

Institute for Human Resources

Performance Report

Fiscal Year 2021

Agency Mission Statement

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

In the last few years IHR has approached the delivery of services in different ways. IHR was able to treat over 2,600 clients in FY20. We have developed opportunities to expand access with the application of telehealth services.

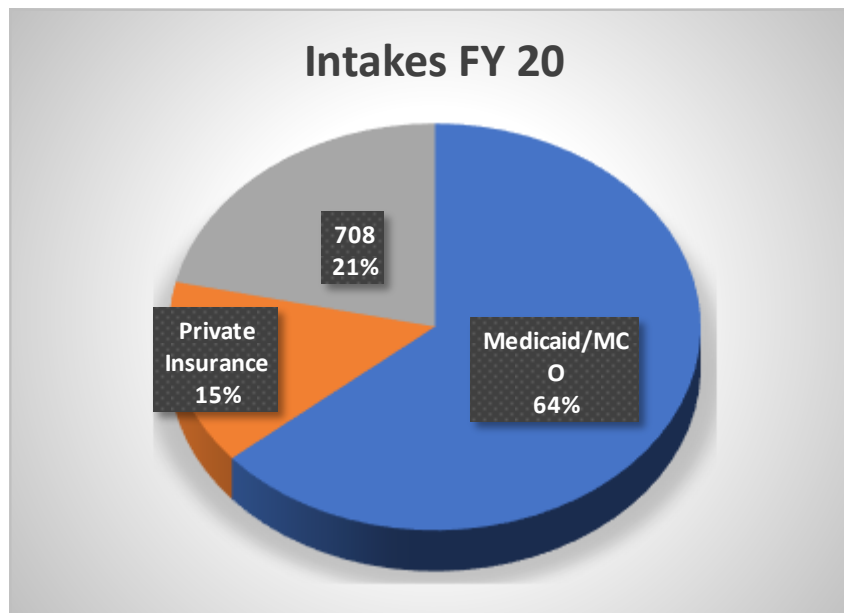
Clinical Department:

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. The typical services for the Clinical Department consist of counseling for children and adults. The common treatment areas for the Clinical Department relate to anxiety, depression, phobias, marital difficulties, family conflicts, children and adolescent behavior problems, school related issues, child abuse and spousal abuse, juvenile delinquency, and grief issues.

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 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.

IHR Satisfaction Survey: (115) Total Surveys

1. IHR staff is courteous and helpful
 - a. Disagree Strongly - 0
 - b. Disagree - 1
 - c. Neutral - 2
 - d. Agree - 30
 - e. Strongly Agree – 82

2. Overall, I feel an improved sense of well-being since coming to IHR
 - a. Disagree Strongly -0
 - b. Disagree -3
 - c. Neutral - 5
 - d. Agree - 39
 - e. Strongly Agree – 68

3. My counselor is a good listener and provides me with tools/ideas for self-improvement
 - a. Disagree Strongly - 1
 - b. Disagree - 1
 - c. Neutral - 1
 - d. Agree - 28
 - e. Strongly Agree – 84

4. I am comfortable with my counselor
 - a. Disagree Strongly - 0
 - b. Disagree - 2
 - c. Neutral - 2
 - d. Agree - 25
 - e. Strongly Agree -86

5. My counselor is typically on time for my appointments
 - a. Disagree Strongly - 0
 - b. Disagree - 1
 - c. Neutral - 1
 - d. Agree - 32
 - e. Strongly Agree – 81

6. I feel as if the services I have received have helped me
 - a. Disagree Strongly - 0
 - b. Disagree - 1
 - c. Neutral - 7
 - d. Agree - 38
 - e. Strongly Agree – 69

7. IHR waiting room and counselor offices are clean and neat
 - a. Disagree Strongly - 0
 - b. Disagree - 1
 - c. Neutral - 5
 - d. Agree - 39
 - e. Strongly Agree – 70

8. Getting scheduled for an appointment with IHR is/was smooth and easy
 - a. Disagree Strongly - 2
 - b. Disagree - 5
 - c. Neutral - 6
 - d. Agree - 38
 - e. Strongly Agree – 64

9. Overall, I am satisfied with my experience at IHR
 - a. Disagree Strongly - 0
 - b. Disagree - 1
 - c. Neutral - 3
 - d. Agree - 39
 - e. Strongly Agree – 72

10. I would recommend others to come to IHR
 - a. Disagree Strongly - 0
 - b. Disagree - 1
 - c. Neutral - 5
 - d. Agree - 34
 - e. Strongly Agree – 75

11. My confidentiality is protected at IHR
 - a. Disagree Strongly - 0
 - b. Disagree - 0
 - c. Neutral - 7
 - d. Agree - 28
 - e. Strongly Agree - 80

Community 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.

