

**POLK COUNTY REGIONAL  
MENTAL HEALTH AND DISABILITY SERVICES  
MANAGEMENT PLAN**

**II. FY17 ANNUAL SERVICE AND BUDGET PLAN**

**PREPARED BY:**



**APRIL 1, 2016  
JUNE 1, 2016 (REVISED)**

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## II. ANNUAL SERVICE AND BUDGET PLAN FOR FY16/17

Polk County Health Services, Inc. exists to support improved access to health care and to promote full citizenship for people with mental illness, intellectual disabilities, or developmental disabilities. This plan assumes that the state will not mandate expansion of initial core services or creation of additional core services without additional funding. This plan covers the period from July 1, 2016 through June 30, 2017.

### A. Access Points & Care Coordination Agencies

An access point is a part of the Polk County regional service system that is trained to complete the MH/DD regional applications and determine service eligibility for persons with a disability. Polk County has designated the following access points, including care coordination agencies, and the services they are able to authorize.

<b>Access Point</b>	<b>What Services are Authorized by this Access Point?</b>
Broadlawns Crisis Team Broadlawns Medical Center – BMC 1801 Hickman Road Des Moines, IA 50314 Tele: (515) 282-2200	Inpatient Partial Hospitalization/Day Treatment Outpatient
BMC–Community Access Program 2300 Euclid Ave., Suite B Des Moines, IA 50310 Tele: (515) 282-6770	Integrated Health Home Intensive Care Coordination Service Coordination Community Living Employment/Day Services *Other Supports
Child Guidance Center, a division of Orchard Place 808 5 <sup>th</sup> Avenue Des Moines, IA 50309 Tele: (515) 244-2267	Partial Hospitalization/Day Treatment Outpatient
ChildServe Box 707 Johnston, IA 50131 Tele: (515) 727-8750	Community Based Case Management Community Living Employment/Day Services *Other Supports
Community Support Advocates 6000 Aurora Avenue, Suite B Des Moines, Iowa 50322 Tele: (515) 883-1776	Integrated Health Home Intensive Care Coordination Service Coordination Community Based Case Management Community Living Employment/Day Services *Other Supports
Easter Seal Society 2920 30 <sup>th</sup> Street Des Moines, IA 50310 Tele: (515) 274-1529	Community Based Case Management Community Living Employment/Day Services *Other Supports

<b>Access Point</b>	<b>What Services are Authorized by this Access Point?</b>
Eyerly–Ball Community Mental Health Services 1301 Center Street Des Moines, IA 50309 Tele: (515) 243–5181	Outpatient Integrated Health Home Intensive Care Coordination Service Coordination Community Living Employment/Day Services *Other Supports
Golden Circle Behavioral Health PACT Team 945 19 <sup>th</sup> Street Des Moines, IA 50314 Tele: (515) 241–0982	*Other Supports
Link Associates 1452 29 <sup>th</sup> Street West Des Moines, IA 50266 Tele: (515) 262–8888	Community Based Case Management Community Living Employment/Day Services *Other Supports

\*Other Supports include transportation, homemaker, payee, rent assistance, Meals on Wheels, etc.

## **B. Crisis Planning**

The chart below is a listing of current Polk County crisis services.

<b>Service</b>	<b>Crisis Function</b>	<b>Provider</b>	<b>Contact Information</b>
Polk County Mental Health Response Team	Prevention, supportive counseling, and debriefing	Volunteers, sponsored by Polk County Health Services	515–954–0409
Polk County Positive Behavior Support Network (PCPBSN)	Training consortium for Positive Behavior Support and Evidence Based Practices which includes Motivational Interviewing	Partnership between Polk County Health Services and Network Providers who become members of the PCPBSN	Polk County Health Services: 515–243–4545
System Intake	Specifically for Central Iowa Shelter and Services and Primary Health Care to engage people in services during homeless crises	Broadlawns	515–282–6770
Mobile Crisis Response Team	Police based mental health support for diversion from hospital and jail	Eyerly Ball Community Mental Health Services	911
Basic Crisis Response Team	Hospital based 24/7 telephonic and walk-in access at hospital for crisis resolution and screening for inpatient treatment	Broadlawns Medical Center	515–282–5752
23–Hour Crisis Observation	23 hour crisis assessment, observation and referral	Eyerly Ball Community Mental Health Services	515–564–5742

