

CONVERSATIONS

May 10, 2011

LEFT SIDE

INFORMATION – GREEN

1. Deb Sater communication – Warm Line agenda item, ending funding and the Warm Line program
2. Website information – HealthCare.gov
3. Client Access Transportation spending reports and local policies

REPORTS - BUFF

1. Administrators Report – May 2011
2. Adult Crisis Response Program – May 2011
3. ICRS Program – May 2011
4. Prepetition Screening – May 2011
5. Douglas County Flexible Funding – April, 2011
6. Grant County Transitional Housing – Jan-March, 2011
7. Milestones Intensive Residential Treatment – Jan-March, 2011
8. Region 4 Housing, Douglas County HRA – May, 2011
9. Eggen Group Marketing, RealLife Conversations Website – April 2010-March 2011
10. Incentive Funding – January-April, 2011

RIGHT SIDE

DAILY AGENDA: WHITE

FINANCIAL STATEMENTS: BLUE

1. For period ending April, 2011

APPLICATIONS/PROPOSALS (ACTION NEEDED): PINK

1. From Training Committee – Recommendation to deny funding, MSSA Conference
2. From Transportation Workgroup – Recommend to approve transportation request, \$5000.00 Traverse County to serve Browns Valley
3. Pope County – Request Client Access Transportation funds- \$6,000.00
4. Pope County – Request Transitional Housing funds - \$10,000.00
5. Traverse County – Request Transitional Housing funds - \$10,000.00
6. Community Partners (Pope County) Drop In Center – request for additional 2011 funding - \$1,350.00

Conversations..

Tuesday, May 10, 2011~ 9:00 a.m. – 1:00 p.m. (lunch provided)

Hoffman Community Center, 127 Main Ave, Hoffman, MN 56339

Please RSVP to front@co.grant.mn.us or -218-685-8206 by NOON on Friday, May 6, 2011

SPECIAL NOTE: Meeting Packet materials are posted at www.r4sconversations.org website PRIOR to the meeting for your review. You do NOT have to print these items—they will be included in the May meeting folder.

AGENDA

- | | |
|---|---------------------------------------|
| Welcome & Introductions | 9:00 – 9:20 |
| 1. Approval of Agenda*Additions, *Clarifications, *Changes | 9:20—9:25 |
| 2. Approval of summary of April 12, 2011 “Conversations...” | 9:25—9:30 |
| 3. Meeting Packet Information – Joyce Pesch | 9:30—9:35 |
| 4. Financial Report—Joyce Pesch | 9:35—10:00 |
| A. Monthly Report | |
| B. Applications/Proposals (ACTION NEEDED) [1] Pope Co Drop In Center | |
| [2] Pope Co. Human services—Access Transportation | |
| [3] Traverse Co. Social Services-Transitional Housing | |
| 6. AMHI Administrator Report - Joyce Pesch | 10:00—10:10 |
| 7. Region 4-S AMHC Governing Board Report – Joanie Murphy | 10:10—10:15 |
| | Break |
| | 10:15—10:30 |
| 8. State Advisory Council | |
| 9. State Liaison Report - Lorraine Pierce | 10:30—10:40 |
| 10. Discussion regarding the Warmline for purposes of ending funding and Warmline Program | 10:40—11:10 |
| 11. Work Teams and Task Forces Meet | 11:10—Noon |
| A. Transportation | |
| B. Training & Education | |
| C. Services for Hard to Serve | |
| D. Integrated Physical & Mental Health | |
| E. Housing | |
| F. Crisis Response | |
| | “Working” Lunch ~ Noon – 12:25 |
| 12. Reports from Work Teams & Task Forces | 12:25—12:40 |
| 13. Updates —Community-Based Adult Mental Health Services | 12:40—12:50 |
| INCLUDING—Report from Day on the Hill—March 8, 2011 | |
| A. Socialization Projects: Douglas, Pope, Stevens, Traverse | |
| B. Employment – including Douglas Co. Social Services, Prairie Community Service | |
| C. Housing – include Bridges-like and Shelter Plus Care | |
| D. Crisis Response | |
| E. Aftercare Services: (1) Intensive ARMHS (2) Aftercare Nurse | |
| F. Milestones IRTS (Intensive Residential Treatment Services) | |
| G. ICRS Team: (1) Program Report (2) Board Report | |
| H. Community Behavioral Health Hospitals | |
| I. Safety Net – including Flexible Funds | |
| J. Training and Education | |
| K. Day on the Hill | |
| L. Douglas County Saturday Transportation | |
| M. Warm Line | |
| N. Pope County Drop In Center | |
| O. Stevens Co Drop In Center | |
| P. Traverse Co Support Group | |
| Q. Web Site – www.r4sconversations.org | |
| R. Homeless to Housed Committee | |
| S. Public Relations - Anti-Stigma Campaign – www.reallifeconversations.com | |
| T. Transportation | |
| U. Grant County Socialization | |
| V. Health Screenings | |
| W. WRAP Trainings | |
| 14. Announcements | 12:45—12:50 |
| 15. Agenda for June 14, 2011 “Conversations...” | 12:50—1:00 |

ADJOURN

1:00

PLEASE NOTE: Cancellations for “Conversations...” meetings will be listed on the following:
KSAX-TV, KIKFM(100.7 FM), KXRA(1490 AM), KMRS (1230 AM), KKOK (95.7 FM),
www.r4sconversations.org , and at 218-685-8229

ACTION

ITEMS

(PINK)

Joyce Pesch

From: Rhonda Antrim [rhonda.antrim@co.traverse.mn.us]
Sent: Friday, January 07, 2011 10:12 AM
To: Joyce Pesch
Subject: Action item request

Joyce,
I would like to request \$700 reimbursement per County for a social worker to attend MSSA. Social worker case managers are required to receive annual training per MN statutes. Thank you! Rhonda

Sent via DROID on Verizon Wireless

B. Training & Education- - Note Taker: Cheryl Starner Persons in Attendance: Iver Aal, Cheryl Starner, Keith Lundsetter

AGENDA:

1. CSN Conference – 1 person from each County will be funded. Must submit scholarship application. If denied, bring denial and we will fund. Will cover supper, other meals if needed. Will deal with mileage at May meeting.
2. MSSA – recommended that AMHC deny request.
3. Need Traverse County representation

ACTION ITEMS

PERSON(S) RESPONSIBLE TIMELINE

1.
CSN Conference is May 23 & 24, 2011.
MSSA denial was in regard to the request for registration payment for County Social Workers to attend MSSA Conference.

ACTION: Motion made by Amy Kiehn to recommend to the Governing Board to deny the request for AMHC to cover registration fees for County Social Workers to attend MSSA Conference. Motion seconded by Deb Stark.

MOTION approved by voice consensus.

