

NORTHWEST IOWA CARE CONNECTIONS CONTRACTED SERVICES FOR Clay, Dickinson, O'Brien, Osceola, and Palo Alto Counties December 2019

Program/Service	Location	Coordinator and Contact Information	Target Population	Brief Description of Service Provided	Access/Eligibility	Other Considerations
24 hour Crisis Line Regional Line: 844-345-4569	Seasons Center	Emily Rohlk 800-242-5101	All ages	24/7 available phone line to assist callers with screening and assessment for mental illness etc.	Available to anyone in NW IA Care Connections MHDS Region free of charge No Pre-authorization	NW IA Care Connections contracts with Seasons Center
*Mobile Crisis Accessed through Regional Line 844-345-4569	Seasons Center	Emily Rohlk 800-242-5101	All ages	24/7 service (where available) for on-site screening for mental illness etc. Preferred sites: EDs, Clinics, Hospitals, Schools, and through Lawn Enforcement Referral	Available to anyone in NW IA Care Connections MHDS Region free of charge No Pre-authorization Services can be subject to Medicaid Reimbursement.	NW IA Care Connections contracts with Seasons Center
*Crisis Screening	Seasons Center	Emily Rohlk 800-242-5101	All ages	Access to assist individuals with their identified needs with person centered planning and intervention BA/RN Level	Available to anyone in NW IA Care Connections MHDS Region free of charge No Pre-Authorization Services can be subject to Medicaid reimbursement	NW IA Care Connections contracts with Seasons Center
*Crisis Assessment	Seasons Center	Emily Rohlk 800-242-5101	All ages	Access to a MH Professional during business hours to assist individuals with their identified needs with person centered planning and intervention Masters' Level	Available to anyone in NW IA Care Connections MHDS Region. Billed through Medicare, Medicaid or private insurance when applicable No Pre-Authorization needed unless regional funding is accessed for service	NW IA Care Connections contracts with Seasons Center. Region pays an access fee to this provider for available slots weekdays through normal business hours.
Regional Service Coordination	Dickinson County office	1800 Hill Ave Ste 2502 Spirit Lake Beth Will Service Coordinator 712-336-0775 8am-4:30 Pm Monday -Friday Except Holidays	All Adults and Children (SED or ID)	For Pre-Authorization of Regionally funded services, free screening for services is available throughout the Region and assessment for access to more restrictive levels of care is available.	Free and available screening to all regional residents For ongoing service coordination, regional funding eligibility requirements.	NWIACC as a MHDS Region, is an access point to persons not funded by Medicaid to identify options for care and possible regional funding. Referral and Service Management is available as needed.

NORTHWEST IOWA CARE CONNECTIONS CONTRACTED SERVICES FOR Clay, Dickinson, O'Brien, Osceola, and Palo Alto Counties December 2019

Program/Service	Location	Coordinator and Contact Information	Target Population	Brief Description of Service Provided	Access/Eligibility	Other Considerations
MCO Care Coordination	Amerigroup Iowa Total Care	Please view contact info on individual's membership card to properly access	Medicaid funding Adults and Children	For Pre-authorization of Medicaid funded services to persons enrolled in an MCO	Included in Medicaid reimbursement to MCOs	NWIACC refers to Medicaid MCOs for assistance to their eligible clients' needs.
Integrated Health Home Services (HIS) Care Coordination (for Medicaid eligible SPMI clients)	Plains Area Mental Health Center	Main office in Le Mars 712-225-1490 Mobile Service available throughout Region	Medicaid Funded HIS Enrolled Adults and children	Adults and Children who need assistance to navigate their daily life needs associated with Mental illness, Substance Use Disorder and or Disability may benefit	Medicaid Funded Service based on need.	NWIACC works in tandem with IHS Care Coordinators to assure continuity of care when mutual clients (those receiving regional funding) are served.
Crisis Residential Services	Plains Area MHC (Turning Point) Sioux Rivers Crisis Services	Ashley Miller 712-662-8055 4036 Division St Sioux City 712-560-7996	Adults over age 18	Access to an up to 5 day stay with structure, daily therapist contact, prescriber access as needed. Support to develop a person- centered plan for stabilization for return to home	Pre-Authorization required from Medicaid for Medicaid funded individuals or the Region for eligible regionally funded clients Transportation is provided through the Plains Area Contract. Voluntary patients only at this time.	NW IA Care Connections Contracts with these two providers. Facilities will contact Region for pre-authorization upon results of intake screening.
Spencer Hospital Behavioral Health Unit	1200 1 st Ave. E. Spencer	Admission date 712-264-6198	Adults over age 18	Acute Psychiatric Inpatient Unit to provide treatment for mental illness	Medicare/Medicaid Private Insurance can be accessed. Pre-Authorization for admission is required for all patients including Regionally funded eligible clients only	NWIA Care Connections has contract for funding of regionally eligible non-Medicaid adults
Avera Behavioral Health	4400 W 69 th St. Sioux Fall SD	Admission Office 605-322-4005	Children, Adolescent, Adult and Geriatric Wards for MH	Acute Psychiatric Inpatient Unit to provide treatment for mental illness	Medicare/Medicaid Private Insurance can be accessed with their protocols. Pre-Authorization for Admission Required. Court ordered patients can be transported out of state due to Regional Contract	NWIA Care Connections has contract for funding of regionally eligible non-Medicaid adults