<b>Service</b>	<b>Crisis Function</b>	<b>Provider</b>	<b>Contact Information</b>
Transitional stabilization and community based assessment, readiness and treatment center	Up to 90 day center for continued crisis stabilization, treatment engagement and preparation for permanent housing and support solutions	Eyerly Ball Community Mental Health Services	Currently for referrals from the Crisis Observation Center
Hospital Step-Down	Short-term 24-hour support before returning to primary residence	Broadlawns Medical Center	Currently for Broadlawns patients only

## **C. Scope of Services & Budget**

The annual budget and planning process is utilized to identify and implement core disability service improvements. The Polk County Region collaborates with stakeholders to assess need and to advocate adequate funding for services and supports in the initial core and additional core service domains. Polk County is the funder of last resort. Additional funding sources are used to empower individuals to reach their fullest potential. The Polk County Region is responsible for services that are authorized in accordance with the Regional Management Plan and within the constraints of budgeted dollars. Services funded by PCHS are subject to change or termination with the development of the annual budget each fiscal year. The Regional Management Plan Policy & Procedure Manual addresses mandated services access standards.

Annually, Polk County Health Services reviews actual expenditures and services provided, stakeholder input and participation, quality assurance implementation findings, waitlist information, progress toward goals and objectives, and, if any, appeal type and resolution to determine if gaps in services or barriers to services exist. In December of each year this review is submitted to the Department of Human Services. In addition, the Department of Human Services aggregates regional information into a dashboard format for a statewide perspective.

Polk County developed a provider network based on projections of incidence and prevalence of need for the priority population groups discussed in this plan. As noted, Polk County consults with the provider network and community at large to develop plans and services to meet the need. We routinely work with providers when access is an issue to eliminate wait times, but some of the variables are within a region's ability to impact change and some are not.

The Polk County Health Services Administrative Team proposed the FY17 budget. In November of 2015, the Polk County Health Services Board of Directors reviewed and recommended the budget to the Polk County Board of Supervisors. The Board of Supervisors adopted the FY17 Budget in March of 2016. Polk County Health Services is responsible for managing and monitoring the adopted budget. The following charts show the FY17 Budget revenues and the expenses by Initial and Additional Core Service Domain and Other Services.

