

Sinnissippi Centers, Inc.

Annual Report of Fiscal Year 2016



**Celebrating 50 years of community
behavioral healthcare 1966 - 2016**



SINNISSIPPI CENTERS
Providing care, offering hope

Dear friends,

Sinnissippi Centers is celebrating our 50th year of providing behavioral healthcare services. We have included a special historical insert in this annual report for your enjoyment.



Our agency was born in an era of opportunities and challenges. While the balance between challenge and opportunity has ebbed and flowed, this dynamic has remained a constant theme throughout our half century history. However, the past year has been one of extreme challenges. As you will read in these pages, Sinnissippi faced a situation where budgetary issues consumed a very large portion of our energy and efforts.

We began the year by learning we would lose important state grant funding, and then spent an entire fiscal year hoping to receive payment for our remaining contracts. In the meantime, our incredible staff rose to the challenge of responding to these cuts. A partial spending plan in Illinois finally authorized payment for the previous year's contracts, ultimately relieving a lot of the financial pressures we were under. Despite these challenges, however, the Illinois Healthcare Transformation efforts began to promise the most significant improvements in programming and payments in decades.

Having survived this most challenging year as a leader in behavioral healthcare in Illinois, we are now able to look forward to new opportunities. Meaningful reform in the near future holds promise for our agency and if implemented, Sinnissippi should have the opportunity to expand services on several fronts.

There remain many exciting opportunities to collaborate with our local social service, medical, law enforcement, and education partners to the benefit of all of our citizens.

There was an almost palpable sensation of our behavioral healthcare system in Illinois and across the country hitting bottom this year. It seemed that almost immediately our friends and advocates took a deep breath and began to engage in the process of rebuilding.

Thank you all for taking this journey with us over the last half century, and over the next fifty years as well.

Michelle E. Spinden Patrick M. Phelan

Michelle Spinden Board Chairperson Patrick Phelan President/CEO

A Most Challenging Year
Fiscal Year 2016 will go down as one of the most challenging years for human services agencies. If you know anything about Illinois politics and budgets, you know that is saying a lot. Sinnissippi started the year with news that \$600,000 in grants would not be awarded. It got worse when the state failed to pass a FY2016 budget for an entire year. That meant no payments for services delivered under contract for the entire fiscal year. Add to that additional cuts and news that once a plan was passed to pay FY2016 expenditures, Sinnissippi would receive only 65% of what was owed. It painted a bleak picture. This led Sinnissippi in a couple of directions. First, a cost reduction initiative and second, joining a lawsuit with a coalition of state agencies to demand payment for services rendered.



Illinois was the only state not to pass a FY2016 budget.

Rocking The Budget
Sinnissippi Centers' initiative to respond to the state budget crisis, the uncertainty of the FY2016 budget, and budget cuts, became "Rock the Budget". Sinnissippi staff and management took proactive steps to mitigate the losses in state funding by instituting cost savings and modest revenue enhancement measures. Staff were asked for their ideas of how the agency could save both pennies and dollars, or increase efficiency, and many came up with ideas that were implemented. It wasn't easy. Funding support for behavioral healthcare has eroded over the past decade and Sinnissippi has taken action each time to adjust.

Pay Now Illinois
One of the other measures Sinnissippi Centers took to try and weather the state budget crisis was to join a lawsuit of dozens of Illinois human services agencies called the Pay Now Illinois Coalition. The suit sought payment for services delivered in FY2016 under contract with the state, but which were never paid for during that fiscal year. For Sinnissippi Centers, that meant nearly \$1 million owed for services already rendered. Perhaps due, in part to the lawsuit, the state eventually did promise to pay virtually all it owed Sinnissippi for FY2016. Many of the other agencies in the coalition also received word they would get at least partial payment by the state for FY2016 and on that basis the court dismissed the suit.



Psychiatric Care Affected
One more impact of the state budget crisis: A \$352,000 grant that supported provision of psychiatric services was cut. Not willing to just stop this vital service, Sinnissippi staff and management put a tremendous amount of effort into figuring out ways to continue offering psychiatric services to as many clients as possible.

