

2020 IHR Annual Report



INSTITUTE FOR HUMAN RESOURCES
Counseling Services

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IHR Mission Statement

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

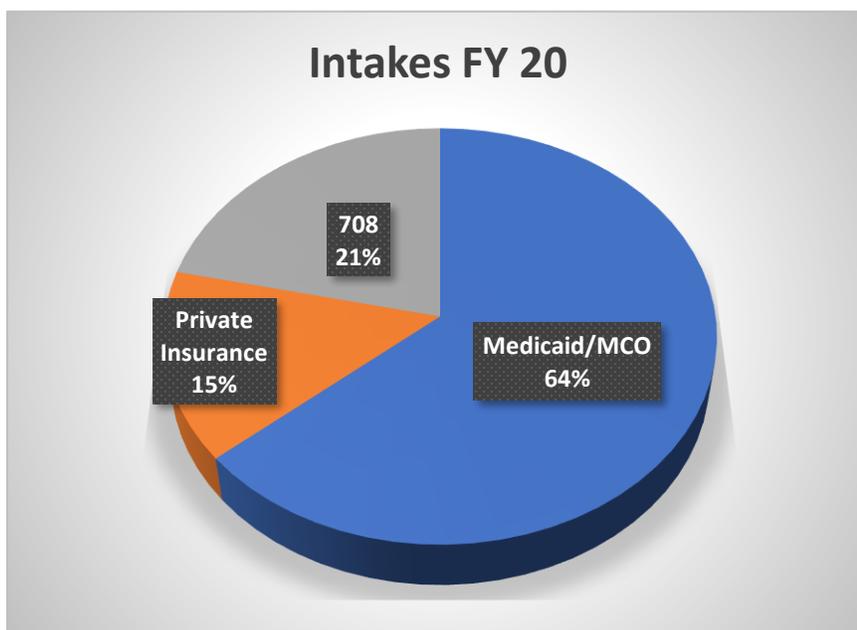
Clinical Department

Services the Clinical Program provide are based on evidence-based practices such as cognitive, behavioral, and solution focused modalities. The services provide direct interaction with clients using a client-centered approach focusing on reducing symptoms and increasing coping skills to restore and improve the client's quality-of-life.

Intake Services:

Over the past 2 years we have developed and hired an intake coordinator who manages all incoming referrals and intake calls. This has been a very successful approach and we continue to improve and expand it as we go. The intake coordinator tracks all referrals to our agency from various referral sources and from the clients who call in themselves. We receive referrals from local doctor offices, substance use, court/probation, various child welfare agencies, schools, jail, and other community partners. Most of the clients we serve reach out on their own to schedule their first appointment for a variety of services we provide.

- Medicaid/MCO – 464
- Private Insurance – 107
- 708 Purchase of Service Contract – 156



Total number of unduplicated clients served: 2,694.

In FY 20 we served 1,308 unduplicated females and 1,386 unduplicated males from a variety of payer and referral sources.

Crisis Contacts:

The Crisis Program is a 24/7 operation at IHR. We provide crisis services at the agency, at the emergency room, jail, schools, doctor offices, and in the home. Crisis services are available at the IHR number 815-844-6109. The crisis services can be provided face-to-face or by telephone in order to complete a formal crisis assessment.

Crisis: 664 total calls

- 418 face-to-face assessments completed
- 246 phone assessments completed

Hospitalizations: 54

- Adult Male: 29
- Adult Female: 25

Screening Assessment Support Services:

The core services in the SASS Program focus on screening and assessing children with complex mental health symptoms/issues that may require hospitalization and/or intensive outpatient services for up to 90 days.

SASS Screens: 97

- New SASS: 69
- Prior SASS: 28

Hospitalizations:

- Child Male: 9
- Child Female: 21

Number of SASS clients discharged from SASS services: 104

Number of SASS clients connected to psychiatric services: 36

Number of SASS clients connected to therapist after SASS ended: 53

Odara Assessments Completed:

The ODARA is an actuarial risk assessment that calculates how a perpetrator who has assaulted his/her partner ranks among similar perpetrators with respect to risk. It also calculates the likelihood that he/she will assault again in the future. The ODARA is known to be valid when predicting violence in marriage or common-law relationships (including any period of cohabitation), or former relationships of this nature.

Odara's Completed in FY 20:

- 4 Odara Assessments completed

Day Program:

IHR continues to run an adult day program at a variety of times during each week. Services in the psych rehab program are based on evidence-based practices and field recognized modalities of case management, psychosocial rehabilitation, and community support services. The Psych Rehab Department consists of adult clients who primarily reside in Livingston County. These clients often experience a severe and persistent mental illness. They have a long history of intensive treatment for their mental illness such as psychiatric hospitalizations, extensive case management needs, and psychiatric services. In this program, clients address their needs such as improving their overall level of functioning, symptom reduction and management, medication management, social/interpersonal issues, money management, and independent living skills.