## FY17 Expenses

FY 2017 Budget	Polk MHDS Region	MI (40)	ID(42)	DD(43)	BI (47)	Admin (44)	Total	State or Other Funding Sources to be Used to Meet Service Need
<b>Core Domains</b>								
<b>COA Treatment</b>								
43301	Assessment & evaluation	\$233,458					\$233,458	Medicaid
42305	Mental health outpatient therapy	\$371,167	\$185	\$1,578			\$372,930	Medicaid
42306	Medication prescribing & management	\$25,739					\$25,739	Medicaid
71319	Mental health inpatient therapy-MHI	\$788,588					\$788,588	Medicaid
73319	Mental health inpatient therapy	\$18,279					\$18,279	Medicaid
<b>Basic Crisis Response</b>								
32322	Personal emergency response system						\$0	Medicaid
44301	Crisis evaluation						\$0	-
44305	24 hour access to crisis response						\$0	-
<b>Support for Community Living</b>								
32320	Home health aide	\$247,308		\$20,824			\$268,132	Medicaid
32325	Respite		\$2,702	\$3,395			\$6,098	Medicaid
32328	Home & vehicle modifications						\$0	Medicaid
32329	Supported community living	\$400,973	\$24,611	\$602,540			\$1,028,123	Medicaid
<b>Support for Employment</b>								
50362	Prevocational services	\$33,773	\$152,941	\$15,844			\$202,558	Medicaid
50367	Day habilitation	\$16,206	\$8,643	\$10,157			\$35,006	Medicaid
50364	Job development	\$8,364	\$106,800	\$38,057			\$153,221	Medicaid
50368	Supported employment	\$117,632	\$1,107,333	\$49,991			\$1,274,956	Medicaid
50369	Group Supported employment-enclave						\$0	Medicaid
<b>Recovery Services</b>								
45323	Family support						\$0	Medicaid
45366	Peer support	\$2,369					\$2,369	Medicaid
<b>Service Coordination</b>								
21375	Case management	\$7,321	\$42,656	\$72,187			\$122,164	Medicaid
24376	Health homes	\$165,881					\$165,881	Medicaid
<b>Core Evidenced Based Treatment</b>								
04422	Education & Training Services - provider competency						\$0	
32396	Supported housing						\$0	Medicaid
42398	Assertive community treatment (ACT)	\$578,131					\$578,131	Medicaid
45373	Family Psychoeducation						\$0	Community Resources
<b>Core Domains Total</b>		<b>\$3,015,189</b>	<b>\$1,445,871</b>	<b>\$814,573</b>	<b>\$0</b>		<b>\$5,275,632</b>	
<b>Mandated Services</b>								
46319	Oakdale	\$133,584					\$133,584	Judicial System
72319	State resource centers						\$0	Medicaid
74XXX	Commitment related (except 301)	\$148,993	\$3,604	\$305			\$152,902	Judicial System
75XXX	Mental health advocate	\$122,686					\$122,686	-
<b>Mandated Services Total</b>		<b>\$405,263</b>	<b>\$3,604</b>	<b>\$305</b>	<b>\$0</b>		<b>\$409,172</b>	
<b>Additional Core Domains</b>								
<b>Comprehensive Facility &amp; Community Based</b>								
44346	24 hour crisis line						\$0	-
44366	Warm line						\$0	-
44307	Mobile response	\$478,727					\$478,727	Medicaid
44302	23 hour crisis observation & holding	\$1,062,704					\$1,062,704	Medicaid
44312	Crisis Stabilization community-based services	\$13,475					\$13,475	Medicaid
44313	Crisis Stabilization residential services	\$837,000	\$23,493				\$860,493	Medicaid
<b>Sub-Acute Services</b>								
63309	Subacute services-1-5 beds						\$0	
64309	Subacute services-6 and over beds						\$0	
<b>Justice system-involved services</b>								
46305	Mental health services in jails						\$0	Judicial System
25xxx	Coordination services	\$238,776					\$238,776	Judicial System
46422	Crisis prevention training						\$0	Judicial System
46425	Mental health court related costs						\$0	Judicial System
74301	Civil commitment prescreening evaluation	\$101,700					\$101,700	Judicial System
46399	Justice system-involved services-other						\$0	Judicial System
<b>Additional Core Evidenced based treatment</b>								
42397	Psychiatric rehabilitation (IPR)	\$33,912					\$33,912	Medicaid
50367	Psychosocial Clubhouse	\$63,748	\$1,449				\$65,197	Medicaid
42366	Peer self-help drop-in centers						\$0	
<b>Additional Core Domains Total</b>		<b>\$2,830,042</b>	<b>\$24,942</b>	<b>\$0</b>	<b>\$0</b>		<b>\$2,854,984</b>	
<b>Other Informational Services</b>								
03XXX	Information & referral						\$0	
04XXX	Consultation (except 422)	\$168,322					\$168,322	Community Resources
05XXX	Public education	\$9,080					\$9,080	Community Resources
<b>Other Informational Services Total</b>		<b>\$177,402</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>		<b>\$177,402</b>	

