



Intensive Residential Services

Presenter: Stephanie Millard,
Director of Mental Health Services

First Resources Corp.
"A RESOURCE FOR THE COMMUNITY"

www.firstresources.us | 641-682-8114

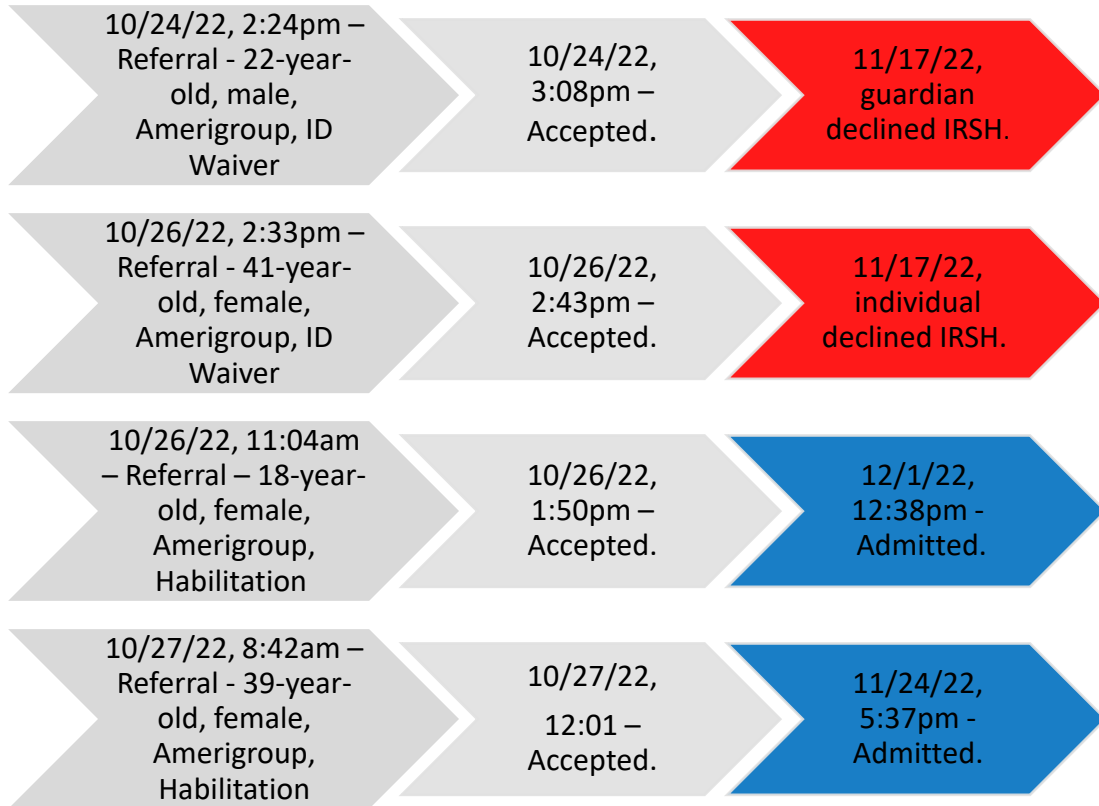