- PSR served 75 clients in FY 20 and had 19 new clients screened and admitted. 19 clients were also closed in FY 20.

Moral Recognition Therapy Group: MRT

MRT is a widely accepted cognitive-behavioral approach that incorporates education, group and individual counseling with structured exercises designed to foster moral development.

The Criminal Justice MRT curriculum implemented at IHR addresses criminal thinking, co-occurring disorders, and substance use. It is 1 of 12 different evidence based MRT programs available. The group utilizes a workbook that includes 16 steps. Successful completion of group is achieved when 12 of the 16 steps are completed. The additional 4 steps are optional for a group member to complete upon MRT graduation. This is done on a self-paced basis after graduation for further goal achievement. On average, IHR group members graduate in 19 weeks.

- Participants -11
- Graduates - 6

Livingston County Jail Data:

IHR provides screening and formal assessments for inmates at the Livingston County Jail who are in crisis and/or who request to be seen. Inmates are screened when booked into the jail and this will identify offenders who need to have a follow-up assessment provided by IHR. We also treat offenders serving time in special management or in segregation. IHR helps explore discharge recommendations with offenders. IHR will often schedule a follow-up appointment with ongoing services at IHR. The primary purpose for the discharge recommendation is to minimize recidivism.

- 185 individual inmates treated with 355 total contacts
- 89 Livingston County inmates treated with 160 total contacts
- 96 Federal inmates treated with 195 total contacts
- 20 total groups held; 24 Livingston County inmates and 16 Federal inmates participated.

Psychiatric Data:

Psychiatric services are available to both adults and children who are experiencing symptoms related to a mental health concerns or substance use concerns. During the intake process the need for a referral to our psychiatric program is determined. Referrals are submitted and a psychiatric medication management appointment is scheduled. In the meantime, we assist clients in coordinating with their primary care physician and/or providing consultation to their physician in order to manage medications/needs in the meantime. We also have two nurses who manage a variety of tasks within the psychiatric department. We provide medication set-ups, administer injections, manage refills, manage phone calls, communicate with referrals sources/physicians, complete prior authorization requests for medication coverage, and assist our providers. This program also has a care coordinator to facilitate various tasks/duties.

- 158 psychiatric evaluations
- Dr. Puga met with 181 unduplicated clients
- Sherri met with 494 unduplicated clients
- 1,672 total contacts

83 clients were stabilized and referred to their primary care physician

DBT Group:

The Dialectical Behavior Therapy (DBT) Skills Training Group offered at IHR is a 12-week program that consists of four segments, or “modules:” mindfulness, distress tolerance, emotion regulation, and interpersonal effectiveness. Each module is covered for three 90-minute sessions, where group members learn skills in a semi-structured format; with instruction, handouts, group and instructor feedback, activities, role plays, and discussion. Homework is assigned for group members to practice weekly lessons/skills outside of sessions. Homework and skills practice are reviewed at the following group to establish and monitor both progress and mastery. The purpose of the DBT Skills Training Group is for adults (18+) to cope more effectively with, and gain further understanding of, their varying symptoms and presenting concerns. The group also serves to increase positive and effective communication with others.

- During Fiscal year 2020, 12 clients participated in the DBT Skills Training Group: four in the pilot group, and eight in the second round. Of the 12 total participants, eight completed the group successfully. One dropped due to incarceration, one dropped after the first session, and two participants dropped after several sessions (one due to transportation issues, and another due to difficulties comprehending material related to memory concerns).

Outreach Services:

To better serve the Livingston County community we have several therapists providing outreach therapy and other services at various locations. We spend times in schools, doctor offices, and boys' and girls' clubs. There was a total of 581 clients seen through outreach services in FY 20.

Flanagan OSF office: 51 clients seen with a total of 108.25 hours of therapy.

Fairbury OSF office: 67 clients seen with a total of 149.75 hours of therapy.

Cullom outreach: 19 clients seen with a total of 89 hours of therapy.

Prairie Central District: 109 students seen with a total of 211.5 hours of therapy.

Pontiac High School: 47 students seen with a total of 108.25 hours of therapy.

Regional Alternative School: 77 students seen with a total of 100.25 hours of therapy.

