



Connecting Counties to Improve Service Delivery

Iowa State Association of Counties
Community Services Affiliate

Presentation to IOWAAccess Advisory Council
May 9, 2007



What are Community Services?

- Mental Health/Developmental Disabilities
- General Assistance
- Veterans Affairs
- Substance Abuse
- Case Management



Mental Health / Developmental Disabilities



- Planning
- Education/Collaboration
- Contracting
- Eligibility
- Funding Authorization
- Service Monitoring/Coordinating
- Service Cost/Tracking
- Quality Assurance



Substance Abuse

- Inpatient treatment services
- Outpatient treatment services
- Prevention
- Intervention
- Detoxification

General / Veterans Assistance



- Services to impoverished
 - Rent, utilities, food, medical and burial
- Information and Referral
- Coordination of medical services for veterans
- Assistance in navigating application process for benefits



Case Management

- Service Coordination
- Individual Plan Development
- Monitoring
- Serving individuals with Mental Illness, Mental Retardation, Brain Injury, or Developmental Disabilities



Current Process

- Intake (name/address/DOB/SSN)
- Eligibility
- Assessment to determine need
- Authorization
- Coordination
- Monitoring
- Payment
- Reporting
- Quality Assurance





Current System Deficiencies

- A lack of standardized data
- The inability to efficiently manage and evaluate services
- The inability to track clients as they move from county to county
- No collection of state-wide information on General Assistance, Substance Abuse, and Veterans Affairs

Example of Current Difficulty



- Intake
 - Multiple entries for eligibility information
 - No validation of history/higher risk of fraud
 - Unknown services from other agencies/programs





Example of Current Difficulty

- Payment/Reporting
 - Re-keying of payment information between departments and agencies
 - Manually processing invoices including adjudication
 - No standardization of data collection for state-wide reporting
 - Current CoMIS system requires knowledge of Access programming to develop reports



Solution

- Development of a standardized information system allowing Counties and State Agencies to share data for the management, tracking and reporting of community services.





Outcomes

- **Improve management, tracking and reporting of community services.**



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- **Increase validity and consistency of data collected across the state.**



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- Improve access to services.
- **Accurate and complete information for county and state-wide planning, funding, and performance measurement decisions.**



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- Improve management, tracking and reporting of community services.
- Increase validity and consistency of data collected across the state.
- Connect counties and state allowing for rapid, real-time data sharing.
- Improve access to services.
- Accurate and complete information for county and state-wide planning, funding, and performance measurement decisions.
- **Assist DHS in meeting federal and state/legislative reporting requirements.**



Benefits to Citizens

- One stop processing
- Replacing paper with electronic data
- Identification protected and validated
- Improved access to services
- Reduced administrative costs
- More data for trend analysis



CoMIS Committee Members



- Tony Harper; Franklin County
- Brad Leckrone; Wright County
- Lynne Rauk; Winneshiek County
- John Grush; Boone & Madison Counties
- Jill Eaton; Marshall County
- Norma Stelzner; Muscatine County
- Randy Snyder; Warren County
- Lisa Wilson; Woodbury County
- Karen Walters Crammond; Polk County

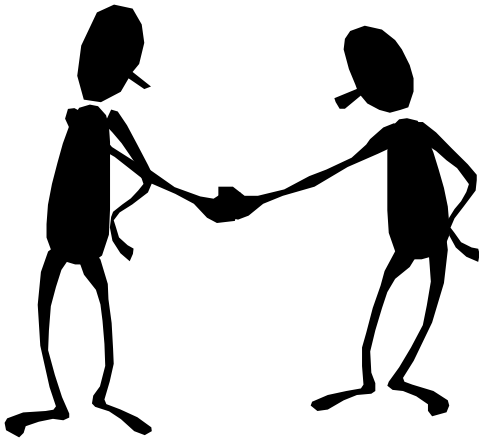
Advisory Members

- Robin Harlow; ISAC
- Norm Edgington; St. of Iowa DHS
- Brandi Kanselaar; Boone & Madison Counties
- Deb Westvold; ISAC Case Management

Request



We request your assistance in defining the scope and design of this project and any future applications.





Questions?