Joyce Pesch

From: Rhonda Antrim [rhonda.antrim@co.traverse.mn.us]
Sent: Monday, January 03, 2011 10:42 AM
To: Joyce Pesch
Subject: Action Item request for 1/11/11 AMHI meeting
Attachments: Scan001.PDF

Importance: High

Joyce,

Attached is our annual billing expenses for Rainbow Rider to operate a bus in Browns Valley on Mondays, Wednesdays, and Fridays. The projected annual cost is \$18336.00. Also attached is an advertising quote and an example of an advertisement. This request is two-fold:

~~1) Traverse County would like to advertise mental health resources on the Browns Valley bus, including the warm line number, Traverse Crisis number, Real Life Conversations Web site, and Traverse County Web site along with our AMHI Logo. The annual cost for this is: \$1600.00 + \$350.00 production cost for designing the ad, for a total request of \$2018.00.~~

2) The second request is for an access transportation grant to help sustain the bus in Browns Valley. Douglas County Saturday bus budget is \$21,388 for Saturday only. I would request an annual contribution from the AMHI for \$5000.00 for Traverse County. The remaining amount needed would be raised through collaboration of Traverse County, the City of Browns Valley, and private donations.

We believe the bus is an essential service and would allow consumers to attend appointments, socialization group and activities, as well as meet their daily needs.

Sincerely,

Rhonda Antrim, Traverse County Social Service Director

Summary of the April 12, 2011 "Conversations ..." Meeting of the Region IV South Adult Mental Health Consortium serving Douglas, Grant, Pope, Stevens and Traverse Counties

12. Work Team and Task Forces Report: [NOTE: *Comments presented during large group report are indicated in ITALIC following each Work Group's report.*]

A. Transportation - Note Taker: Liz Hinds **Persons in Attendance:** Liz Hinds, Judith Fox, Amy Kiehn
AGENDA:

1. Approved and recommended to Conversations the \$5,000.00 grant to Traverse County Social Services for the Browns Valley project.
2. Need a report from each county on how they spent the \$2,000.00 for transportation given to them last year.
3. Changes to Alex Saturday Bus: Amy (Coordinator for Saturday Bus Transportation) is putting in many more hours. Should there be further changes?
4. Do we need advice from a professional transportation / systems engineering expert?

<u>ACTION ITEMS</u>	<u>PERSON(S) RESPONSIBLE</u>	<u>TIMELINE</u>
1. Ask counties for report on last year's transportation mini-grants.	Liz	Today

Clarification that the mini-grants were to cover "no-load" miles. Suggestion given that Douglas Co. Saturday Transportation Coord. document hours to identify further needs. Question asked on what "Access Transportation" was about? Clarification provided that this was either for consumers who were non-MA, and needed transportation to something that was in their Individual Community Support Plan, or for persons on MA who had a non-medical transportation need to something in their Individual Community Support Plan.

POPE COUNTY HUMAN SERVICES
211 EAST MINNESOTA AVENUE, SUITE 200
GLENWOOD, MN 56334
(320) 634-5750 FAX (320) 634-0164

P O P E MINNESOTA
C O U N T Y



DATE: April 20, 2011

TO: Joyce Pesch, Mental Health Initiative

FROM: Char Lundebrek, SW

SUBJECT: Mental Health Transportation Grant

In September of last year, there was \$6, 000 for a Renewable Transportation Grant approved for the counties to be used for such things are Rainbow Rider passes and clients to go to Non MA reimbursable activities such as go to the Drop In Centers or other approved activities. Pope County has depleted most of the \$2000 that was allocated for the last quarter of 2010. At this time, we are requesting \$6000 for the next 2/3 of this year so that we can continue to provide for the transportation needs of the clients in Pope County.

Thanks in advance for your consideration.

Joyce Pesch

From: Char Lundebrek [Char.Lundebrek@co.pope.mn.us]
Sent: Thursday, April 21, 2011 9:14 AM
To: Joyce Pesch
Cc: Rhonda Antrim; DeeAnn Miller; Nicole Lee
Subject: Request for Transitional Housing Funds

Joyce:

Pope County has depleted our Transitional Housing Funds to less than \$1500. We are asking the initiative to consider a request for \$10,000 from Transitional Housing dollars so that we can continue to serve our SPMI Clients in Pope County. Could you please add this request for the May meeting. Thank you. Char Lundebrek, SW

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Joyce Pesch

From: Lee Hydeen-Niss [lee.hydeen-niss@co.traverse.mn.us]
Sent: Friday, April 15, 2011 8:53 AM
To: Joyce Pesch
Cc: Rhonda Antrim
Subject: Request for Transitional Housing Dollars

Traverse County currently has a balance \$1,606.69 in our transitional housing account. However, for the next several months will have definite expenses of \$\$2,250.00 due to a SMRT denial for an individual recently released from prison and formerly on SSI. Appeals are occurring, but they will take some time. Due to this issue and additional requests which I know will be occurring, as I have been given some forewarning, Traverse County is requesting \$10,000.00. I will be able to answer questions at the next meeting regarding this request. Thank you.

Lee Hydeen-Niss, Social Worker

Traverse County Social Services
Box 46
Wheaton, MN 56296
320-563-8255

Community Partners Drop-In Center

Serving People with Mental Illness



102 First Street NE #2 Glenwood, MN 56334 320-634-0888

ACCEPTANCE • UNDERSTANDING • SUPPORT • FRIENDS • SOCIAL ACTIVITIES

Request for Additional Funding for New Drop In Center Site

The Community Partners Drop In Center is requesting an additional \$125 per month from Region IV South to cover increased rent at a new site, along with another \$600 for a security deposit. The owners of the Dove International Building in Glenwood will rent a portion of the space in the building to us for \$600 per month. Electricity is included in the rent. We would be responsible for the cost of heating our portion of the building, an amount estimated at around \$150 per month during the heating season. We are budgeting a yearly average of \$100 per month for heat in the new location. Currently, our rent is \$475 per month, and our heat and electricity costs average \$100 per month. Thus, the only change in our recurring expenses would be an additional \$125 per month for the increased rent. If we move on June 1st, we would need to ask that an additional \$1,350 be added to our 2011 budget (\$125 multiplied by 6 months, plus a security deposit of \$600).

The new location offers much more space than our current location. It includes a full kitchen with an open serving counter, additional office space, yard space in back which would be suitable for picnics and lawn games, and, the most striking feature, a very large living room/recreational area. This large room has a carpeted living room area and tiled areas which currently have recreational equipment such as a pool table, foosball table, and an air hockey table. The living room area includes various items of furniture, and the area outside of the kitchen has two tables. This area would work well for dining and would provide a better, more spacious setting for the craft classes which we have been holding in our kitchen. Clients have remarked that in the new setting we would have enough room for exercise classes, and that people would be able to use the Wii without getting in other people's way, as happens in our current location. We have been told by the Dove representative that we may put in requests for any of the equipment and furniture on hand. If we do not get all of the recreational equipment and furniture we would like, we plan to apply for grants from the Pamida Foundation and from Runestone Electricity's Operation Round Up program to purchase furniture and supplies.