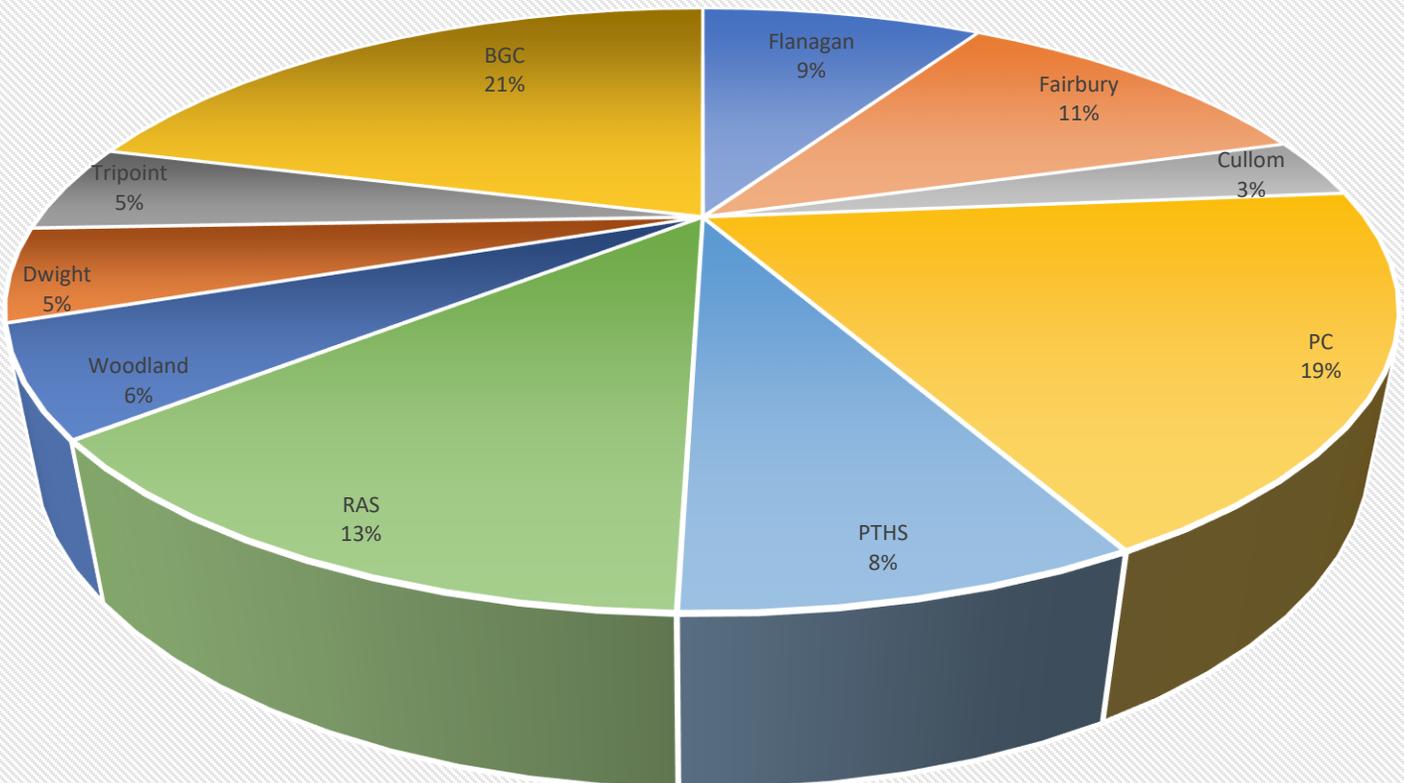
Woodland High School: 33 students seen with a total of 89.5 hours of therapy.

Dwight High School: 29 students seen with a total of 93 hours of therapy.

Tripoint High School: 28 students seen with a total of 65.25 hours of therapy.

Boys and Girls Club: 121 hours of therapy completed.

Percentage of total number of clients served by Outreach Services



Testimonials

“Coming to IHR has really helped me” – Anthony

“Brandon is a great asset”

“Very pleased and very satisfied” – Francis

“Juliet is wonderful”

“Caring compassionate counselors and friendly staff” – Amber

“Very helpful and friendly and great for the community”

“Very well ran and very helpful. I think very highly of IHR” -Starla

“Everyone is amazing!”

“Carrie is phenomenal!” -Jessica

“I had an improved sense of well-being and liked my counselor at IHR”

“I have thoroughly enjoyed my experience” – Norma

“They are great and easy to work with”

“I am being helped so much; I am very grateful” – Diana

99% of clients stated that the staff at IHR is courteous and helpful

97% of clients report an improved sense of well-being since coming to IHR

93% of clients state that getting scheduled for an appointment with IHR is a smooth and easy process

