPH grant they have should serve birth to death. Ms. Schildroth told the group that CFR and YSS had a subcontract in the past, and CFR dropped that. She said YSS had provided CFR sensitive information when they were planning to jointly apply for the IDPH grant before CFR decided to apply on its own.

Ms. Kresse said new agencies coming in should be collaborating and understand the current ASSET services being delivered. Mr. Hobson said substance abuse and gambling are the services being proposed. The team concurred. It was noted that grant funding is being used for the services currently.

It was noted that in the agency program outlines it is noted that ASSET funding would expand and enhance treatment and prevention services in Story County. It was noted there are not examples of how CFR would do that.

Moved by Kresse, seconded by Schildroth, to decline the CFR ASSET application. Motion approved unanimously.

Training for New(er) Agency Directors – Discussion ensued regarding offering a training immediately following the ASSET Agency Training for newer agency directors. Possible directors to invite were discussed.

Update on Boys & Girls Clubs Nevada program – Ms. Kresse said the Nevada program was started in October and on June 2 they made the decision the program would not be offered in the summer. It is currently funded by UWSC and Story County. Ms. Kresse wondered if it should be up to each funder to determine how to respond in situations where a service being funded is not actually offered.

Ms. Kresse said they had hired four staff, and only had three children enrolled in the program for summer. Nevada Food for Thought is a collaborative service mainly by YSS, and Boys & Girls Clubs will pick up those children at the end of Nevada Food for Thought on Monday through Thursday and bring them to the Club in Ames. It is not known what will happen on Fridays and for the week and a half where there is not the Food For Thought program at the end of July and early August. It was noted that John Jennett, incoming board chair, said the agency is concentrating on vision and what the agency should be doing. They did note they were excited about being contacted about Lectio, but want to get through their strategic planning first. Ali Sauer (fundraising) is leaving in July. Kaitlyn Binnebose left recently. Mr. Jennett said they wanted to retain the staff they hired for the summer program.

Ms. Kresse said Funders did not find out about this program change until it was in the Nevada Journal, which is not acceptable. Ms. Webb said for Story County, the service must be provided in order to receive funds. Ms. Webb said when they are bringing Nevada kids to the Ames site, then the service is provided in Ames and the funding is site specific.

Ms. Kresse said for the City grant dollars administered by UWSC, the letters of Intent were due Friday. A letter from Boys & Girls Clubs of Story County was received to move their bathrooms. Boys & Girls Clubs (nationally) are really focusing on safety. A policy is in place right now that only one child at a time can

be in the bathroom at a time. The project to move half of the bathrooms to the front would cost almost \$300,000.

Healthy Life Center Update – Ms. Schildroth said an informational meeting will be on July 9th. The bond issue vote is scheduled for September 10. A Friends group is being developed and they will be getting the word out on the proposed Healthy Life Center.

ADDITIONAL ITEMS/ CONCERNS

Ms. Schildroth said the HIRTA audit for 2017/18 was just released and there are some significant issues. Their expenditures were \$1.1 million more than revenues. They ended 17/18 about \$16,000 in the black. They attribute this to loss in revenue and loss in ridership due to Medicaid changes. She said a 28E agreement with 7 counties is the structure of HIRTA. She said there is discussion that HIRTA may be requesting additional funding.

Ms. Schildroth said the City of Ames Finance Director looked at the audit and said the post-employment benefits is a recurring theme in the audit. She said the Finance Director is prepared to request more information on that and ask a few other questions.

Ms. Kresse said HIRTA sent a letter to UWSC requesting an extension to March 31 for its audit, but technically UWSC should not have paid HIRTA for April, May, or June.

Ms. Schildroth discussed policies and procedures needed by HIRTA according to the audit. Ms. Kresse asked if the City communication going to HIRTA could be copied to the other ASSET funders. Ms. Schildroth said there could be some Medicaid funding that hasn't been received and said they can ask for the status.

Ms. Webb said Madison County is receiving direct service from HIRTA now.

Ms. Schildroth asked about priorities. It was discussed that joint priorities are a good idea, but it might be rushed to combine them at this point.

Ms. Kresse said Sara Zejnic resigned and the Community Impact Director position is vacant.

Ms. Kresse said UWSC has started an Infant-at-Work program where a new baby can come to work with mom or dad up to six months of age, or earlier if the baby becomes mobile.

Ms. Webb said CICS did approve to fund the lift for NAMI in their new building.

It was noted that Deb Schildroth is now Assistant City Manager with the City of Ames and Karla Webb will be representing CICS and Story County in the interim until a replacement is found.

ANNOUNCEMENTS/REMINDERS

- A. Next ASSET Administrative Team Meeting – August 7, 2019 at 12:15 p.m. (United Way)
- B. Next ASSET Meeting – August 15, 2019 at 5:00 p.m. (City Church)
- C. Mandatory ASSET Agency Training – August 19, 2019 at 2:00 p.m. (City Hall)

ADJOURN

The meeting adjourned at 2:42 p.m.