First Resources Corp. Intensive Residential Service Home Burlington, IA

Established 10/17/22 at 7:01pm

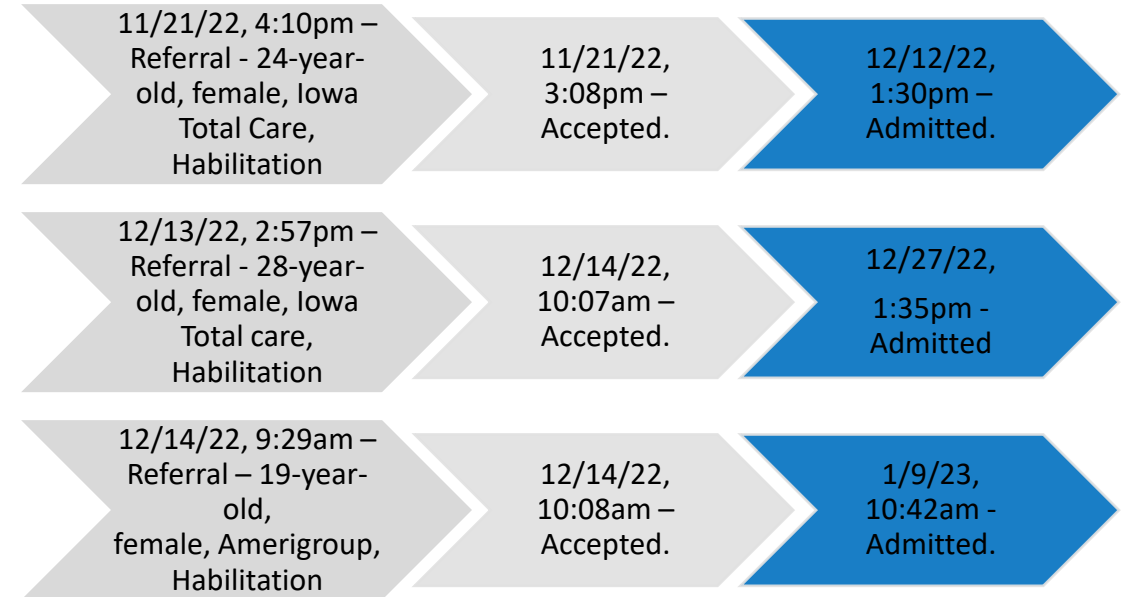
1st Timeline – 4 openings

10/17/22, 7:01pm – 10/27/22, 1:12pm

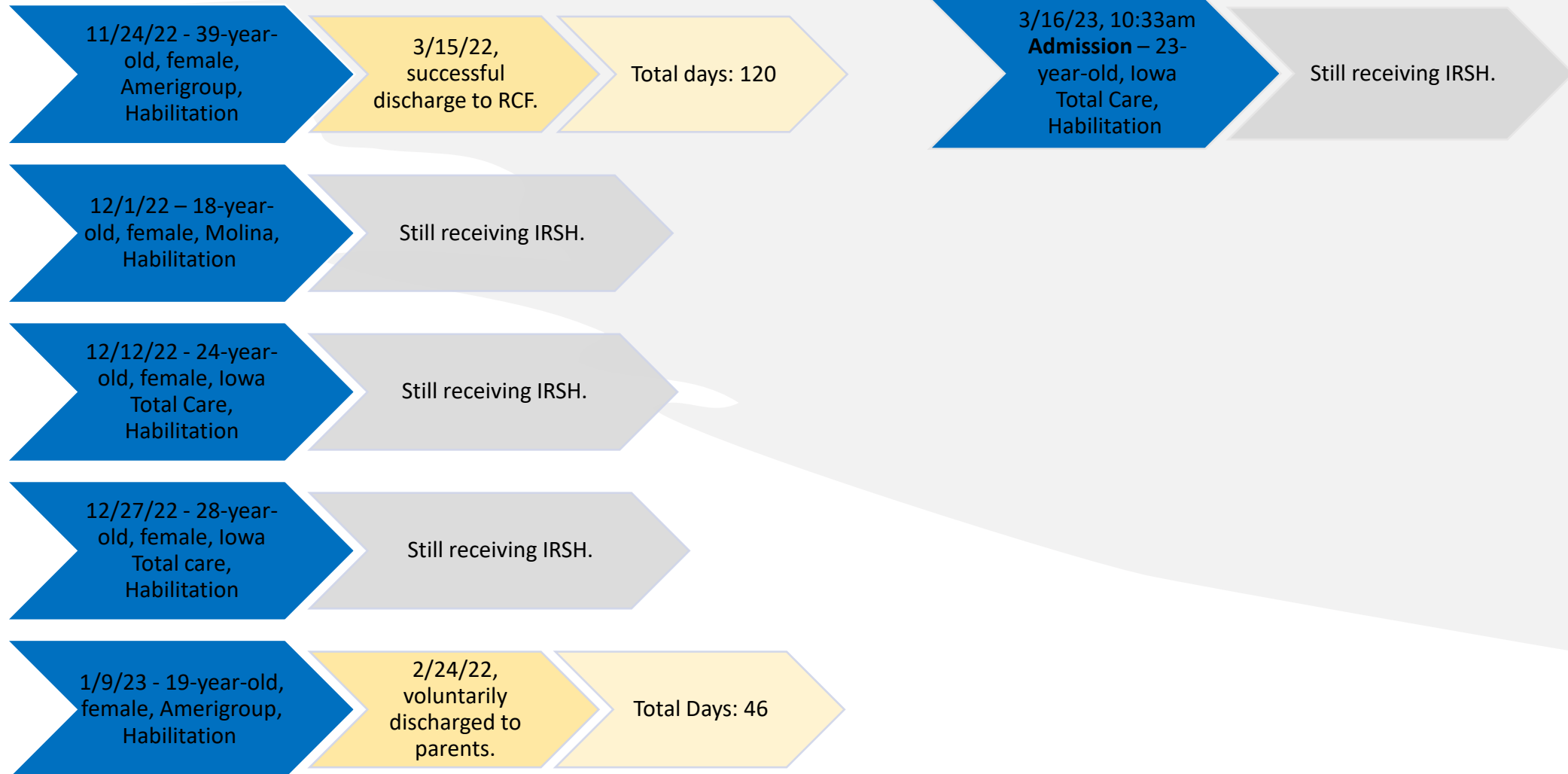