<b>Other Community Living Support Services</b>							
06399	Academic services						\$0
22XXX	Services management	\$646,982	\$11,509	\$52,560			\$711,051
23376	Crisis care coordination	\$348,800					\$348,800
23399	Crisis care coordination other						\$0
24399	Health home other						\$0
31XXX	Transportation	\$129,059	\$12,697	\$107,319			\$249,076
32321	Chore services						\$0
32326	Guardian/conservator						\$0
32327	Representative payee	\$77,304	\$6,000				\$83,304
32399	Other support	\$4,842	\$218				\$5,061
32335	CDAC			\$38,951			\$38,951
33330	Mobile meals	\$103,087	\$6,578	\$589			\$110,255
33340	Rent payments (time limited)						\$0
33345	Ongoing rent subsidy	\$1,075,587	\$52,443	\$8,762			\$1,136,792
33399	Other basic needs	\$41,673	\$1,271	\$200			\$43,144
41305	Physiological outpatient treatment						\$0
41306	Prescription meds	\$102,743	\$56				\$102,799
41307	In-home nursing						\$0
41308	Health supplies						\$0
41399	Other physiological treatment						\$0
42309	Partial hospitalization						\$0
42310	Transitional living program	\$394,975					\$394,975
42363	Day treatment	\$41,697					\$41,697
42396	Community support programs	\$3,248,048	\$450,417	\$895,444			\$4,593,909
42399	Other psychotherapeutic treatment						\$0
43399	Other non-crisis evaluation						\$0
44304	Emergency care						\$0
44399	Other crisis services						\$0
45399	Other family & peer support						\$0
50361	Vocational skills training	\$46,687	\$482,225	\$78,963			\$607,875
50365	Supported education	\$2,646	\$14,881	\$9,163			\$26,690
50399	Other vocational & day services						\$0
63XXX	RCF 1-5 beds						\$0
63XXX	ICF 1-5 beds						\$0
63329	SCL 1-5 beds	\$770,241	\$487,588	\$198,473			\$1,456,303
63399	Other 1-5 beds						\$0
<b>Other Comm Living Support Services Total</b>		<b>\$7,034,373</b>	<b>\$1,525,883</b>	<b>\$1,390,424</b>	<b>\$0</b>		<b>\$9,950,680</b>
<b>Other Congregate Services</b>							
50360	Work services (work activity/sheltered work)						\$0
64XXX	RCF 6 and over beds	\$362,972		\$59,006			\$421,978
64XXX	ICF 6 and over beds						\$0
64329	SCL 6 and over beds	\$192,773					\$192,773
64399	Other 6 and over beds						\$0
<b>Other Congregate Services Total</b>		<b>\$555,745</b>	<b>\$0</b>	<b>\$59,006</b>	<b>\$0</b>		<b>\$614,751</b>
<b>Administration</b>							
11XXX	Direct Administration					\$1,749,683	\$1,749,683
12XXX	Purchased Administration						\$0
<b>Administration Total</b>						<b>\$1,749,683</b>	<b>\$1,749,683</b>
<b>Regional Totals</b>		<b>\$14,018,013</b>	<b>\$3,000,299</b>	<b>\$2,264,308</b>	<b>\$0</b>	<b>\$1,749,683</b>	<b>\$21,032,303</b>
<b>(45XX-XXX) County Provided Case Management</b>						<b>\$6,477,343</b>	<b>\$6,477,343</b>
<b>(46XX-XXX) County Provided Services</b>							<b>\$0</b>
<b>Regional Grand Total</b>							<b>\$27,509,646</b>

**FY17 Revenues**

FY 2017 Budget	Polk MHDS Region		
<b>Revenues</b>			
	<b>Projected Fund Balance as of 6/30/16</b>		<b>\$4,087,471</b>
	<b>Local/Regional Funds</b>		<b>\$14,439,175</b>
1000	Property Tax Levied	\$14,439,175	
5310	Client Fees		
	<b>State Funds</b>		<b>\$2,500,000</b>
2250	MHDS Equalization	\$2,500,000	
2645	State Payment Program	\$0	
	<b>Federal Funds</b>		<b>\$6,777,900</b>
2344	Social services block grant	\$277,900	
2345	Medicaid	\$6,500,000	
	<b>Total Revenues</b>		<b>\$23,717,075</b>
	<b>Total Funds Available for FY17</b>	\$27,814,546	
	<b>FY17 Projected Regional Expenditures</b>	\$27,509,646	
	<b>Projected Accrual Fund Balance as of 6/30/17</b>	\$304,900	

**FY17 Levies**

County	2014 Est. Pop.	47.28 Per Capita Levy	Base Year Expenditure Levy	FY17 Max Levy	FY17 Actual Levy	Actual Levy Per Capita
Polk	451,677	\$ 21,355,289	\$ 14,439,175	\$ 14,439,175	\$ 14,439,175	\$ 31.97
<b>Region</b>	<b>451,677</b>	<b>\$ 21,355,289</b>	<b>\$ 14,439,175</b>	<b>\$ 14,439,175</b>	<b>\$ 14,439,175</b>	<b>\$ 31.97</b>

## **D. Financial Forecasting Measures**

Historical service utilization is the starting point for all financial projections. Throughout the year; PCHS staff and stakeholders identify unmet needs and areas for service development, which are incorporated into subsequent strategic plans and budgets. Strategic plan priorities are identified in the areas of system infrastructure, community living, employment, and treatment. Due to lack of funds, all strategic objectives have been eliminated.

