

## Provider Identification and Organization Information Form

**Provider Name: Innovative Services, Inc. (ISI)**

### Contract Administration

Contact name/position: Marsha Burkland/Controller

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### Operational/Program Communication

Contact name/position: Stephanie Switalski/Regional Administrator Fox Valley

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**Liability Insurance:** Yes   
No

**Auto Insurance:** Yes   
No

**Employees are subject to criminal background checks** Yes   
(according to caregiver background check statutes) No

**Organizational Overview (i.e. organizational/individual mission, history, scope, etc):** Innovative Services, Inc. provides community-based youth services to approximately 125 young people (ages 4-21) diagnosed with Autism, Developmental Disabilities, Severe Emotional disturbances, Mental Health Disorders, and Behavioral Challenges in six counties in northeast Wisconsin, and in La Crosse County. Their organizational mission is to seek creative alternatives to improve individual quality of life in least restrictive settings while providing cost-effective options for funders. ISI has demonstrated success in working with young individuals who have multiple challenges and offers individualized crisis intervention services, which includes in-home or in-community assistance for de-escalation and finding alternatives to crisis calls and more restrictive placements.

**Service area, plans for expansion (counties/tribes served, willingness to reach out to counties outside current service area or any plans for expansion):** ISI currently has locations in Appleton, Green Bay, Waupaca, Luxemburg, and La Crosse. They are interested in providing services to other counties within the region.

**\*Organizational Structure (for agencies/organizations—incorporation status, governance):** Innovative Services, Inc. is a not-for-profit 501(c)(3), overseen by a Board of Directors representing a geographical and professional diversity that greatly benefits the directional leadership of the company.

**Agency/Individual Philosophy (Your agency or individual philosophy, practice framework and values):**

My Innovative Services, Inc. has identified and lives by organizational values which are the driving force behind the services and actions of the organization: Helping Others—We are honored and privileged to serve people. We do this because we like helping others. We appreciate the personal experiences and rewards received from what we do. Empathy—We care about each other, the people we serve, our customers, our vendors and our communities. We appreciate that every one of us faces challenges in our daily lives and are willing to listen and help each other in any way we can. Adaptability—We recognize each person is unique and the services they need are diverse. The dreams and desires of the people we serve are the focal point of all we do and we adapt our approaches and techniques accordingly. Development of natural and community supports are encouraged. Willing to teach—We want our employees to be successful. We recognize our employees' strengths and seek opportunities to maximize their personal enrichment through training and advancement. Employees are trained in recovery motivated interventions, evidence based practices and trauma informed care. Accountability—We take our work seriously and are accountable for our responsibilities and actions. We don't make excuses. Instead, we learn from our experiences to continuously improve our services and organization. Deliver beyond expectations—We set high standards and then work to exceed them. We constantly challenge what can be done because we believe both our employees and the people we serve have endless possibilities to be successful. We make things possible regardless of the situation. Commitment—We rise to the occasion. Our support is unconditional in that we serve people regardless of their needs, for as long as supports are needed. We are dedicated to finding ways to reduce and eliminate the need for crisis services, restrictive placements, and the recurrence of traumatic encounters with the "system."

**Services to be provided:** 1) Mobile crisis response for supports-in-place to sustain current placement. Locations to include the general community, consumer's homes, foster and respite placements, residential facilities and schools to provide extra support to the client and caregivers for any amount of time. 2) Short-term day stabilization services at our service facilities in Green Bay, Luxemburg, Appleton, Waupaca, and La Crosse. ISI does not provide residential facilities for youth, but can provide awake diversion at our facilities any hour of the day. Transportation would be provided by caregivers or by ISI as predetermined. 3) Participation in a collaborative teaming approach—developing, supporting and sustaining individualized support teams for an individual, which includes use of any of our services. 4) Training and supporting current caregivers in behavioral and de-escalation interventions. 5) Scheduled youth services in the community of in our facilities that proactively teach emotional regulation, behavioral controls, daily structure and independent living skills to avoid/minimize crisis services altogether. 6) Innovative Services is also open to development of residential or other resources to fill gaps in service delivery and support ongoing team processes.

**Quality assurance and outcome measures (Please discuss any outcome measures or quality assurance or improvement measures you utilize, if applicable):**

Outcome measures include program, employee, and individual consumer measures. There is an internal Quality Assurance department which regularly reviews all outcomes, improvement, and safety processes at each ISI program. In addition to employee progress reviews, programs reviews include admission and discharge monitoring, retention of services, growth of services, incident and accident reporting, staff recruitment/retention/training. QA includes satisfaction surveys and ongoing conversations with consumers, families, care givers and funders. Crisis program outcome measures include incidents of crisis phone use, hospitalization and crisis intervention at onset of services and at later point, as well as the outcome of the crisis intervention.

**Please describe your familiarity with and expertise in crisis prevention and intervention services:**

Innovative Services, Inc. currently operates under the DHS 34 regulations in multiple programs. ISI is contracted to provide adult residential crisis stabilization through our Waupaca and Green Bay programming, which the associated counties bill to Medicaid. ISI also facilitates mobile crisis services to youth in Waupaca, Green Bay, Appleton and La Crosse. Staff are provided orientation and continuing training to meet DHS 34 requirements. Currently clinical supervision for crisis services is provided by the contracting counties.