99% of clients stated that they would recommend others to come to IHR

Year-end re-cap

- We re-worked and updated opening forms – long and short
- Started working with Illinois Health Practice Alliance– completing documents they require, reaching out to client post-hospitalization, reaching out to clients who have been identified as having needs in our area, participating in conference calls, etc.
- Updated, reviewed, and put in place contracts we have with agencies/schools/etc. We provide services at OSF in Pontiac, Regional Alternative school, Boys and Girls Club in Pontiac and Fairbury, several area schools and doctor offices.
- 1st quarter we implemented Carrie being the day-time crisis supervisor; we will continue to alternate per quarter night/week supervisor duties between Jessica and Carrie. We provide back-up and support to each other as needed.
- Continuing to build successful partnership and collaborations with community agencies and those we work closely with.
- We are tracking successful discharges and implemented the DSM- 5 cross-cutting scale to better monitor needs, symptoms, improvements, well-being, etc. This is given every 6 months. We continue to track intakes and referrals and several other goal/targets.
- New intake coordinator started March 9th, 2020. We expanded this position to include business analyst/marketing.
- In February, the secretaries started scheduling for Sherri Bowald, APN.
- Updated IHR training binder
- Started card project for all crisis clients
- Hired a full-time therapist in the 4th quarter to start on August 3rd.
- Two new ISU interns started in May
- A new Family Support coordinator started on June 1st, 2020

Substance Use Department

Prevention Program

In FY20, 2,895 youth and members of Livingston County received some type of drug prevention education either through state approved curriculum such as Project Alert, Botvin's Life Skills, or special programming such as Operation Snowflurry, Operation Snowflake, Generation Rx, a communication campaign, a Drug Take Back event, or National Prevention Week activities.

Youth Prevention Education:

Dwight Grade School, Pontiac Jr. High School, Prairie Central Jr. High School, Odell Grade School, and Flanagan Jr. High School all took part in providing evidence-based youth substance use prevention curriculum to their students. Dwight Grade School is in their fourth year of implementing Botvin's Life skills, so all 6th, 7th and 8th grade students received lessons from this curriculum again this year. Pontiac Jr. High school uses Botvin's Life Skills for 6th, 7th, and 8th grade students. Prairie Central Jr. High School uses Project Alert for its 7th and 8th grade students. Odell Grade School uses Botvin's Life Skills for their 6th, 7th, and 8th grade students. Finally, Flanagan Jr. High School used Project Alert for its 7th grade students and were scheduled to use it for their 8th grade students as well. Due to the COVID-19 pandemic, Illinois Governor Pritzker mandated that school buildings be closed from March 17th through the end of the school year. Because of this shutdown, the 4th rotation of Prairie Central 7th graders and the 8th graders at Flanagan Junior High were unable to receive their Project Alert lessons. Odell Grade School 8th graders were unable to receive their final lesson of Botvin's Life skills, but they did receive the 4 previous lessons for a total of 4/5 lessons completed. At Pontiac Junior High, the 6th grade students received half of their lessons (8/16) in person during the first semester rotation and then received their second half of the lessons (8/16) via electronic remote learning lessons created by the Prevention Specialist with advisement and direction from the Botvin's Life skills development team. All other lessons were completed in their entirety with an additional opioid lesson included for the core level of curricula (Botvin's Life Skills 6th grade lessons and Project Alert's 7th grade lessons).

Communication Campaigns:

Throughout the year, IHR's SUD Prevention facilitated a communication campaign at Pontiac Junior High School which facilitates learning for approximately 379 students. Posters, banners, and other material were distributed to each student at the school. The focus of the campaign is decreasing alcohol use and abuse in underage persons. Additionally, there was a prescription drug media campaign held throughout this fiscal year. IHR Counseling Services had material visible and available for patrons to take as needed with information on safe use, storage, and disposal of prescription medications. This campaign was also promoted via the IHR Counseling Services Facebook page during the week of June 15-19, 2020. We reached an average of 496 people with these posts throughout the week.

Illinois Youth Survey (IYS):

IHR continues to pursue and engage with stakeholders in the community to encourage school participation in the Illinois Youth Survey. The SUD Prevention Specialist and Department Director continue to hold meetings with principals and other advocates for the schools in the county to implement the survey to better understand and serve Livingston County. This year was an administration year for the IYS. We had 9 out of the 12 applicable schools in our county registered to survey their students. Dwight High School,

Pontiac Junior High School, Tri-Point Junior High School, Tri-Point High School, Woodland Junior High School, and Woodland High School were all able to survey their students prior to the mandatory March 17th school shut-down. Unfortunately, Prairie Central Junior High School, Prairie Central High School, and Saunemin Elementary School were registered to survey their students but were unable to due to COVID-19 mandates. This was disappointing to these schools, but we are hopeful that in 2022, when the survey is administered again, all these schools and more will be willing to administer to their students again.

