

# Innovative Services

## Newsletter

*“In Every Person, A Possibility ...”*

### **Innovative Services: Who Are We and Where Are We Going?**

In 2004, Innovative Services was founded in Brown County to assist 154 individuals in moving from ICF institutional facilities to appropriate community settings. Because of the company's creative efforts fifteen years ago, Wisconsin became the initial “Technology First” state in support of a person with IDD living in a place of their choosing.

By the numbers, on any given day, almost 1000 employees are supporting over 1500 members in 36 counties to live, work, study and play in the place they call home. Today, each of our employees creates amazing outcomes for members and families in over 100 programs using 214 vehicles across five regions (Hayward, La Crosse, Stevens Point, Appleton & Green Bay).

In recent years, every family, our company, the state, as well

as all 72 counties and 5 MCOs (Managed-Care Organizations), have faced challenges not seen in decades. The real questions now are how will we create success regardless of funding, a divided political climate in Washington/Madison, as well as challenges yet to be identified or realized as follows:

- For several years, federal reductions in Medicaid funding caused reductions in payments to Innovative for services. This meant shift schedules had less staff to reflect the funding provided. It's important to note the changes were not a reflection of the great work being done. It was rather a reflection of less money being available per person. My apologies if the reasons were not made clear at that time.
- Since last summer our focus has been, and must remain, to review every program

to assure the outcomes are sustainable while also being good for the members, families and employees. Our goals in these reviews are three-fold: 1) to be paid for what we provide 2) to work with staff to assure we realize possible efficiencies 3) re-establish the company as the leader in services and the provider others want to follow.

- Recently the State changed from historical vocational programs to “Employment First” for members in the community. The changes in our company's vocational programs were not about closing services but rather about our adapting to creative ways to sustainably support this initiative. My apologies again if the reasons were not made clear at that time. This will continue to be a work in progress.

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# Latest Innovative News

## ADRC Housing Panel Event

The ADRC of Green Bay is holding a discussion panel to explore the question, "Are you ready to be a Homeowner?" The expert panel will be held on June 18th at the Green Bay ADRC at 300 S. Adams Street in Green Bay from 11am to 12:30pm. To register call 920-448-4300.

## Revised Handbook Acknowledgement

The revised Employee Handbook

is now available in Relias. **This will appear in ALL learner profiles as a course needing to be completed within 30 days.** You will complete this as you would other online courses by clicking the "Take Now" button and then clicking "Start" to view the handbook. Once you have reviewed the handbook, return to your learner profile to complete the attestation that you have done so.

If the handbook needs to be

viewed at any other time, it can be found in Relias under the Resources tab on the left of your screen when logged in as a Learner. When you click on Resources, under the Policies & Procedures Binders, click the "+Show" that is in blue print and then click on Employee Handbook to re-view the handbook.

If anyone has any questions please feel free to reach out to your Regional HR Coordinator for further assistance.

## Innovative Services: Who are we and where are we going (cont.)

• Lower numbers of people than ever before want to work in this field. We are committed to finding solutions to pay and benefits based on what we are paid by our funders. This will be a never-ending process. Two points: this past year we increased wages by almost \$1.5 million per year and are laser focused on benefits, including ways to overcome the national crisis in costs for health insurance.

### What's the Vision?

1) We will create new efficiencies through enabling technology and a member's natural supports through improved assessment/educational processes by:

a) Supporting a member to do for themselves through training, technology and/or natural supports instead of employees being the only option.

b) Encourage a member's natural supports through training and/or technology to be part of the outcomes created.

c) Training ourselves as a responder and caregiver only when necessary.

2) Support telehealth and natural supports as an alternative to always traveling to members. It's more efficient to connect medication dispensers, remote health management monitoring glucose, blood pressure, weight, etc. as part of what we provide.

3) Expand transitional programs to enable members to have affordable and successful choices

where they can live, work, study and play. Prepare young adults leaving school to live with maximum independence.

4) Additionally, expand services/programs in places underserved as well as for Mental Health, disabled veterans, crisis, etc.

5) Assist State in creating additional accessible housing so members can age in place.

In the end, the very best outcomes for a person are created when each of us provides our resources, energies and ideas for improvement through imaginative and sustainable visions which are acted upon with integrity. As we go forward, please do not hesitate to provide suggestions or ask questions.

# Cook Out at Kurtz



Clients and staff at Kurtz house in Green Bay enjoyed the outdoors with food, fun, and water balloons over Memorial Day Weekend.

# Meet Madison Street

Hi,  
My name is Alex Perez and I am your friendly IT Technician here at Innovative Services. I started working at Innovative Services as an IT Intern in 2017. I then transitioned to a regular full-time employee a year later and have been here ever since. A little bit about me, I like soccer and used to play in highschool for Green Bay Preble. Our team almost won state in 2013! My favorite food is chicken wings. I could eat chicken wings everyday! If I could go on vacation I would go to Barcelona, Spain. I would go to Barcelona because I am a big soccer fan and I would like to visit FC Barcelona's stadium.