NORTHWEST IOWA CARE CONNECTIONS CONTRACTED SERVICES FOR Clay, Dickinson, O'Brien, Osceola, and Palo Alto Counties December 2019

Program/Service	Location	Coordinator and Contact Information	Target Population	Brief Description of Service Provided	Access/Eligibility	Other Considerations
Spencer Hospital Outpatient Behavioral Health Services	Avera Medical Group Clinic	TBD	Adults	Outpatient Psychiatric Evaluation, Medication Management	Medicare/Medicaid, private insurance can be accessed. Pre-Authorization is required	Open- No regional Contracting in place at this time.
Seasons Center Outpatient Behavioral Health Services	In all 5 counties Call: 800-242-5101	1-800-242-5101	All ages	Outpatient Therapy, Medication Management, Co-Occurring Mental illness and Substance Use Co-Occurring Care	Medicare/Medicaid Private Insurance can be accessed. Pre-Authorization is required for Regional funding for eligible clients only as a last resort	NWIA Care Connections has contract for funding of regionally eligible non-Medicaid adults
Plains Area MHC Outpatient Behavioral Health Services	In 2 NWIACC Counties Spirit Lake and Emmetsburg	1-877-508-3281	All ages	Outpatient Therapy, Medication Management Keys to Success- Intensive Psychiatric Rehabilitation for persons with SPMI	Medicare/Medicaid Private Insurance can be accessed.	NWIA Care Connections has no contract for funding of regionally eligible non-Medicaid adults at this time.
Rosecrance Jackson Centers	Offices in Spencer and Sheldon?	(712)234-2300 (Sioux City intake) Spencer (712) 899-9972	All Ages	Outpatient substance use disorder/ behavioral health treatment and prevention services.	Medicaid Private Insurance can be accessed. IDPH Sliding Fee	NWIA Care Connections has no contract for funding of regionally eligible non-Medicaid adults at this time.
Peer Support Network	1800 19 th St. Rock Valley	Carolyn Salberg 877-508-3281	Adults over age 18	Mentoring service for persons in recovery from folks with lived experience to provide support and guidance for the client's identified goals	Medicaid funded Service Pre- authorization from Region is required for eligible Regionally funded Clients only as a last resort	NW IA Care Connections has a contract with Hope Haven to assist with costs associated with eligible Non Medicaid funded Adults when applicable
Jail MH Services	Clay Dickinson O'Brien Osceola Palo Alto County Jails	Contact Beth Will at 712-336-0775 for referral and pre-Authorization	Adults over age 18	In Jail Mental Health Evaluations with access to a prescriber as needed to address symptoms of mental illness while incarcerated.	Pre-Authorization required For Regionally funded service to assist identified treatment interventions during incarceration.	NW IA Care Connections has contracts to fund this service in the 5 county jails.

NORTHWEST IOWA CARE CONNECTIONS CONTRACTED SERVICES FOR Clay, Dickinson, O'Brien, Osceola, and Palo Alto Counties December 2019