## **E. Provider Reimbursement Provisions**

Polk County will contract with MHDS providers whose base of operation is in the region. Polk County may also honor contracts that other regions have with their local providers or may choose to contract with providers outside of the Region. A contract may not be required with providers that provide one-time or as needed services.

Over the past several years, Polk County has used its contracting capacity to implement a series of strategies for moving towards outcome-based payments. Polk County uses a mix of fee-for-service, fee-for-service with performance payments, and capitated case rates for most of its services. It provides block grants only for specific population based activities where billing by individual served is impossible or impracticable. Non-traditional provider contracts are used in instances when services are provided by individuals or families.

Polk County service contracts require that all providers meet all applicable licensure, accreditation or certification standards; however Polk County makes serious efforts to stimulate access to more natural supports in its service provider network. Successful attainment of positive outcomes, consumer and family satisfaction, and cost effectiveness measures are the most important factors in continued network participation.

PCHS has identified access points within the provider network to assist individuals or their representatives to apply for services. Individuals needing outpatient mental health services, inpatient mental health services or psychiatric medications may apply for services at one of the Community Mental Health Centers. For those who need long-term services, they may apply at any of the access points. They will meet with a Service Coordinator who will assist in accessing all local, state and federal benefits such as Medicaid, Iowa Health and Wellness, food stamps, Social Security benefits, General Assistance, housing assistance, etc. Service coordinators are SOAR trained to assist those who are homeless and needing to apply for Social Security benefits. An assessment is completed to determine which long-term coordination service is needed. A warm hand off takes place with the long-term coordination program, possibilities include Integrated Health Home, Community Based Care Management, Assertive Community Treatment teams, Integrated Services Agency and Long-term Service Coordination. The long-term coordination programs are responsible for ensuring that all needed services are obtained, regardless of funding source.

<b>Polk County Regional Network of Providers</b>	<b>Funded Programs in the Polk County Region</b>
Behavioral Technologies 2601 E. University Avenue Des Moines, IA 50317 Tele: (515) 283-9109	Supported Community Living Enclave Day Activity Program
Broadlawns Medical Center – BMC 1801 Hickman Road Des Moines, IA 50314 Tele: (515) 282-2200  BMC–Community Access Program 2300 Euclid Ave., Suite B Des Moines, IA 50310 Tele: (515) 282-6770 BMC–PATH 2300 Euclid Ave., Suite B Des Moines, IA 50310 Tele: (515) 282-6750	Adult Inpatient Psych Adult Outpatient Psych Adult Day Treatment Adolescent Day Treatment (FOCUS) Dual Diagnosis Services (mental illness and substance abuse) RCF/PMI Case Management Integrated Health Home – Intensive Care Coordination Service Coordination Supported Community Living Integrated Services Program
Candeo 9550 White Oak Lane Johnston, IA 50131 Tele: (515) 259-8110	Supported Community Living Supported Employment Employment Skills Training
Central Iowa Recovery 8401 Douglas Suite #1 Urbandale, Iowa 50322 Tele: (515) 832-9550	Intensive Psychiatric Rehabilitation
Child Guidance Center, a division of Orchard Place 808 5th Avenue Des Moines, IA 50309 Tele: (515) 244-2267	Outpatient Psychiatric Treatment Outreach
Children & Families of Iowa 1111 University Avenue Des Moines, IA 50314 Tele: (515) 288-1981	Representative Payee
ChildServe Box 707 Johnston, IA 50131 Tele: (515) 727-8750	Case Management Respite Supported Community Living In-Home Home Health Care Services Day Habilitation Services

