

TO: Mr. Kevin Concannon
Director, Iowa Dept. of Human Services

August 4, 2006

FROM: John Winkelman, Executive Director
Howard Center, Inc., Sac City, Iowa
712-662-7844

howrdctr@mchsi.com

RE: Concerns of an overall community services system failure for Persons with mental retardation and mental illness. The County System is not only broken it is pretty much dead in Sac County and Calhoun County.

As an introduction, I represent Howard Center, Inc. (HCI), of Sac City; an agency that was established in 1972 to provide Work Activity Services in Sac County. I am not representing the Iowa Association of Community Providers, but some members have expressed the same sentiments that I will refer to in this information. I took over the role of Executive Director in November 1979. At the time, Sac County consumers located here and across the state were living with elderly parents, in nursing homes, boarding homes, and several were in Glenwood Resource Center. The activities HCI provided included some work, but the consumers were basically doing crafts. There were about 15 individuals being served in work activity and there were 9 staff members including myself. HCI consumers were all but one from Sac County.

Today HCI sells services to 16 counties. We provide SCL, Respite, Sheltered work, Supported Employment, Pre-vocational services, home and vehicle modification, 24 hour SCL in 6 four-bed units, ARO, and provide a Mental Health Center with two therapists and a Psychiatrist. We have just constructed a new building to house pre-voc and add Day Habilitation services. The HCI owns eight buildings in Sac City, and leases an office in Carroll. With the exception of our two duplexes that were built with HUD funds, the HCI only has about \$50,000 in debt to the local Bank for one of our houses, and our mental health center building. I enclose in this packet, our 2004-05 Audit.

I should add that the Howard Center also developed a county wide recycling center in 1992 as a joint venture with the Sac County Solid Waste agency. This operation has been a pioneering effort and has provided key work experience, which has led many individuals served to good paying jobs in the community. Eight of these individuals are working at Farner-Bocken in Carroll making as good or better pay and benefits as the staff that helped them get those jobs. The recycling operations mix disabled and non-disabled persons as employees.

Overall, we serve approximately 94 adults and children with mental retardation/developmental disabilities and 224 children and adults with Mental illness. Our budget last year was near \$3 million. In the past 12 months, consumers we serve with Developmental disabilities have received *funding cuts* in community services estimated at \$250,000 just the ones served at Howard Center. These are estimates because we are still hearing of more cuts from Sac and Calhoun County. I would report the dollar amount more accurately at a later date if you so desire.

There are approximately 11,000 citizens in Sac County with approximately 51 individuals with disabilities. Our source tells us that 31 of those 51 individuals have had cuts to their support services. Cuts are being made to all Sac County consumers regardless of where they are receiving services.

I consider myself one of the remaining original pioneers of Community Services in Iowa. I consider myself, and my agency, as one of the more progressive service providers. I received the 2003 Administrator of the year award from ARC Iowa. I have served 6 years on the Board of Directors of Iowa Protection and Advocacy (including being the President of the Board). I served for 10 years on the Advisory Council of the Iowa University Affiliated Program. I briefly was on the Iowa Governor's Council on Developmental Disabilities as a representative of Iowa P. and A. I served a term on the Board of Directors of the now renamed Iowa Association of Community Providers. There are still a number of us long-term Executive Directors from community services providers, but I believe I have been at this work the longest.

One of the first things I did vocationally at HCI in 1979 was to begin a sheltered work program and open a redemption center to create jobs for the sheltered employees. We then began looking for jobs in the community, and placed some into community employment by 1980 strictly utilizing donations.

The next thing I did in 1979 was to carry on an experiment with supervised living that the previous director had initiated with two individuals in 1978. Utilizing donations and staff from the sheltered work program, HCI began moving more and more individuals into their own apartments with visiting staff. The program was so successful and cost-effective, DHS social workers and our DHS sheltered work overseer recognized we were on to something new for Iowa and began to ask many questions. The DHS worker told me that I really shouldn't be doing this program, so I ask them if I should stop? Their answer was emphatically "No don't stop".

By 1985, we had 12-15 individuals involved in what I believe to be the State's first SCL program. It was done with common sense and very little cost. Documentation described what we did and how long it took to take people shopping, pay bills, and to cook and clean. Someone from DHS administration requested the paperwork for our SCL program to use to help start what came to be known a year later as CSLA. Howard Center was then and is currently accredited by CQL.

My purpose today is to help you understand why I believe that the County system of delivering supports to individuals with disabilities is dying. For all practical purposes, Sac and Calhoun Counties (the two that purchase the most services from my organization) have overspent their Mental Health Budgets, and the people we serve from these counties have become the *poster children* for why we can no longer utilize the county system in Iowa.

The problem is at least three fold. The first problem is that the poorer counties like these counties, no longer have the funds to adequately fund community support services. Secondly, agencies can no longer have 99 different plans and 99 different funders to satisfy. The third issue is harder to describe, but it is small town mentality. What I mean here is that if you as a provider get on the wrong side of your local CPC, services to people are cut from your agency for personal, not rational reasons. We have had two DHS Case Managers who have been blatant about trying to scare our consumers away. Part of this is because we advocated furiously for several consumers they represented. This has happened with County paid Case Managers also. This issue of why the system doesn't work is hardest to prove, but it can be the most deadly issue for a small provider. We do live in a small town, and we do eventually hear everything that everyone says. One DHS Case Manager is telling my staff to "find work elsewhere because when this is done there won't be jobs HCI."

The recent response by the CPC of Sac and Calhoun Counties to their budget crisis has been to drastically cut community services and supports to individuals with no regard for the 'team process.' Sheltered work and supported employment services, for example, are nearly gone. Most individuals have lost these services or they have been drastically reduced because it is not mandated. (The supported employment services problem has been compounded by Vocational Rehabilitation's freeze of services in February.) Agencies could barely survive on the \$1500 rate for job development from Voc. Rehab, and most agencies will not utilize the \$500 rate for job development from HCBS. It just can't be done.

The surprising cuts made to consumers, has been in the SCL programs that support individuals living in their own apartments. HCI is very concerned that people living semi-independently are going to face undue safety risks with too few hours of supports.

The direction and tactics being used by the Sac and Calhoun County CPC may not be illegal or incorrect in all cases, but in some cases there is a very fine line being crossed. This is especially true when it comes to the *Team process*. The cuts have also ravaged my agency's financial ability to maintain or perhaps even recover. If these counties are successful in cutting services to the bone as we have already witnessed, the same problems individuals are facing here will spread to the other 99 counties within the next several years.

