

**"BELIEVE YOU CAN AND YOU  
ARE HALF WAY THERE"**  
- Theodore Roosevelt

# INNOVATIVE SERVICES, INC.

JULY 2023

## CEO CORNER: Happy Summer, Innovative Team!

Thanks to you, Innovative is succeeding. Our clients are receiving great care, and we have been getting back to celebrating together and being in our communities. Picnics have happened statewide, most recently in Hayward and La Crosse, which were a true joy! Clients joined teammates for fun in the sun. We love getting all of us back together and enjoying the gifts our clients bring.

As we begin to look to fall, the gatherings and positive changes continue. ISI will host attendance at baseball games across the state, as well as state fairs and Packers Family Night. ISI will soon launch a new human resources information system called Paycor, which will make it easier for you to access your ISI information. Several celebrations including Grateful for You, Exceptional Employee Awards, and Caregiver Recognition happen in fall. Programmatically, licensed care has filled almost all beds, and though staffing has improved, we are still seeking more people to reduce overtime and burnout. CSL programs are expanding and doing well, even with Wisconsin's new Electronic Visit Verification requirements. CCS and Mental Health are poised to grow, and recent county and team conversations have pointed to expansion.

We are tremendously Grateful for You because we know you do so much for our clients. Thank you, keep up the great work, and please reach out any time.



*Michael*

Michael.schwartz@isiinc.org

## This issue:

CEO Corner  
PAGE 1

Statewide ISI Picnic's  
National Health Observance  
PAGE 2

New ISI Team Member  
Healthy Boundaries  
PAGE 3

Grant Awarded  
PAGE 4



PAGE 1



# Statewide ISI Picnics!



Our Innovative team gathered together to have fun, eat delicious food, and build relationships at multiple statewide ISI picnics! Across different branches and departments, we delighted in our strong sense of community that unites us. The collective effort and enthusiasm that went into organizing and attending these events deserve special recognition. Thank you to all who ensured each picnic was an absolute success, and thank you to all who took the time to attend. We are grateful for you!



# National Health Observance: Summer Safety!



## Sunscreen

Your skin can burn even on a cloudy day. Use a sunscreen with an SPF (Sun Protection Factor) of at least 30 to block out the majority of the sun's UVB rays. Choose a sunscreen labeled "Broad Spectrum." Remember, sunscreens are not waterproof, only "water resistant," so be sure to reapply at least every two hours.



## Heat-related Illnesses

Heat-related illnesses occur when the body is overheated and cannot properly cool itself. Heat-related illnesses can be life threatening and can also cause damage to the brain and other vital organs.

Become familiar with these symptoms:

- Heat Exhaustion: heavy sweating, cold, pale, clammy skin, fast or weak pulse, nausea or vomiting, muscle cramps, tired or weakness, dizziness, headache or fainting. Seek medical help right away if the person is vomiting or if symptoms worsen or last more than an hour.
- Heat Stroke: High body temperature of 103 degrees F or higher; hot, red, dry or damp skin; fast/strong pulse, headaches; dizziness; nausea; confusion; and loss of consciousness. Call 911 right away! Heat stroke is a medical emergency.

UnitedHealthcare of Wisconsin - July Wellness Newsletter - [www.uhc.com](http://www.uhc.com)



## New ISI Team Member!

Welcome Hannah Torbenson, our new Marketing Specialist.

Hannah previously worked at the Superior home with Innovative Services for 3 years, as a direct support professional. She recently graduated from Northeast Wisconsin Technical College with her associate degree in digital marketing.

Hannah enjoys camping, kayaking, hiking with her dog, and being an aunt! When asked what she is most excited about, she said, "I am excited to transition into my new role with Innovative Services and bring my knowledge and skills in marketing to benefit the company."

## Healthy Boundaries

BY TOM FERYANCE, MSE, LPC

In our field, we tend to be in people's homes and part of their personal lives. With that being said, we need to keep in mind our boundaries to keep a professional relationship with those who we serve. Our boundaries are always being tested, and we should keep these questions in mind every time we meet with someone:

- Are you still objective?
- Can you see all sides of an issue?
- Are you treating a client differently?
- Is your client not held to the same standards?
- Is your client allowed to do things others are not?
- Are you self-disclosing more to one client?

If you are seeing a disconnect in any of these answers, it's best to review with someone and discuss the concern. When we keep healthy boundaries, we are able to do our best for clients and assist them in reaching their potential.



# Innovative Services Awarded Grant!

---

We are thrilled to announce Innovative Services have been honored with an incredible grant for Medicaid Home, Community Based Services, and Transportation Enhancements! This grant will be utilized to enhance our life enrichment program with activities in and around communities to help our clients reengage in their communities following COVID. This grant will empower us to make a real difference in the lives of those in need, ensuring enhanced access and support for our community. Thank you to all our dedicated team members and supporters who made this possible! Together, we're driving positive change and creating a brighter future for all.



## Awardees for Round 2 of the Wisconsin Medicaid HCBS Grant have been selected

---

- **90 awardees**
- **\$12 million in project funding**
- **\$30 million total between Rounds 1 and 2**



WISCONSIN DEPARTMENT  
of HEALTH SERVICES