



SINNISSIPPI CENTERS
Annual Report FY2017

Dear friends,

This is a time of healing and growth, a time for behavioral health providers in Illinois to move past the years of budget impasse and political challenges and devise a future focus on innovative services to our communities. During the past year, Sinnissippi Centers celebrated our 50th Anniversary with a gala event. We celebrated the long careers of some of our champions as we saw Tom Hermes and Natalie Andrews retire. We mourned the loss of dear friends with the passing of Jeff Lovett and Phil Jorgenson. Thankfully, we have so many employees, board members, and friends who care so dearly about our mission, that it will always continue. Over the last 50 years, many things have changed in the social, political, and financial arenas. One constant has been this organization's commitment to provide quality, coordinated, and responsive care to Carroll, Lee, Ogle, and Whiteside Counties.

There is much to look forward to in the coming year. The State of Illinois has the opportunity to support new forward-thinking programming through a series of Medicaid waivers and plan amendments. The advent of Medicaid managed care in our area can provide exciting new opportunities for service delivery and funding reform. Sinnissippi is constantly expanding to new program areas, with teletherapy, recovery housing, and opioid antagonist distribution as just a few of the latest enhancements. Our community partnerships continue to expand upon ground-breaking programs such as Safe Passage and the Crisis Prevention Team.

Quite possibly the most exciting development over the last year has been Sinnissippi's work toward becoming a truly trauma-informed organization. More details will appear throughout this report, but in short this means that we are evaluating every belief and practice to determine if we are providing the most beneficial and accommodating support to individuals, families, and communities. This work represents a significant transformation that has only just begun.

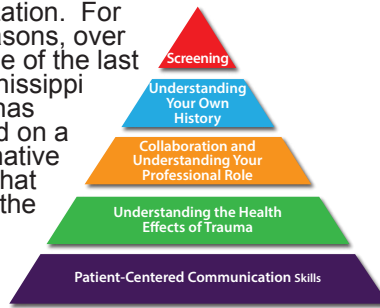
As Sinnissippi Centers forges ahead into its second 50 years, it is our pleasure to be of service to our neighbors and communities. Thank you for all of your support, without which none of this would be possible.



Michelle E. Spinden *Patrick M. Phelan*
Michelle Spinden Patrick Phelan
Board Chairperson President/CEO

Fully Trauma Informed

Trauma is a near universal experience for individuals. Someone can re-experience trauma in many circumstances and at Sinnissippi Centers, we want to ensure that one's experience in services is positive and does not result in re-traumatization. For these reasons, over the course of the last year, Sinnissippi Centers has embarked on a transformative process that changes the way we screen and assess clients, view the treatment process, handle admissions to services and payment, view staff support, and view the physical environment our clients see when they are here. It's a comprehensive and ongoing cultural shift. Already all staff have been trained in Trauma Informed Care practices and further trainings will be identified and provided on an ongoing basis. We have a completely updated treatment philosophy that guides everything we do. The goal of being a fully trauma informed agency is better and more effective care for clients and breaking down barriers to seeking treatment and support.



Trauma Informed building blocks

Updating our Look

Trauma informed care touches all aspects of providing services. That includes offering a warm welcoming environment for those coming to our facilities. Pair that with a two decade period since some of our offices were updated, and you have a clear renovation project. Built in 1996 and 1998 respectively, Sinnissippi's Mt. Carroll and Sterling offices have been undergoing some changes and updates, aimed primarily at being more welcoming. Updates for both offices should be complete by the end of 2017.



The lobby at Sinnissippi's Sterling office, like the rest of the building, has an updated look

Support for Mental Health

Over 150 people gathered for a Mental Health Forum hosted by PRISM of Lee County in May 2017. Sinnissippi Centers participated in the forum along with other PRISM partners. Perhaps the most important outcome of the forum, besides an increased awareness of mental illness, is a demonstration of the commitment of all the partners in PRISM to work together to build a better local system for residents dealing with mental illness and the families and loved ones who support them in their recovery.

Crisis Prevention Team

Building on the success of the Safe Passage Initiative, partners in Lee County launched the Lee County Crisis Prevention Team in the Spring of 2017. The idea behind the collaboration is that any individual identified by any of the partners as having a serious mental illness or is regularly in crisis will be able to get the comprehensive care they need through a coordinated response of referral and service provision. True to their name, the ultimate goal is to get individuals into the services they need before they reach the point of being in crisis.