2nd Timeline – 3 openings (5th bed approved)

11/21/22, 10:00am – 12/14/22, 10:08am



Admission Overview



Admission Data

Location prior to IRSH:

- Hospital: 3
- Family Home: 2
- Facility: 1

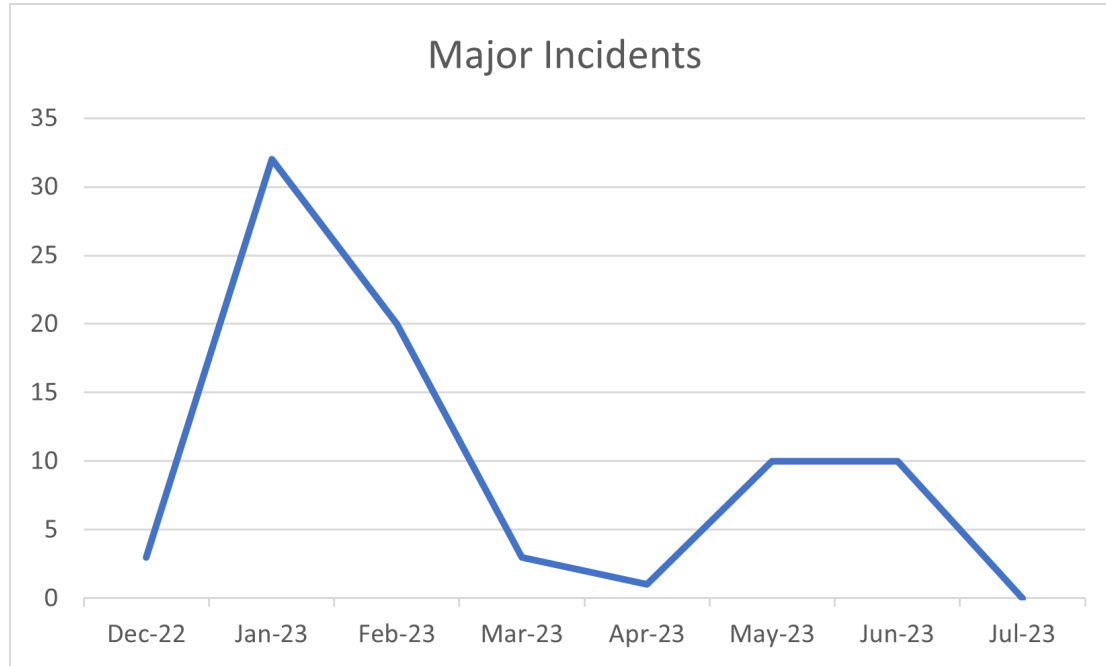
MHDS Home Regions:

