

PERFORMANCE EVALUATION REPORT

FY24

July 2023 - June 2024

Mission Statement

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

Programs and Services

Mental Health Program

The services the Mental Health Program provides 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. The Mental Health Program services focus on reducing symptoms and increasing coping skills in order to restore and improve the client's quality-of-life.

Snapshot

of Intakes: 474

of successful discharges: 148

Psychosocial Rehab 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.

Snapshot

PSR served: 75 clients

15 new referrals admitted

5 successful discharges

Substance Use Program

This program has outpatient levels of I, II and Interim Care as well as Early Intervention for those without a diagnosis and that still need assistance. Aftercare groups and sessions are available once an individual completes any such level of care. Secretary of State driver's license services are also available at IHR through DUI Evaluations, DUI Risk Education classes, Investigative Reports, Victim Impact Panels and license reinstatement updates and denial letter responses. Medication Assisted Recovery is also available at IHR through our Vivitrol program, other medications may be added into our program in the future. We continue to partner with the jail for Vivitrol referrals as well as other treatment services back to IHR or other locations depending upon where the individual lives. Every individual who is assessed or evaluated in our program is screened for any potential Gambling Disorder as required by the State of Illinois. Such individuals identified as high risk for this disorder will be referred to a certified gambling treatment program. This program is something the department is also looking to expand in the next year. The program also provides feedback and ongoing support to the Livingston County Drug Court Team and its participants.

Snapshot

Assessments: 235

Admission to the program: 128

Positive Discharges: 93

Psychiatric Program

Psychiatric services are available to both adults and children who are experiencing symptoms related to mental health 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. We also have two nurses and a psychiatric care coordinator 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.

Snapshot

Psychiatric Evaluations: 278

Medical Director Evaluations Dr. Puga: 45

Psychiatric Nurse Practitioner Evaluations, Bri Flori: 233

Number of discharges back to General Practitioner: 55

Outreach Program

To better serve the Livingston County community we have several therapists providing outreach therapy and counseling services at various locations. We are able to provide counseling in schools and physician offices around the county.

Snapshot

A total of 591 duplicated client contacts, up from 506 clients last year

Crisis Program

The Crisis Program is a 24/7 operation at IHR. We provide crisis service 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.

Snapshot

Number of contacts: 477

Number of hospitalizations: 28

SASS Screens: 145 up from 116

SASS hospitalizations: 29 & SASS deflections: 116

SASS Program

The core services for the SASS Program (screening, assessment, and support services) 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. On average we serve up to 50 SASS clients per month. SASS clients are often linked to one of our providers for medication management if needed and once SASS services have ended clients have the opportunity to be connected with an in-house therapist to continue counseling. SASS clients are most often seen on a weekly basis at the agency, in their homes, in the community, or at school.

Snapshot

SASS Screens: 145

Hospitalizations: 29

Deflected: 116

MRT Program

MRT (Moral Recognition Therapy) program follows a 26-session model that aims to change thought processes and decision making associated with addiction and criminal behavior.

Snapshot

Clients Screened for MRT services: 67 up from 51 last year

MRT Graduates: 11

Agency Operations

Health and Safety:

Ongoing safety training was developed & implemented.

Live fire drills

Live tornado drills

Fire extinguisher drills

Snapshot

Incident Report document updated

31 Incident reports reviewed

Risk management:

Ongoing processes to evaluate potential risk to personnel, programs and campus.

Snapshot

Ongoing criminal background checks

Safety Training/emergency procedures

Employee orientation process

Performance appraisal process

Quality and Systems:

QA/UR (Quality Assurance & Utilization Review) committee, discuss that we have added both the safety officer, corporate compliance officer and ombudsman to the QA committee.

We have various committees throughout the agency such as the social committee, outreach committee, policy & procedure committee.

Our CIS program provides accurate billing.

Snapshot

CARF Accreditation

Bureau of Accreditation, Licensure and Certification

Substance Use Prevention & Recovery

Livingston County Mental Health Board

Marketing: The development and implementation of a community outreach committee to increase our marketing

Snapshot

Multiple outreach events

Increased IHR presence at county & state-wide coalition meetings

Continued & increased presence on social media

Ongoing updating of website

Human Resources:

Staff orientation has improved with the addition to a handbook.
Competency is tested throughout the orientation process.

Snapshot

6 orientations

Employment Trends:

IHR continues to address staff retention efforts.

Insite Survey through Ledgestone to further determine staff needs.

Snapshot

4 resignations

1 termination

1 death

Facility:

Updates to our building such as plumbing, carpeting, and general upkeep.

In 2022, we hired a maintenance worker to assist us in our building upkeep and safety compliance.

Snapshot

Updated Carpet

Updated front office with flooring & cabinets

Addressed parking lot drainage

Ongoing inspections

Finances:

IHR continues to offer competitive salaries.

IHR building will be paid off in January 2025.

We continue to fund our capital account.

We continue to develop and implement new technology for the advancement of both the clients and the staff.

Snapshot

FY24 \$3,022,807

FY23 \$2,757,195

FY22 \$2,490,172

FY21 \$2,404,568

FY20 \$2,315,395

Summary and Conclusions

- Monthly meeting at Prairie Horizon apartments to focus on increased activities/events.
- Increased focus on client satisfaction and review of positive outcomes.
- Implemented medication monitoring drug testing for clients meeting with Bri/APN.
- Incorporated and ongoing cancellation list for those clients who wish to get in to see the APN/psychiatrist sooner if needed.
- Continued tracking the total number of clients treated by APN and psychiatrist to monitor client satisfaction and referrals back to primary care physicians as needed.
- Development and implementation of a DUI Victim Impact Panel hosted by IHR in conjunction with Livingston County Court Services four times a year.
- Received a \$25,000 donation from Streator Onized Credit Union for IHR's building fund drive.
- IHR received the Chamber of Commerce Business of the Year Award 2024.
- Updated the Social Service Resource Directory in coordination with Livingston County Court Services.
- May 4, 2024, IHR hosted a 5-K event in Fairbury to address Overdose Awareness & Recovery efforts.
- May 14, 2024 marked IHR's 50th Anniversary.
- Paul Garcia Productions provided a 50th Anniversary Video highlighting IHR's history and services.
- IHR participated in numerous outreach and engagement activities throughout the community.
- Completed an all staff Insite Survey through Ledgestone to further determine what factors help with staff retention.
- Developed and implemented a Substance Use family support group that meets on Thursday evenings and/or Saturday mornings.
- Implementation of a enhanced engagement efforts to improve no-show rates.
- Started a Dialectical Behavioral Therapy (DBT) group for adults. Added another Moral Recognition Therapy (MRT) group on Monday mornings in addition to our existing MRT group already held on Tuesday evenings.
- Partnered with Pathways, a State of Illinois initiative to offer more services and resources to children and families.
- Development and implementation of a Special Initiatives Program to assist the agency with community engagement with stakeholders concerning performance management.
- Increase of the availability of DUI services.