Livingston County Operation Snowball Chapter:

Livingston County's Operation Snowflurry was held on October 19, 2019 from 8:30am-Noon at the Pontiac Boys & Girls Club. We had a very successful Snowflurry event this year! This event was open to any Livingston County 4th or 5th grader. Last year's Snowflurry welcomed 39 participants, but this year we had 48 in attendance! We will continue to strive for more and more youth to participate in this awesome event. There were 26 high school student volunteer leaders from Pontiac Township High School, Prairie Central High School, Dwight Township High School, Flanagan High School, & Woodland High School leading the morning's activities. There were also 2 returning young adult college age staff, 6 junior high age helpers, and 8 adults helping to facilitate the morning's events.

Livingston County's Operation Snowflake for 6th, 7th, and 8th graders was scheduled to be held on April 4th, 2020 at Prairie Central Upper Elementary in Forrest, IL. However, due to COVID-19, we had to cancel the in-person event. Instead, the Prevention Specialist worked with the high school staff members involved in the program via Zoom chats & Facebook Lives to create a week-long virtual event on Facebook from April 1-7, 2020. With input and help from about 7 high school staff members from 5 of the high schools in the county, we were able to make graphics and videos that touched on some important topics that the teens wanted to cover with the junior high students in person. On average, our Facebook posts reached about 377 people.

Overall, Livingston County's Operation Snowball had a total of 47 high school students attend at least one meeting to prepare and plan for the various activities and events that we facilitate to promote healthy, drug-free lives for the youth in Livingston County.

My Generation Rx:

The Generation Rx prevention program took place for the second consecutive year at Prairie Central Junior High School on March 10 and March 11, 2020. Due to the now 8th graders having received these important prescription opioid prevention sessions last year as 7th graders, the program was only presented to the current 7th graders this year. Throughout the two presentation days, Teresa Diemer, SUD Department Director and Christine McMillion, Substance Use Preventionist engaged and served 89 students both presentations, with an additional 25 students receiving just one of the two presentations.

We also added Pontiac Junior High School students to those that would receive the engaging Generation Rx sessions this fiscal year. Because this was the first year being at Pontiac, all students in the school (6th, 7th, and 8th graders) were served with the prescription opioid prevention curriculum of the program on January 14 and January 22, 2020. During those two days, 278 of the students received both sessions, while another 89 students engaged in at least one of the sessions.

Drug Take Back:

On October 26, 2019, IHR's Prevention Specialist promoted and worked in conjunction with the Pontiac Township High School's P2D2 program to facilitate a Drug Take Back event outside the local Walmart. Walmart Pharmacy also provided representatives from their team & materials to help promote responsible and safe medication practices. The Livingston County Sheriff's Department was also in attendance to legally possess and safely dispose of unwanted/unused medications from the public. Additional information regarding the safe medication practices were available as well.

National Prevention Week:

IHR Substance Use Prevention Specialist created posts for social media and held a virtual event for National Prevention Week, posting on Facebook, from May 11 through May 15, 2020. Each day of the week had a dress up and topical theme to the day and we posted information and resources for the community based on the schedule of topics to cover from SAMHSA. We also used the #PreventionHappensHere each day to again coincide with efforts from SAMHSA.

Resource Directory:

IHR SU Prevention Specialist and SUD Department Director reached out to the Livingston County Probation Department Director to help in updating the Livingston County Social Services Resource Directory. This directory has not been updated since 2017-2018 and many of the contents are out of date. The Prevention Specialist has been reaching out to agencies and organizations throughout the county and surrounding areas to make much needed updates to the directory. This will be ongoing and will continue to be updated as needed with hopefully a printing of the directory next fiscal year.

The prevention portion of this report was completed by Christine McMillion, Substance Prevention Specialist.

Program Development — Progress this year

Late fiscal year, we received notification that we were approved for the SOR grant. This grant helps us provide more services at the jail and to cover the costs of the Vivitrol injection. Rebecca Hinshaw was hired and trained to fulfill this portion of our program. Rebecca saw 12 individuals at the jail. 4 were approved. 1 is still receiving the Vivitrol injection through IHR. One moved out of state to continue the program, one is still in treatment with us, but has discontinued the injection and the other became pregnant and discontinued the injection.

Stats for Services

- 256 assessments were started (4 of them had Prevention provided by an IHR Prevention Specialist in their school)
- Of those admitted into Outpatient or Intensive Outpatient Treatment or Early Intervention:
 - 101 were successfully discharged.
 - 84 were unsuccessfully discharged (incarceration, did not return, inpatient, moved)
- Of the remaining:
 - 17 no treatment was recommended
 - 24 individuals did not return to complete their assessment
 - 2 declined services recommended
 - The remaining clients were still in assessment or treatment when the new fiscal year began.