Polk County Regional Network of Providers	Funded Programs in the Polk County Region
Christian Opportunity Center Box 345 Pella, IA 50219 Tele: (515) 628-1162	Supported Community Living
Community Support Advocates 6000 Aurora Avenue, Suite B Des Moines, Iowa 50322 Tele: (515) 883-1776	Integrated Services Project Case Management Integrated Health Home – Intensive Care Coordination Service Coordination
Crest 3015 Merle Hay Rd, Suite #6 Des Moines, IA 50310 Tele: (515) 331-1200	Supported Community Living
Des Moines Area Regional Transit 1100 DART Way Des Moines, IA 50309 Tele: (515) 283-8111	Transportation
Easter Seal Society 2920 30th Street Des Moines, IA 50310 Tele: (515) 274-1529	Integrated Services Program Case Management Supported Community Living Respite Adult Day Activity Employment Skills Training Supported Education Supported Employment
Eyerly-Ball Community Mental Health Services 1301 Center Street Des Moines, IA 50309 Tele: (515) 243-5181	Outpatient Psychiatric and In-Office Clinical Treatment & Evaluation Senior Outreach Counseling Mobile Crisis Team Crisis Observation Center Crisis Stabilization Center Mental Health Jail Diversion Integrated Health Home – Intensive Care Coordination Forensic Assertive Community Treatment RCF/PMI Service Coordination Supported Community Living
Golden Circle Behavioral Health 945 19th Street Des Moines, IA 50314 Tele: (515) 241-0982	Integrated Services Program
Goodwill Industries of Central Iowa 4900 NE 22nd Street Des Moines, IA 50313 Tele: (515) 265-5323	Supported Employment Adult Day Activity Work Activity Employment Skills Training

<b>Polk County Regional Network of Providers</b>	<b>Funded Programs in the Polk County Region</b>
Homestead 1625 Adventureland Drive, Suite B Altoona, IA 50009 Tele: (515) 967-4369	Supported Community Living Respite Work Activity
H.O.P.E. P.O. Box 13374 Des Moines, IA 50310 Tele: (515) 277-4673	Supported Community Living Supported Employment Respite
Link Associates 1452 29th Street West Des Moines, IA 50266 Tele: (515) 262-8888	Case Management Supported Community Living Respite RCF/ID Transportation Supported Employment Employment Skills Training Work Activity Adult Day Activity
Lutheran Services in Iowa Des Moines Service Office 3125 Cottage Grove Des Moines, IA 50311 Tele: (515) 274-4946	Respite Supported Community Living
Mainstream Living, Inc. 333 SW 9th Street Des Moines, IA 50309 Tele: (515) 243-8115	Supervised Living Apartments Supported Community Living RCF/PMI
Mosaic 11141 Aurora, Building 3 Urbandale, Iowa 50322 Tele: (515) 246-1840	Supported Community Living
Optimae LifeServices 602 East Grand Ave. Des Moines, IA 50309 Tele: (515) 283-1230	Supported Community Living Community Integration
Passageway 305 15th Street Des Moines, IA 50309-3407 Tele: (515) 243-6929	Psycho-social Clubhouse Supported Employment
Primary Health Care, Inc. 2353 SE 14th Street Des Moines, IA 50320 Tele: (515) 248-1400	Homeless Outreach Pharmacy

<b>Polk County Regional Network of Providers</b>	<b>Funded Programs in the Polk County Region</b>
Progress Industries 5518 NW 88th Street Johnston, IA 50131 Tele: (515) 557-1810	Supported Community Living
Stepping Stone Family Services 1308 8th Street Suite #5 West Des Moines, IA 50265 Tele: (515) 276-6338	Supported Community Living
Telligen 1776 West Lakes Parkway West Des Moines, IA 50266 Tele: (515) 223-2900	Inpatient Utilization Review
Timmins, Kroll & Jacobson, LLP 10550 New York Avenue Suite 200 Des Moines, IA 50322 Tele: (515) 270-8080	Rent Subsidy
Trans Iowa, L.C. 1550 E Army Post Road Des Moines, Iowa 50320 Tele: (515) 266-4500	Transportation
WesleyLife Community Services P. O. Box 7192 944 18th Street Des Moines, IA 50309-7192 Tele: (515) 288-3334	Homemaker Service Mobile Meals

## **F. Financial Eligibility Requirements**

Unless otherwise specified in law, Polk County is always the funder of last resort. Individuals will be expected to access any other funding streams for which they are eligible. Eligibility for county funding of other services depends on the individual's income (gross income is at or below 150% of the current Federal Poverty Guidelines) and resources (less than \$2,000 in countable value for a single-person household or \$3,000 in countable value for a multi-person household).

The financial resource eligibility criteria included in the Policy and Procedures Manual, which became effective July 1, 2014, are more restrictive than the criteria Polk County used prior to that date. Individuals who were eligible under the previous resource eligibility criteria will continue to be eligible as long as they meet those criteria. Polk County Health Services will consider granting director's exceptions to the financial resource eligibility criteria in effect July 1, 2014, on a case by case basis.