We are very excited about the possibilities available to us in the new location. We believe this move would be very good for the future of Community Partners Drop In Center.

Region 4 South Adult Mental Health Initiative
Project Application 2011

REVISED BUDGET DETAIL FOR 2011 GRANT APPLICATION FOR NEW LOCATION

I. PERSONNEL COSTS:	COST:
Contracted staff:	
Project Coordination: Number of persons <u> 1 </u> x \$7.50 per hour x <u> 70 </u> hours per month x 12 months	\$ 6,300.00
Project Coordination: Number of persons <u> </u> x \$ <u> </u> per hour x <u> </u> hours per week x <u> </u> weeks	\$
Other Contracted persons:	
1. (title) <u> </u> # of people <u> </u> x \$ <u> </u> per hour x <u> </u> hours per week x <u> </u> weeks	\$
2. (title) <u> </u> # of people <u> </u> x \$ <u> </u> per hour x <u> </u> hours per week x <u> </u> weeks	\$
Employees:	
Position: <u> </u> 10 Center volunteer workers <u> </u> x \$ 5.10 per hour x <u> 9.75 </u> hours per month x 12 months	\$6,000.00
Fringe Benefits:	
FICA: Wages <u> </u> x <u> </u>	\$
Medicare: Wages <u> </u> x <u> </u>	\$
W/C, U/C: Wages <u> </u> x <u> </u>	\$
Insurance: Monthly cost <u> </u> x 12	\$
TOTAL PERSONNEL COSTS: \$ 12,300.00	
II. SUPPORT COSTS: (Show calculation for each cost listed)	COST
Mileage (if any): \$ <u> </u> per mile x <u> </u> miles per week x <u> </u> weeks	\$
Telephone, internet, and cable: \$155 Per month x <u> 12 </u> Months	\$1,860.00
Postage: \$ 35 Per month x <u> 12 </u> Months	\$420.00
Office Supplies (printer cartridges, kitchen & cleaning supplies, etc): \$100 Per month x 12 Months	\$1,200.00
Office and/or Center rent: \$ 475.00 Per month x 12 Months	\$5,700.00
Additional rent and costs needed for new location: \$125 Per month x 6 months + 600 security deposit	\$1,350.00
Utilities: Heat, lights: \$ 100.00 Per month x 12 Months	\$1,200.00
Insurance/Chamber of Commerce Membership:	\$380.00
Equipment Purchases: (List individually)	
1. <u> </u>	\$
2. <u> </u>	\$
Other Costs: (Show calculation for each cost listed)	
1. Commodities from North Country Food Bank \$180 per month x 12 months + \$50 yearly membership fee	\$2,210.00
2. <u> </u> Per diems for board meetings: 3 consumers x \$25.50 per meeting x 4 meetings per year	\$306.00
TOTAL SUPPORT COSTS: \$ 14,626.00	
III. ACTIVITY COSTS: (Show calculation for each cost listed)	COST
1. <u> </u>	\$
2. <u> </u>	\$
TOTAL ACTIVITY COSTS: \$	
IV. FISCAL HOST COSTS: (IF ANY)	COST
1. <u> </u>	\$
TOTAL FISCAL HOST COSTS \$	
V. 2010 BUDGET SUMMARY	COST
1. Total of Sections I, II, III, IV Costs	\$ 26,926.00
2. Projected unexpended cash on hand from 2009 payments	
3. Income from Pope County Human Services	(\$2,500)
4. Income from Prairie Community Services	(\$2,400)
We have spent \$19,483 after three quarters. Our request last year was for \$20,207. We do not expect to have any unexpended cash on hand from that which we received in 2010	
Amount of 2011 request from Region IV South (Total of #1 minus #2 estimate and income from other sources #3 and #4)	
	\$ 22,026.00

INFORMATION

ITEMS

(GREEN)

DOUGLAS COUNTY SOCIAL SERVICES

809 Elm Street, Suite 1186
Alexandria, MN 56308-1772

Michael J. Woods, Director

320-762-2302
Fax: 320-762-3833
TDD: 320-762-8151

May 2, 2011

Region IV South Initiative
Attn: Joyce Pesch, Administrator
PO Box 222
Elbow Lake, MN 56531

Re: addendum to May Conversations Agenda

Dear Ms. Pesch:

I am writing to ask that the May 2011 Conversations agenda include the addition of a discussion regarding the Warmline for purposes of ending the funding and Warmline program.

I reviewed the number of Warmline calls listed during the first quarter of 2011, as reported in the April Conversations meeting packet. It appears that the first quarter expenses for the Warmline were \$3,359.25. The number of calls during that quarter appears to be 221. This breaks down in a cost of roughly \$15/telephone call. However, if you look at the number of calls from within our Initiative, the consumer number drops down to approximately 16 calls. There appear to have been 15 calls from Douglas County and 1 call from Pope County during the quarter. This breaks down to a cost of roughly \$210/local call. We also don't know if the calls from Douglas County were from different consumers or the same person. If less than 16 Region IV South consumers called, then the cost per call becomes even higher.

I do not believe this is an effective use of taxpayer dollars. The Warmline numbers have been poor for quite some time and consumer use within our Initiative has never been robust. I would like the Initiative to vote on making recommendation to end the funding for this program. I do not believe it is a question of increasing local awareness for the Warmline. I think our consumers are utilizing other support systems that we have in place or have created independently. Our resources and programs aren't the same as they were when the Warmline was created many years ago. Rather than looking at this as a failure of the program, perhaps we need to consider that what we are doing on the local level is actually working for our consumers. Perhaps it means that consumers are getting better at connecting locally, using social networking resources via the Internet, and creating their own networks of support.

As a Douglas County Targeted Case Manager, home of fifteen out of the sixteen calls this past quarter; I am stating my opinion that this program is no longer necessary or a good use of the Initiative resources. I am requesting that this program and funding be terminated. I am planning on attending the Conversations meeting this month and look forward to the discussion regarding my request.

Thank you for your consideration of this request.

