



**Community Services Quarterly Report for the
Story County Board of Supervisors
August 4, 2020
(Period covering April 2020 – June 2020)**

General Assistance

Caseload information:

Single Household Cases	Family Household Cases	Total for Reporting Period	Year-to-date Totals
16	10	26	86 - single
			77 - family
			163 - total

Denials/Referral to Other Resources:

# Issued during the reporting period	Year-to-date Totals
73	762

Applied, but did not return to complete assistance process:

# during the reporting period	Year-to-date Totals
7	60

Primary types of assistance:

Rent	Utilities	Misc. (meds, transportation, burial)
\$9,688.20	\$513.01	\$7,055.18

SSI Interim Reimbursement program: 0 during the reporting period and 0 YTD.

Substance Abuse Services

# during the reporting period	Year-to-date Totals
1	11

MHDS

Central Iowa Community Services Region:

The CICS FY21 Annual Service and Budget Plan and updated Management Plan Policies & Procedures were approved by DHS and can be found on the CICS website www.cicsmhds.org.

FY21 contracts were issued during the quarter with most contracts in place by the end of June.

Training was completed during the quarter for the Officers transitioning to new roles effective 7/1/20.

CICS contracted with YSS for crisis stabilization residential services for youth 12 to 17 years old. The youth may be served at any YSS location providing crisis stabilization residential services.

A request for proposal for subacute services was let with no responses received from interested providers. Service planning continues for core services required to be implemented by 7/1/21, these services include access center, subacute, and intensive residential services.

Community Services

As of 5/1/20 the General Assistance program has fully transitioned to using the Community Services Network (CSN) database for record management. Staff are entering current information into the database and are working to enter 2019 records as well.

In June staff working with the General Assistance program tested the collaboration tool in CSN. The concept for the collaboration tool was developed through the Centralized Intake concept our office and partner agencies have been working on. The CSN enhancements have been rolled out and staff are working with partner agencies interested in using CSN as a communication tool and streamlining of applications when possible. With a hiring freeze in place and the building closed to the public we are on hold with fully implementing a centralized intake process. Once the building is open, next steps will be considered.

The General Assistance Manual and income guidelines were updated and approved by the Board of Supervisors for implementation 7/1/20.

Precautionary measures related to Covid 19 continue to be implemented by staff.

Staff from our office continued to be involved as much as possible with the Opioid Task Force, Nevada Substance Use Task Force, Mental Health Expo committee, Human Services Council and Two Rivers Region.

This quarter 73 interviews were completed with Veterans or surviving spouses by Erin Rewerts, CVSO.