



CRS Site Information

Contact Information:

Gabrielle Thompson CRS Director

218-464-4703 office line 1

218-464-4701 fax

Gthompson@ihsduluth.com

Homes:

Grove House (Proctor) – lower behavioral/ more independent - capable of serving residents 18+ both male and female

Slate House (Cloquet) – lower behavioral/more independent capable of serving residents 18+ both male and female

Jackson House (Cloquet) -higher behavioral home/increased ratio capable of serving residents 18+ both Male and Female

Program Overview

Innovative Human Services LLC (IHS) provides **Community Residential Services (CRS)** in licensed residential settings designed to provide individuals with a safe, supportive, and person-centered home environment.

IHS has been providing services since 2008. The organization originally operated under the name Interim Healthcare until 2022, when the franchise relationship with Interim Healthcare ended. The organization changed ownership and our name while continuing to operate independently as Innovative Human Services LLC.

The individuals served by IHS have varying disabilities and support needs and may require different levels of supervision, assistance, skill development, and ongoing support. Many of the individuals served have behavioral health needs and may be prescribed psychotropic medications. Services are individualized based on each person's assessed needs, preferences, abilities, goals, and person-centered plan.

IHS's residential services are licensed under **Minnesota Statutes Chapter 245D** and are operated with an emphasis on person-centered care, dignity, choice, independence, community involvement, and quality of life.

Residential Environment

IHS residential settings are located in split-level homes that are not handicap accessible. The homes are structured to provide a comfortable and familiar residential environment while supporting the individual needs of the people who live there.

Each person served has their own private bedroom. Upon admission, IHS provides basic bedroom supplies, including:

- Clean sheets and bedding
- A set of towels
- Laundry basket
- Dresser
- Nightstand
- Twin-size bed
- Mirror
- Bedside Lamp

IHS will also ask the individual, their support team, family or other appropriate parties what additional items or supplies may be needed upon admission. The goal is to make the transition into the home as comfortable and individualized as possible.

The individual's bedroom is considered their personal space, and staff support privacy, personal choice, and individual preferences within the home.

Person-Centered Services

IHS focuses on providing services that are individualized to the person rather than expecting each individual to follow the same routine or participate in the same activities.

Staff work with each person to understand their interests, preferences, strengths, support needs, and personal goals. Individuals are encouraged to participate in decisions regarding their daily routines, activities, meals, community involvement, relationships, and other aspects of their lives to the greatest extent possible.

Services may include assistance and support with activities of daily living, household responsibilities, personal care, medication-related routines within the scope of staff responsibilities, community participation, social relationships, recreational activities, skill development, and other areas identified in the individual's service plan.

The level of support provided is based on the individual's needs and may change as the individual's abilities, goals, circumstances, or support needs change.

Community Integration and Activities

IHS places a strong emphasis on community involvement, meaningful activities, and opportunities to experience life outside of the residential setting.

IHS maintains an unlicensed Activities Center that provides an additional setting for recreational, social, educational, and community-based activities. Activities are developed based on the interests of the individuals served and the needs and interests of the group.

IHS also provides funding and organizational support for a variety of activities and community outings throughout the year. Examples of activities and destinations have included:

- Tubing Trips
- Activity Center Home Cooked Meals
- Split Rock Lighthouse Tour
- Apple Fest
- Hayward-area activities (Wilderness Walk/Go-Kart/Mini Golf)
- Fishing
- DIY Crafting
- Movie Theatre
- Potlucks
- Library
- Hikes/Nature Walks
- Pontoon Rides in St. Louis River
- Vista
- County Fairs
- Holiday Community Volunteering/Giving Back
- Ely Blueberry Festival
- Ely Bear Conservation
- Ely Wolf Conservation
- Local community festivals and events – the Twin Ports has MANY year-round options!
- Recreational activities
- Seasonal activities- IHS incorporates seasonal activities and celebrations into the residential experience to help create a warm, familiar, and home-like environment. We celebrate major holidays throughout the year and structure many monthly activities around the seasons, traditions, and interests of the individuals we serve. These activities may include holiday meals and gatherings, decorating the home/center, seasonal crafts, community events, outdoor activities, and other traditions that help make the home and the center feel welcoming and connected to everyday life.
- Other community opportunities based on individual and group interests – we ask our service recipients often what interests they have and identify other activities to help support those interests.

These activities are not intended to be limited to a predetermined activity calendar. Staff are encouraged to identify opportunities that are meaningful to the individuals they support and to help individuals participate in activities that reflect their personal interests. Some activities are annual traditions and some are just group interest!

IHS recognizes that meaningful community participation can look different for each person. Some individuals may enjoy large community events, while others may prefer smaller outings, recreational activities, shopping, dining, nature activities, volunteering, or simply spending time in the community.

Daily Life and Active Support

IHS residential services are intended to be active living environments rather than settings where individuals are simply present in the home.

Staff are expected to actively support individuals throughout their shifts by assisting with daily routines, encouraging participation, providing opportunities for skill development, facilitating community involvement, and responding to individual needs.

