



Member spotlight – Innovative Services, Inc.



Pictured: Innovative Services, Inc. clientele.

Innovative Services Inc. (ISI) promises “In every person, a possibility...” That promise extends to every action within the organization that was founded in 2004 with a mission to “give those with developmental disabilities the best quality of care.”

Classified as a nonprofit human services organization, ISI focuses on healthcare, living environments, mental health services, crisis support and more for people of all ages with developmental disabilities. ISI aims to preserve its clients’ independence as much as possible in a wide range of residential settings.

ISI has 650 staff members and an operation spanning most of Wisconsin.

The organization provides a range of services including youth, residential, and mental health services through their wellness centers, as well as unique settings such as their rural concept community in Gleason, Wis. Through the use of assistive technology the company is able to provide greater independence to the individuals they serve.

When asked which services are used the most, Natalie Vande Hei, corporate office manager of ISI replied, “We have a lot of community-based residential services, but it really changes depending on the person. We use our whole model to support individuals.”

ISI prides itself on its custom-tailored care. “Our core values resonate with our ability to look at the individual and see all aspects of him or her,” said Vande Hei. ISI’s six core values include accountability, commitment, a willingness to teach, adaptability, empathy and helping others. “These are our guiding forces to be able to navigate care for people.”

In 2019, ISI became licensed in outpatient mental health services and expanded its wellness centers. The pandemic also prompted the organization to increase its efforts using virtual supports and additional forms of assistive technology. Though ISI has always been a “technology-first” company, their assistive technology services have never been more important than now in the wake of COVID-19.

“It’s been difficult because the pandemic is uncharted territory, but technology has always been something we keep in mind,” said Vande Hei. “[We use] any kind of assistive technology that helps people live their lives: prompts, sensors, alarm clocks for medication... a wide array of things to increase independence, which increases overall quality of life.”

ISI has also made a number of other changes in response to the pandemic. The organization used technology to its full extent, implementing telehealth and mental health services. They also made quick decisions to ensure safety was always at the forefront of their organization, used PPE and took advantage of community support and grants to keep clients safe and healthy. Vande Hei also noted the staff remained dedicated, creative and resilient despite the challenges and frustrations caused by the pandemic.

“I really feel that ISI is a team-oriented organization to work for,” said Vande Hei. “We work with each other 24 hours a day and as a result, we really have to lean into each other. It feels like a family.”

In 2019, ISI moved offices from downtown Green Bay to Ashwaubenon. For more information on Innovative Services, visit isiinc.org.

CHAMBER EVENTS AT A GLANCE

Current Young Professionals: Discover: Adult Recess at Titledown District

Sunday, July 11, 1 – 3 p.m.

Join other young professionals for a fun game of bingo highlighting the different businesses and activities available at the Titledown District.

Free for CYP members. \$30 for guests.

Whiskey, Wine & Wedges at Northbrook Golf & Grill

Wednesdays, July 14 – Aug. 11,
5 – 6:45 p.m.

Join the Chamber Wednesday evenings at Northbrook Golf & Grill for the next five weeks leading up to the annual Chamber Golf Outing. Beginner and intermediate lessons available.

Each lesson is \$25 for members,
\$35 for nonmembers.

Business After Hours: TitledownTech Rooftop

Thursday, July 15, 4:30 – 6:30 p.m.

Join the Chamber and the Green Bay Packers events team for an evening of fun while enjoying a great view and complimentary hor d’oeuvres and tours of the new Titledown Townhomes.

Free for members. \$25 for nonmembers.

Current Young Professionals: CYP Serves: Green Bay Community Cleanup & Celebration

Saturday, July 17, 1:15 – 7 p.m.

Join other volunteers as we cleanup the community! Afterward, there will be a trash weigh-in and food trucks to celebrate our hard work.

Free to all.

**Learn more about all events
at events.GreaterGBC.org**