I asked a neighboring CPC who is not cutting many services at this time her opinion about this situation. She predicts the same financial threat to community services in her county in 3 to 5 years. As Director of one of Iowa's oldest Community Providers, I sincerely believe that our agency is at peril, and soon all Community Providers will face the same dilemma. I may or may not succeed in rebuilding my organization, but if my actions and battles here today can save community services statewide, that will be just as important.

Howard Center has encountered this great risk because our largest customers have always been Sac and Calhoun Counties. We were established to serve Sac County in 1972 so individuals could stay close to home if that were their choice. Calhoun County began to buy into our services in the early 1980's for the same reason.

You also need to know that HCI did not have time to prepare alternative ways to save some our operations due to the cuts made. We knew that cuts were coming in sheltered work, but we assumed that the cuts in services would be done by the *'team process'*, and that we could make gradual rational operational changes. We believed that individuals served, and HCI as a provider, would be key players to find the safest and best approach to the cutting of those services.

The cuts were not done by the *'team process'* but by NODs (Notices of Decisions) received *two days* before the end of our fiscal year. Another round of NODs were received two weeks later. Services cut to Sac County consumers at HCI alone were calculated at over \$86,000. The Sac County CPC reported to me that \$174,000 of services were cut to Sac County consumers overall. We estimate the cuts to Calhoun County consumers to be similar, but are not sure if the same CPC is done cutting services for Calhoun. (NOTE: see attached NOD's – they were sent due to 'budget shortages' and acknowledged the cuts were done without 'team' involvement.) One reasonable Case manger from Sac County reported to Iowa Protection and Advocacy that she was not involved or consulted with some of the cuts either. To clarify, and before our annual audit is conducted, we estimate we saw a decline in services purchase from us by Sac and Calhoun County last fiscal year to be about \$80,000. You can see then that since July of 2005 through June of 2007, we will have lost Close to \$250,000 worth of community services purchased.

It is my understanding that budget problems these counties are facing are due to the caps put on the counties' ability to levy for Mental Health Services in 1996, and the fact that counties have not received enough increase in state property tax relief during the past 10 years. (*This is what I have been told by the local county officials.*) If this is true, then it is my theory that all counties, with the exception of a few large and growing ones, will face the same financial problems on predictable timetables. Soon most consumers across the state will face the same type of devastating cuts to their community services as has been done in these two counties.

I understand from Iowa Protection & Advocacy (P&A) that this is happening elsewhere, especially in the poorer lower tier of Iowa counties. P&A also tells me that they are getting regular calls from consumers whose community services are being cut across the state. Several Sac and Calhoun County residents have called P&A for assistance in appealing County decisions.

No matter where one may stand politically, I think most would agree that all Iowans should have equal access to services. That situation is now a dead issue. There is no longer equal access for consumers in Iowa.

Services previously provided by my agency are also being cost shifted to more expensive providers to take the load off the counties, and some are just being put at risk with too few SCL hours to support them. Cuts in vocational services leave little opportunity to continue our mission in finding jobs. HCI has a fine record of actually doing this, especially given our size and location.

Some examples are:

- Two individuals have been placed inappropriately in nursing homes in the past fiscal year. We advocated for them and lost. One individual, who is quite mentally ill, was living successfully in her own apartment with supports from HCI. She involved herself at church and at as many community activities as possible, and she even volunteered weekly at a local nursing home. She even arranged her own transportation to do this. When she began to fail some, we added more supports and the Psychiatrist wanted to try a drug to fight possible dementia. This consumer responded well to this new medication and her need for supports were lessened. Unfortunately, in order for the Doctor to prescribe this new drug which had positive results, the CPC and case manager saw this an opportunity to remove her from the county case load and move her to a nursing home which they would not have to pay for. Sadly, improvement in her functioning due to a dementia drug labeled her as having dementia, and landed her in a more restrictive environment. Sadly she was functioning better than she had been.
A second case was a gentleman in his 70's that was moved to a nursing home last week pretty much based on his age. We acknowledge he would probably go to a nursing home in the next year or so, but we all hope to put that move off as long as possible.
- One individual living in his own apartment has been receiving our assistance for bathing for many years. Because of these cuts, he has been forced against his will to now receive this assistance from Public Health. Our agency cost taxpayers about \$18 (utilizing HCBS Medicaid) compared to the Public Health cost of about \$35. This individual is appealing this decision with the aid of P&A services. Choosing who gives him *his* bath is a personal choice *he* would like to make. This was done perfectly legitimately, but that does not make it right or cost-effective to taxpayers as a whole.
- Another individual we have helped to find full-time employment has recently moved from one of our 24-hour Waiver homes. This was appropriate. She has many skills, but lacks equally as many. The CPC granted only 15 hours a month to help her transition to her new living situation. HCI staff voiced concerns as a member of her 'team' but the concern was summarily dismissed. She is at risk to fail.

I reiterate that one of the problems with the County System problems that we have faced in providing services is due to *small town politics*. We have no doubt that our advocating for and encouraging individuals to call for legal representation from P&A has increased the cuts made to those we serve.

Some examples are:

- One individual who received one of the attached NODs was told his services were being cut due to budget shortages. Then, his DHS Case Manager told his parents, that the CPC might reconsider his cuts if he were to move to another agency. This is the same DHS Case manager attempting to encourage my staff to leave. This DHS Case Manager also, as was told to me by the parent, pretty much scolded them for calling P. and A. (*If there is no money in the county, this is a false statement, designed to do further PR damage to our organization and to this individual consumer's trust of the system designed to assist in his needs.*) The parents are now concerned that HCI might not be their best, continued choice if he really could get more services elsewhere. How to you fight that.

- This same DHS case manager refused to let an individual include a representative from P&A in his annual meeting via telephone, and also denied the parents' right to tape record the meeting. *(It is common knowledge that due to HIPPA, HCI or DHS may not be able to tape a meeting, but the consumer has the right to do so, and has the right to invite any advocate they want to attend their meeting.)*
- HCI lost thousands of dollars of services to a neighboring agency because our rates were lower and we could not afford to pay competitive wages. Sac County blocked our attempt to ask for an adequate increase because a home county can do this.... In spite of the fact that our rate was \$9-10 an hour lower than our close competitors we could get no relief. Howard Center balanced our hourly SCL program budget June 05 charging as much as \$10.00 per hour less than three of our local competitors. We were forced to ask for the increase because of the cuts in units done by the County; our costs per unit went up.