Staff support individuals in developing and maintaining skills to the greatest extent possible, including areas such as:

- Personal Care Habits
- Household Responsibilities
- Meal Planning and Preparation
- Laundry
- Organization
- Cleaning and Maintaining Personal Spaces
- Money Management
- Communication
- Social Skills
- Community Navigation
- Recreation and Leisure
- Transportation and Community Access
- Decision-Making and Self-Advocacy

The intent is to provide support while encouraging independence rather than unnecessarily doing tasks for the individual.

Behavioral and Mental Health Support

Individuals served by IHS may have a range of behavioral health and mental health support needs. Staff provide support in accordance with each individual's person-centered plan(SP), assessments, support strategies, and applicable behavioral or mental health plans.

Many individuals served within IHS programs are prescribed psychotropic medications. Staff follow applicable medication administration, documentation, monitoring, and reporting requirements and work with the individual's healthcare and support team when changes or concerns arise.

IHS emphasizes consistency, predictability, respectful communication, and individualized support when working with individuals who experience behavioral or mental health challenges.

Staff are expected to understand that behaviors and changes in presentation may communicate an unmet need or other concern. Staff work to identify the individual's needs and utilize the strategies identified in the individual's plans rather than relying solely on reactive responses.

Staff Approach

IHS expects staff to be active participants in the lives of the individuals they support.

Staff are expected to:

- Know the individuals they support and understand their individual preferences and needs.
- Follow each individual's person-centered and support plans.
- Encourage independence and choice.
- Provide appropriate supervision and assistance while including respect and dignity for the individual.
- Engage individuals in meaningful activities.
- Look for opportunities for skill development.
- Support community involvement.
- Maintain a clean, safe, and welcoming home environment.
- Communicate relevant changes or concerns to management.
- Respect privacy, dignity, and individual rights.
- Avoid unnecessary restrictions or limitations on an individual's choices and activities.

The residential setting is intended to feel like a home, while still providing the structure, supervision, and supports necessary to meet the needs of the individuals who live there.

Community Relationships and Quality of Life

IHS believes that quality residential services extend beyond the walls of the home. Individuals are encouraged to develop and maintain relationships, participate in their communities, pursue interests, attend events, and experience opportunities that are meaningful to them.

IHS's investment in community activities and travel opportunities allows individuals to participate in experiences that may not otherwise be readily available to them. The organization strives to create opportunities for individuals to experience new environments, develop interests, build relationships, and participate in ordinary community life.

Because individuals served by IHS have different abilities and needs, there is no single approach to service delivery.

One individual may require significant assistance with daily activities and decision-making, while another may require primarily supervision, prompting, encouragement, or occasional assistance. IHS works to identify the appropriate level of support for each person and adjust support as appropriate.

The overall goal is to provide the least restrictive, most individualized level of support appropriate to the person's needs, while promoting safety, independence, dignity, choice, and quality of life.

Commitment to Person-Centered Care

Innovative Human Services is committed to providing residential services that recognize each individual as a person first.

IHS strives to create homes where individuals feel respected, supported, involved, and connected to their communities. Through individualized services, active staff engagement, meaningful activities, community participation, and ongoing coordination with each individual's support team, IHS works to provide an environment in which people can maintain and develop skills, pursue their interests, exercise choice, and experience a meaningful quality of life.

All services are provided in accordance with applicable Minnesota requirements, including 245D licensing requirements, the individual's authorized services and person-centered plan, and other applicable state and federal requirements.

Referral Requests:

Please fill in the requested information.

Please email the following information to Gthompson@ihsduluth.com

Does this person have an active Waiver Yes ☐ No ☐

If yes, please identify what type of Waiver and what County _____

Name	
DOB	
PMI Number	
Social Security Number	
Current Placement/Contact Information (address and number)	
Current Pharmacy	
Dental Provider	
Eye Care Provider	
Psychologist/ Facility/ Contact Number	
Primary Care Physician/ Facility/ Contact Number	
Psych Physician/ Facility/ Contact Number	

General Medical:

Please include a current signed list of medication orders.

Height:	Incontinence:
Weight:	Med Compliant:

Allergies:	Consumes only edible objects:

Please give a summary of where the individual is coming from/ why they are seeking this service/ behavioral incidents / notification of any threats the program should be aware of/ current notes on level of stability (generally any information that is going to help us serve the person to the best of our ability / training for staff) /any information health concerns that are pertinent to the care of the individual and safety of the others in the home.

Is this person on commitment and/or Jarvis? YES/NO
If so, please provide that supporting documentation.

Current signed list of medications

We would request at least 5-7 days of medications upon admit and/or established pharmacy prior to admission

Information on what personal needs money the person will obtain while in care/ flow of funding for this service (enter information here)

Other documentation required to complete the referral review: SP,SPA, IAPP, SMA, Progress Notes, Incident Reports, Frequency Reports, FA, DA (Any Current 245D Docs/Plans)

Does this person have a criminal history or charges that the company should be aware of to provide accurate service support? If so, please explain.

Team Members/Contact Information/ Role:

Role	Name	Email	Phone
Legal Representative			
Case Manager			

CADI Worker			
Rep Payee			
Family Member			