- Heart of Iowa: 1
- CICS: 2
- SEIL: 2
- Polk: 1

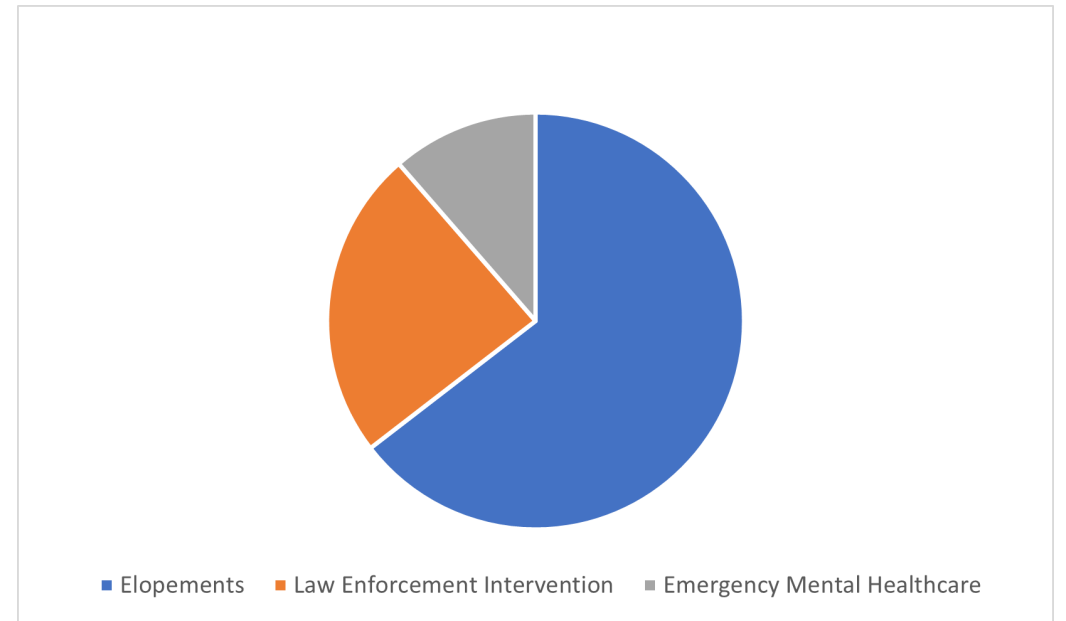
Primary Diagnosis:

- Schizoaffective disorder: 3
- Bipolar disorder: 2
- Intellectual Disability: 1

Major Incident Data

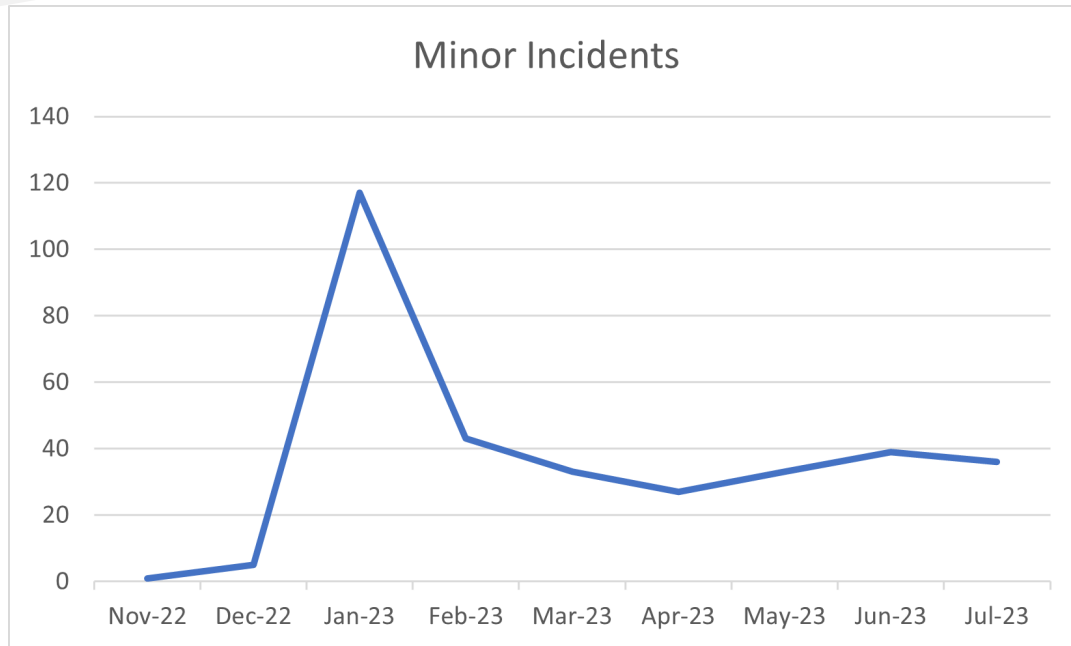


November 2022: 0
December 2022: 3
January 2023: 32
February 2023: 20
March 2023: 3
April 2023: 1
May 2023: 10
June 2023: 10
July 2023: 0



Note: 2 individuals were hospitalized upon admission in December 2022.