Jeff Lovett a Long Time Friend
Sinnissippi Centers, and the Sauk Valley, lost a great friend in July 2016, with the passing of Jeff Lovett. Lovett was elected to Sinnissippi Centers' board of directors in 2003. He served the board, including terms as board chairperson, through 2016. Lovett was a passionate advocate for community mental health. Sinnissippi's President/CEO, Patrick Phelan, says of Jeff, "From his career in banking, to his service on many boards, and his overall commitment to the community, the mark left by Jeff is nothing short of amazing."



Jeff Lovett was a long time Sinnissippi board member

Getting National Attention
The Safe Passage initiative begun by Dixon Police and the Lee County Sheriff's Department is receiving national attention. Lee County was the second location in the country to start a Safe Passage Opiate Addiction Program. Safe Passage recognizes that addiction is more than a law enforcement issue, it's a public health issue. Safe Passage gets addicts to the help they need instead of putting them behind bars. The program has expanded to Whiteside County law enforcement. Safe Passage grew out of efforts by the Lee County Anti-Heroin Task Force, now PRISM (Prevention, Recovery, and Information Substance Abuse and Mental Health). PRISM includes members of law enforcement, the Lee County Health Department, Sinnissippi Centers, and others.



Changing Faces at Sinnissippi
The past year has been one of many transitions in staffing for Sinnissippi Centers. Larry Prindaville retired as Senior VP/CAO in February 2016, after 44 years of service. Kim James, Director of Healthcare Innovations, also left the agency. Natalie Andrews stepped down as Director of Adult Services to enjoy a part-time retirement. Tom Hermes, Sinnissippi's former Director of Crisis and Assessment, began a gradual transition to more of a part-time role this year as he nears his own retirement. Luckily these changes were planned and there has been a long-term effort to develop new leaders who will guide the agency into the future.

Welcome to Our New Leaders
Part of the staff transition process Sinnissippi has experienced in the past year has been to identify two new supervisors for the Oregon and Rochelle offices. In November of 2015, Sinnissippi Centers welcomed Sarah Schulfer as Sinnissippi's new Area Office Supervisor for the Rochelle office, and Christina Bieche as Sinnissippi's Area Office Team Leader for the Oregon office.

Meet Director Jennifer Thomason
Sinnissippi Centers welcomed Jennifer Thomason as its new Director of Adult Services in June 2016. She initially joined Sinnissippi Centers in January of 2007 as a clinician and became a Residential Services Manager in July 2013, prior to accepting the director position. She replaces Natalie Andrews who served as Sinnissippi Centers' Director of Addictions Services and later, Adult Services, since 1998.



Jennifer Thomason is Sinnissippi Centers' new Director of Adult Services

Offering Counseling to Students
Lutheran Social Services of Illinois (LSSI), stopped providing counseling services at Dixon High School in February 2016. Lee County United Way had been providing the funding, but LSSI laid off staff who provided the counseling to DHS students due to state budget cuts. Sinnissippi staff were able to step in to continue the service at the high school. Now with funding from the Illinois Children's Healthcare Foundation, Sinnissippi has begun to offer similar services to all Morrison schools.

The Other First Aid
CPR and first aid saves many lives every year. Mental Health First Aid (MHFA) does that for individuals experiencing a mental health crisis. Sinnissippi Centers conducted seven Mental Health First Aid trainings in Fiscal Year 2016, and plans more in FY2017. Those trained in MHFA can save lives and get individuals to care just like with CPR and traditional first aid. It is just as easy to learn and implement as the "other" First Aid too.



It Looks Better and Works Better
Sinnissippi Centers' website has entered the mobile age. The site got a minor upgrade in November 2015, and has already seen more traffic and a better visitor experience. Smartphone ownership is over 50% for low income individuals, and as income rises the percentage is higher. To keep pace organizations have made their sites viewed and easily used on mobile devices. Visit us at www.sinnissippi.org.

Mudstock Art & Music Festival
Ten inches of rain fell in the week leading to up to the 9th Annual Gardenstock Art & Music Festival. Organizers nicknamed it "Mudstock", because of all the mud that was created. No one seemed to mind the mud, taking it in stride. Everyone enjoyed the music and art. 1,460 people came and even with a smaller crowd, Gardenstock still generated about the same donation to Sinnissippi's Youth Garden Project as last year's event, just over \$6,000.