Problems with the County System

- Counties are reaching the end of funds available for purchasing Community-based services. Community support and vocational services are the only services they can legally cut. Sheltered work is essentially gone for Sac and Calhoun Counties.
- Counties are finding every loophole to cut community services. Cost shifting HCBS CDAC services with HCI at \$18.49 to Public Health to about \$36 per hour.
- Counties are making across the board cuts in Medicaid services without legal due process. This problem is being addressed.
- Providers are finding it increasingly difficult to work with 99 bosses and 99 different county plans with varying and waning budgets. Aside from trying to please everyone, lobbying for system change is almost impossible.
- Iowans no longer have equal access to services based on their county of legal settlement. If you have a child with a disability, you would be wise to move to a richer county. This would, of course, worsen the situation, but it is a true fact. Sac and Calhoun County Consumers no longer are able to get what other county residents get.
- Counties are able to prevent providers, located within their borders, the ability to increase their rates to compete with their counterparts, or raise their rates based on unavoidable inflation such as fuel and labor prices.
- Providers such as HCI have waited 3-6 months to get reimbursed by counties.
- Small town politics. If you disagree with your CPC and/or DHS case manager for the consumers, you may find yourself subject to retribution. This is probably more dangerous to small town providers than the funding issues at times.
- Individuals moving from ICFMR services(Resource Centers) to the community will be at risk as they will be subject to how much money their county of legal settlement have available. As HCI has witnessed, a County CPC with no money can and will cut services without the 'team process.'
- Medicaid programs are difficult to operate, as they are not often common sense based, and are continually changing. It is very difficult for an agency the size of HCI to keep up and afford the technical staff needed to train and keep high school graduates or less, ready and able to do the required documentation. We need to return to the developmental model for SCL. The medical model treats consumers like their mental retardation is going to be cured after a limited time of supports. With new medications persons with mental illness have made significant strides in recovery. The persons HCI serves residentially can be stable, but only as long as the supports are in place.
- Community services were originally based on the developmental model and the Medical model is the antithesis of how services should be provided. We now work with the Medical model because of the Medicaid funding.

Possible Solutions to Reform the System

- **Move Iowa's Community-based services from a County system to a State System that creates 'one boss' and 'one statewide Plan.'** A plan where that 'boss' has a working knowledge of the needs of the individuals we serve and create equal access to all Iowans regardless of where they reside. 99 plans and theories of what is appropriate services must end.
- **An unbiased system for approving units of services an individual receives must be developed.** CPC's not only control the money, they also control case management and decide what services a consumer gets based on his or her opinion only. Consumer needs are being decided on a very subjective basis. Get rid of this conflict of interest.
- **If moving to a State System is not possible, have state dollars pay for the County share of ICFMR services, which would put many county dollars back into the community services.** This would likely spur legislators to find ways to move more individuals to less restrictive community services. Not my favorite solution, because my trust level of what the counties would do with the money is questionable. Some would be responsible, and some would cut levies so that there would still be inadequate funds available for community services.
- **Mandate vocational services not unlike sheltered work(We can improve on this old service).** We cannot teach work skills if we cannot have people do actual work. Sac and Calhoun County consumers will soon no longer have this type of service.
- **Money must be made available to do job development and Job placement. Voc Rehab has stopped funding.** Providers are not able to find community jobs at this time.
- **If we can't move to a state system, we must curb the amount of power one person has over the lives of so many people.** CPC's in many cases have become little fiefdoms of power and control. This has become progressively worse.
- **Change the County's ability to block providers from reasonable increases and increases that can make them competitive.** If we have to have a County System, we cannot allow the Government at any level to micromanage private enterprise the way it is currently occurring.
- **Assist agencies like HCI that have been impaired by the County system cuts with Grant monies to assist them to recover and move more individuals out of state institutions.** The current Conner decree grant process is great and HCI has used it recently to transition a person, yet \$20,000 is not enough for what it will take to make major movement occur. Develop a state money follows the person system and movement out of the Resource Centers would happen.

Problems and Possible Solutions for HCI and other agencies Devastated by County Cuts

- The HCI Board of Directors are making plans for a major fund raiser to make sure we keep our current staff and rebuild by transitioning more individuals out of Resource Centers. We have 6 openings in our 24hour HCBS houses. At the current pace of cuts, it will be only a temporary, short-term fix. The cuts my agency have taken may take years to recover.
- If HCI is not able to recover its losses, the local economy will be devastated, as we are the 3rd to 4th largest private employer in Sac County. The Community will assist us as they have in the past, but I doubt it will be enough. In meeting with community leaders on a regular basis, it is hoped that they may be able to help us restore contract work for our vocational program, and help us to promote what is good about community services.
- Find a way for HCI to pay competitive wages in our SCL homes. Finding appropriate applicants for our current \$8 an hour, has proven impossible, and a state system must assure us that we also can have quality individuals working in the direct line level.
- HCI could survive with a grant from the state to buy us time to rebuild by carefully transition individuals from the Resource Centers. And replacing our Supported employment coordinator. We need cash flow to help fill our vacancies and to rebuild our vocational services that have been ravaged by the loss of participants from the county and Voc Rehab cuts.
- HCI would need new assurances that CPC's will not be able to easily cut the services of individuals transitioning from Resource Centers to Waiver homes after they have arrived. This can and likely would happen. If an individual, during transition, is from a county with little financial ability to buy services, he or she should not be the recipient of an NOD without 'team process.'

Disaster in Human Services

By John Winkelman

Quietly and without fanfare, support services to persons with disabilities trying to live independently in the community are being cut statewide. The problem has unfortunately, affected individuals who are legal residents of Calhoun and Sac County more than most around the state at this time. People who live in Sac City and other towns across the state who rely on Sac and Calhoun County funding are losing valuable supports that help them to remain in their own homes, get transportation, learn work skills, work in a sheltered environment, and to find meaningful employment in the community.

I am saying that it is happening quietly because most citizens don't have a family member with a disability such as mental retardation or mental illness. I believe if the same cuts were happening to our senior citizens it would not be quiet and the community would be in a complete uproar. It would be like taking away in-home services for our grandmas that would put them at risk of going to a nursing home.

Having been in this field for over 30 years I understand only too well that problems experienced by people with disabilities are not given equal attention. They are not squeaky wheels because of their lower numbers, and the sad fact that their limitations makes it almost impossible for many of them to speak out for themselves. People like me who developed these in-home, more cost-effective supports for persons with disabilities over the past 30 some years, used to be the voice many of these individuals had. Unfortunately, input from my colleagues and I has become fairly mute at this time.