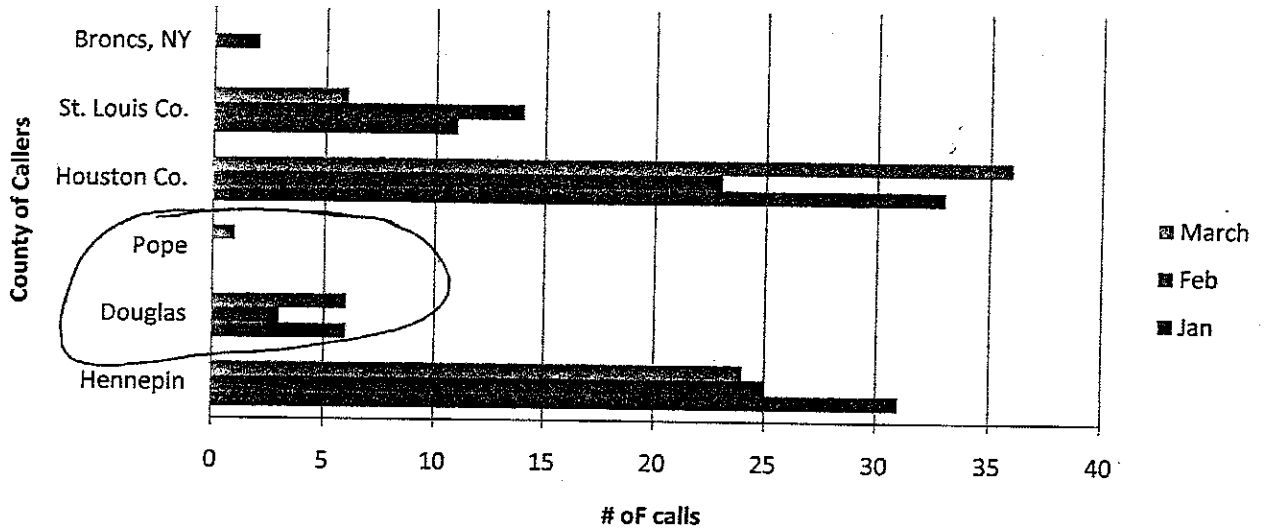
Sincerely,



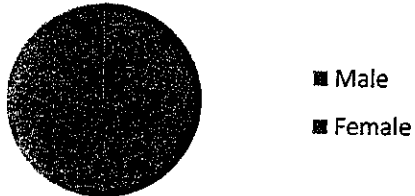
Debra Sater
Social worker

Enc.

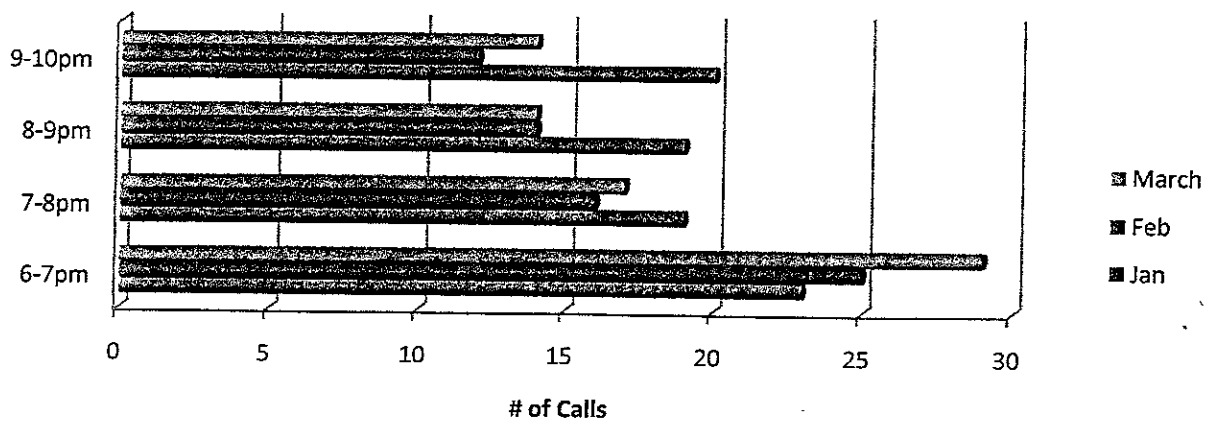
2011 Quarter #1 WarmLine Calls (221 Calls)



Gender of Callers



Time of Call





Take health care into your own hands

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Find Insurance Options

Learn About Prevention

Compare Care Quality

Understand the Law

Information for You

Explore your coverage and pricing options

Find out which private insurance plans, public programs and community services are available to you.

Pick Your State



Your Health Care, Explained

Families with Children

Individuals

People with Disabilities

Seniors

Young Adults

Employers



BETTER CARE, LOWER COSTS

The Partnership for Patients: Better Care, Lower Costs is a new public-private partnership that will save lives, prevent injuries to millions of Americans, and improve patient outcomes. It will also save billions of dollars that will help put the nation on the path toward a more sustainable health care system.

Learn more about the Partnership for Patients.
See a list of organizations that have joined the Partnership.



5 Things to Know

- 1. WOMEN AND THE AFFORDABLE CARE ACT:** What benefits of the new law apply especially to women?
- 2. BETTER BENEFITS, BETTER HEALTH:** What changes has the Affordable Care Act brought after one year?
- 3. PRE-EXISTING CONDITION INSURANCE PLAN:** How do I know if I qualify and apply for insurance under this new program?
- 4. SMALL BUSINESS TAX CREDITS:** Which small businesses qualify for health insurance tax credits, and how do I know if my business qualifies?
- 5. SENIORS AND MEDICARE RECIPIENTS:** What actions are being taken under the Affordable Care Act to strengthen Medicare?



HealthCare Notes

A Blog about the Affordable Care Act and You

Paying Hospitals for Quality Care

By Don Berwick, Administrator, Centers for Medicare & Medicaid Services

Today, HHS announced a program that provides hospitals with incentive payments based on their performance on a number of health care quality measures.... Continue Reading →

Health Insurance for Young Adults, Even After Graduation...

By Kathleen Sebelius, Secretary of Health and Human Services

A Win-Win for States and for Our Lowest Income Seniors

By Melanie Bella, Director, Federal Coordinated Health Care Office, CMS

Cultivating Opportunities in the Community

By Henry Claypool, Director of the Office on Disability

Read All Blogs

Take a video tour of HealthCare.gov!



From: Joyce Pesch [mailto:joyce.pesch@r4south.org]
Sent: Wednesday, April 20, 2011 3:53 PM
To: Joanie Murphy; Rhonda Antrim; Stacy Hennen; Mike Woods
Subject: Client Access Transportation Funds

Good afternoon:

Last September your Department received \$2,000.00 from the Region 4 South Adult Mental Health Consortium for Client Access Transportation. This was combined with the payment you received for your estimated no-load transportation costs for SMI/SPMI clients.

The \$2,000.00 was approved based on a recommendation from the Transportation Workgroup, to allow each county to appropriately respond to unmet transportation needs of the SMI/SPMI Adult that could not be covered by the medical assistance access plans.

Please provide the following information by May 2, 2011:

1. A copy of your local policy, if you developed one, for the use of these funds; and
2. A written report on how the \$2,000.00 was utilized in your county.

Thanks,

Joyce

Joyce M. Pesch, Administrator
Region 4 South Adult Mental Health Consortium
P.O. Box 222
Suite 7, 32 Central Avenue South
Elbow Lake, MN 56531
Office Phone 218.685.8229
Cell Phone 218.401.0335
Fax 218.685.6414
joyce.pesch@r4south.org

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05/03/2011

We received from the Region 4 South Initiative two grants. One was in the amount of \$2000.00 and the other in the amount of \$1042.25. To date we have spent \$52.80.