Program/Service	Location	Coordinator and Contact Information	Target Population	Brief Description of Service Provided	Access/Eligibility	Other Considerations
Jail Release Care coordination	Available through all 5 county jails	Contact Beth Will at 712-336-0775 for referral and pre-Authorization	Adults over age 18	When released, Care Coordination is activated to address social determinants of housing, employment, basic needs to stabilize offender in the community to reduce recidivism.	Pre-authorization required for regional funding based on income and resource guidelines when applicable	NW IA Care Connections makes referrals to provide this service to eligible non-Medicaid clients.
Assertive Community Treatment	Seasons Center is mobile throughout the NWIACC Region and beyond	Shante Whalen-MH Lead 1-800-242-5101	Adults over age 17	Due to severe persistent mental illness, clients benefit from intensive team approach to help them manage their rehabilitation.	Subject to Medicaid reimbursement. Pre-authorization Required for regional funded clients	Region has contracted for start-up costs reimbursement to assist in development of this area service and has designated non Medicaid slots
Transitional Living Opportunities	Discovery House	Julie Schieb 1411 Hill Ave Spirit Lake, IA 712-336-6340	Adults over age 18	Individuals with substance use disorder and perhaps a co-occurring disorder with mental illness can seek 24/7 structured living Persons are expected to work, actively engage in treatment and to participate in Bible Study while living there	Pre-Authorization is required. Rent is based on Discovery House Policies. If Medicaid eligible, request wrap-around funding for client assistance	Individuals pay their own way. Pre-Authorization required for regional funding of initial rent) as a last resort) for eligible clients based on need.
Supported Community Living (SCL) for Severe Mental Illness (SMI)	Hope Haven Lakes Life Skills*	1800 19 th St. Rock Valley. 712-476-2737 LeAnn Blau 1612 Ithaca Ave Spirit Lake 712-339-9311 Linda Schofield-CEO	Adults over age 18	HH has many 4 or 5 bed community based sites in neighborhoods throughout the Region	Habilitation Funding can be available to individuals eligible for Medicaid Pre-authorization Required *Medicaid funded Only No regional Contracting	NWIACC can assist on a limited basis for this service to eligible Non-Medicaid Funded adults as a last resort. Pre-authorization Required.

NORTHWEST IOWA CARE CONNECTIONS CONTRACTED SERVICES FOR Clay, Dickinson, O'Brien, Osceola, and Palo Alto Counties December 2019

Program/Service	Location	Coordinator and Contact Information	Target Population	Brief Description of Service Provided	Access/Eligibility	Other Considerations
SCL for Intellectual Disabilities (ID)	Hope Haven Village NW Horizons Unlmtd	1800 19 th St. Rock Valley. 712-476-2737 LeAnn Blau 330 Village Circle Sheldon 712-324-4873 Jerry Postma 2107 Main St. Emmetsburg 712-852-2211 Ron Askland	Adults over age 18	HH has many 4 or 5 bed community based sites in neighborhoods throughout the Region	Intellectual Disabilities Waiver Funding can be available to individuals eligible for Medicaid. Pre-authorization required	NWIACC can assist on a limited basis for this service to eligible Non-Medicaid Funded adults as a last resort. Pre-Authorization required
SCL hourly in client's own home (SMI and ID)	Hope Haven (SPMI & ID) Lakes Life Skills (SPMI)* Village NW (ID) Horizon's Unlimited (ID)	1800 19 th St. Rock Valley. 712-476-2737 LeAnn Blau 1612 Ithaca Ave Spirit Lake 712-339-9311 Linda Schofield 330 Village Circle Sheldon 712-324-4873 Jerry Postma 2107 Main St. Emmetsburg 712-852-2211 Ron Askland	Adults and Children	HH is mobile throughout the Region providing assistance with daily needs to clients who can live independently.	Habilitation Funding and/or ID Waiver Funding can be available to individuals eligible for Medicaid Pre-authorization required *Medicaid Funded only No Regional Contracting	NWIACC can assist on a limited basis for this service to eligible non-Medicaid funded adults as a last resort. Pre Authorization required.
Residential Care Facility	Kathleen's Pride Group	1505 5 th St. Emmetsburg, 712-852-2267 Judy Curry CEO 6059 390 th St. Primghar, IA 712-539-8067	Adults	DIA Licensed 24/7 service offers nursing, dietary, laundry, and activities to adults with SPMI who are ambulatory, independent with self-care) to stabilize and transition to less restrictive levels of care.	Pre-Authorization required for Regional funding of Service Costs.	NWIACC has a contract with these RCFs to provide this service to voluntarily and involuntarily placed individuals. Psychiatric level of care need must be determined prior to admission.