Agency in Transition

Sinnissippi Centers is an agency in transition in many ways. One of those ways is a changing of the guard, so to speak. Several long term employees have retired over the past few years and one of the most recent is former Director of Crisis and Assessment Services, Tom Hermes. Tom started at Sinnissippi in June 1978 as a clinician and served the agency in many capacities including 30 years on the senior management team and was crucial to developing crisis and psychiatric services.



Farewell to Natalie Andrews

Natalie Andrews is another key staff member who devoted her career to Sinnissippi until her retirement. Natalie joined Sinnissippi in July 1983 as an addictions counselor. She eventually became Director of Addictions Services, and most recently Director of Adult Services. Andrews became known and respected nationally in her field and has made a deep and lasting impression on the agency.



A Home for Recovery

In FY2018, Sinnissippi Centers plans to open a recovery home. The home will be for individuals with a substance use disorder who have been discharged either from a residential in-patient treatment center, detox, another program, or are self-referred. Without such a support, relapse rates can be much higher. Sinnissippi's recovery home will be an Illinois Department of Alcoholism and Substance Abuse licensed program that will provide housing supervised by Sinnissippi staff for individuals from our four-county service area. The home will feature a substance-free healthy living environment with programs, activities, and services in place to encourage sobriety and recovery. The plan is for a 10-bed unit for adult males only, but if successful and with more resources, expansion to an adult women's home may be possible.

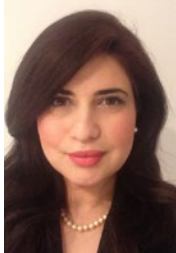
Finding Innovative Solutions

Unique problems offer opportunities for innovative solutions. One problem rural health providers have is a shortage of psychiatrists.

Psychiatrists largely provide medication prescription and monitoring services in behavioral health clinics. In response Sinnissippi Centers has implemented an all electronic telehealth component for psychiatric services. It provides a high quality therapeutic experience from a provider based outside our area. It also will provide more immediate access for clients. In addition clients report this has been a positive experience. Currently there are two telepsychiatry providers for Sinnissippi: Dr. Lisa Burckhartzmeyer and Dr. Saba Syed.



Dr. Lisa Burckhartzmeyer, Telepsychiatrist



Dr. Saba Syed, Telepsychiatrist

More Telehealth

The use of technology for behavioral health therapy isn't limited, of course, to psychiatry. Sinnissippi is developing a telehealth network that will also be used to provide counseling to clients at identified CGH Medical Center outpatient clinics and KSB Hospital outpatient clinics, with an emphasis on locations where there is no Sinnissippi Centers office in that town. The idea is to provide services to those who have barriers to accessing mental health services otherwise. Sinnissippi's teletherapists will accept referrals from doctors and nurses at identified CGH and KSB clinics. This may be prompted by a mental health screening conducted in the primary care setting. Sinnissippi staff on site at CGH and KSB may also identify individuals who will benefit from services.

Sinnissippi Center of Excellence

In August 2017 Sinnissippi welcomed three interns to the agency's newly established Community Behavioral Healthcare Rural Training Center of Excellence. This training and development program is designed to provide career paths to interns and those new to the field of behavioral healthcare. Components of the structured program include paid internship training, post graduate employment, licensure preparation, and loan repayment opportunities. The goal of the Center of Excellence program is to attract professionals to this area and provide incentives for career longevity with Sinnissippi.



Providing a Response

The local response to the increase in opioid abuse and overdoses in our communities continues through innovative partnerships and programs. As part of a grant funded collaboration with the Human Services Center of Peoria, IL, Sinnissippi Centers will be distributing the opioid overdose reversal drug Naloxone (also known as Narcan), to individuals in a six-county area, including Carroll and Whiteside Counties. Anyone who has an interest, from first responders to general community members, can be trained under the grant and receive and administer this life saving drug.

Gardenstock Sets Record

The Gardenstock Art & Music Festival is an annual community event that benefits Sinnissippi Centers' Youth Garden Program. The impact is long lasting.

Gardenstock started small but has become woven into the fabric of the summer festival season. The Youth Garden Program it supports has a lasting, positive impact, evidenced by the many comments from past participants.

Gardenstock 2017 set a record with proceeds (before expenses) of \$21,760.00.



Gardenstock benefits youth and is enjoyed by people of all ages.

