

**Date:** August 13, 2019  
**TO:** Craig Fitch, Legal Counsel  
Mental Disabilities Board of Visitors  
**FROM:** Jill Buck, Interim Administrator  
Intensive Behavior Center  
**RE:** Intensive Behavior Center Response to May 2019 BOV Site Review  
Report Recommendations

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**Recommendation 1:**

DPHHS has not identified a dedicated administrator to take over the responsibility of leading IBC after the current interim administrator leaves. The IBC needs a stable administrator who can develop a vision and a clear purpose of what the IBC will look like in the next five years

**IBC Response:**

With the legislatively mandated closure of the Montana Developmental Center and the opening of the Intensive Behavior Center, the operational scale of the facility in Boulder is steadily decreasing. The IBC census is capped at 12 individuals and is limited to the former ASU Buildings and Building 104. The level of administrative oversight necessary for this facility has subsequently decreased. A balance must be found between the significantly smaller footprint and client size with the challenges of establishing an effective new program serving individuals with developmental disabilities and challenging behaviors. As the transition from the MDC to the IBC has been taking place, both the Developmental Services Division (DSD) Administrator and the DSD Fiscal Bureau Chief have been spending significant time at the facility in order to determine the leadership needs of the IBC. The term of the current Interim Superintendent is slated to end as of August 15<sup>th</sup>. At this point, the DSD Administrator and/or the DSD Fiscal Bureau Chief will be assuming the duties of Superintendent with a goal of making a determination of ongoing leadership needs by October 1, 2019.

**Target Date for Completion:**

October 1, 2019

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**Recommendation 2:**

The IBC Resident Handbook could benefit from an edit that is more visually appealing (i.e. contains some pictures) and presents information in a way that the residents will understand and find accessible (simpler sentences, less information, less information/page).

**IBC Response:**

The IBC Treatment Team will redesign the IBC Resident Handbook to include relevant colored pictures and simpler language and sentences the clients will understand. The redesign will be shorter with less overall information.

**Target Date for completion:**

September 30, 2019

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**Recommendation 3:**

Assess the current staffing patterns compared to the staffing need and make adjustments necessary to reduce the number of incidents and to adequately address emergency/incidents and patient/unit acuity.

**IBC Response:**

There has been an ongoing intensive recruitment campaign aimed at hiring and retaining both Direct Support Professionals and Nursing staff. In February 2019 the starting salary of DSP staff was raised to \$14/hr. This recruitment campaign has included placement of a DSP focused billboard in Butte, MT, placement of recruitment flyers in the towns surrounding Boulder and on Facebook, and creation of a paper application form based on feedback that the online application was deterring potential applicants.

Nursing specific recruitment has included raising the starting nursing wage to \$35/hr, enabling DPHHS to be a more competitive employer. Additionally, a targeted nursing hiring notice was placed with The Pulse Newsletter.

Looking forward, a small multi-Department workgroup consisting of representatives from the Montana Nurses Association, the Montana Federation of Public Employees, the Department of Corrections, DPHHS, and others has been established to develop a multi-Department nursing pool to address the relief work needs of DPHHS and Corrections.

**Target Date for completion:**

Ongoing