



Department of Public Health and Human Services

Intensive Behavior Center ♦ PO Box 87 ♦ Boulder, MT 59632 ♦ (406) 225-4411 ♦ Fax (406) 225-4371

Greg Gianforte, Governor

Charlie Brereton, Director

06/19/2026

Mental Disabilities Board of Visitors
Attention: Sean Thomas Conroe, Executive Director
P.O. Box 200804
Helena, MT 59620-0804

Dear Sean,

We thank the Mental Disabilities Board of Visitors for its review of the services provided to the clients served at the Intensive Behavior Center. The Intensive Behavior Center provides clients with the skills needed for successful reintegration into their communities by providing quality care, treatment, and support.

We welcome the comments and recommendations from the 2026 on-site inspection.

The recommendations from the site inspection of the Intensive Behavior Center (IBC) in April of 2026 have been taken into consideration.

- The Board recommended that IBC restore conspicuously posted signage about patient rights in accessible language.
 - IBC has displayed laminated signage detailing patient rights in accessible language in visible areas around the facility.
- The Board recommended that IBC include behavior data maps in treatment plans and explore the possibility of having an additional behavior specialist available to conduct training and better integrate the available behavior data into the general practice of Direct Care Staff.
 - IBC will continue to develop behavioral maps that include all clients at IBC. We will explore adding a second behavior specialist and alternative ways to provide training while integrating available behavior data into the general practice of Direct Care Staff.
- The Board recommended that IBC partner with organizations such as the National Indian Education Association to deliver culturally competent services more effectively and to engage with SAMHSA cultural competency guidelines.
 - IBC will take advantage of free, evidence-based cultural competence training designed for behavioral health care professionals, provided by SAMHSA and HHS.
 - IBC will partner with the National Indian Education Association to deliver culturally competent services more effectively.

- The Board recommended that IBC incorporate formal training, such as Critical Incident Stress Management (CISM), into regular staff education for incident debriefing.
 - IBC currently uses Crisis Prevention Intervention (CPI) for incident debriefing; we will incorporate ways to be more effective with the debriefing component.
 - IBC will explore CISM formal training to incorporate into regular staff education.
- The Board recommended that IBC apply anti-slip strips throughout all regular walking areas of the bathrooms, including the bathtubs and showers
 - IBC will reapply anti-slip strips throughout all regular walking areas of the bathrooms, including the bathtubs and showers.
- The Board recommended that IBC conduct a strategic planning session with leadership and internal stakeholders to better guide IBC's mission over the next five to ten years. This should include a timeline, key performance indicators, and obtainable goals for the facility.
 - IBC will engage leadership and internal stakeholders to better guide the mission of IBC in the future. We will conduct a strategic planning session that includes timelines, key performance indicators, and attainable goals.

Thank you for your continued dedication to IBC and the clients we serve. We appreciate your valuable insight and are ready to implement your recommendations. We look forward to your continued collaboration.

Respectfully,

Christina Espeland
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