Planning a Brighter Future

Sinnissippi Centers has always had a proactive team of leaders whose vision has included constant improvement. Recently the entire leadership team met for a mini-retreat and came up with nearly 50 strategies to address external challenges and to improve processes, all with Trauma Informed Care in the forefront as a guiding principle.

What's In Store

Illinois human services agencies experienced a tough budget year in FY2017, as the legislature and the Governor hammered out a spending deal in a very long and protracted process. What's in store for the immediate future? Actually, some good news. There is a state budget in place for the first time in two years which provides some security and stability.

There is a promise that overall financial support for individuals experiencing behavioral health issues will increase, but that has yet to happen. Finally, the state is working with the federal government to enhance Medicaid coverage. It's a start, and we are hopeful positive changes can continue to begin to rebuild a strong behavioral healthcare system.



Choosing Recovery

"Looking back now I realize I was sick since I was a kid. I had an addiction that I struggled with and my illness sort of blew that up and I became suicidal at the age of 14. I didn't make an attempt until 16 when I was hospitalized for the first time. With the help of my family and church I made it through high school."

However, after high school and the loss of the structure I had, I was in and out of the hospital, over 12 times in 2 years. It got to the point where the doctor recommended 24-hour care. My mother was working, my brothers were either working or in school, but I couldn't be home alone anymore.

I was hospitalized and while there I met with Rochelle Gardens and just said 'yes'. I moved there Christmas of 2011. After 2-4 months there they decided I should go to Sinnissippi for a Recovery Group. I came to the group twice a week. I slowly began to get better because I was asked questions and challenged in the way I thought. I got to the point that I didn't need the nursing home level of care.

I was still coming to Sinnissippi and found out about the Sinnissippi supervised living apartments. I applied for Fairview Apartments and got in, on the second try.

I really started working on skills (laundry, money management, house keeping, cooking). I have graduated each skill. I'm now able to work and have been working for a year. I'm in charge of my own meds. I'm my own payee. I decided somewhere in there that I'm not just going to accept me being mentally ill and that I can't get better. I decided 'Hey! I'm going to put forth the effort and not just be someone living off the system and being mentally ill.'

I put my heart into getting past where I was and not be stuck where I'm at. I was committed and realized I had the potential to get past my illness. I am working on moving out of Fairview and am working on trying to restructure groups at Fairview. We're developing a Transition Group within Fairview to help me and others get ready to move out.

One of the things I've seen in my time in Rochelle is that I've had impact on others, people at work, customers. Even little things make a difference. You can be given the resources, but not do anything with them. You have to make a choice to use the resources available to you to get better. You have to choose it. It doesn't happen to you, you have to be an active participant in your recovery."



Sinnissippi Centers, Inc.

Fiscal Year 2017 at a glance

All data and information as of June 30, 2017

GENERAL INFORMATION

Founded: May 31, 1966
Service area: Carroll, Lee, Ogle, Whiteside Counties
Service area population: 163,413

Board of Directors

Chairperson: Michelle Spinden **Members:** Dean Ahlers, Greg Beitel, David Bingaman, Mic Brooks, Doug Coppotelli, Kay Fisher, Dawn Holland, Jane Law, Don Lovett, Tom Sanders, David Schreiner, Sue Schroeder, Dr. Paul Steinke, DO.
Dr. Donald Edwards, Board Member Emeritus

Administration/Management Team

President/CEO	Patrick Phelan
VP/Chief Financial Officer	Teresa Good
VP/Chief Operations Officer	DeAnne White
VP/Chief Clinical Officer	Stacie Kemp
Director of Adult Services	Jennifer Thomason
Director of Child & Adolescent Services	Gloria Martin
Executive Secretary	Phyllis Berge

Medical Staff

Medical Director, James Daly, M.D.
Advanced Practice Nurse, Lorri Mostad
Psychiatric Nurse, Catherine Dunn

Employee Information

Total employees	151
Master's degrees	43
Bachelor's degrees	48
Associate degrees	9
Nurses	3
Psychiatrists	1

BEHAVIORAL HEALTHCARE SERVICES OFFERED

24-hour crisis & assessment
Acute Community Services
Continuing care/aftercare (individual and group)
DUI individual and group services
Early Childhood Mental Health
Enhanced Crisis Response
Family Care Coordinator services
Healthy Families Program
Individual and family counseling
Mental health and substance use outpatient services
Psychiatric services
Recovery support services
Residential services
Screening Assessment & Support Services (SASS)
Substance Abuse Intensive Outpatient Treatment
Ways to Wellness & Recovery program