The system in Iowa of providing supports to persons with disabilities is unbelievably complicated. It is a combination of Federal, State, and County dollars, and if any of you has any sense of our political system, you could believe that it could and has become a disaster area. If you had six hours I could explain it to you. I can't believe I understand most of it.

To put it as simply as possible, Iowa is one of only two states that this writer knows of that funds supports services to individuals with mental retardation and mentally illness utilizing property tax dollars. All 99 Iowa counties have a separate plan in what services they are going to fund. This means that if you are an Iowan with a disability, you better hope you are from a financially stable county because there is no equal access to services just because you are an Iowan with a disability. With the knowledge I have, Sac and Calhoun Counties are not places I would choose to be from today if I were disabled. These County's Mental Health Budgets are not only broke they are metaphorically in bankruptcy. To make things worse, the State of Iowa that does assist the counties every year with mental health costs through property

tax relief dollars, froze the amount that counties can levy for mental health services in 1996. In other words, the State has handcuffed the Counties, and services to persons with disabilities are being provided with 1996-dollar amounts. State property tax relief to the counties has not kept up with need either.

The bottom line is that friends, family members, and neighbors of yours who have the unfortunate luck of being from these two counties are having their services cut to bare bones.

I am in no way impugning either the County Supervisors or the individual they hire to manage their Mental Health Funds. I am placing the problem in the hands of our Legislators and our Department of Human Services. They are the only ones who can fix this problem. The state association of providers Howard Center belongs to have seen this disaster coming for at least 5 years. Our attempts to advocate for change has not been listened to.

I can tell you that I am in contact with several State officials and Advocacy Groups who are now listening and taking my input seriously. What is happening in these two counties is only the tip of the iceberg and other citizens of Iowa will be facing the same cuts in services in the very near future. State officials have told me that they are concerned and are offering some helpful ideas to Howard Center. No County can sustain the dollar amount to meet the needs of people with disabilities using 1996 dollars. It is not a matter of if other counties begin to fold their Mental Health Budgets and services they can purchase; it is a matter of when.

What does this mean to Sac City and Sac County? It means that your 3rd to 4th largest employer in the County, Howard Center, has been and will be severely damaged financially. It will and already has affected job opportunities, the availability of having a redemption center, and your economy as a whole. The affects are expected to increase as persons we served recently learned of cuts starting in August that computes to \$86,000.00 plus worth of services that will no longer be purchased for them at Howard Center. Howard Center in the previous fiscal year spent about \$3 million dollars in the area. That number is dropping as I write this.

Howard Center has already lost close to \$250,000.00 worth of revenue for the services that have been cut to people we serve. We have successfully finished our fiscal year in June by the grace of God and those wonderful people who have donated to our cause in the past.

Because of these cuts, and the fact that Howard Center has built a new building, our reserves are at an all time low. These problems were not foreseen at these drastic levels 4 years ago when the building was being planned. The building does give us new options and we may still be happy

about building it. My board and I have decided that there may be a light at the end of this tunnel, and they are giving me a year or two to save and rebuild our 34 year-old organization. By raising funds, diversification of what services we offer, and by recruiting individuals needing community services that are housed in state institutions, we have a very good chance of doing this. A positive sign is that the State has been ordered by the Federal Department of Justice to move more individuals into community services like Howard Center. The second in command at DHS has promised personally to help me to make this happen as quickly as possible. I have heard that I may get the opportunity to speak personally with the head of DHS very soon to talk about the services system.

The Howard Center Board of Directors is supporting me to not lay off more staff, (4 are already gone), because we have the best staff we could ever hope for and we believe we need them as we rebuild. The Board of Directors is meeting on Monday the 24th at 7:PM to discuss how we can find donors to sustain us this next year or two to buy my staff and I the time to rebuild. Former Board members are invited to join us in our efforts. We need to raise about \$200,000.00, and a miraculous \$33,000.00 unexpectedly arrived just days ago. This gives us much hope for success in this endeavor.

Myself, and many of my staff have devoted our lives literally to making the Howard Center something that everyone could be proud of. Are we perfect? Far from it, and trust me, we have made our share of mistakes. We are frail humans trying to do good things with little resources. Given that working in a small financially modest rural area has always hampered us, and less than appropriate funding has always plagued us, I would say our history has been more of a miracle than even we would like to admit. We are going to need your help soon. I am committed to see this through, and I hope our excellent history of being a major employer and services provider will encourage you to do the same.

**CALHOUN COUNTY
NOTICE OF DECISION**

DATE OF DECISION: July 25, 2006

Sac City, Iowa 50583

FROM: Dawn Villhauer-Murley *DM*
515 Court Street
PO Box 71
Rockwell City, Iowa 50579

REQUEST:

	Eligibility Determination
X	Funding/services request
	Review or appeal of previous decision

DECISION:

	Eligible		Not eligible
	Funding Approved		Funding Denied
	Partial Funding		Waiting List
	No Action Taken		Pending
X	Other: SERVICE/ FUNDING DECREASE		

EXPLANATION OF DECISION:

You requested that we determine your eligibility and/or fund the following services, supports and costs:

Calhoun County is decreasing your residential funding at Howard Center Inc from 35 hours a month to 20 hours a month. This decision is effective September 1, 2006. This decision is due to an inadequate amount of revenue within the Calhoun County Mental Health Budget. This decrease in funding is necessary to work towards obtaining a positive fund balance. This decision was made without the input of your entire interdisciplinary team. Your case manager or county social worker is available to assist you to explore other service/funding alternatives, if appropriate. This funding/service decrease is effective ongoing. New service requests will be placed on a waiting list.

Right of Appeal/ Appeal Process: You may appeal any decision identified above by sending a written request to: Calhoun County CPC Administrator, 515 Court Street, PO Box 71, Rockwell City, Iowa 50579. The appeal must be received within 14 days of the date of this notice. Our telephone number is 712-297-5292 ext. 237.