Respectfully submitted,

Peggy Sik
Case Aide
Grant County Social Services

Joyce Pesch

From: Stacy Hennen
Sent: Monday, May 02, 2011 4:14 PM
To: Joyce Pesch
Subject: RE: Client Access Transportation Funds

Joyce,

We have not spent any at this time. We do not have a policy, just a pre-requisite that the person who is utilizing the Client Access Transportation have an open case and the service that we are paying for transportation for is in their plan.

One of our biggest no load people opted to have a friend drive her instead of using a volunteer driver and the non ma person that we would've paid for transportation related to their case plan became eligible for MA.

Please let me know if you have any other questions. Thanks
Stacy

Pope County MH Transportation Report

Pope County Started with \$2,000 in their MH Transportation Funds in September 2010. It was used on the following areas in the past 8 months we currently have \$530.61 left in our funds. The funds were used on the following things:

2-Rainbow Rider bus passes	\$ 45.00
to DBT (no MA)	38.40
to DBT (no MA)	51.20
Rainbow Rider	22.50
Rainbow Rider	22.50
to Drop In Center	21.00
to work with horses (note from therapist approving therapeutic need)	112.00
to work with horses (note from therapist approving therapeutic need)	224.00
to DBT (no MA)	6.40
to DBT (no MA)	44.80
Food N Fuel	30.00
to work with horses (note from therapist approving therapeutic need)	201.60
to DBT (no MA)	44.80
to DBT (no MA)	44.80
Gas Mart of Glenwood	89.99
to work with horses (note from therapist)	201.60
to work with horses (note from therapist approving therapeutic need)	268.80

At this time, Pope County does not have a policy in place for how we utilize the Transportation Funds. If an SPMI individual calls and has transportation need, we approve it, as long as the service/ request is not MA reimbursable and the individual is SPMI.

If you have any questions, feel free to let me know. Thanks. Char Lundebrek.

5.09.2011

Stevens County Human Services

Stevens County hasn't spent any portion of the \$2,000.00, but are planning to purchase a couple of bus passes for consumers to get to the Drop In Center.

The current criteria is that the individual receiving the service must be SMI or SPMI.

4.21.2011

Douglas County Human Services

Director refused to provide the information requested.

4/28/2011 Traverse County
Grant for HC Access Transportation

Balance	Amount	Mo/Yr	Description
\$2,000.00	\$272.50	10/10	Transportation to CBHH
\$1,727.50	\$117.00	11/10	MH Transportation
\$1,610.50	\$110.80	2/11	MH Transportation
\$1,499.70	\$123.26	4/11	MH Transportation
\$1,376.44			

Traverse County Policy for Use of HC Access Transportation Funds

- 1) Must have a mental health diagnosis
- 2) Available for accessing mental health services when no other transportation is available
- 3) Available if you have no payment source
- 4) Available if service is not covered under the County HC Access Plan
- 5) Services must be prior approved by Agency Worker
- 6) Agency Mental Health Worker has discretion to deny payment if need is due to client's own no-show forcing client to seek mental health at a location farther away than initial appointment

REPORTS

(BUFF)

ADMINISTRATOR'S REPORT

MAY, 2011

Warm Line

There is an agenda item for our May meeting to discuss defunding the Warm Line, a five county project funded by the Consortium

This discussion and proposed action represents the first time we have considered an action of this nature. I expect it to be precedent setting for the Consortium, so please participate in the process that I have asked our facilitator to follow. A key issue is that we know exactly why we are taking an action, if we take one.

Deb Sater has furnished a detailed financial analysis as part of her request to have it on the agenda. I appreciate the time and effort she put into doing so. It is included as part of your CONVERSATIONS material. Please take the time to review it. Cost per unit per person is not something we have historically considered when deciding whether a project should be funded, but can it be a criteria you want to consider when making funding recommendations.

Since good decisions are made utilizing good information, as current as possible, I am also including the fiscal and service detail as part of my report.

The Warm Line is a telephone contact that provides support, encouragement, information and referral for individuals with mental health issues and for family and community members. Warm Line calls are answered by a consumer that help relate to the individual and provides a structured 15 minute call to support the caller during that period. The Warm Line is not designed to handle crisis level situations, and is set up to encourage people who suffer from mental illness to find ways toward recovery that works for them. The Warm Line is available seven days a week from 6pm-10pm and has a local and toll free number.

The Warm Line provides part time employment for three local consumers with a serious and persistent mental illness. They are part of the Consortium's payroll, paid at minimum wage, with mandated fringe benefits. Our work plan sets a goal that these consumers will improve their employability by working as Warm Liners. This represents 85% of the expenditures for the project. They receive support and supervision from Kesha Anderson, who completes their work schedules and switches the phone service between the staff members. The project is not charged for Kesha's time.

The phone service is the other major expense for the project, approximately 14% of the expense. That includes toll free access to the line.

The remaining items are miscellaneous – mileage for quarterly meetings, liability insurance, and a small amount of supplies.

Consumer Survivor Network managed the Warm Line for us through March 2010. At that time we resumed providing the service through the Consortium. For the first three months of 2010, the Warm Line had no local staff, it was all redirected to the Duluth Warm Line, and so we have no data on the service provided during that time frame.

Since April 1st, through September 30th, 2010, there were 154 calls. For the 4th quarter of 2010, there were 193 calls, with an adjustment of +18 for the last part of September. For the first quarter of 2011, there were 221 calls.

Address changes – Registration listing

Please pay special attention to the mailing address shown when you are signing in. This is the address that is used to mail CONVERSATIONS material to you. We do not know if your address has been changed unless you tell us, or until the post office quits forwarding it. Your material then gets returned to us as undeliverable. This is the mailing list that Deb Hengel uses.

Address changes – Check processing

If you receive a check from the Consortium, it is absolutely critical we have your correct mailing address. Please let Joyce or Deb Rapp know if this address has changed, so that we can notify the county staff that keep the vendor listings up to date.

Client Access Transportation Information

Last month the Transportation Workgroup requested information from each of the County's on how they had utilized the \$2,000.00 in client access transportation dollars that had been provided by the Consortium. A copy of my request to the County Director's and the information they provided is a part of your packet materials. This is for your information only. The material will be reviewed by the Transportation Workgroup and make recommendations as they deem appropriate.