58 Pre/Post tests were given to a random selection of clients that were in EI, OP or IOP. The following is an average percentage of Pre/Post Tests submitted to clients in the different treatment and intervention services (Program Evaluation Chapter 6, 6.9):

	Pre-Tests	Post Tests
Teen EI:	97	98
Teen OP:	N/A	N/A
Adult EI:	56	100
Adult OP:	80	90
IOP:	93	100

38 DUI evaluations were conducted. The most significant substances used before or during these arrests: Alcohol, Nicotine, Marijuana, Benzodiazepines, Heroin. 6 were classified as Minimal Risk, 5 for Moderate risk, 13 for Significant Risk and 14 for High Risk.

36 individuals attended Risk Education Classes. The average pretest score was 68 and the average post test score was 94.

22 DUI Secretary of State Updates/Continuing Care Status Reports were conducted

964 contacts were made with Out-Reach/Community Intervention

49 SA Crises

4 Investigative Report and/or Investigative Report Update were conducted

Drug Screens: 239 screens were conducted this year.

Vivitrol Updates: There were a total of 20 clients on the Vivitrol at the end of the fiscal year.

Drug Court: 5 individuals were on Drug Court at the end of this fiscal year. 4 females and 1 male. The male is currently pending a Petition to Revoke Probation and most likely will be terminated from Drug Court. One female is set to graduate in September. One is in Phase 5, another in Phase 4 and the other in Phase 3.

FY 2020 Summary for Client Satisfaction Questionnaire

**For IHR Substance Use Program Treatment Services
(Program Satisfaction Chapter 6, 6.8)**

Clients were asked to fill out this survey after successful discharge from treatment:

1. Did you get the kind of service you wanted?

52 - Yes, definitely 10 - Yes, generally 0 - No, not really 0 - No, definitely not

2. If a friend needed similar help, would you recommend our program to him/her?

53 - Yes, definitely 8 - Yes, generally 1 - No, not really 0 - No, definitely not

3. Have the services you received helped you to deal more effectively with your problems?

55 - Yes, they helped a great deal 7 - Yes, they helped somewhat 1 - No, they really did not help 0 - No, they seemed to make things worse

4. In general, how satisfied are you with the service you have received?

56 - Very satisfied 6 - Mostly satisfied 0 - Indifferent or mildly dissatisfied 0 - Quite dissatisfied

5. If you were to seek help again, would you come back to our program?

58 - Yes, definitely 3 - Yes, I think so 1 - No, I do not think so 0 - No, definitely not

6. Do you feel like the staff was professional, and treated you in a professional manner?

57 - Yes, definitely 2 - Yes, generally 0 - No, not really 0 - No, definitely not

Comments/Testimonials:

- “There was one session (class) where there was only 2 of us that had showed up. Instead of speaking about recovery or what the class should have been about we just talked about pointless things. It was a waste of time and it stressed me out instead of helping me. But overall class and individual counseling has been a huge help for me.” (Allison)
- “Great staff, very helpful, very eye-opening experience” – Nick (Allison)
- “Coming to class has helped me learn new things about myself and ways to deal with my addiction better.” – Rebecca (Brooke)
- “Very nice and easy to do, help with my problems without being difficult” – Darius (Brooke)
- “I think the DUI and addicts should be in different classes and some new movies might help” – Dean (Brooke)
- “Groups suck!! 😊” – Amanda (Brooke)
- “Brooke was very professional in treating me and helping me through my substance abuse problems. I would recommend Brooke to any of my friends seeking help.” – Alex (Brooke)
- “I liked it. I liked the people activities” – Bobby (Brooke)
- “Very helpful and cheerful” (Brooke)
- “It’s mind over matter. Be honest with yourself. I always thought I need to get f***ed or high to cope with reality but in the long run I just did not know how to cope with my emotions. I’ve learned that if you stay true to yourself instead of being a follower be a leader life’s too short chose how you want to live it.” – Craig (Kevin)
- “Kevin is an amazing counselor; he helped me get through my recommended treatments. He is great and I would recommend him to others.” – Stephanie (Kevin)
- “Excellent service. Very knowledgeable and helpful.” – Shelly (Kevin)
- “Kevin was a great counselor. The fact that he’s been through similar situations as I made it really easy to talk to and relate to him.” – Lannie (Kevin)
- “Kevin was awesome! He does a very good job at being helpful and he’s very understanding.” – Kaylee (Kevin)
- “Kevin is an awesome professional person. Felt very comfortable with talking with him about everyday life. Runs groups very well and profession about his work.” – Michael (Kevin)
- “Teresa Diemer is the more amazing counselor I’ve ever known.” – Sarah G. (Teresa)
- “Definitely recommend Teresa. She is caring and definitely invested in her clients. 😊” – Sarah (Teresa)
- “To be clear: #1 better than expected. #2 individual groups were the most important parts. #3 better than expected. #4 if I were to need help again, I would consider that a failure. And because of treatment I will not fail.” – Brie (unknown)
- “The staff were professional and kind. Give everyone a chance to speak their minds and to help them better their selves.” – Tom (unknown)

