

Institute for Human Resources

Strategic Positions 2015

The mission of the Institute for Human Resources IHR is to provide a continuum of quality recovery based mental health and substance abuse services ranging from education and prevention through treatment and aftercare for residents of Livingston County.

Over the last three years IHR has managed to expand services and position ourselves to move forward with various programs. The changes in health care coverage to the non-insured have brought IHR new opportunities to serve more people in different treatment modalities.

General Agency

Program Planning

IHR continues to gather information from clients, family members, and other social service agencies. The IHR Board reviewed the 2012 Strategic Plan to summarize and prepare for the future direction of the agency. The Board would like to focus on three objectives. 1. Increase access to services. 2. Provide evidence based interventions. 3. Focus on producing positive outcomes for each service IHR offers.

Clinical Program

The Clinical Department has experienced the most growth over the last three years. The Livingston County Children's Network Grant has increased the community's knowledge about IHR's services. Another reason for our growth is IHR's improved collaboration with stakeholders in the medical field, schools, law enforcement, and other area providers.

Plan for Improvement:

1. Develop and maintain appropriate programs for the current behavioral health needs:

IHR will continue to offer more groups to serve more clients in various treatment modalities. As needs within the community arise the Clinical Department will continue to be flexible enough to find programs to specifically address current issues.

2. Increase collaboration with referral sources:

One of the areas that staff has focused on over the last two years is increasing our collaboration with not only family members but also referral sources such as physicians, businesses, schools, and law enforcement. As an agency we need to be aware of the importance of collaborating back to the referral source in order to help the referral source understand the issues of concern, prognosis, and treatment options. The communication tool used with area physicians has drastically improved our collaboration efforts in a meaningful way.

3. Develop and maintain procedures to measure outcomes for various programs:

IHR will use the Y-OQ measure for an outcome measuring tool. The Y-OQ is a parent/self-report questionnaire designed to measure symptom distress in 6 areas that are thought to be factors related to a myriad of problems that adolescents often struggle with.

4. Provide access with open assessment times to allow for an efficient start to treatment:

As prospective clients call in looking for immediate assistance it is important that we have available session openings to meet the clients' needs in a timely manner. The open assessment days and times serve to meet this need.

Psych Rehab Program

The Psych Rehab Program staff has remained stable with very little turnover. The program continues to screen new referrals. A shift in treatment has taken place with more attention to interventions in social settings within the community.

Plan for Improvement:

1. Maintain psychosocial groups within the community:

This program will return to more of a community-based service model. By using this model we will have the freedom to provide more services in the community that will be attractive and functional to the PSR clients. The interventions will focus on skill building in a variety of areas.

2. Increase recovery focused services to clients within the agency and the community:

IHR is certainly focused on a recovery based model, however in the PSR program it is especially important that we develop programs that follow a recovery based mindset.

3. Maintain meaningful outcome data to measure effectiveness:

IHR plans to measure the effectiveness of this program by reviewing the decrease in symptoms, the increase in overall coping skills, the increase in social skills, and a focus on recovery to allow clients to become more independent within the community.

Substance Abuse Program

The Substance Abuse Department remains fully staffed with no changes in the current programs. The department's strength is their close collaboration with referral sources.

Plan for Improvement:

1. Maintain staff's credential's to meet the State of Illinois standards:

The entire SA Staff has a CADAC (Certified Alcohol and Drug Counselor) certificate. We have three staff members able to complete DUI evaluations and other Secretary of State services. The program plans to attain MISA Certifications to further their ability to offer a holistic treatment approach.

2. Maintain procedures to measure program outcomes:

The SA Department maintains data to determine if their services are efficient and effective. At this time we measure effectiveness both during treatment and upon discharge from services. We will work towards measuring the recidivism rate to those clients who have been treated in the substance abuse program either through individual services, group services, or intensive outpatient services. We will also pay close attention to the teens that we serve. We will look to reduce the recidivism rate as they become adults.

3. Case Coordination with referral sources:

The SA Department has an excellent track record as it relates to collaborating with referral sources. It is our goal to expand this collaboration with not only family members but to court services, the judiciary, businesses, and law enforcement. It is important that we continue to educate the community as a whole to substance abuse issues and how IHR can treat the issues in a very efficient and effective way.

4. Maintain a role in the Intensive Drug Court Program:

The Substance Abuse Program has played an important part of being a treatment provider for the Livingston County Intensive Drug Probation Program. The Livingston County Court Services in conjunction with the Judiciary System have designed this program in order to explore various options for non-violent repeat offenders related to substance abuse. It is our goal to continue educating the stakeholders within the court system of our services and how these services can effectively treat their clientele. This would certainly provide the court system with viable treatment options to assist clients in the recovery process and reduce the recidivism rate.