Thanks,  
Alex



# Laura's Commitment Shows

Laura's commitment has been strong through thick and thin. She's been with Innovative Services over four years. She has weathered all the changes that have come our way – good, bad and in between. She has consistently helped out during staff shortages and is there for her team and her clients in a crisis.

"I really appreciate her honesty and her humor. She has always been direct with me. She has helped hold me accountable and be a better leader. Plus she has helped generate new ideas such as some of the safety measures we use to keep everyone safe. And no matter how chaotic or stressful a situation may get she is always able to find something funny about it," states one of

her staff members.

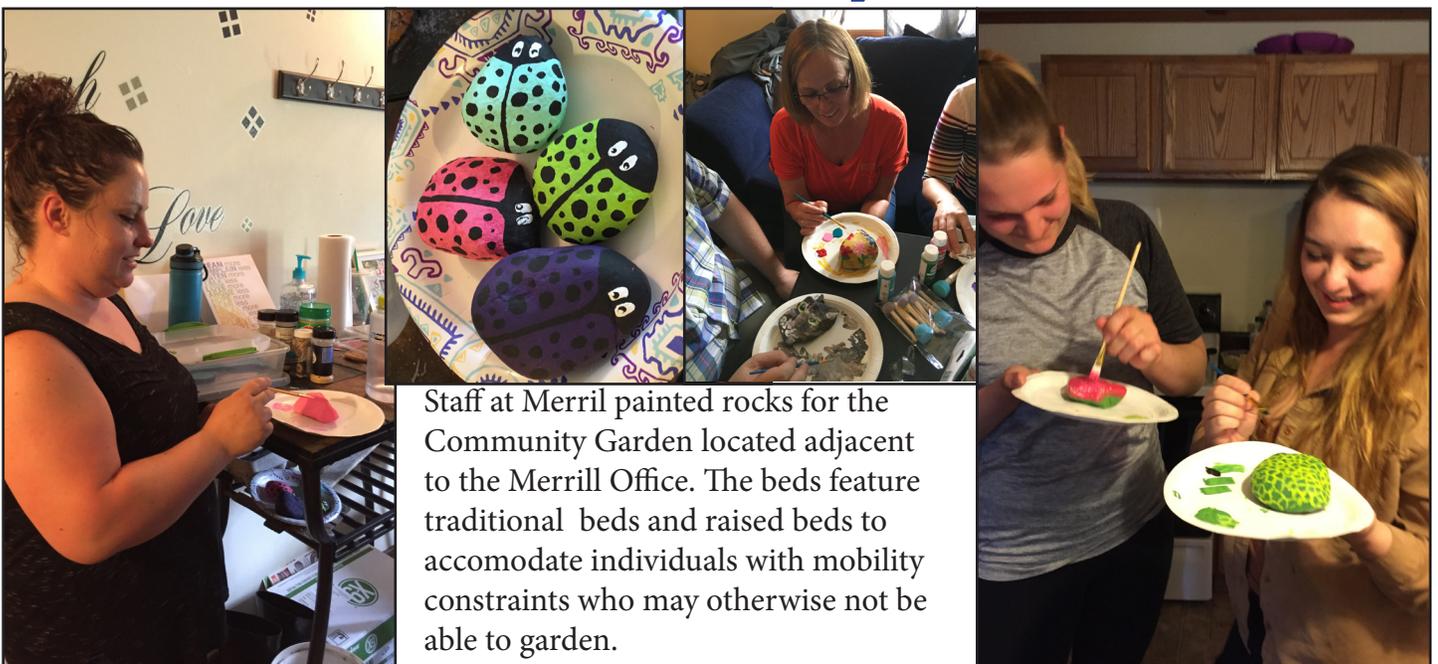
Some background about Laura; she started in 2014 in the youth program in Kaukauna before transferring to Glenview. Laura states, "The best part of working at ISI is the flexibility to improve the lives of the clients that we serve."

Laura is an incredible person and a wonderful inspiration for the young men she works with. She is calm, cool, and collected. She is confident in her abilities, and promotes a positive work environment. She is not someone who gets caught up in the negativity. Instead, she comes in every day fresh. Laura has brought her beloved animals at work for the clients to become more comfortable. She attends all meetings and trainings



and has excellent communication skills. You will not catch Laura talking about how great she is, she's very humble. She consistently goes above and beyond to help those around her, and she is an asset to the Glenview team.

## Merrill Program Rocks! Community Garden Rocks



Staff at Merrill painted rocks for the Community Garden located adjacent to the Merrill Office. The beds feature traditional beds and raised beds to accommodate individuals with mobility constraints who may otherwise not be able to garden.