FY 2020 Summary for Client Satisfaction Questionnaire

**For IHR Substance Use Program Risk Education
(Teresa & Allison – Leaders)**

Clients were asked to fill out this survey after successful completion of Risk Ed:

1. Did you get the kind of service you wanted?

22 - Yes, definitely 5 - Yes, generally 0 - No, not really 0 - No, not

2. If a friend needed similar help, would you recommend our program to him/her?

23 - Yes, definitely 3 - Yes, generally 1 - No, not really 0 - No, definitely not

3. Have the services you received helped you to deal more effectively with your problems?

21 - Yes, they helped a great deal 6 - Yes, they helped somewhat 0 - No, they really did not help 0 - No, they seemed to make things worse

4. In general, how satisfied are you with the service you have received?

23 - Very satisfied 4 - Mostly satisfied 0 - Indifferent or mildly dissatisfied 0 - Quite Dissatisfied

5. If you were to seek help again, would you come back to our program?

22 - Yes, definitely 5 - Yes, I think so 0 - No, I do not think so 0 - No, definitely not

6. Do you feel like the staff was professional, and treated you in a professional manner?

24 - Yes, definitely 3 - Yes, generally 0 - No, not really 0 - No, definitely not

Comments from Client Satisfaction Questionnaire (Risk Ed):

- “I actually learned quite a bit about how alcohol effects the body.” (Teresa)
- “Information helpful and surprising.” – Dean (Teresa)
- “Very respectful, honest, understanding. All around great people in my opinion.” – Carl (Teresa)
- “Teresa is awesome.” – Eric (Teresa)
- “Very informative and great teacher.” – Nick (Teresa)
- “Teresa is extremely knowledgeable and considerate. I had some issues with another counselor because I felt they were not talking to me.” (Teresa)
- In regard to COVID: “I think it’s excellent how IHR took care of this. Teresa was excellent and did a great job.” – Ed (Teresa)
- During COVID: “I liked it over the phone as I don’t like to be around people. The material was easy to understand.” (Teresa)
- During COVID: “Mind opening. Facts I did not know makes me have better judgement. Overall, I liked this; I had more accountability and had to set time to do this. 10/10 for this.” (Teresa)
- During COVID: “It was easy to do by myself due to COVID. I was excited to get it done. I learned a lot.” (Teresa)
- During COVID: “1 on 1—more accomplished in a shorter amount of time. More efficient than coming to group. Been helpful.” – Richard (Allison)
- “I would like to see some changes made in how IHR conducts their services. I am aware that RE is a state curriculum, but there were distractions in group like side conversations and cell phones. I would like to deepen the look into why we are in group and not stay surface level. I feel that some people were glamorizing their use and multiple DUIs. I also feel that it was hard to relate to other members in treatment groups because their use history is more extensive than mine. I would suggest having separate groups for people with alcohol/DUI issues and people with drug issues.” – Rob (unknown)

FY 2020 Summary for Self-Check Following Counseling

146 follow up letters were sent and 24 were returned or clients followed up due to the letter (35%). 3 were “return to sender not deliverable as addressed, unable to forward”

Letters are sent out 3 and 6 months after successful discharge from treatment. They also include a self-addressed stamped envelope for return.

Of the returned follow-up letters, the following status was reported by the client (some clients did not answer all the questions):

- 21 reported the problem that brought them into counseling is better. (1 reported both that the problem is better & that it is about the same)
- 2 reported the problem that brought them into counseling is about the same. (1 reported both that the problem is better & that it is about the same)
- 17 reported that since counseling they have maintained uninterrupted abstinence since last counseling session.
- 20 reported they were doing well and have no need for an appointment.
- 3 advised they would like to make an appointment.

Comments from Self-Check following counseling:

- “Brooke-Hi! If I can still get financial help, I would like to see you regarding depression.” – Tracey (Brooke)
- “In late February 2020 I did smoke weed only once. But weed not an illegal substance now.” – Christina (Brooke)
- “13 months and counting.” – Dean (Brooke)
- “Merry Christmas! I am doing extremely well! God Bless! Have a wonderful holiday! I do miss our conversations!” – Kim (Teresa)

Program Development — Looking ahead

- We will continue to build our MAT RE-Entry program with the jail with our SOR grant.
- Preparing for any other 2060 changes
- Allison is training on DUI updates and Investigative Reports. Brooke will attend the DUI training in October. She has been sitting in on DUI evaluations and Risk Education classes.
- Becca will assist in the prevention program while working toward her CADC.
- Christine has decided she would like to also sit for her CADC. She has already begun training.