Joyce Pesch, Administrator

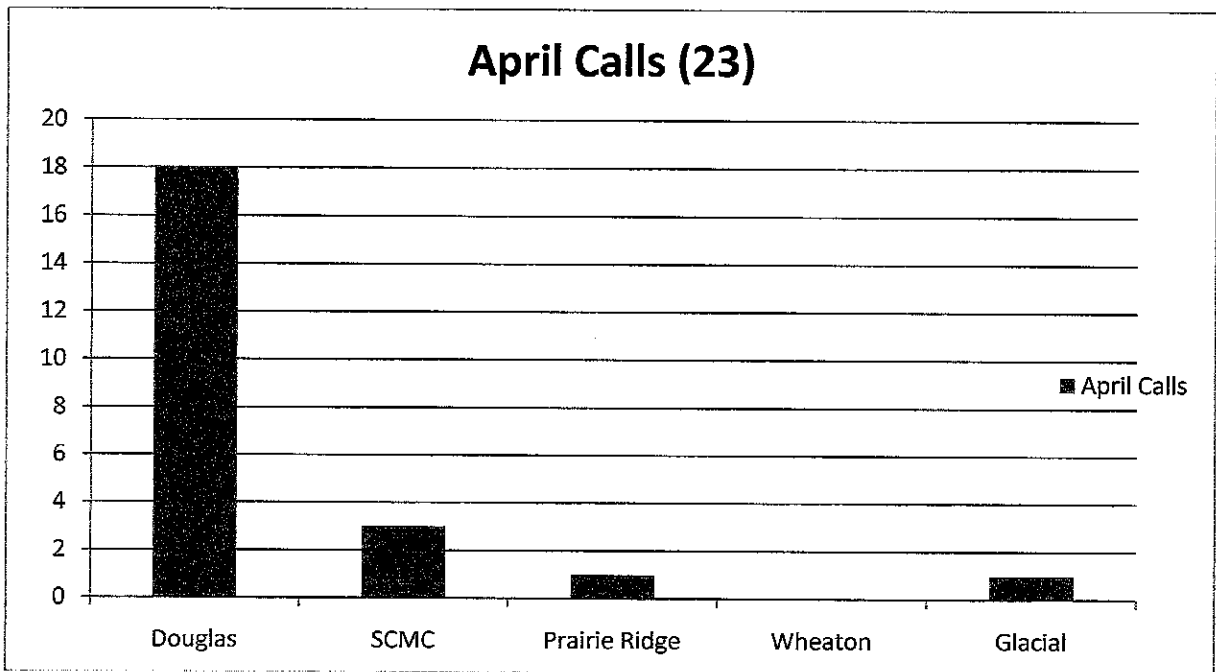
Region 4 South Mental Health Crisis Teams

PO Box 222 Elbow Lake, MN 56531
Phone: 218-685-8230 Fax: 218-685-6414

www.r4sconversations.org

Region 4 South Adult Mental Health Consortium Mobile Crisis Program May 2011

The crisis program is pleased to report that the team responded to its first call at Glacial Ridge Hospital this past month and look forward to continued utilization by Glacial Ridge. The crisis team continues to see an increase in calls, noting that last month the team responded to its highest number of calls since the program started. Currently, the crisis team is in the credentialing and training process of two additional staff that will be joining the team. The quarterly crisis meeting is scheduled for this Thursday in Alexandria. The crisis team currently has openings for Mental Health Professionals and practitioners if anyone is interested in joining the team.



Kesha Anderson LMFT
Crisis Program Manager
218-685-8230
Kesha.anderson@r4south.org

REGION 4 SOUTH WARMLINE
6pm-10pm 7 days a week
Local: 1-320-298-4404
Toll Free: 1-866-290-6333



REGION 4 SOUTH
AN ADULT MENTAL HEALTH INITIATIVE

Intensive Community Rehabilitation Services Team
Monthly Report for May 2011

Greetings:

Just a quick note to update everyone on Intensive Community Rehabilitation Services. We currently have 52 consumers and are continuing to accept new referrals, including those with an Axis II diagnosis.

In addition we would like to welcome Alicia Davidson to the ICRS Team. While not preoccupied with Pre-Petition responsibilities, Alicia will be working directly with the ICRS Team.

Please feel free to contact me with any questions or concerns you may have.

Heather Danner, LSW ICRS Team Leader
320-335-5100

Client Admissions and Discharges for January – April 2011:

	<u>Admissions</u>	<u>Discharges</u>	<u>Total Clients</u>
January 2011	1	0	53
February 2011	2	2	53
March 2011	2	3	52
April 2011	3	3	52

ADMINISTRATIVE OFFICE	PO BOX 222, ELBOW LAKE, MN 56531	218.685.8229
CRISIS RESPONSE PROGRAM	PO BOX 222, ELBOW LAKE, MN 56531	218.685.8230
PREPETITION SCREENING PROGRAM	PO BOX 222, ELBOW LAKE, MN 56531	218.685.8228
ASSERTIVE COMMUNITY TREATMENT TEAM	1103 BROADWAY, SUITE 101, ALEXANDRIA, MN 56308	320.335.5100

Prepetition Screening Statistics

APRIL 2011 STATISTICS

Total Petitions Filed: 3
Total Hearings Attended: 1

	Petition	Hearings	Stay Of Commitment	Dismissed	Commitment	# With Case Management Prior To Screening	# Without Case Mgmt Prior to Screening
Grant							
Pope	1	0		1			1
Stevens	1	0		1			1
Traverse	1	2	1				1
Total	3	2	1	2			3

2011 YEAR TO DATE STATISTICS

(Note: Jan-March N/A)

Total Petitions Filed: 3
Total Hearings Attended: 1

	Petition	Hearings	Stay Of Commitment	Dismissed	Commitment	# With Case Management Prior To Screening	# Without Case Mgmt Prior to Screening
Grant							
Pope	1	0		1			1
Stevens	1	0		1			1
Traverse	1	2	1				1
Total	3	2	1	2			3

Please feel free to contact Alicia Davidson if you have any comments, suggestions, or questions regarding these statistics and/or the Prepetition Screening program.

Respectfully Submitted,

Alicia Davidson, BSE
Prepetition Screening Coordinator
32 Central Ave S, Suite 8
Elbow Lake, MN 56531
Cell #~ (218) 401-0337
Office #~ (218) 685-8228
Fax #~ (218) 685-6414
Email ~ alicia.davidson@r4south.org

Joyce Pesch

From: Anna Olson [anna.olson@mail.co.douglas.mn.us]
Sent: Friday, May 06, 2011 2:40 PM
To: Joyce Pesch
Cc: Heidi Corder
Subject: Douglas County Flex Fund Report

Hi Joyce,

During the month of April, one consumer received assistance from the flex fund in the amount of \$119.50 for car insurance. This particular consumer has received assistance on another occasion in 2011. The current balance is \$659.85.

Please let me know if you have any questions! Thank you!