*close to
\$ 412 @ month*

**SAC COUNTY
NOTICE OF DECISION**

DATE OF DECISION: July 5, 2006

Sac City, IA. 50583

FROM: Dawn Villhauer-Murley *DM*
 Sac County Support Services
 1710 West Main Street
 Sac City, Iowa 50583

REQUEST:

	Eligibility Determination
X	Funding/services request
	Review or appeal of previous decision

DECISION:

	Eligible		Not eligible
	Funding Approved		Funding Denied
	Partial Funding		Waiting List
	No Action Taken		Pending
X	Other: SERVICE/ FUNDING DECREASE		

EXPLANATION OF DECISION:

You requested that we determine your eligibility and/or fund the following services, supports and costs:

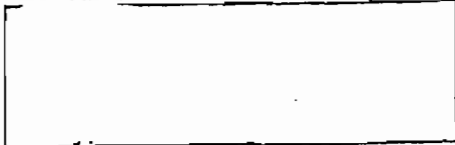
Sac County is decreasing your Vocational funding at Howard Center Inc to one day a week effective August 1, 2006. Sac County is decreasing your Supported Community Living Services to 12 hours a month effective August 1, 2006. This decision is due to an inadequate amount of revenue within the Sac County Mental Health Budget. This decrease in funding is necessary to work towards obtaining a positive fund balance in fiscal year 2007. This decision was made without the input of your entire interdisciplinary team. Your case manager or county social worker is available to assist you to explore other service/funding alternatives, if appropriate. This funding/service decrease is effective ongoing. New service requests will be placed on a waiting list.

Right of Appeal/ Appeal Process: You may appeal any decision identified above by sending a written request to: Sac County CPC Administrator, 1710 West Main Street, Sac City, Iowa 50583. The appeal must be received within 14 days of the date of this notice. Our telephone number is 712-662-7998.

Case # 30189

<p>SAC COUNTY NOTICE OF DECISION</p>

DATE OF DECISION: July 10, 2006



FROM: Dawn Villhauer-Murley *DVM*
 Sac County Support Services
 1710 West Main Street
 Sac City, Iowa 50583

REQUEST:

X	Eligibility Determination
X	Funding/services request
	Review or appeal of previous decision

DECISION:

Eligible		Not eligible
Funding Approved	X	Funding Denied
Partial Funding		Waiting List
No Action Taken		Pending
Other: Explain		

EXPLANATION OF DECISION:

You requested that we determine your eligibility and/or fund the following services, supports and costs:

— Sac County is decreasing Supported Community Living Services from 41 hours to 15 hours a month effective August 1, 2006. Sac County is decreasing your Vocational funding from 4 full days to 3 full days effective August 1, 2006. This decision is due to an inadequate amount of revenue within the Sac County Mental Health Budget. This decrease in funding is necessary to work towards obtaining a positive fund balance in fiscal year 2007. This decision was made without the input of your entire interdisciplinary team. Your case manager or county social worker is available to assist you to explore other service/funding alternatives, if appropriate. This funding/service decrease is effective ongoing. New service requests will be placed on a waiting list.

Right of Appeal/ Appeal Process: You may appeal any decision identified above by sending a written request to: Sac County CPC Administrator, 1710 West Main Street, Sac City, Iowa 50583. The appeal must be received within 14 days of the date of this notice. Our telephone number is 712-662-7998.

SU-712-662-7998
150.76

**CALHOUN COUNTY
NOTICE OF DECISION**

DATE OF DECISION: July 25, 2006

Sac City, Iowa 50583

FROM: Dawn Villhauer-Murley *DVM*
515 Court Street
PO Box 71
Rockwell City, Iowa 50579

REQUEST:

	Eligibility Determination
X	Funding/services request
	Review or appeal of previous decision

DECISION:

	Eligible		Not eligible
	Funding Approved		Funding Denied
	Partial Funding		Waiting List
	No Action Taken		Pending
X	Other: SERVICE/ FUNDING DECREASE		

EXPLANATION OF DECISION:

You requested that we determine your eligibility and/or fund the following services, supports and costs:

Calhoun County is no longer able to provide your Sheltered Workshop Funding at Howard Center Inc. This decision is effective September 1, 2006. You currently have a job in the community. This decision is due to an inadequate amount of revenue within the Calhoun County Mental Health Budget. This decrease in funding is necessary to work towards obtaining a positive fund balance. This decision was made without the input of your entire interdisciplinary team. Your case manager or county social worker is available to assist you to explore other service/funding alternatives, if appropriate. This funding/service decrease is effective ongoing. New service requests will be placed on a waiting list.

Right of Appeal/ Appeal Process: You may appeal any decision identified above by sending a written request to: Calhoun County CPC Administrator, 515 Court Street, PO Box 71, Rockwell City, Iowa 50579. The appeal must be received within 14 days of the date of this notice. Our telephone number is 712-297-5292 ext. 237.

*lost to
5/4/06
Signed on
15/mo/06*

**CALHOUN COUNTY
NOTICE OF DECISION**

DATE OF DECISION: July 25, 2006

Sac City, Iowa 50583

FROM: Dawn Villhauer-Murley *DM*
515 Court Street
PO Box 71
Rockwell City, Iowa 50579

REQUEST:

	Eligibility Determination
X	Funding/services request
	Review or appeal of previous decision

DECISION:

	Eligible		Not eligible
	Funding Approved		Funding Denied
	Partial Funding		Waiting List
	No Action Taken		Pending
X	Other: SERVICE/ FUNDING DECREASE		

EXPLANATION OF DECISION:

You requested that we determine your eligibility and/or fund the following services, supports and costs:

Calhoun County is decreasing your Vocational Funding at Howard Center Inc from 5 full days to 3 full days. This decision is effective September 1, 2006. This decision is due to an inadequate amount of revenue within the Calhoun County Mental Health Budget. This decrease in funding is necessary to work towards obtaining a positive fund balance. This decision was made without the input of your entire interdisciplinary team. Your case manager or county social worker is available to assist you to explore other service/funding alternatives, if appropriate. This funding/service decrease is effective ongoing. New service requests will be placed on a waiting list.

Right of Appeal/ Appeal Process: You may appeal any decision identified above by sending a written request to: Calhoun County CPC Administrator, 515 Court Street, PO Box 71, Rockwell City, Iowa 50579. The appeal must be received within 14 days of the date of this notice. Our telephone number is 712-297-5292 ext. 237.