Gardenstock was still a great success despite many challenges

Living with Independence
In 1990 Sinnissippi Centers launched its residential services program with the opening of the original Sterling Apartments at 616 6th Avenue. Four new apartments were later built, one in each of our four counties, including a replacement for the original 616 building. The apartments provide individuals with a serious mental illness the opportunity to develop skills that enable them to live more independently. It's a time to celebrate when a tenant moves out because it means they are farther along in their recovery process and are ready to live independently again in their own home or apartment.

Wellness & Recovery Celebration
Sinnissippi Centers held the annual Wellness and Recovery Celebration at its Dixon office on Thursday, September 15, 2016. The event is for individuals in recovery from a mental illness, substance use disorder, other behavioral healthcare issue, those seeking overall mental wellness, and those who support them. The event is supported by funds from the Sinnissippi Foundation.



Participants at the Wellness & Recovery Celebration enjoy the Better Living Focus Group's cake walk

Transforming the Future
Sinnissippi Centers looks forward to 50 more years of providing behavioral healthcare services to our communities. It seems the only constant in our field is change. That's not always a bad thing. One positive change we are likely to see is from the State of Illinois promising initiative to transform healthcare. The state is starting with the behavioral healthcare system, but eventually they will expand to primary and other healthcare which will affect virtually every other state agency in some way. Under this plan, a provider like Sinnissippi Centers will be able to offer more services to more individuals. It's a win-win and a plan that utilizes state dollars more wisely.

Care Coordination

Over the next decade, care coordination services will represent the fastest growing area in behavioral healthcare, and one that is very desirable to our community partners. This array of services is central to the vast majority of Sinnissippi's new initiatives. Put simply, care coordination is the attempt to ensure that any individual has access to all types of necessary services and healthcare, and that the providers of those services communicate with each other and treat the individual in a coordinated fashion.

Sinnissippi Centers has provided "case management" services for most of our history. Care coordination is simply an outgrowth of that service, but also one that is more patient-centered.

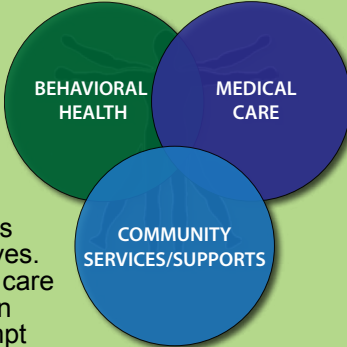
Over four years ago, Sinnissippi Centers embarked on a massive undertaking; a greatly improved system of care for children, called Community That Cares (CTC). Central to this effort is the Family Care Coordinator (FCC). The FCC meets with families of youth who demonstrate increased risk of mental illness and ensures that all of their needs are met.

Approximately three years ago, care coordination efforts began for adults with concurrent behavioral and primary health concerns through Ways to Wellness and Recovery (WWR). WWR provides care coordination to adults with both physical and behavioral healthcare concerns. In partnership with our local hospitals we hope to expand care coordination to become available to all of their patients with mental health or substance abuse needs.

More recently, a new federal grant has allowed us to provide care coordination to youth and families who experience barriers in engaging in treatment. These services are coordinated with the work of CTC and the Florissa Center in Dixon.

We are also doing more care coordination in collaboration with local law enforcement. A new task force is looking at how to coordinate police, hospitals, and Sinnissippi Centers' interventions for those with a chronic illness.

Our vision for the future: Anyone who comes in contact with law enforcement, any child who goes to school, and every patient at a primary care visit is referred to a care coordinator if the need is there.



All data and information as of June 30, 2016

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, Doug Coppotelli, Jeff Doran, Kay Fisher, Dawn Holland, 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	Natalie Andrews
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	153
Master's degrees	47
Bachelor's degrees	39
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)	5,468
Events of service delivered	138,911
New outpatient program appointments	3,331
Appointments with medication prescribers	7,196
After hours emergency evaluations	1,096
Miles traveled by agency vehicles	154,597

CLIENT DEMOGRAPHICS

County of Residence	Percent	Clients
Carroll	8.0%	437
Lee	24.2%	1,323
Ogle	30.6%	1,673
Whiteside	32.3%	1,765
Other	3.4%	187
Data not present	1.5%	83

Gender	Percent	Clients
Male	49.2%	2,691
Female	50.1%	2,742
Data not present	0.6%	35

