

# **IHR Counseling Services**

## **2021 Strategic Plan Outline**

### **Mission Statement**

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

### **Clinical Program**

Plan for Improvement: Through June 2024

1. The Clinical Program will continue to grow and improve intake services and engagement to decrease no show rates and wait times for appointments.
2. Implement new program requirements for the State of Illinois crisis grant, continue to follow-up with all clients experiencing a crisis, and improve staff's willingness to cover crisis shifts.
3. Expand services at Livingston County Jail, as well as pursue revenue sources in this area.
4. Expand SASS services and billing opportunities and reduce re-hospitalizations and recidivism rates in the program.
5. Develop and implement more measurable outcomes to all treatment modalities.
6. Expand training and education for our clinical staff and provide more administrative support.
7. Continue to track successful discharges, effectiveness of treatment, improve client engagement and readiness for therapy, and monitor fails/no shows to further analyze trends.
8. Expand MRT program, collaboration with court services/probation, and implement fitness restoration program.

## **Psych Rehab Program**

Plan for Improvement: Through June 2024

1. Expand efforts regarding engagement with clientele that are experiencing a mental health issue.
2. Return to the implementation of psychosocial groups within a community setting.
3. Increase and measure overall competency with skill building interventions to increase independent living skills.
4. Measure overall effectiveness of the Psych Rehab Program.
5. Explore providing more PSR services in the evening and weekends.
6. Develop and implement a formal support system for PSR families.

## **Substance Use Program**

Plan for Improvement: Through June 2024

1. Prepare for SUPR Rule 2060 changes.
2. Continue to work with the 3 staff members working towards the completion of the CADC process.
3. Develop and implement more recovery aftercare programming for clients in the recovery process.
4. Develop victim impact panels and expand presentations in conjunction with Court Services regarding recovery stories.
5. Continue case coordination and measure IHR's effectiveness with other providers and other community stakeholders.

## **Psychiatric Department**

Plan for Improvement: Through June 2024

1. Increase and maintain accessibility with a full time APN.
2. Continue case coordination with medical physicians including ongoing educational efforts.
3. Increase the completion of formal discharge summaries with clients returning to their medical physician.
4. Increase efforts regarding medication compliance with clients served in the Psychiatric Program.
5. Further utilize long acting injectables to improve medication compliance with clients served. Continue to educate and assist all clients with medication compliance and training.

## **Prevention**

Plan for Improvement: Through June 2024

1. Continue to address drug & alcohol prevention programs in the schools including opioid addiction.
2. Continue to offer and implement Operation Snowball events such as Operation Snowflurry and Operation Snowflake to Livingston County students.
3. Increase the marketing efforts to attract more youth to IHR's Prevention Program.
4. Expand educational efforts regarding various Drug Take Back Programs.

## **Community Services**

Plan for Improvement:

1. Identify and implement services within a community setting to increase engagement and access to services June 30, 2022
2. Seek out opportunities for services within a school setting to expand access to school aged children June 30, 2022.
3. Increase presentations in the community to increase awareness and reduce stigma June 30, 2024.
4. Provide the community with a questionnaire and satisfaction survey to review IHR services June 30, 2024.

## **Administrative/Clerical**

Plan for Improvement: Through June 2024

1. Continue to cross train clerical staff as a way to improve overall efficiencies with scheduling, billing, and accounts receivables.
2. Implement clerical staffing's to improve communication and coordinate accounts receivable efficiencies.
3. Implement texting for client reminders to minimize no show rates.
4. Increase overall knowledge of billing sources and proper billing codes.
5. Continue to find ways to help the counselors become more efficient.

## **Technology**

Plan for Improvement:

1. Develop and implement an updated questionnaire to determine the specific needs of programs and staff by June 30, 2022.
2. Provide technology updates to staff on a more consistent basis through June 2024.

## **Marketing**

Plan for Improvement:

1. Develop and implement a marketing and public education strategy and format by June 30, 2022.
2. Structure a more consistent awards reception on an annual basis by December 30, 2022.
3. Develop and maintain a more robust relationship with Business Connections and explore more marketing opportunities through June 30, 2024.
4. Maintain an ongoing review of IHR brochures, updating them as needed, and consulting with other community providers for input. Ongoing reviews through June 30, 2024.
5. Provide presentations on IHR services, including the community forum on WJEZ. Maintain ongoing presentations with various community providers through June 30, 2024.

## **Finance and Business**

Plan for Improvement:

1. IHR will develop and implement a system to promote staff growth and retention within the agency through June 30, 2024.
2. Maintain a robust orientation process with ongoing review and competency training for staff through June 30, 2024.
3. Maintain membership with the Community Behavioral Health Association through June 30, 2024.
4. Review and analysis every program to measure the program's financial stability through June 30, 2024.
5. Complete the financing of the 920 W. Custer Ave. building within 5 years and work towards replenishing the Capital Account through June 30, 2024.

## **Risk Management**

Plan for Improvement: Through June 30, 2024

1. IHR staff will continue to take part in the annual CARF trainings.
2. IHR staff will complete an annual fraud, waste, and abuse training.

## **2021 Strategic Plan Summary**

As an agency our strength is our ability to be flexible and adjust as needed. IHR will continue to explore other funding avenues to increase revenue in order meet the needs of the community. IHR will continue to implement a robust orientation and training program including an Orientation Training Manual to retain staff. The Training Manual will address proper expectations and competency in all areas. IHR will focus on maintaining a consistent workforce with a competitive salary structure and supportive supervision. IHR will increase its overall educational and marketing efforts with presentations in the community. IHR will develop and implement mechanisms to collect data for each program to measure outcomes. IHR will maintain a strong case coordination with all IHR referrals. The purpose is to close the gap with IHR's recommendations. (explaining the Why) The case coordination will also serve to maintain accountability to IHR's outcomes. IHR will maintain professional documentation to meet the standards of best practices. IHR will routinely measure competency and compliance with staff. IHR will develop and implement various ways to address the quality of services for each program and intervention provided. IHR will continue to work within the Covid 19 guidelines. IHR will modify for social distancing and provide appropriate workstations for staff and clients. IHR will maintain a mindset on teambuilding and focus on the agency as one team working together for some common goals.

Joe Vaughan  
Executive Director  
June 30, 2021