Anna Olson

Social Worker
Douglas County Social Services
809 Elm St. Ste #1186
Alexandria MN 56308
Direct Line: (320) 762-3823
anna.olson@mail.co.douglas.mn.us

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2011 Grant County Transitional Housing Activity

YTD Total
Clients Served
4

Beginning Fund Balance
\$8,783.34

YTD Total
Expense
\$2,141.21

Remaining
Balance
\$6,642.13

January - March 2011

Clients Served	4
Payments:	
Description	Amount
Dep from Initiative	(\$7,000.00)
Medical	\$ 90.00
Housing - Rent	\$ 1,436.12
Transportation	\$ 300.09
Car Repairs	\$315.00
Subtotals 1Q10	\$ 2,141.21

April - June 2011

Clients Served	
Payments:	
Description	Amount
Medical	
Housing - Rent	
Utilities	
Transportation	
Subtotals 2Q10	\$ -

July - September 2011

Clients Served	
Payments:	
Description	Amount
Medical	
Respite	
Housing - Rent	
Transportation	
Miscellaneous	
Subtotals 3Q10	\$ -

October - December 2011

Clients Served	
Payments:	
Description	Amount
Rent	
Medical	
Transportation	
Utilities	
Car Repairs	
Miscellaneous	
Subtotals 4Q10	\$ -

MILESTONES

IRTS & CSS Services
620 9th Avenue West, Alexandria, Minnesota 56308
Phone (320) 763-3466 *** Fax (320) 763-3227

Quality Assurance and Improvement Report & Plan – 1st Quarter, 2011

Date Report Completed: 4/13/11

I. Measuring recipient outcomes, including (evaluating to improve effectiveness, improve recipient outcomes & attaining/evaluating feedback from recipients, families, staff & referring agencies)

A. Bed Utilization: Milestones has nine licensed beds total; seven IRTS, two Crisis Stabilization Services/IRTS swing beds. In addition, Milestones and the five county Region IV South Mental Health Initiative has a contract for Milestones to provide up to 2 respite care beds in lieu of using the Crisis Stabilization/IRTS swing beds.

During January, 2011: 219 total bed days were used out of a possible 279 bed days available, 219/279 or 78% bed utilization; during February, 2011: 191/252 or 76% beds utilized and in March, 2011: 209/279 or 75% beds utilized.

ADMISSION STATISTICS

Five County Area	CRISIS	RESPITE	PROGRAM
Douglas, Pope, Stevens, Grant, and Traverse	0	7	7
Outside of Five County Area	0	0	0

DISCHARGE STATISTICS

Respite to Program	1	Transfer w/in facility
Crisis to Program	0	Transfer w/in facility
Crisis to Respite	0	Transfer w/in facility
Program to Respite	1	Transfer w/in facility
CBHH or other in- patient	3	Discharge from facility
AFC or Group Home	1	Discharge from facility
Other (Family, friends, unk.)	5	Discharge from facility
Independent Living	7	Discharge from facility

B. Consumer Satisfaction Survey: A total of 39 surveys were completed and returned during the 1st Quarter, 2011 – Generally, ratings from consumers were very good although some complaints were received about three questions; #3: Because of the skill I learned during treatment I am ready to more to independent living; #4: I learned information and skills that help me to understand manage my symptoms and #5 The program has taught me the skills I need to understand and cope with the impact of substance abuse has on my mental health.

RECEIVED
MAY 06 2011

May 2, 2011

Region IV South Initiative Housing Report- May 2011

BRIDGES

January

9 Families assisted; all in Douglas County \$2,766.00

February

9 Families assisted; all in Douglas County \$2,627.00

March

9 Families assisted; all in Douglas County \$2,866.00

April

10 Families assisted; all in Douglas County \$3,206.00

May

10 Families assisted, all in Douglas County \$3,191.00

YTD TOTALS

Security Deposit	\$	-0-
Admin Fee	\$	2,115.00
Rent	\$	16,772.00
Total Expenditures 2011	\$	18,887.00

INITIATIVE FUND

January

22 Families assisted; 19 in Douglas County, 3 in Pope County \$7,658.00

February

22 Families assisted; 19 in Douglas County, 3 in Pope County \$7,708.00

March

20 Families assisted; 17 in Douglas County, 3 in Pope County \$6,889.00

April

17 Families assisted, 14 in Douglas County, 3 in Pope County \$5,995.00

May

17 Families assisted, 14 in Douglas County, 3 in Pope County \$5,988.00

YTD TOTAL

Security Deposit	\$	-0-
Admin Fee	\$	4,410.00
Rent	\$	34,238.00
Total Expenditures 2011	\$	38,648.00

SHELTER PLUS CARE - Pope & Douglas Counties

January

14 Families assisted; 12 in Douglas County, 2 in Pope County \$5,282.00

February

14 Families assisted; 12 in Douglas County, 2 in Pope County \$5,307.00

March

14 Families assisted; 12 in Douglas County; 2 in Pope County \$5,292.00

April

14 Families assisted, 12 in Douglas County, 2 in Pope County \$5,423.00

May

12 Families assisted, 10 in Douglas County, 2 in Pope County \$4,672.00

YTD TOTALS

Security Deposit	\$	-0-
Utility Deposit	\$	-0-
Utility Reimbursement	\$	212.00
Admin Fee	\$	2,040.00
Rent	\$	25,973.00
Total Expenditures 2011	\$	28,225.00

Section 8 Waiting List

Douglas & Pope Counties 371
Stevens & Traverse Counties (est) 16
Grant County (est) 6

INITIATIVE

SECURITY AND UTILITY DEPOSIT PROGRAM

2011

Balance Forward		\$ 8,442.00
April	Alexandria Light & Power	\$150 \$ 8,292.00
	Lincoln Square Townhomes	\$150 \$ 8,142.00
	Dan Rehousky	\$150 \$ 7,992.00
	Lakes Village Apartments	\$150 \$ 7,842.00

Region IV South Conversations Adult Mental Health Initiative

Marketing Progress Report

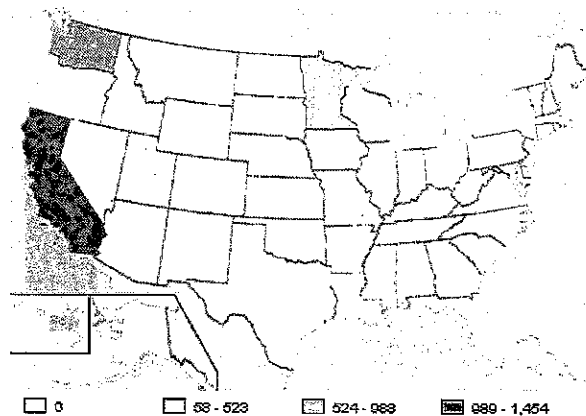
4/1/10 to 3/31/11

Advertising

- No advertising ran during this time

www.Reallifeconversations.com website

- In August 2010 the following videos were added:
 - Hope Kleinwechter
 - Tom Hiatt
 - Real advise from real people: 4 part series from Susan Brooks.
- In September 2010 the following video was added:
 - Heidi Bolland
- Average number of visitors per month has gone from 237/month in the first quarter of 2010 to 483/month the last three quarters— a 49% increase!
- See attached web stat report *and* map below of web traffic origination.

