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Crisis Services Are Vital to Individuals and Their Communities

Sinnissippi Centers Releases Annual Crisis Services Report

(Dixon, IL)

Crisis response is a vital continuum of services that are provided to individuals experiencing a psychiatric emergency. The primary goal of crisis services is to stabilize and improve symptoms of distress and to get individuals to appropriate inpatient or outpatient treatment service to address the problem that led to the crisis. The research on crisis services continues to provide growing evidence of just how effective this response is for individuals and the communities they live in.

National statistics attest to the significant need for crisis services. In 2010, 2.2 million hospitalizations and 5.3 million emergency department visits involved a diagnosis related to a mental health condition (Agency for Healthcare Research and Quality, 2010). Moreover, in any given year approximately one fourth of adult Americans will have a mental illness and about five percent of children aged 4–17 years have serious emotional distress (National Center for Health Statistics, National Health Interview Survey, 2009).

The **Board of Directors of Sinnissippi Centers** reviewed the **Annual Crisis Services Report** at their October 17, 2017, meeting. **Cris Mugrage**, LCSW, Associate Director of Adult Services, and coordinator of the adult crisis response system presented the information and answered member questions about the 24-hour per day, 365 day per year crisis services that Sinnissippi provides. **Some highlights of the fiscal year 2017 report include:**

- **1,729 crisis evaluations were completed in FY17.** This is an average of 4.7 evaluations per day.
- **869 evaluations** were for **children.**
- **860** evaluations were for **adults.**
- **2,913 staff hours** were spent providing evaluations on evenings and weekends.
- Of the 1,729 evaluations, 941 were able to remain in their own home and community without the need for hospitalization through having an appropriate safety plan in place.
- Crisis evaluations were completed at **25 separate locations** in Carroll, Lee, Ogle and Whiteside counties.
- The majority of evaluations were completed in hospitals.
- When clients needed inpatient hospitalization, referrals were made to 34 different hospitals in northern Illinois.
- The highest number of inpatient referrals were made to KSB Hospital and Streamwood Behavioral Health.

Stacie Kemp, LCSW, Chief Clinical Officer for Sinnissippi Centers, identified that Sinnissippi is using this data to implement programs to help prevent crisis situations. One such program, the **Crisis Prevention Team (CPT)**, has been collaborating in Lee County since January of 2017 and is currently being replicated in Whiteside County. Partners in the CPT program include



Sinnissippi, **KSB and CGH hospitals**, county and local law enforcement, 911 dispatchers, public health departments and state's attorneys. These organizations work together to identify early warning signs of individuals with serious mental illness who come into contact with multiple systems within the community in order to work proactively and collaboratively to best serve the client and to prevent a crisis situation.

When asked about the impact of the Crisis Prevention Team on crisis services, Cris Murgage described, "As the provider of 24/7 behavioral health crisis services for all residents in the four county area, it has been so beneficial to work with other organizations who are also involved in the clients' lives. Proactive coordination of care is critical to resolving these complex health issues."

Sinnissippi Centers has been providing behavioral healthcare services since 1966. They employ 155 staff in 9 sites across Carroll, Lee, Ogle and Whiteside Counties.

For more information about programs and services, call Sinnissippi toll-free at 1-800-242-7642.

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