



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

05/07/2024

Mental Disabilities Board Of Visitors
Attention: Jeremy Hoscheid, Executive Director
P.P. Box 200804
Helena, MT 59620-0804

Dear Jeremy,

Thank you and the Board for your recognition that the team at IBC are dedicated, hardworking and truly care for our clients. We are committed to provide the best care, treatment, and support for our clients with the goal of reintegration to the community.

The recommendations made by the Boards site inspection of the Intensive Behavior Center (IBC) in May of 2023 were taken into consideration.

- Recommended IBC continues to network and build community-based relationships: IBC meets with providers here at the facility, in the community setting, as well as zoom and team meetings. In addition, we provide provider support prior to a client transition back into the community. Support is provided through coordination, client specific training on site at IBC. Follow up training is provided in the community home when the client is transitioned as well as follow up visits to the home when needed. We continue support through zoom and team meetings for the months following the reintegration.
- Recommended IBC hire or contract with a Board Certified Behavior Analyst (BCBA): A BCBA was contracted and provides 20 hours a week as well as being available for consult during off hours. Individualized behavioral plans have been developed, behavioral data is reviewed and techniques in Applied Behavior Analysis are being trained and utilized. Protocols are in place to reduce the need for the use of restraint chairs.
- Recommended IBC review the grievance policy and procedure: The detailed timeline for the grievance process has not been finalized, this is ongoing.
- Recommended IBC continue to develop a Cultural Effectiveness program allowing clients opportunity to participate in religious or spiritual activities: Cultural classes are offered monthly; we have had representatives from multiple tribes visit with clients at IBC. Clients have participated in two Pow Wows that were held locally. Church services are provided weekly for clients who want to participate. A client requested a smudging and IBC was able to accommodate that request.
- Recommended IBC explore opportunities for individuals to personalize/individualize living environments: Clients determined the theme for their homes and posters, paintings and other decorations were purchased. Clients who can do so safely are allowed televisions in their individual rooms, dressers were purchased for rooms, clients who prefer and can afford to buy furniture of their choice are accommodated.
- Recommended IBC leadership work with A&M team, DPHHS leadership to develop strategic plan and quality improvement plan taking into consideration participants, guardians/family members, community partners and other stakeholders: IBC leadership has not finalized a formal strategic plan, this is ongoing. IBC has created a

Quality Assurance Manager and Quality Assurance Technician position; systems are being developed that will consider all stakeholders surveys.

We look forward to the Boards next site inspection and the continued support shown for the clients at IBC.

Respectfully,

A handwritten signature in black ink, appearing to read "Tina Espeland". The signature is fluid and cursive, with the first name "Tina" being more prominent and the last name "Espeland" following in a similar style.

Tina Espeland
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Intensive Behavior Center
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