Age	Percent	Clients
Children (0-5)	1.6%	90
Children (6-12)	10.6%	577
Adolescents (13-17)	13.9%	759
Adults (18-24)	16.1%	881
Adults (25-44)	33.6%	1,838
Adults (45-59)	17.5%	958
Adults (60-64)	2.9%	159
Adults (65+)	3.5%	193
Data not present	0.2%	13

Race/Ethnicity	Percent	Clients
Caucasian	85.8%	4,691
Other single race	5.9%	323
African-American	4.6%	254
Hispanic/Latino	0.7%	40
Other	0.5%	28
Data not present	2.4%	132

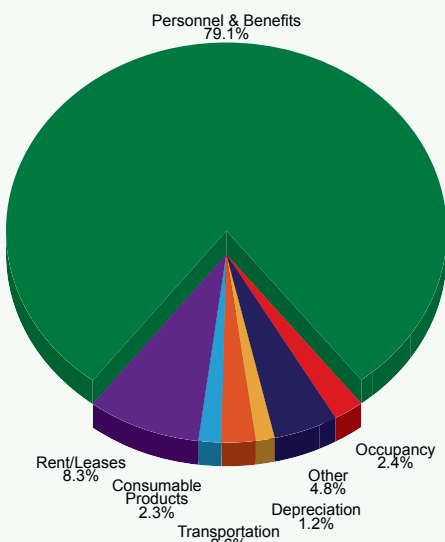
Top Five Referral Sources

Referral Source	Percent	Clients
Hospital/Physician	26.0%	1,421
Self Referred	24.5%	1,337
Family	14.6%	797
Probation/Parole	9.3%	511
Community	4.8%	265

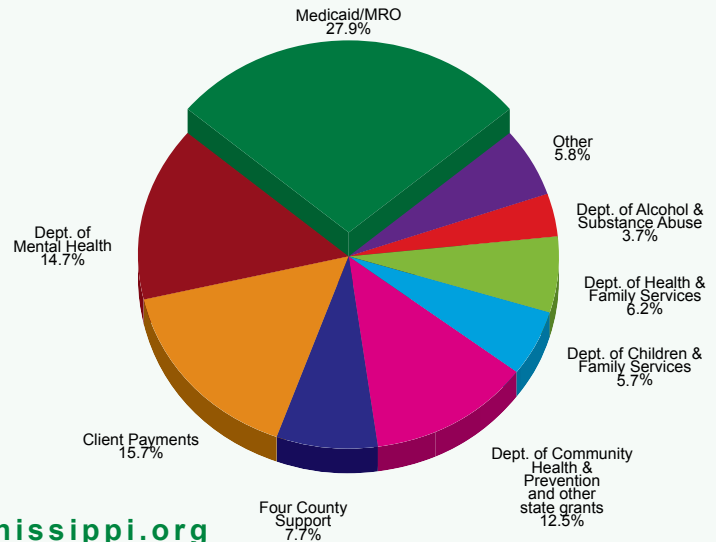
ACCREDITATIONS and LICENSURES

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 2016 EXPENSES



FY 2016 FUNDING



www.sinnissippi.org

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





HISTORY



Sinnissippi

Mental Health Center

1966

Sinnissippi Mental Health Center came into being when it was incorporated on May 31, 1966



1968

Sinnissippi Mental Health Center moves their Dixon office to the current Route 2 location



1983

First full-time office established in Rochelle



1995

Sinnissippi's new Mt. Carroll office opens



1997

Completion of Sinnissippi Centers' new Sterling office at its present location

Sinnissippi Mental Health Center was incorporated on May 31, 1966. It was not quite three years after President John F. Kennedy signed the **Community Mental Health Act** into law that would transform the treatment of those with a mental illness.

Excerpts from the message in our first annual report by board President, **George S. Silvest, M.D.**, summed up how Sinnissippi came into existence. "The Sinnissippi Mental Health Center, serving the residents of Carroll, Lee, Ogle, and Whiteside Counties, became a reality on **July 1, 1966**, [when we officially started providing services]. The Center is the culmination of three months of frenetic activity on the part of the four Mental Health Associations. The promise of financial aid from the Illinois Department of Mental Health gave impetus to the associations to work out financial and working agreements, establish a Board of Directors, and give a name to the Center."