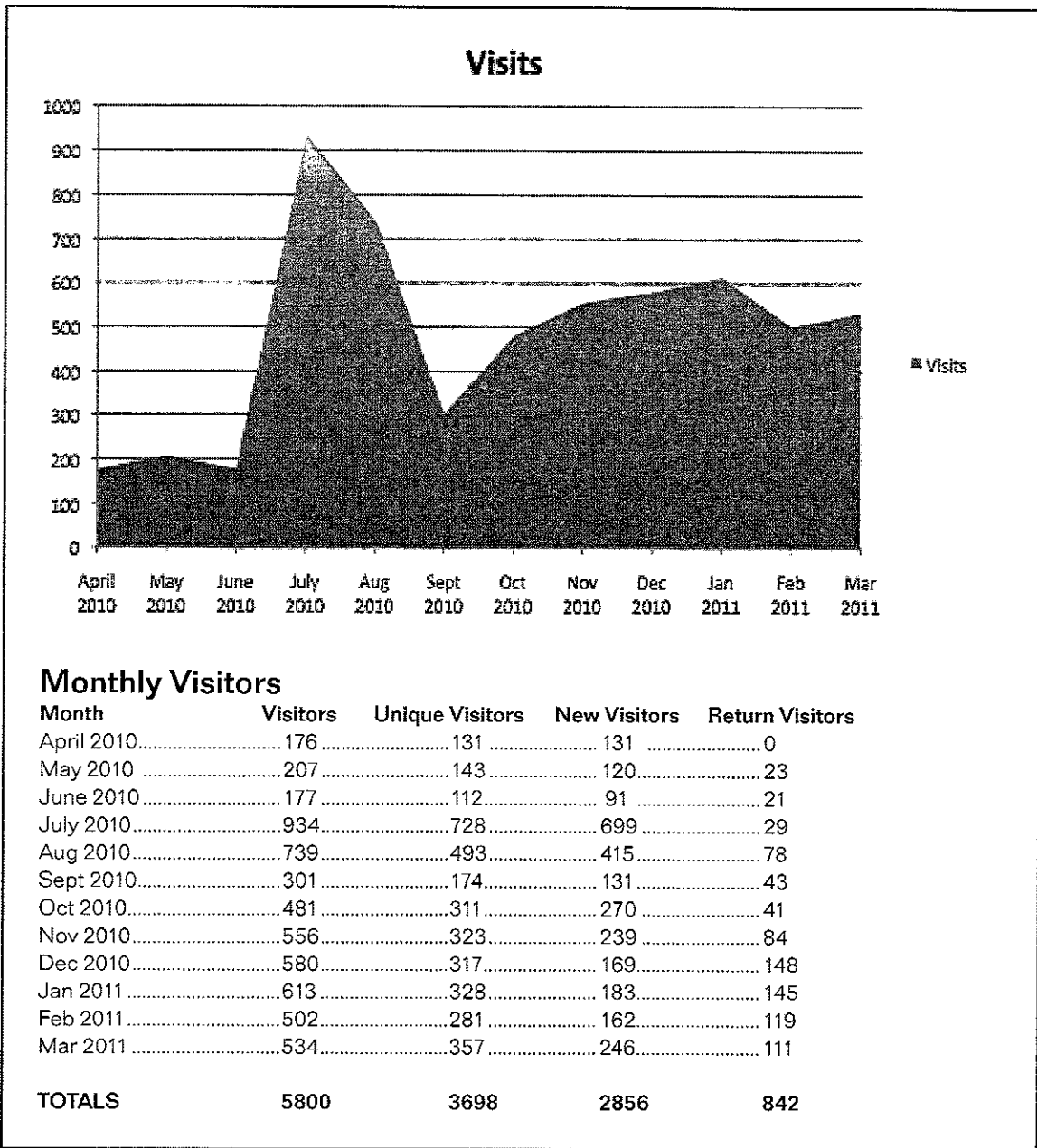


Rank	Region	Page Views	Visits	Hits	Bandwidth (KB)
1	California	1,454	1,512	2,297	23,904
2	Minnesota	833	252	7,025	65,598
3	Washington	540	519	762	6,762
4	N/A	397	296	1,183	12,321
5	Virginia	201	55	532	6,941
6	Ohio	181	13	297	2,707
7	Texas	101	65	436	6,047
8	New York	80	71	663	8,314
9	Arizona	58	22	94	1,097
10	District of Columbia	58	14	193	1,986
Other Items (37)		489	311	2,779	38,050
Total(s)		4,392	3,130	16,261	173,727
Average(s)		93	66	345	3,696

Region IV South Conversations Adult Mental Health Initiative

RealLifeConversations.com Statistics

4/1/10 to 3/31/11



Monthly Visitors

Month	Visitors	Unique Visitors	New Visitors	Return Visitors
April 2010	176	131	131	0
May 2010	207	143	120	23
June 2010	177	112	91	21
July 2010	934	728	699	29
Aug 2010	739	493	415	78
Sept 2010	301	174	131	43
Oct 2010	481	311	270	41
Nov 2010	556	323	239	84
Dec 2010	580	317	169	148
Jan 2011	613	328	183	145
Feb 2011	502	281	162	119
Mar 2011	534	357	246	111
TOTALS	5800	3698	2856	842

Entry Pages

Page	Rank	Visits
/index/html (home)	1	3688
/videostory.html	2	302
/employment.html	3	291
/startaconv.html	4	214
/treating.html	5	195
/aboutus.html	6	97
/advice.html	7	62

Referring Sites

Host	Visits
No referrer (bookmark or direct entry)	3190
fe.shortcuts.search.yahoo.com	928
www.google.com	215
www.reallifeconversations.com	165
search.yahoo.com	47
www.google.ca	46
www.google.co.uk	44
reallifeconversations.com	36
images.google.com.au	30
www.bing.com	29

Phrases

Phrase	Visits
real life conversations	1032
real life conversation	37
reallifeconversations.com	11
life conversations	8
justin branby	6
conversation in real life	5
conversation for real life	4
real life conversations	3
www.reallifeconversations.com	3
mental illness conversations	3
Other	460

Search Engine Breakdown

Search Engine	Visits
Yahoo	986
Google	522
Bing	31
Yandex	24
Ask Jeeves	8

Spider Monthly Totals

Rank	Spider	Page Views	Hits	Bandwidth (KB)
1	Yandex Spider	1,213	1,413	11,569
2	Googlebot	836	1,239	6,818
3	Yahoo! Slurp	333	735	8,933
4	MSNbot	572	682	4,562
5	Exabot	168	224	1,560
6	DotNetDotCom	151	151	1,492
7	Direct Hit/Ask/Askjeeves Robot	132	143	1,583
8	Baiduspider	84	86	310
9	whois.sc	34	34	252
10	Alexa	28	31	359
Other Items (8)		87	95	936
Total(s)		3,638	4,833	36,375
Average(s)		202	268	2,132

Region IV South AMHI

RE: Incentive Program

Report for: April

Beginning Balance	\$3,710	Incentives	Unduplicated number of consumers affected	Duplicated	Progress Follow through
January-10		No Requests	0		0
February-10		No Requests	0		0
March-10	\$120	Wallmart	1		0
April-10	\$100	Alexandria Chamber Bucks	1		0
May-10					
June-10					
July-10					
August-10					
September-10					
September-10					
October-10					
December-10					
December-10					

\$ 220.00 Total Incentive Dollars Approved So Far.

Report By: Michele Bankord
Program Administrator for PCS

Unduplicated	2
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