Minor Incident Data



November 2022: 1

December 2022: 7

January 2023: 117

February 2023: 45

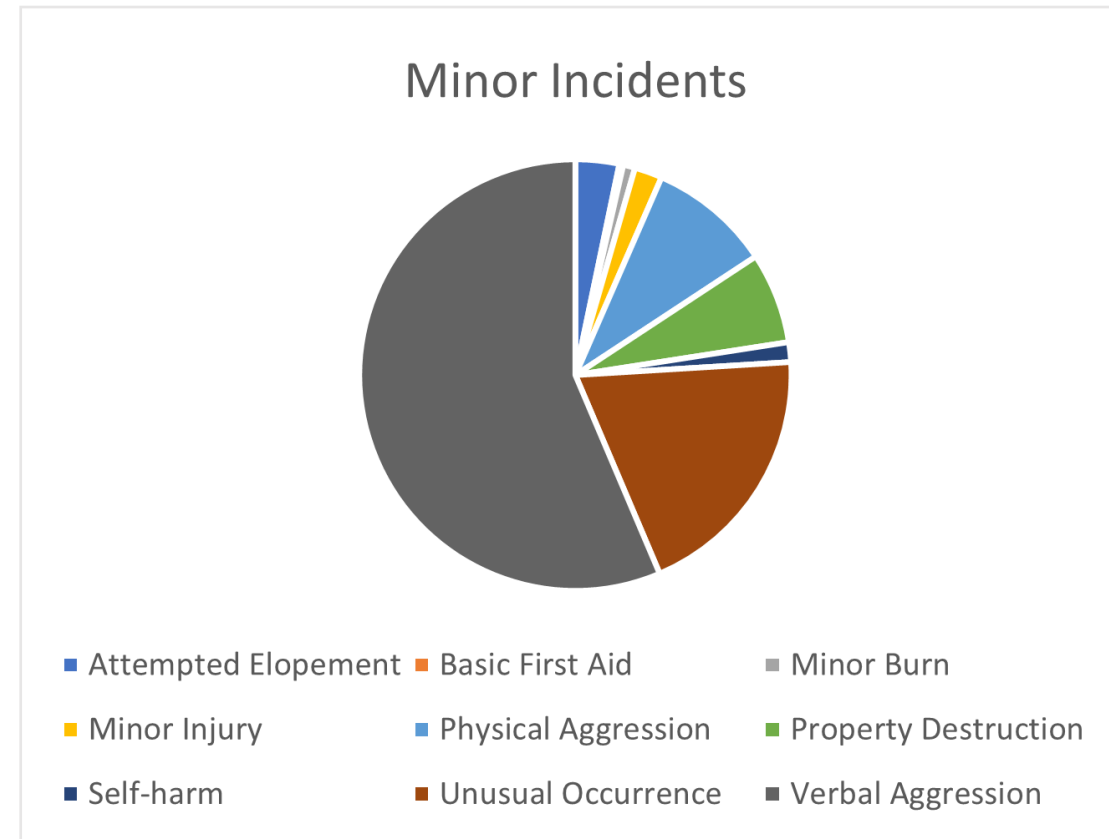
March 2023: 33

April 2023: 27

May 2023: 33

June 2023: 39

July 2023: 36



- Attempted Elopement
- Basic First Aid
- Minor Burn
- Minor Injury
- Physical Aggression
- Property Destruction
- Self-harm
- Unusual Occurrence
- Verbal Aggression

No Eject/No Reject

In January 2023, First Resources Corp. requested to discharge an individual due to an increase in incidents that at the time, we felt like we were not equipped to handle.

- Amerigroup provided mediation and First Resources Corp. decided to not proceed with the discharge.
- Upon reflection, we are grateful that the No Eject/No Reject process was in place and that we did not discharge this client. As an IRSH provider, we learned about additional training resources to support our staff and clients.