*lose
3015/month*

**SAC COUNTY
NOTICE OF DECISION**

DATE OF DECISION: July 5, 2006

Sac City, IA. 50583

FROM: Dawn Villhauer-Murley *DM*
Sac County Support Services
1710 West Main Street
Sac City, Iowa 50583

REQUEST:

	Eligibility Determination
X	Funding/services request
	Review or appeal of previous decision

DECISION:

	Eligible		Not eligible
	Funding Approved		Funding Denied
	Partial Funding		Waiting List
	No Action Taken		Pending
X	Other: SERVICE/ FUNDING DECREASE		

EXPLANATION OF DECISION:

You requested that we determine your eligibility and/or fund the following services, supports and costs:


Sac County is decreasing your Pre-Vocational Services from 46 half days to 23 half days a month effective August 1, 2006. This decision is due to an inadequate amount of revenue within the Sac County Mental Health Budget. This decrease in funding is necessary to work towards obtaining a positive fund balance in fiscal year 2007. This decision was made without the input of your entire interdisciplinary team. Your case manager or county social worker is available to assist you to explore other service/funding alternatives, if appropriate. This funding/service decrease is effective ongoing. New service requests will be placed on a waiting list.

Right of Appeal/ Appeal Process: You may appeal any decision identified above by sending a written request to: Sac County CPC Administrator, 1710 West Main Street, Sac City, Iowa 50583. The appeal must be received within 14 days of the date of this notice. Our telephone number is 712-662-7998.

**SAC COUNTY
NOTICE OF DECISION**

DATE OF DECISION: June 28, 2006

Sac City, IA. 50583

FROM: Dawn Villhauer-Murley 
 Sac County Support Services
 1710 West Main Street
 Sac City, Iowa 50583

REQUEST:

	Eligibility Determination
X	Funding/services request
	Review or appeal of previous decision

DECISION:

	Eligible		Not eligible
	Funding Approved		Funding Denied
	Partial Funding		Waiting List
	No Action Taken		Pending
X	Other: SERVICE/ FUNDING DECREASE		

EXPLANATION OF DECISION:


You requested that we determine your eligibility and/or fund the following services, supports and costs:

Sac County is decreasing your vocational service funding from 3 full and 2 half days to 5 half days effective August 1, 2006. This decision is due to an inadequate amount of revenue in within the Sac County Mental Health Budget. This decrease in funding is necessary to work towards obtaining a positive fund balance in fiscal year 2007. This decision was made without the input of your entire Interdisciplinary team. Your case manager or county social worker is available to assist you to explore other service/funding alternatives, if appropriate. This funding/service decrease is effective ongoing. New service requests will be placed on a waiting list.

Right of Appeal/ Appeal Process: You may appeal any decision identified above by sending a written request to: Sac County CPC Administrator, 1710 West Main Street, Sac City, Iowa 50583. The appeal must be received within 14 days of the date of this notice. Our telephone number is 712-662-7998.

**SAC COUNTY
NOTICE OF DECISION**

DATE OF DECISION: June 28, 2006

FROM: Dawn Villhauer-Murley 
 Sac County Support Services
 1710 West Main Street
 Sac City, Iowa 50583

REQUEST:

	Eligibility Determination
X	Funding/services request
	Review or appeal of previous decision

DECISION:

	Eligible		Not eligible
	Funding Approved		Funding Denied
	Partial Funding		Waiting List
	No Action Taken		Pending
X	Other: SERVICE/ FUNDING DECREASE		

EXPLANATION OF DECISION:

You requested that we determine your eligibility and/or fund the following services, supports and costs:

Sac County is decreasing your Pre-Vocational Services from 4 days to 2 days effective August 1, 2006. This decision is due to an inadequate amount of revenue within the Sac County Mental Health Budget. This decrease in funding is necessary to work towards obtaining a positive fund balance in fiscal year 2007. This decision was made without the input of your entire interdisciplinary team. Your case manager or county social worker is available to assist you to explore other service/funding alternatives, if appropriate. This funding/service decrease is effective ongoing. New service requests will be placed on a waiting list.

Right of Appeal/ Appeal Process: You may appeal any decision identified above by sending a written request to: Sac County CPC Administrator, 1710 West Main Street, Sac City, Iowa 50583. The appeal must be received within 14 days of the date of this notice. Our telephone number is 712-662-7998.

**SAC COUNTY
NOTICE OF DECISION**

DATE OF DECISION: June 28, 2006

Sac City, IA. 50583

FROM: Dawn Villhauer-Murley *DM*
Sac County Support Services
1710 West Main Street
Sac City, Iowa 50583

REQUEST:

	Eligibility Determination
X	Funding/services request
	Review or appeal of previous decision

DECISION:

	Eligible		Not eligible
	Funding Approved		Funding Denied
	Partial Funding		Waiting List
	No Action Taken		Pending
X	Other: SERVICE/ FUNDING DECREASE		

EXPLANATION OF DECISION:

You requested that we determine your eligibility and/or fund the following services, supports and costs:

- **Sac County is discontinuing your Supported Community Living Services effective August 1, 2006. This decision is due to an inadequate amount of revenue within the Sac County Mental Health Budget. This decrease in funding is necessary to work towards obtaining a positive fund balance in fiscal year 2007. This decision was made without the input of your entire interdisciplinary team. Your case manager or county social worker is available to assist you to explore other service/funding alternatives, if appropriate. This funding/service decrease is effective ongoing. New service requests will be placed on a waiting list.**

Right of Appeal/ Appeal Process: You may appeal any decision identified above by sending a written request to: Sac County CPC Administrator, 1710 West Main Street, Sac City, Iowa 50583. The appeal must be received within 14 days of the date of this notice. Our telephone number is 712-662-7998.

**SAC COUNTY
NOTICE OF DECISION**

DATE OF DECISION: July 5, 2006

A 51466

FROM: Dawn Villhauer-Murley *DVM*
 Sac County Support Services
 1710 West Main Street
 Sac City, Iowa 50583

REQUEST:

	Eligibility Determination
X	Funding/services request
	Review or appeal of previous decision

DECISION:

	Eligible		Not eligible
	Funding Approved		Funding Denied
	Partial Funding		Waiting List
	No Action Taken		Pending
X	Other: SERVICE/ FUNDING DECREASE		

EXPLANATION OF DECISION:

You requested that we determine your eligibility and/or fund the following services, supports and costs:

- Sac County is decreasing your Vocational funding at Howard Center Inc from five full days to four full days effective August 1, 2006. This decision is due to an inadequate amount of revenue within the Sac County Mental Health Budget. This decrease in funding is necessary to work towards obtaining a positive fund balance in fiscal year 2007. This decision was made without the input of your entire interdisciplinary team. Your case manager or county social worker is available to assist you to explore other service/funding alternatives, if appropriate. This funding/service decrease is effective ongoing. New service requests will be placed on a waiting list.