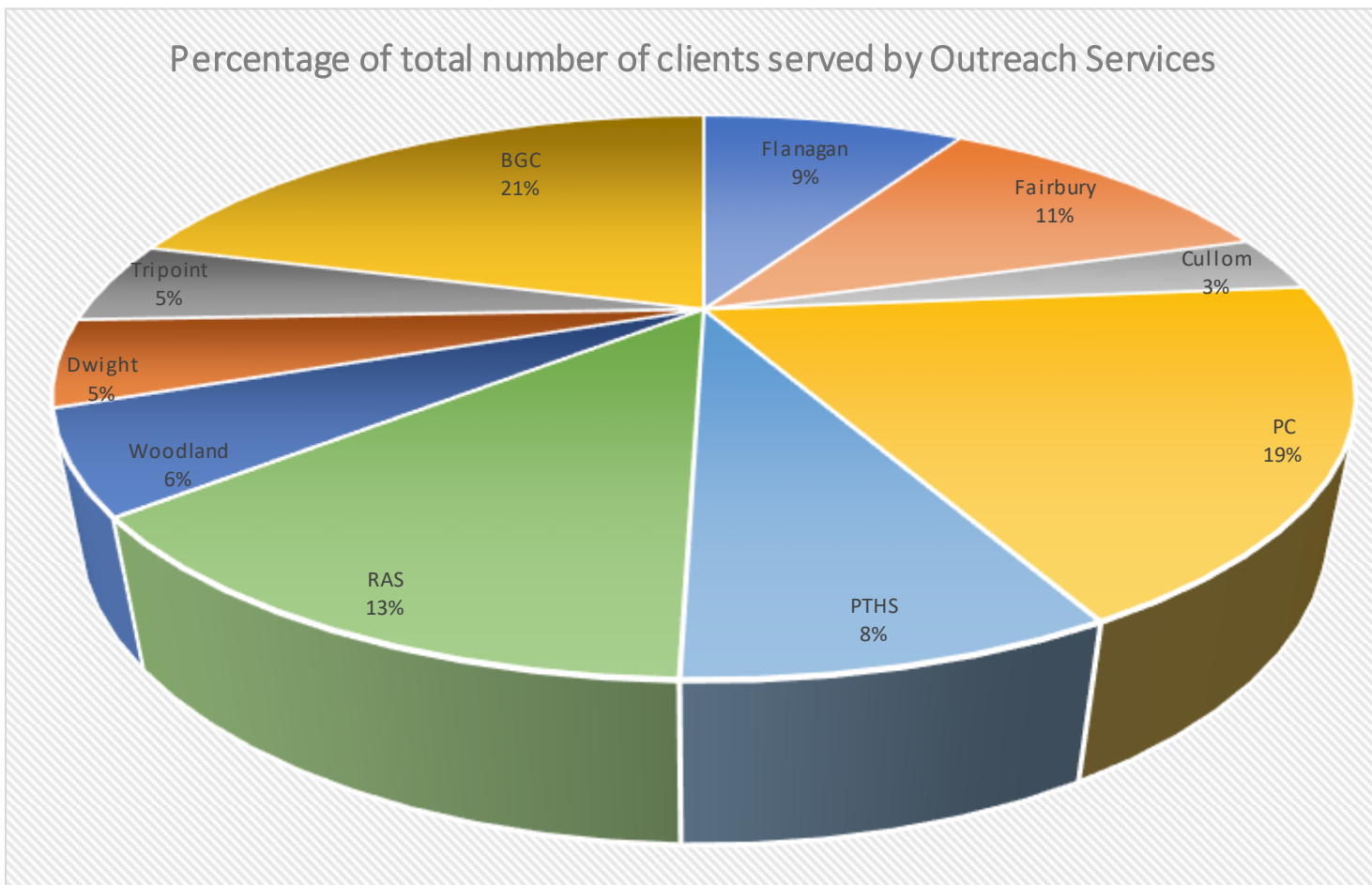
Regional Alternative School: 77 students seen with a total of 100.25 hours of therapy.