5th Bed

In February 2023, First Resources decided that we would not be filling our 5th bed.

- With the increase in incidents with a 5th individual in the home, we determined it is best to reduce our capacity to 4 beds.
- The staffing ratio of 2.5 clients to 1 staff was challenging to maintain overall.
- Maintaining a capacity of 4 has allowed us to provide a more present, interactive, and individualized approach.

Referrals & Waitlist

Referrals: 84% of initial referrals were not considered full/complete referrals.

- We dedicated a lot of time trying to track down referral information.

Waitlists: Due to the high number of consistent referrals and the set referral requirements, we have determined it is nearly impossible to keep a waitlist.

Admissions

SSI/SSDI Benefits:


- 1 admission had zero income. Was able to obtain initial SSI benefits within 4 months.
- 1 admission had SSI benefits however, their representative payee failed to transfer this appropriately resulting in 6 months without SSI.

SNAP Benefits:

- 3 admissions did not have food stamps.
- 1 had very limited SSI income.
- 2 had zero access to SSI income.

Identification:

- 2 admissions did not have identification.
- Identification is required to access most food pantries.



First Resources Corp. IRSH Overview

Monthly Wellness Calendar

- Community activities, art holistic groups, exercise opportunities, leisure (fun).

Monthly Team Meetings

- Monthly IRSH Progress Reports.
- Monthly Team Meetings held in-person with the options for providers to join virtually.

Bi-Weekly Staffing

- Bi-weekly all staff meetings, including our Therapist.

Weekly Client Care Coordination Sessions

- Includes the client and either the IRSH Coordinator or IRSH Supervisor.

Daily Skill-Building

- Mindfulness, substance use, wellness, self-sufficiency, self-compassion/love/care, healthy relationships, financial management, tenant education, DBT-informed approaches, etc.

Successes

Vocational:

- 1 is actively engaged in Supportive Employment, working Small Group.
- 3 have been connected to Iowa Vocational Rehabilitation Services (IVRS).

Education:

- 1 successfully graduated High School!

Admission Stakeholder Survey Results:

(1) FRC responded timely to the individuals IRSH Referral.

- 90% - Strongly Agree
- 10% - Agree

(2) FRC was engaged in the individuals person-centered treatment planning.

- 90% - Strongly Agree
- 10% - Agree

(3) FRC worked diligently to ensure the individuals basic needs were going to be met upon admission.

- 90% - Strongly Agree
- 10% - Agree

(4) FRC treated me with dignity and respect through the admission process.

- 90% - Strongly Agree
- 10% - Agree

(5) FRC listened to my input regarding the individual admitting to IRSH.

- 90% - Strongly Agree
- 10% - Agree

(6) Overall, I am satisfied with the admission process.

- 70% Strongly Agree
- 30% Agree

Admission Survey Results – Diversion Questions:

If IRSH was not provided to the individual, they would have:

(1) Been in Jail.

- 20% said yes.

(2) Been hospitalized.

- 70% said yes.

(3) Harmed themselves.

- 50% said yes.

(4) Harmed others.

- 40% said yes.

(5) Been off their prescribed medications.

- 60% said yes.

(6) Experienced unstable housing due to needing 24-hour supports.

- 70% said yes.

Client Survey Results

5/6 clients served completed Client Surveys.

- (1) Staff listens to my concerns.
- (2) Staff meet my needs.
- (3) Staff helps me be as independent as possible.
- (4) Staff treat me with curtesy and respect.
- (5) Staff respects my preferences.
- (6) I'm satisfied with the team helping me be successful.
- (7) Staff advocates for mine and other's needs.
- (8) Overall, I am satisfied.

For each question, the results are: 2 – Strongly Agree; 2 – Agree; 1 – Somewhat Agree



Future Plans

Transform	Transform the fifth bedroom into a Snoezelen Room (Sensory/Calming Space).
Promote	Promote a demand-free environment to empower control while limiting stimulation.
Reduce	Reduce cognitive load, provide space to co-regulate.
Reduce	Reduce Agitation, Anxiety, Aggression.
Reduce	Reduce suicidal ideation and self-injurious behavior.
Encourage	Encourage communication, calming, and safety.
Reduce	Reduce all minor and major critical incident reports.