Right of Appeal/ Appeal Process: You may appeal any decision identified above by sending a written request to: Sac County CPC Administrator, 1710 West Main Street, Sac City, Iowa 50583. The appeal must be received within 14 days of the date of this notice. Our telephone number is 712-662-7998.

**SAC COUNTY
NOTICE OF DECISION**

DATE OF DECISION: July 5, 2006

Sac City, IA. 50583

FROM: Dawn Villhauer-Murley *DM*
 Sac County Support Services
 1710 West Main Street
 Sac City, Iowa 50583

REQUEST:

	Eligibility Determination
X	Funding/services request
	Review or appeal of previous decision

DECISION:

	Eligible		Not eligible
	Funding Approved		Funding Denied
	Partial Funding		Waiting List
	No Action Taken		Pending
X	Other: SERVICE/ FUNDING DECREASE		

EXPLANATION OF DECISION:

You requested that we determine your eligibility and/or fund the following services, supports and costs:

- **Sac County is decreasing your Supported Employment funding at Howard Center Inc. from 8 hours a month to 4 hours a month effective August 1, 2006. This decision is due to an inadequate amount of revenue within the Sac County Mental Health Budget. This decrease in funding is necessary to work towards obtaining a positive fund balance in fiscal year 2007. This decision was made without the input of your entire interdisciplinary team. Your case manager or county social worker is available to assist you to explore other service/funding alternatives, if appropriate. This funding/service decrease is effective ongoing. New service requests will be placed on a waiting list.**

Right of Appeal/ Appeal Process: You may appeal any decision identified above by sending a written request to: Sac County CPC Administrator, 1710 West Main Street, Sac City, Iowa 50583. The appeal must be received within 14 days of the date of this notice. Our telephone number is 712-662-7998.

**SAC COUNTY
NOTICE OF DECISION**

DATE OF DECISION: June 28, 2006

Apartment
Sac City, IA. 50583

FROM: Dawn Villhauer-Murley *DM*
Sac County Support Services
1710 West Main Street
Sac City, Iowa 50583

REQUEST:

	Eligibility Determination
X	Funding/services request
	Review or appeal of previous decision

DECISION:

	Eligible		Not eligible
	Funding Approved		Funding Denied
	Partial Funding		Waiting List
	No Action Taken		Pending
X	Other: SERVICE/ FUNDING DECREASE		

EXPLANATION OF DECISION:

You requested that we determine your eligibility and/or fund the following services, supports and costs:

– Sac County is Sheltered Workshop Services from 5 full days to 3 full days effective August 1, 2006. This decision is due to an inadequate amount of revenue within the Sac County Mental Health Budget. This decrease in funding is necessary to work towards obtaining a positive fund balance in fiscal year 2007. This decision was made without the input of your entire interdisciplinary team. Your case manager or county social worker is available to assist you to explore other service/funding alternatives, if appropriate. This funding/service decrease is effective ongoing. New service requests will be placed on a waiting list.


Right of Appeal/ Appeal Process: You may appeal any decision identified above by sending a written request to: Sac County CPC Administrator, 1710 West Main Street, Sac City, Iowa 50583. The appeal must be received within 14 days of the date of this notice. Our telephone number is 712-662-7998.

*Lowob
301.52*

**SAC COUNTY
NOTICE OF DECISION**

DATE OF DECISION: July 5, 2006

Sac City, IA. 50583

FROM: Dawn Villhauer-Murley 
Sac County Support Services
1710 West Main Street
Sac City, Iowa 50583

REQUEST:

<input type="checkbox"/>	Eligibility Determination
<input checked="" type="checkbox"/>	Funding/services request
<input type="checkbox"/>	Review or appeal of previous decision

DECISION:

<input type="checkbox"/>	Eligible	<input type="checkbox"/>	Not eligible
<input type="checkbox"/>	Funding Approved	<input type="checkbox"/>	Funding Denied
<input type="checkbox"/>	Partial Funding	<input type="checkbox"/>	Waiting List
<input type="checkbox"/>	No Action Taken	<input type="checkbox"/>	Pending
<input checked="" type="checkbox"/>	Other: SERVICE/ FUNDING DECREASE		

EXPLANATION OF DECISION:

You requested that we determine your eligibility and/or fund the following services, supports and costs:


- **Sac County is decreasing your Supported Employment Funding from 20 hours to 10 hours effective August 1, 2006. This decision is due to an inadequate amount of revenue within the Sac County Mental Health Budget. This decrease in funding is necessary to work towards obtaining a positive fund balance in fiscal year 2007. This decision was made without the input of your entire interdisciplinary team. Your case manager or county social worker is available to assist you to explore other service/funding alternatives, if appropriate. This funding/service decrease is effective ongoing. New service requests will be placed on a waiting list.**

Right of Appeal/ Appeal Process: You may appeal any decision identified above by sending a written request to: Sac County CPC Administrator, 1710 West Main Street, Sac City, Iowa 50583. The appeal must be received within 14 days of the date of this notice. Our telephone number is 712-662-7998.

**SAC COUNTY
NOTICE OF DECISION**

DATE OF DECISION: July 5, 2006

Sac City, IA. 50503

FROM: Dawn Villhauer-Murley 
 Sac County Support Services
 1710 West Main Street
 Sac City, Iowa 50583

REQUEST:

	Eligibility Determination
X	Funding/services request
	Review or appeal of previous decision

DECISION:

	Eligible		Not eligible
	Funding Approved		Funding Denied
	Partial Funding		Waiting List
	No Action Taken		Pending
X	Other: SERVICE/ FUNDING DECREASE		

EXPLANATION OF DECISION:

You requested that we determine your eligibility and/or fund the following services, supports and costs:

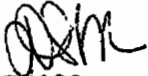
• **Sac County is discontinuing your funding of \$123.07 daily in the HCBS/MR wavier home effective September 1, 2006. Sac County is requesting that you and your guardian work with your interdisciplinary team to explore less costly service alternatives. This decision is due to an inadequate amount of revenue within the Sac County Mental Health Budget. This decrease in funding is necessary to work towards obtaining a positive fund balance in fiscal year 2007. This decision was made without the input of your entire interdisciplinary team. Your case manager or county social worker is available to assist you to explore other service/funding alternatives, if appropriate. This funding/ service decrease is effective ongoing. New service requests will be placed on a waiting list.**

Right of Appeal/ Appeal Process: You may appeal any decision identified above by sending a written request to: Sac County CPC Administrator, 1710 West Main Street, Sac City, Iowa 50583. The appeal must be received within 14 days of the date of this notice. Our telephone number is 712-662-7998.