Overall Observations from FY 2020

Kevin graduated in August of 2019. He sat for the LSW in late winter and received his LSW in March. Brooke completed her master's degree in December of 2019. She sat for her LPC in April of 2019 and received her LPC in March of this year.

Allison attended the SUPR DUI training in September. She is now comfortable completing DUI evaluations and Risk Education classes. Brooke is scheduled to take the DUI class in October of this calendar year.

We continue to have strong relationships with probation, parole, and the judges. This writer attends drug court staffing's and hearings weekly as well.

Chelsey Erickson continues to be a great asset to our department. She can complete her work with minimal assistance. Chelsey is firm yet respectful with our clientele. She continues to assist staff as needed with billing questions, scheduling or any other need that arises.

COVID -19: In March prior to this quarter when the shelter in place began, staff immediately began working from home. They worked close if not their normal work schedule (Kevin worked over his hours many weeks) by talking to clients over the phone, working on paperwork from home and attending staff meetings and supervisions via Zoom and Facetime. This continued through April. In May staff was asked to come in one day a week. In June staff came back into the office full time and clients were seen individually in person. Groups were done virtually beginning in May. Clients received group work via email or mail and then they would discuss the work with their primary counselor/therapist. Around the beginning of June, we implemented conference calling for groups for a few weeks. On June 22nd, we allowed groups to return.

SUPR approved over \$2000 for us to buy supplies due to COVID. We ordered cameras, a larger TV, headsets, and cleaning supplies. They asked us to use this money to prepare for future shut down needs as well as other needs we may see in the future. Though these items will help us work more from the office, asking the clients to talk over the phone and other activities proved to be detrimental to their recovery. Many of the clients disconnected due to being uncomfortable with this way of treatment. Some of them did not have access to a computer or have minutes on their phones. We are aware that 6 clients relapsed specifically due to the "Shelter in Place".

The prevention grant was affected the most during the shutdown as schools closed and went virtual during this time. Many of the schools had a difficult time just getting their core classes in and did not want the prevention classes. Christine altered and provided work from her evidence-based material to Pontiac Junior High School as noted in her report. Snowflake was also cancelled and her and her teen staff worked hard to turn this event into a 7-day virtual event. This was posted on our Operation Snowball Facebook and Instagram pages as well as the IHR Facebook page. Another part of her grant she was able to finish was one of her communication campaigns. This was also completed virtually through the IHR Facebook page and she then shared the info for her followers through the Snowball page.

Brooke was asked by her doctor to stay home due to COVID 19 in mid-May and then began her maternity leave in June. We had already transferred her clients prior to this so the transition went smoothly. Brooke will return in August. Becca took on additional groups to allow Allison to see more clients individually so we would not have to go to a waiting list. Allison also helped with Risk Education. Christine helped with taking on some administrative duties so this writer could also see more clients.

The last quarter plus March has been challenging to say the least. We learned a lot of what works and what does not, and we all grew through this experience. This writer is more than proud of all that we accomplished together with all the barriers and restraints we have had during this time yet doing the best we could to meet the clients' needs. This department was appreciative of the Executive Director allowing us to work through this time, to be paid our regular salaries and the flexibility that was allowed with our schedules

The biggest challenge the department will be facing at the end of FY 21 or possibly the beginning of FY 22, is being displaced. The county is building a new health department and plan the destruction of our current location. Our new department/offices will not be built until after the Health & Education building is demolished, due to limited entrances for disabled clients. The department in coordination with the Executive Director and IHR Board will take time to investigate other locations for the interim so we can continue to meet our clients' needs.

Mediation Department

Mediation Clients

Mediation is a process facilitating communication & negotiation with parents to reach a formal parenting plan with shared parenting time with their children.

Total # of parents involved with mediation services: 57

Joint Sessions Completed: 22

Agreements Achieved: 15

Non-Agreements: 7

Joint sessions remaining in progress: 6

Executive Summary

A review of some of IHR's accomplishments over the last year. We continued to focus on recovery-based treatment to address the mental health/substance use needs of the community and monitor the progress towards these goals. IHR continues to position itself for new opportunities with various stakeholders including the medical field, court services, jail system, schools, and business community. IHR's strength is our ability to be flexible and explore other funding avenues to increase revenue to meet the community needs. We have maintained a proper work force this past year, despite the issues surrounding the pandemic. IHR increased its overall educational and marketing efforts within the pandemic parameters. IHR developed and implemented various outcome measures to address the quality of services for each program and intervention provided. IHR maintained strong case coordination with our referral sources and worked harder to make sure referrals understood the process and treatment direction. This step helped close the gap with the recommendations we provided. Overall, we not only survived, but we also met the challenges facing our community with record number of referrals to the agency since the beginning of April 2020.

IHR provided over 31,000 hours of direct services and treated over 3,000 clients.

**Joe Vaughan
Executive Director**