# Policy

County Social Services provide TCM that exceeds state standards in cost and value in a manner that ensures quality, choice, access, and freedom from conflict.

# Procedure

County Social Services Board will designate accredited TCM providers by entering into a contract that enrolls them into the County Social Services Provider Network. The contract will encourage case management agencies to be efficient and effective by:

1. Concentrating delivery of case management services to communities where case managers office and individuals reside.
   1. TCM Agencies that provide services to an individual living outside of their designated county must be able to prove that it is cost effective and increases client choice.
2. Use the designated integrated electronic service record software (Therap) for the region to ensure integrated and cost effective record keeping. Enrollment into Therap is outlined in the Support Home Policy (401 Support Home).
3. Retaining the right of individuals to choose their case management from any designated agency that is able to and willing to provide service to that county.
4. Encouraging agencies to adopt similar billing and indirect cost allocations methods to make pricing more competitive.
5. Designated agencies must assume a policy of no refusals for individuals residing in their county.
6. Designated agencies must accept referrals and complete the initial face to face intake within 10 working days.
7. Designating agencies that agree to accept and serve County Social Services funded clients at their Medicaid approved rate. County Social Services will not cost settle reimbursement.
8. Designating agencies that will cooperate with the standardized assessment process mandated by DHS and coordinated through County Social Services.

## TCM Agencies outside the Region

To ensure choice, if an agency that is designated outside of the CSS Region chooses to serve an individual within the CSS region, they must agree to adhere to this policy and participate in the Support Home Project (Therap). Their cost of service must not exceed the average cost of CSS regional providers.

## CSS Designated TCM Agencies

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| **Agency** | **Address** | **Contact** | **Designated Co.** |
| Allamakee County Case Management | 110 Allamakee St.   |  | | --- | | Waukon, IA 52172 | | Kim Waters  563-568-6227  563-568-6417 Fax | Allamakee |
| DHS Case Management | 1407 Independence Ave, 4th Floor  Waterloo, IA 50703  600 Gunder Road N.E. Ste. 6  Elkader, IA 52043  22 N. Georgia Ave Suite 204  Mason City, Iowa 50401  515 Court PO 71  Rockwell City, IA 50579  204 W. Broadway St.  Decorah, IA 52101 | Kathy Jordan   |  | | --- | | 319-232-0477 | | 855-660-5910 Fax |   Sherri Ehlers  800-397-0477  Terri Kuntz  641-422-1217  855-660-5912 Fax  877-868-1188  Pam Moldovan  712-297-5163  Ann Bauer  563-557-2488 Ext 4683 | Black Hawk, Clayton, Cerro Gordo, Pocahontas, Winneshiek |
| Cerro Gordo County Case Management | 3 4th St. NE  Mason City, IA 50401 | Mary Beth Nelson  641-421-3122  641-421-3132 Fax | Cerro Gordo |
| Chickasaw/Mitchell County Case Management | 24 N. Chestnut  New Hampton, IA 50659  415 Pleasant St.  Osage, Iowa 50461 | Sheila Kobliska  Mega Taets  641-394-3426  641-394-4612 Fax  Sheila Kobliska  Mega Taets  641-832-2615 ext 30  641-832-2616 Fax | Chickasaw, Mitchell |
| Emmet County Case Management | 609 1st Ave. N.  Esterville, IA 51334 | Dorothy Christensen  712-362-2452 | Emmet, Dickinson |
| Fayette County Case Management | 114 N Vine St.  West Union, IA 52175 | Carol Keune  Sheri Vierkant  563-422-5047  563-422-6330 Fax | Fayette |
| Floyd County Case Management | 1206 South Main St., Ste D  Charles City, Iowa 50616  315 N. Main St.  Allison, Iowa 50602 | Raina Kellogg  641-257-6363  641-228-2948 Fax  Sarah Janssen  319-267-2663  319-267-2629 Fax | Butler, Floyd |
| Grundy County Case Management | 704 H Avenue  Grundy Center, IA 50638 | Todd Rickert  319-824-6779  319-824-6921 Fax | Grundy |
| WHW County Case Management | 216 South Clark  Forest City, IA 50436 | Sandra Mireles  641-582-3271  641-585-9027 Fax | Worth, Winnebago, Hancock |
| Howard County Case Management | 205 2nd Street East  Cresco, IA 52136 | Sue Morse  563-547-9205  563-547-9216 Fax | Howard |
| Kossuth County Case Management | 109 West State St.  Algona, IA 50511 | Dona Nielsen  515-295-7007  515-295-3464 | Kossuth |
| Tama County Case Management | 211 West State Street  Toledo, Iowa 52342 | Todd Rickert  641-484-4194  641-484-8636 Fax | Tama |
| Webster County Case Management | 723 1st. Avenue North  Fort Dodge, Iowa 50501 | Joan Lara  515-573-1485 | Webster |
| North Central Iowa Case Management | 120 1st Ave. NW  Clarion, Iowa 50525 | Melissa Hill  515-689-6012  515-532-3309  515-532-6064 Fax | Humboldt, Wright |

## Budget

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## CQI

1. A comparative analysis of costs and outcomes will be compiled annual.
2. All TCM staff will be credentialed through CSS to identify expertise for collaboration.
3. County Social Services TCM Agencies will target a reimbursement rate below the state average.
4. TCM agencies will submit regular annual reports, satisfaction surveys and quality improvement plans to County Social Services that identify outcomes relating to health, safety, work performance and community residency.
5. TCM agencies will develop expertise in various disorders and assist County Social Services in developing capacity to serve individuals in the community of their choice.
6. County Social Services will integrate TCM data for the region and give ongoing performance feedback.

# Approved

County Social Services Board \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Department of Human Services\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_