**SAC COUNTY
NOTICE OF DECISION**

DATE OF DECISION: June 28, 2006

Sac City, IA. 50583

FROM: Dawn Villhauer-Murley 
 Sac County Support Services
 1710 West Main Street
 Sac City, Iowa 50583

REQUEST:

	Eligibility Determination
	Funding/services request
	Review or appeal of previous decision

DECISION:

	Eligible		Not eligible
	Funding Approved		Funding Denied
	Partial Funding		Waiting List
	No Action Taken		Pending
	Other: Explain		

EXPLANATION OF DECISION:

You requested that we determine your eligibility and/or fund the following services, supports and costs:


- Sac County is decreasing your CDAC funding from 25 hours to 10 hours effective August 1, 2006. This decision is due to an inadequate amount of revenue in within the Sac County Mental Health Budget. This decrease in funding is necessary to work towards obtaining a positive fund balance in fiscal year 2007. This decision was made without the input of your entire interdisciplinary team. Your case manager or county social worker is available to assist you to explore other service/funding alternatives, if appropriate. This funding/service decrease is effective ongoing. New service requests will be placed on a waiting list.

Right of Appeal/ Appeal Process: You may appeal any decision identified above by sending a written request to: Sac County CPC Administrator, 1710 West Main Street, Sac City, Iowa 50583. The appeal must be received within 14 days of the date of this notice. Our telephone number is 712-662-7998.

**SAC COUNTY
NOTICE OF DECISION**

DATE OF DECISION: June 28, 2006

Sac City, IA. 50583

FROM: Dawn Villhauer-Murley 
 Sac County Support Services
 1710 West Main Street
 Sac City, Iowa 50583

REQUEST:

<input type="checkbox"/>	Eligibility Determination
<input type="checkbox"/>	Funding/services request
<input type="checkbox"/>	Review or appeal of previous decision.

DECISION:

<input type="checkbox"/>	Eligible	<input type="checkbox"/>	Not eligible
<input type="checkbox"/>	Funding Approved	<input type="checkbox"/>	Funding Denied
<input type="checkbox"/>	Partial Funding	<input type="checkbox"/>	Waiting List
<input type="checkbox"/>	No Action Taken	<input type="checkbox"/>	Pending
<input type="checkbox"/>	Other: Explain		

EXPLANATION OF DECISION:

You requested that we determine your eligibility and/or fund the following services, supports and costs:

— **Sac County is decreasing your vocational service funding to three full days a week effective August 1, 2006. Sac County is decreasing your residential services from 25 hours to 20 hours effective August 1, 2006. These decisions are due to an inadequate amount of revenue in within the Sac County Mental Health Budget. These decreases in funding are necessary to work towards obtaining a positive fund balance in fiscal year 2007. This decision was made without the input of your entire interdisciplinary team. Your case manager or county social worker is available to assist you to explore other service/funding alternatives, if appropriate. This funding/service decrease is effective ongoing. New service requests will be placed on a waiting list.**

Right of Appeal/ Appeal Process: You may appeal any decision identified above by sending a written request to: Sac County CPC Administrator, 1710 West Main Street, Sac City, Iowa 50583. The appeal must be received within 14 days of the date of this notice. Our telephone number is 712-662-7998.

**Howard Center, Inc. Survey for Case Managers
March 2006**

A total of 29 surveys were sent out to each Case Manager that HCI works with (not agencies but each Case Manager). 18 surveys were returned for a return rate of 62%. Only 16 surveys were used to calculate data as one survey was returned stating they have no staff by that name and another one was returned blank (see explanation below)

50% of the surveys returned identified themselves by name – 22% identified themselves by County – 28% did not identify themselves.

1. When requesting information from HCI, do we respond in a timely manner?

Yes: 88%

No:

Sometimes: 12%

Comment: - Sara gets back to me as soon as possible if she is not there when I call (*Audubon, Crawford*)
- I miss the monthly reports – but get information from Karen on the phone (*Sue Way*)

2. When there is a concern, do you feel HCI makes the effort to resolve the issue?

Yes: 75%

No: 6.25%

Sometimes: 6.25%

No Answer: 6.25%

Both yes and no marked: 6.25%

Comment: - No concerns (*Audubon, Crawford*)

- There are times, or have been times, where discussion first before action may have been helpful (*Sue Way*)

3. Are the reports or other documentation that you receive within the program criteria?

Yes: 69%

No: 6%

No answer: 25%

Comment: - What reports?

- Never received reports (*Kathy Kirk*)

- Could you e-mail us the reports? (*Candace Smith*)

- While reports are fine, occasionally have problem with phone contacts with provider by month's end

4. Do you feel the progress narratives/summaries give you the information you need?

Yes: 69%

No: 19%

No Answer: 12%

Comment: - Not all the time. Some information can be inaccurate. (*Webster*)

- never received any progress narratives (*Kathy Kirk*)

- Some (*Roseann Vinsand*)

- They are very detailed, especially Dani's (*Audubon, Crawford*)

5. Does HCI deliver services within the parameters required by the funding source?

Yes: 88%

No:

No answer: 12%

Comment: - Mostly

6. Do you feel your consumers are satisfied with HCI services?

Yes: 75%

No: 6.25%

No Answer: 12.5%

Sometimes: 6.25%

Comment: - Uncertain at this time

- Very much so (*Audubon, Crawford*)

7. Do you feel HCI advocates for the individuals they support?

Yes: 75%

No: 6.25%

Both yes and no marked: 6.25%

Sometimes: 6.25%

No Answer: 6.25%

Comment: - With one consumer that received TCM through our agency it was apparent that staff truly cared about him but was difficult for them to step back and allow him to receive only the services and ours that he wanted and not what others thought he should have. (*Kara Napierala*)

- Sometimes there are boundary issues, enmeshment

8. Do you feel HCI provides quality, consumer driven services?

Yes: 88%

No: 6%

Sometimes: 6%

Comment: -

9. When referring new consumers to an agency, how would you rank HCI with other similar agencies?

Excellent:

Above Average: 56%

Average: 25%

Below Average: 13%

Poor:

No Answer: 6%

Comment:

10. The individuals you serve for case management receive the following services from HCI: (Check all that apply):

24 hour SCL: 4

Hourly SCL: 13

Respite: 11

CDAC: 4

Pre-Vocational: 1

Supported Employment: 2

Mental Health Services: 2

Sheltered Workshop:

ARO: 3

CSLA: 1

Chore Services:

HVM:

Transportation: 2