That first year the agency served nearly 900 residents of Carroll, Lee, Ogle, and Whiteside Counties from two offices: One in Dixon and the other in Sterling. It began a tradition of providing cutting edge, quality, patient-centered care and established a culture of constant evaluation and improvement of how we deliver that care.

In 1967, Carroll County became the first of three counties in our service area to pass a mental health funding levy and establish a **708 Mental Health Board**. Two other counties soon followed suit: Ogle and Whiteside passing theirs in 1968. Lee County also began to provide similar support, but did so without forming a separate mental health board.

Over the last half century there have been many changes. **The original office on North Galena Avenue was soon replaced in 1968** by a new building on Illinois Route 2, the location of our Dixon office today. That building has also seen several expansions over the years. In 1979 Sinnissippi began operating the State of Illinois' first intensive outpatient treatment service that provided an alternative to in-patient care for some clients. **In 1981 full-time offices were established in Mt. Carroll and Oregon, and in 1983 in Rochelle. In 1995, construction was completed on Sinnissippi Centers' current Mt. Carroll office.** Two years later construction was completed on Sinnissippi's current **Sterling office**.

Also in 1997 we were **accredited for the first time by the Joint Commission** and received their Gold Seal of Approval. We have remained accredited and have maintained the gold seal ever since giving testament to

Continued on next page



1966

July 1, 1966, Sinnissippi Mental Health Center begins providing services



1981

Full-Time offices established in Mt. Carroll and Oregon



an affiliate of Alliance, Inc.

Sinnissippi Centers, Inc.
A Community Services Agency

1988

Name changed to Sinnissippi Centers, Inc.



1997

Sinnissippi's Fairview Apartments opens in Rochelle



2001

Sullivan Apartments opens in Mt. Carroll



2002

Parks Place Apartments in Dixon opens



2005

Sterling Apartments opens



Phil Jorgensen,
Executive Director 1966 - 1970



Al Graff
Executive Director 1974-1978



Jim Sarver
President/CEO 1989 - 2013

Continued from previous page

the quality, professionalism, and dedication of our staff and management in carrying out our mission. Later, in 2002, The Joint Commission awarded Sinnissippi Centers the prestigious Ernest. A. Codman Award for Excellence.

It was in **1997** that **we completed construction on Fairview Apartments** in Rochelle, a supervised living site for individuals with a serious mental illness. Other apartment sites followed; **Sullivan Apartments** in Mt. Carroll in 2001, **Parks Place Apartments** in Dixon in 2002, and **Sterling Apartments** in 2005, which replaced the old 616 building, our first supervised living apartment.

It was in **2004** that **our present Rochelle office was built**. It was another ten years, **2014**, before **the most recent new office building was built, the Oregon office**.



2004

The new Rochelle office opens



2014

The new Oregon office opens

LEADERSHIP

Six individuals have led Sinnissippi Centers as the agency's chief executive officer, and each one left their own personal mark on Sinnissippi.

Phil Jorgensen was the Executive Director from 1966 until 1970, and was instrumental in securing local support and local funding for the Sinnissippi Mental Health Center, a key accomplishment in our early history.

John L. Kidwell took over as Executive Director in 1970, and served in that role through 1973. Kidwell was a tireless advocate for state funding of community mental healthcare services. Sinnissippi Centers today relies heavily on state funding to serve our clients.

Al Graff was Sinnissippi's Executive Director from 1974 through 1978, and was known as being a steady force in guiding the agency during his tenure.

Lloyd Sidwell took over in 1979, and was Executive Director until 1989. Sidwell was known as a great strategist. He envisioned new ways of attaining higher goals for the agency. A legacy we follow today.

The title changed in 1989 to President/CEO with **Jim Sarver** who served in that capacity into 2013. Sarver led the renovations and expansion of Sinnissippi Centers' offices and residential facilities.

That brings us to the present day with the current President/CEO, **Patrick Phelan**. Phelan has faced some of the most challenging Illinois State budget times in community behavioral healthcare. His focus has been on diversification of funding in order to reduce the agency's reliance on State of Illinois revenue.



John L. Kidwell, Executive Director 1970 - 1973



Lloyd Sidwell
Executive Director 1979-1989



Patrick Phelan
President/CEO 2013 - Present