NORTHWEST IOWA CARE CONNECTIONS CONTRACTED SERVICES FOR Clay, Dickinson, O'Brien, Osceola, and Palo Alto Counties December 2019

Program/Service	Location	Coordinator and Contact Information	Target Population	Brief Description of Service Provided	Access/Eligibility	Other Considerations
Supported Employment SMI & ID	Hope Haven (SMI & ID) IPS Model and MY Choice used Village NW (ID) Horizons (ID and SPMI)	HH Local offices throughout Region Contact 712-476-2737 330 Village Circle Sheldon 712-324-4873 Linda Van Meeteran 2107 Main St. Emmetsburg 712-852-2211 Ron Askland	Adults	Assistance with gaining and maintaining employment for persons with SPMI and ID.	Medicaid, Vocational Rehabilitation, or Regional Funding (as a last resort) can be accessed. Pre Authorization Required	NWIACC has a contract with Hope Haven to provide funding to eligible non-Medicaid clients seeking this services.
Familiar Faces Team	Lakes Regional Healthcare	Chris Ingraham-ED Nurse Manager	Children and Adults	Care Coordination between ED, primary care, and community service providers (behavioral health, residential, law enforcement etc.) to impact high utilization of ED services	Project through Avera (one of 3 sites in their network) is connected to a NWIACC Pilot Project to address high utilization of ED services, identify alternatives through person centered planning to positively impact care.	NWIACC expanded the scope to connect service providers to persons with SPMI, MI, substance use disorder, ID to address access and use of higher levels of care when alternatives could be utilized.
C-3 De-escalation Training	Regional Trainers	Contact Kim Wilson NWIACC CEO 712-262-9438 Or kwilson@co.clay.ia.us	Service Providers Community Agencies	6 hours of classes assist participants in developing skills and confidence when working with difficult individuals whose behavior can pose a risk to health and safety of staff	C-3 De-escalation is available to NWIACC Service Providers. Trainers are available to provide this research-based class. Fees include a workbook, local trainer time, and mileage.	NWIACC is one of 7 MHDS Regions who have developed this project state-wide to assist communities with practical training to reduce provider incidents, staff injury, and police calls.
Motivational Interviewing Learning Collaborative	Regional project with MHTTC	Contact Kim Wilson NWIACC CEO 712-262-9438 or kwilson@co.clay.ia.us	Service Providers Community Agencies	Basic, Advanced, and Supervisory Training available through a continuum of training	Must be a resident or an agency that provides services in NW IA Care Connections Region	Must apply through the NWIACC Region for admission.

NORTHWEST IOWA CARE CONNECTIONS CONTRACTED SERVICES FOR Clay, Dickinson, O'Brien, Osceola, and Palo Alto Counties December 2019

Program/Service	Location	Coordinator and Contact Information	Target Population	Brief Description of Service Provided	Access/Eligibility	Other Considerations
Zero Suicide Coalition	Palo Alto County	Contact Kim Wilson NWIACC CEO 712-262-9438 or kwilson@co.clay.ia.us	Service Providers and Community Members	Building awareness and supporting education to address suicide prevention and reduce the rates of suicide locally is the goal of this group.	Local interested Community based Medical and Behavioral Health providers, School Administration, Law Enforcement, and Faith Community members meet quarterly.	NWIACC assists with coordination and some funding of events to enhance suicide prevention and awareness.
National Alliance On Mental Illness	Available throughout the Region	Contact Kim Wilson NAMI NW IA Secretary at 712-262-9438 or naminwia@gmail.com or on Facebook.	Caregivers of persons with lived Experience of SPMI	Building awareness, education, and advocacy for individuals with mental illness and their families through connections locally, statewide and nationally.	Memberships are based on household or individual fees. Financial Hardship fee options are available. Nami.org and naminwia.org has information.	Family support group meeting - Sioux Center 1 st Tuesday/mo Sheldon 1 st Thursday/mo Cherokee 1 st Thursday
Transportation RIDES	All regional counties	RIDES Dispatch 712-262-7920 MCOs have brokers who authorize transportation funding	Adults with Disabilities	Local buses and/or contracting with private providers to support Regional access to transportation	RIDES fee schedules apply. Check with RIDES about discount passes. No Regional Contract at this time.	Other transportation providers are available locally and independently of RIDES

*Access Center Service Network Services per HF 2456 definitions, which includes “no eject no reject” contract standards.

Services currently in Development based on Funding Availability: Community Crisis Stabilization, Sub-acute Mental Health within the Access Center Services Network, Transitional Living Options in all Regional Counties

Regional Eligibility for Funding is determined by the completion of an application that provides information about the adult individual’s residency status, the adult individual’s income and resources (financial eligibility) their diagnosis (clinical eligibility), their service needs, and funding availability. A list of covered services can be found on the Region’s website at nwiacareconnections.org in the Region’s Management plan.