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.



Substance Use Department:

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)**
 - **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 Early Intervention, Outpatient, or Intensive Outpatient. 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.

964 contacts were made with Out-Reach/Community Intervention

Drug Screens: 239 screens were conducted this year.

Vivitrol Updates: There were a total of 20 clients on 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.

Survey Results

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 somewhat 7 - Yes, they helped did not help 1 - No, they really to make things worse 0 - No, they

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

Psych Rehab Department:

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 FY20 and had 19 new clients screened and admitted. 19 clients were also closed in FY20.

Psychiatric Department:

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 Bowald met with 494 unduplicated clients
- 1,672 total psychiatric contacts
- 83 clients were stabilized and referred to their primary care physician

Crisis Program:

Crisis Contacts:

The Crisis Program is a 24/7 operation at IHR. We provide crisis services at the agency, in 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

Overall Agency Operations

Business Improvement Outcomes:

Financial:

As an agency we continue to look for various funding opportunities. The ongoing decrease from State funding has caused us to depend on other funding streams. IHR returned to full staff status in each department as of June 2020. IHR continues to use the CIS system (Custom Information System) which helps us complete a service note for each billable activity.

Health and Safety:

IHR has an excellent safety committee that continues to meet quarterly to address health and safety issues within the agency. IHR recognizes that it is important to provide a safe and healthy environment, which benefits both staff and clients. The Safety Committee is ultimately responsible for providing this environment for all persons who enter IHR. To accomplish this, two mechanisms are utilized: 1) inspections by persons or organizations external to the agency; and 2) internally generated culture of safety awareness, supported by training and inspections. The IHR staff is required to report unsafe conditions which occur in our facility, or which clients may have brought to their attention.

Services:

IHR provides a great deal of client centered services to the community. We have expanded our outreach to the community to increase access. IHR will continue to develop outcome measures to help determine the effectiveness of our treatment. We plan to monitor recidivism rates with specific programs. The gathering of this data will help us show our program's effectiveness. IHR will work toward increasing the community and stakeholder's awareness of our services through increased marketing efforts. The use of our data will remain a key factor in articulating our outcomes to the community.

Facilities:

In March 2021, IHR was able to start the process of securing a facility within the Pontiac city limits. IHR plans to move to a new facility in Pontiac located at 920 W. Custer Avenue. This move was brought on by the need to either build on to our current facility or find another facility to house the entire staff.

Administration:

IHR's Board of Directors continues to consist of eight members.

The members represent various communities within Livingston County such as, Pontiac, Odell, Fairbury, Dwight, and Long Point. The current IHR Board has a diverse background which helps IHR stay current in a variety of areas. The Board's backgrounds consist of the Chamber of Commerce, law-enforcement, the education sector, industry, medical, and farming backgrounds.

Risk Management:

IHR has a risk management plan designed to protect the health, safety, and security of clients, staff members, visitors, and volunteers while promoting our mission of safeguarding its assets. The risk management activities during the year include regular test of the emergency drills and discussion of all safety issues. The agency bylaws and the personal policies are reviewed by the Board annually. The Executive Staff participate in an annual legal seminar held by IHR's legal consultant Barbara Weiner. The purpose of this annual training is to help reduce or eliminate any potential lawsuits and keep the agency current with all legal issues within the field. The Staff take part in an ongoing training to address their competency in various areas.

Staff Turnover:

IHR continues to work hard to retain qualified staff, address employee issues, and minimize staff turnover which can be disruptive to the agency's overall operation. In the last few years, the staff turnover at IHR has been minimal. IHR developed a system change with a structured Orientation and the implementation of a training manual. The increased focus on improved training and quality supervision has led to increased retention of professional staff.

Executive Summary

IHR continues 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 2,600 clients.

Joe Vaughan
Executive Director