

Winds of Change MHC
Response to Suggestions and Recommendations
February 23, 2015

SUGGESTIONS:

#1. Treatment Plans seem difficult to read. We are not able to make any changes as this is how the software program is set up. They are clearer when viewed as they would be printed out. For Sigmund to change format on items just for Winds of Change is an enormous fee for programming.

#2. Laptops for case managers. We have discussed doing this in the past and have actually tried it. It turned out to not work due to two reasons. The reasons are: 1) It requires internet to run Sigmund, and 2) due to confidentiality issues if using in a public place.

#3. Art program / gallery. We do hang up client art work in the Recovery Mall. We have expanded arts and crafts groups from one to three per week. We will continue to do programming based on client needs and wants along with staff availability.

#4. Staff mileage reimbursement. Winds of Change has a policy of how we pay out mileage which includes a sliding fee based on price at the pump. We recently increased the mileage cap for both CBPRS staff and Case Managers. Mileage is not required to be paid by the employer. We also encourage staff to keep track for their records as can be submitted as nonreimbursed work expenses.

#5. Second van for staff use. Winds of Change will not be getting another fleet vehicle at this time. Fleet vehicles are expensive to purchase and maintain. We currently have six and staff are scheduled to use them to be fair in sharing them.

RECOMMENDATIONS:

#1. Cultural activities and training. With the client, culture and spirituality are addressed on the Clinical Assessment. If a client reports that they would like to have a treatment objective that involves culture then we will have it on the treatment plan. Winds of Change does do an outing to one or two pow wows a year. We incorporate other activities as the client wishes to participate. The Missoula Indian Center is a great resource to our Native clientele.

Training by minority staff will be incorporated into our quarterly meetings as issues come up. We will also continue to use the Relias computer based training for staff.

#2. Develop a procedure for Case Managers to involve family. Staff were trained on 2/10/15 on how to engage family members or other interested parties to participate more in the treatment planning and treatment. We have added inviting family members / interested persons to our quarterly treatment plan check list.

Guardians are regularly consulted and must sign all of the paperwork including the treatment plan. For our clients with guardians, all of the guardians live out of town. When they are in town, they communicate with the case manager and attend treatment team meetings.

#3. Trauma informed care “live” training. Winds of Change provides more hours of training than required for staff. Most of the trainings are done monthly through the Relias computer training. Every quarter we do have in-person training and we will add Trauma Informed Care this year.

#4. Prominently Post advocacy information. It is now posted in our office, Recovery Mall, and all three group homes on brightly colored paper.