VITAL STATISTICS

Total clients served (unduplicated)	5,027
Events of service delivered	130,749
New outpatient program appointments	3,066
Appointments with medication prescribers	5,700
Crisis evaluations (unduplicated)	1,729
Miles traveled by agency vehicles	164,225

CLIENT DEMOGRAPHICS

County of Residence	Percent	Clients
Carroll	7.9%	395
Lee	23.4%	1,174
Ogle	29.5%	1,483
Whiteside	33.1%	1,664
Other	4.3%	218
Data not present	1.9%	93

Gender	Percent	Clients
Male	48.0%	2,413
Female	51.2%	2,572
Data not present	0.8%	42

Age	Percent	Clients
Children (0-5)	1.8%	92
Children (6-12)	10.9%	550
Adolescents (13-17)	14.3%	718
Adults (18-24)	16.4%	826
Adults (25-44)	35.6%	1,788
Adults (45-59)	15.2%	764
Adults (60-64)	2.6%	129
Adults (65+)	2.7%	137
Data not present	0.5%	23

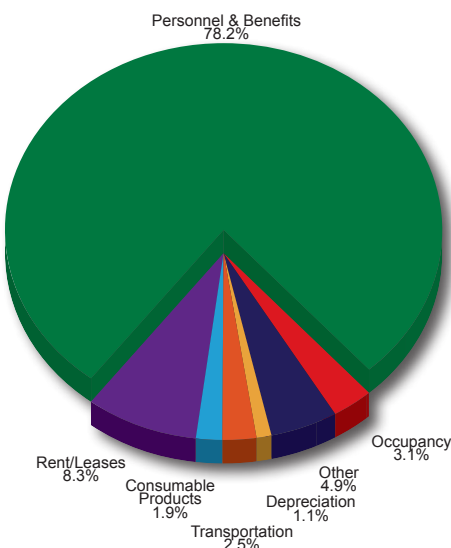
Race/Ethnicity	Percent	Clients
Caucasian	85.0%	4,275
Other single race	5.6%	284
African-American	4.5%	224
Hispanic/Latino	0.7%	36
Other	0.7%	35
Data not present	3.4%	173

Top Five Referral Sources	Percent	Clients
Hospital/Physician	25.2%	1,268
Self Referred	23.8%	1,197
Family	15.4%	776
Probation/Parole	9.2%	463
School	5.1%	257

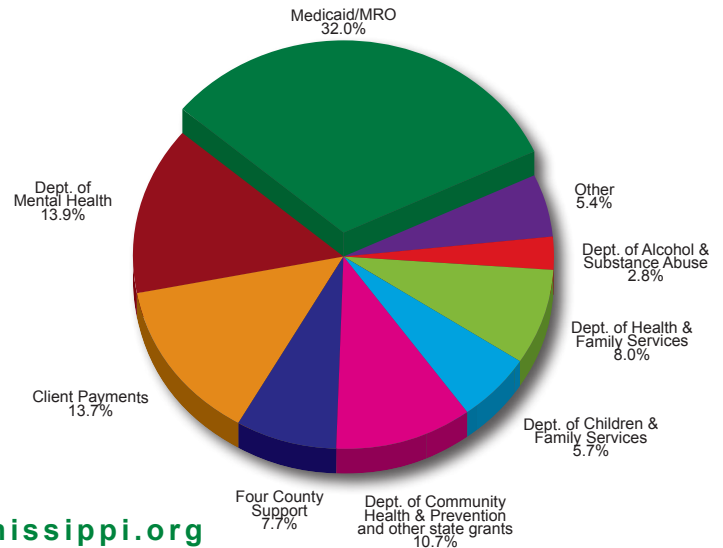
ACCREDITATIONS and LICENSURES

The Joint Commission (including Gold Seal of Approval)
Illinois Department of Alcoholism and Substance Abuse
Illinois Department of Children and Family Services
Illinois Department of Mental Health
Medicaid Certified
Medicare Accredited

FY 2017 EXPENSES



FY 2017 FUNDING



www.sinnissippi.org

Sinnissippi Centers is funded, in part, by the Illinois Department of Human Services