Psychiatric Department

The Psychiatric Program has experienced the most change over the past three years. We have moved from two adult psychiatrists to one. We continue to have a child psychiatrist four times a month; three days via telemedicine and one day physically at the agency. The Nurse Practitioner is available five days a week and is the primary provider for psychiatric care at the agency.

Plan for Improvement:

1. Increase access for children and adults in need of further clinical assessments and medication management:

The process for making appropriate referrals will be tightened to confirm acuity and need. Clients that are stable will need to be referred back to the medical physicians in order to increase room for new referrals.

2. Increase collaboration with the medical physicians:

A communication tool has improved collaboration as clients moved through treatment. The communication tool will be useful as client's transition to a formal discharge summary.

3. Completion of Comprehensive Discharge Summaries:

The discharge summary will provide current diagnostic information, current status of the patient, and a list of current medications. A potential range of their medications will be included. The discharge summary will include recommendations and timely follow-up with IHR as needed.

Administrative/Clerical

The clerical staff's efforts play a major role in IHR's overall efficiency and even effectiveness to our services.

Plan for Improvement:

1. Maintain efficiencies with scheduling, billing, and accounts receivable:

The agency needs to maintain its businesslike format. Positive customer service will continue to be the expectation. The interaction with the client must be consistent, positive, and helpful.

IHR's billing mechanisms will be clear and transparent. We must show great patience as we try to collect fees from clients in order to be efficient and effective.

2. Continue to participate in all staff meetings in order to trouble shoot issues and generate solutions:

In the past few years we have included the clerical staff in at least two staff meetings per month. This has certainly helped with the overall communication within the agency. It is important that the clerical staff has an overall vision for the agency's goals and objectives.

3. The clerical staff can help by identifying and developing ways to assist staff in meeting their billable goals:

It is important for the clerical staff to find their role in helping the counselors maximize their billable time. This has been and continues to be a major shift in philosophy for IHR. We continue to look for different ways the clerical staff can do to minimize busywork for the counselors. The All Staff meetings have helped to clarify each of our roles. It provides an opportunity for us to support one another as the agency works towards providing the best possible service and receiving proper reimbursement for those services.

Safety Issues

IHR continues to conduct fire drills and tornado drills. As a staff we are trained on universal precautions. All accidents are recorded on an incident report. This report is then reviewed by the Safety Officer at the Executive Staff meetings held weekly. IHR has a nonviolent, non-physical policy with regards to interactions between staff and staff, staff and clients, and client and client. A physical restraint under any condition, even in emergencies, remains strictly prohibited.

Accomplishments

IHR has approached delivering services in different ways. We have developed opportunities to expand our access to our services. We started embedding counselors in the primary care offices by partnering with OSF Medical Group. IHR then moved forward with expanding counseling services to three separate school districts. IHR has been able to provide a counselor in four rural physician's office's covering Livingston County. The programs are funded through the local 708 Mental Health Board. The purpose is to expand access and maintain our coordination efforts regarding students and the community who may be experiencing mental health issues.

IHR has also been one of the lead agencies with the Livingston County Children's Network (LCCN) which is a grant provided by the Illinois Children's Healthcare Foundation. The LCCN have screened close to 10,000 children for social/emotional concerns and mental health concerns. The Children's Network has primarily four objectives: 1. Increase the capacity of system of care. 2. Increase accessibility of services. 3. Increase coordination of services. 4. Decrease rates of risky behaviors and frequency/severity of disorders.

Summary

IHR has successfully transitioned to a businesslike atmosphere. We have developed meaningful goals for staff and agency goals. The counselors will continue to work on their productivity expectations. Our strength continues to be our ability to be flexible and make adjustments when needed. IHR will continue to explore other funding avenues. We have been fortunate with the local funding through the 708 Mental Health Board. We will continue to position ourselves for opportunities to assist the medical field, schools, and business community.

Objectives:

1. Focus on providing access for mental health and substance abuse services to the community.
2. Focus on attaining positive outcomes to individual clients, groups and programs.
3. Care-coordination through improved collaboration with referral sources will help monitor progress and effectiveness.
4. Maintaining professional documentation standards for all services provided and use the data to show improved outcomes.

It is imperative to the future of this agency that the Executive Director and the Department Director's maintain recovery centered services to address IHR's goals and monitor the progress towards these goals on a regular basis. IHR will effectively communicate our positive outcomes as a marketing tool for ongoing services to the community. We need to continue to listen and pay attention to the current and ongoing needs of the community. IHR is well positioned to provide the solutions to a variety of issues and concerns identified by the community and various stakeholders.